2019 Washington Street, East
Charleston, WV 25305
Telephone: 304-558-2306
General Fax: 304-558-6026
Bid Fax: 304-558-3970

The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at *wvOASIS.gov*. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at *WVPurchasing.gov* with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

wvOASIS

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Welcome, Christopher W Seckman | Procurement | Budgeting | Accounts Receivable | Accounts Payable

Solicitation Response(SR) | Dept: 0403 | ID: ESR08052400000000858 | Ver.: 1 | Function: New | Phase: Final | Modified by batch , 08/06/2024

Header 17

List View

General Information | Contact | Default Values | Discount | Document Information | Clarification Request

Procurement Folder: 1467650	SO Doc Code: CRFQ
Procurement Type: Central Master Agreement	SO Dept: 0403
Vendor ID: VS0000046573	SO Doc ID: DBS2500000001
Legal Name: TransLinguist Inc	Published Date: 7/19/24
Alias/DBA: TransLinguist Inc	Close Date: 8/6/24
Total Bid: $262,500.00	Close Time: 13:30
Response Date: 08/06/2024	Status: Closed
Response Time: 7:56	Solicitation Description: Remote Video Interpreters for WVSDB
Responded By User ID: translinguist	Total of Header Attachments: 17
First Name: Jawad	Total of All Attachments: 17
Last Name: Khan	
Email: bd@translinguist.com	
Phone: 6463584386	

Proc Folder:	1467650
Solicitation Description:	Remote Video Interpreters for WVSDB
Proc Type:	Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2024-08-06 13:30	SR 0403 ESR08052400000000858	1

VENDOR
VS0000046573 TransLinguist Inc

Solicitation Number:	CRFQ 0403 DBS2500000001

Total Bid:	262500	**Response Date:**	2024-08-06	**Response Time:**	07:56:36

Comments:

FOR INFORMATION CONTACT THE BUYER
Joseph E Hager III
(304) 558-2306
joseph.e.hageriii@wv.gov

Vendor
Signature X   **FEIN#**   **DATE**

All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Remote Video interpreters	2500.0000 HOUR		105.000000	262500.00

Comm Code	Manufacturer	Specification	Model #
90121702			

Commodity Line Comments:

Extended Description:

Quantities are estimated and for bid purposes only.

FINANCIAL PROPOSAL
TransLinguist Inc.

For: West Virginia Secondary School for the Deaf (WVSDB)

Title: Remote Video Interpretations

Date: 6th August 2024

EXECUTIVE SUMMARY

We thank West Virginia Secondary School for the Deaf (WVSDB) for inviting us to submit a financial proposal for the provision of Interpretation Services. We refer to our technical proposal which sets out how TransLinguist is uniquely positioned to assist West Virginia Secondary School for the Deaf (WVSDB) on its Remote ASL Interpretation needs. Further, we can draw upon the depth of our expertise which allows us to provide our services at a competitive rate. We understand the need to be flexible with our fee structures in order to make our relationship with you work. Accordingly, set out below are details of our Commercial Proposal.

Once you have had an opportunity to review the proposal, please do not hesitate to contact us to discuss.

Sincerely,

Jawad Khan
Managing Director
TransLinguist Inc.
T: +971 (0) 561 513 276
T: +44 (0) 20 3286 6786
T: +1 (0) 646 358 4386
E: jawad.khan@translinguist.com

FEE PROPOSAL AND TERMS

Fee Arrangements

We recognise that it is extremely important for our services to be delivered cost effectively and to add commercial value for our clients. An appropriately structured fee arrangement can enhance both the effectiveness of our services and the value we can add.

Pricing Table

Service Type	Language	Unit	Unit Price (USD)	Total Cost for 2500 hours
ASL interpretation (Remote)	ASL <> English	Per Hour	105	262,500

Proposal Validity

This proposal shall remain valid for 60 days from the date of submission.

Notes:

1. As per industry standard practice, please note that TransLinguist allocates two remote interpreters per meeting request, with a minimum duration requirement of 2 hours.

2. Our Simultaneous Interpretation Product **(TransLinguist Interactive)**, available for a subscription fee of **USD 50 per hour**, offers clients a comprehensive RSI (Remote Simultaneous Interpretation) and VRI (Video Remote Interpretation) package enhanced by Artificial Intelligence and a specialized marketplace. This product allows clients to schedule and host meetings seamlessly by directly connecting with interpreters, eliminating the challenges of scheduling and availability. Subscribers will benefit from access to recordings and multilingual meeting transcripts. Additionally, the product features automated captions and subtitles for enhanced accessibility. Clients are welcome to request a free demonstration, please note that charges apply only upon product subscription.

   i. **Sign Language Interpretation:** TransLinguist Interactive includes support for American Sign Language (ASL) interpretation, providing real-time ASL services to ensure that deaf and hard-of-hearing participants can fully engage with the meeting content in real time with both our speech AI features as well as remote interpreters to assist those who need it.

   ii. **Direct Interpreter Access:** Clients can schedule and host meetings by directly connecting with interpreters from our network of over 4,000 remote professionals, eliminating the hassle of scheduling and availability concerns.

   iii. **Multilingual Recordings and Transcripts:** Every meeting is recorded, and minutes are transcribed in all languages, ensuring accurate and accessible documentation.

   iv. **Automated Captions and Subtitles:** As an additional feature, clients can utilize automated captions and subtitles to enhance accessibility and understanding during meetings.

v. **User-Friendly Interface:** Our platform is designed to be intuitive, making it easy for clients to manage their interpretation needs efficiently.

vi. **Cost-Effective Solution:** At just **USD 50** per hour, our package provides a budget-friendly option for high-quality interpretation services, making it accessible for organizations of all sizes.

vii. **Demo Availability:** We offer a demo to help clients understand the full capabilities of our product. Experience the future of interpretation with TransLinguist and ensure your meetings are seamlessly interpreted in real-time. To explore the features and benefits of our hybrid multilingual interpretation product, click on this link for a self-demo. For more information on the product click here. https://www.youtube.com/watch?v=T-XVpRPGMIk

Costs and Disbursements

There will be a **15%** charge for recording services. This fee is necessary as interpreters typically request it to cover copyrights and other related considerations. Recording interpreters' work requires their prior written consent, and the fee compensates for the use of their intellectual property, which is protected under copyright laws. The rate also varies depending on the language combination and the intended use of the recording, whether commercial or non-commercial.

Time Requirements (Interpretation)

Unforeseeable circumstances sometimes dictate that overtime is required (when a meeting runs late, for example). If the services are required beyond the contracted working day, a supplemental rate will be applied per additional hour. Any partial hour will be rounded up to one full hour.

Rush Projects (Interpretations):

The parties must specifically agree to rush projects in writing. When undertaking rush projects, TransLinguist shall use reasonable efforts to ensure the quality of such rush projects. However, TransLinguist cannot warrant that any rush project will be of the same quality in comparison with a non-rush-based project. By signing this agreement, the Client acknowledges and agrees that undertaking jobs on a rush basis may result in lack of availability of local resources or necessity of booking less qualified interpreters. TransLinguist shall not be held responsible for any costs or liabilities that may result from such late project approval. The Client acknowledges that they understand and are fully aware of these risks and agree to undertake such rush projects with the understanding that it may be impossible to maintain the same level of quality that would be achieved on a non-rush basis and has the risk in unavailability of qualified interpreters.

Preferential Advance Notice (Interpretations)

It is advised to give advance notice to TransLinguist within 2 working days of the event start date (for remote interpretations) and at least 3 working days' notice for on-site interpreters. It should be noted that the supply of qualified interpreters will decrease as the event date draws closer, which is why confirmation as early as possible is preferred.

Industry Standards (Interpretations)

Interpreting is both mentally and physically challenging for interpreters, which is why TransLinguist's adheres to the industry standard of simultaneous interpreters working in pairs at any meeting lasting 30

minutes or more. The Client acknowledges and agrees that undertaking jobs with reduced number of linguists may result in objective and subjective errors and inconsistencies (stylistic, grammatical, word usage, etc.). A fatigued interpreter may start to lag, overlook important words or sentences. TransLinguist shall not be held responsible for any resulting costs or liabilities from such errors and inconsistencies, therefore we only allocate simultaneous interpretations in the form of interpreter pairs and require advance notice for quality allocation of resources. There is a minimum duration of 2 hours for remote bookings for ASL Interpretation as per industry standards.

Cancellation (Interpretations)

In the event an assignment is cancelled after being confirmed, where TransLinguist is expected to reserve the scheduled time, or while assignment is in progress, then TransLinguist's interpretation fee is payable in whole or in part according to terms agreed upon in advance for each assignment. Please note that a cancellation fee is standard in the industry since our qualified interpreters are professionals who refuse other requests or assignments for a reservation specific to a scheduled date as requested by the client. Refer to the industry standard cancelation and rescheduling SLA table below which highlights the % of total estimated interpretation charges applicable on cancelation and rescheduling a confirmed event:

Hours Prior to the Event	Cancelation Fee	Rescheduling Fee
Within 96 Hours	50%	25%
Within 72 Hours	75%	50%
Within 48 Hours	100%	75%
Within 24 Hours	100%	100%
Within 12 Hours	100%	100%

Invoicing

We provide a fully transparent billing system through our invoices, which are accompanied by a narrative of the tasks undertaken and the time spent on each project. We are of course happy to discuss with you any queries regarding fees and billing that may arise during our contractual time.

We customarily bill for services performed and expenses incurred monthly in arrears, with detailed statements, the form of which can be tailored to your requirements. We will prepare invoices for all work and related costs and disbursements in **USD**, at your preference. Bills are payable within 30 days following the date of invoice. TransLinguist will be entitled to suspend work upon notice in case any such bill remains outstanding on the expiry of such 30-day period. We adhere to issuing invoices exclusively to the Account Payable team and all payments shall be in accordance with the Procure to Pay (PTP) policy.

TECHNICAL PROPOSAL

TransLinguist Inc.

For: West Virginia Secondary School for the Deaf (WVSDB)

Title: Remote Video Interpretations

Date: 5th August 2024

Table of Contents

ACKNOWLEDGEMENT

Dear Procurement,

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

TransLinguist is headquartered in Dubai, with additional support from offices in the UK and Estonia, and we also operate in the US as a small business entity. We have extensive experience in delivering top-tier translation and interpretation services globally, including high-quality translations and simultaneous interpretation over Zoom and other platforms. We have successfully provided translation and interpretation services to esteemed organizations such as **Eastern Washington University, San Antonio Metropolitan Health District (SAMHD), Denver Public Schools, Department of General Services Pennsylvania (DGS), and Malaria Consortium**. Our expertise extends to the public health and education sectors, exemplified by our work with the **DanChurchAid (DCA), Norwegian Refugee Council (NRC), Catholic Relief Services, and Universal Postal Union (UPU), British Council, UN Women, and UNFCCC**. In these projects, we have efficiently managed interpretations to support their diverse clientele and partners. These experiences underscore our ability to meet the highest standards of accuracy and efficiency. Our team is adept at handling a wide range of languages and complex projects, making us the ideal partner for WVSDB's remote video interpretation needs. We are committed to delivering world-class services that facilitate global understanding and cooperation.

TransLinguist is excited about this opportunity, and we are fully committed to helping support The West Virginia Schools for the Deaf and the Blind with our quality-driven services under this tender. Should you have any questions or require any additional information, please don't hesitate to contact me at any time.

Sincerely,

Jawad Khan

Managing Director

TransLinguist Inc.

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

1. EXECUTIVE SUMMARY

TransLinguist would like to thank The West Virginia Schools for the Deaf and the Blind for inviting us to submit our proposal for the provision of Interpretation. We are ideally suited to act as WVSDB's preferred LSP 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 WVSDB 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 WVSDB with its interpretation requirements with a widespread global footprint and dedicated Subject Matter Experts (SMEs) in addition to a fully staffed office in Dubai's Business Bay and London's Financial District. The team includes experienced Account and Project Managers in addition to native-speaking project teams with access to a constantly growing pool of native-speaking linguists with a broad spectrum of industry experience.

1.2.   Industry Relevant Experience

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

TransLinguist understands and delivers localization services across a multitude of industries from Education, 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.   Experience with Counties, States, NGOs, and International Organizations

TransLinguist boasts a robust portfolio characterized by extensive experience with various

educational institutions and international organizations, providing exceptional remote video interpretation services, particularly in American Sign Language (ASL). Our expertise spans a wide range of settings, ensuring that we meet the unique needs of our clients with the highest standards of accuracy and confidentiality.

For West Virginia Schools for the Deaf and the Blind, TransLinguist can offer unparalleled ASL interpretation services. Our team is highly skilled in handling complex educational content, ensuring that all communications, whether they are classroom instructions, administrative announcements, or extracurricular activities, are effectively conveyed to Deaf and hard-of-hearing students and faculty.

TransLinguist has been appointed under a Long-Term Agreement (LTA) **with Eastern Washington University (EWU)**, where we provide both remote and on-site ASL interpretation services, along with translation services on an ad-hoc basis. Our interpreters are adept at facilitating communication in academic settings, ensuring that all students have equal access to education and campus activities. This collaboration emphasizes our commitment to inclusivity, supporting the diverse needs of the university's Deaf and hard-of-hearing community.

Furthermore, we have established agreements with **Denver Public Schools**, where our ASL interpreters support various educational needs, from classroom instruction to parent-teacher meetings and school events. Our interpreters work closely with school staff to ensure that Deaf and hard-of-hearing students receive the same quality of education as their peers. This partnership highlights our ability to adapt to different educational settings, providing tailored services that meet the unique requirements of each institution.

In addition to our work in educational institutions, TransLinguist holds Long-Term Agreements with prestigious organizations such as **UN Women**, **UNESCO**, and the **Norwegian Refugee Council (NRC)**. These agreements encompass a wide range of language services, including translation and interpretation, across multiple languages and regions. Our ability to handle complex financial reports, legislative texts, and official communications demonstrates our commitment to maintaining the highest standards of accuracy and confidentiality.

TransLinguist also has a Service Agreement with the **Universal Postal Union (UPU)**, a United Nations specialized agency, providing software localization services in multiple languages, including French, Spanish, Portuguese, Arabic, Russian, and Chinese. This experience underscores our capability to deliver tailored language services that enhance accessibility and user experience across diverse linguistic groups.

Moreover, we have secured translation and interpretation agreements with organizations such as the **City of San Antonio**, **Department of General Services**, and **UN Foundation**. These agreements highlight our capacity to support various communication needs, ensuring clarity and professionalism in all interactions.

For West Virginia Schools for the Deaf and the Blind, TransLinguist is uniquely positioned to provide remote video interpretation services in ASL. Our extensive experience with educational institutions like **Eastern Washington University**, **Denver Public Schools**, and **Western Washington University**, combined with our proven track record with international

organizations, makes us the ideal partner to support the language service needs of your institution. By leveraging our expertise, we can help create an inclusive and accessible educational environment for all students and faculty.

1.4.   Cutting Edge Technology Solution

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

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

2. TRANSLINGUIST AT A GLANCE

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

2.1. Company Information

Company Name	TransLinguist Inc.
Company Location	UK, UAE, US, Pakistan, Estonia
Company UBO	Jawad Khan
Date Found	UK – April, 2017 UAE – August, 2018 US – February, 2021 Estonia – November 2022
Years in Business	6+ years
Registered Address	256 Chapman Road STE 105-4, Newark, New Castle, 19702, Delaware
Phone Number	T: +44 (0) 20 3286 6786 T: +1 (0) 646 358 4386 T: +971 (0) 561 513 276
Website Address	www.translinguist.com
Trade License	Please refer to the separately attached **"TransLinguist - Trade License"**
Registered Number	6714478
Insurance Cover	1. Public liability insurance - £1,000,000 2. Product liability - £1,000,000 3. Employers' liability insurance - € 5,000,000 4. Professional Indemnity - £1,000,000

2.2. Dubai, United Arab Emirates

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

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

technical human and machine translation advice across a wide range of industries.

2.3.   London, United Kingdom

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

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

2.4.   Estonia, EU

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

2.5.   Delaware, United States

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

2.6.   California, United States

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

2.7.   Islamabad, Pakistan

TransLinguist established an IT back office in Islamabad that caters to all business development market analysis, finance ledgers, and an experienced product technology development team. We understand that Technology is a core requirement as a language service provider and have

implemented an intelligent data analytics tool catering to workflow management, API integration to multiple backend CMS platforms, and ensuring an efficient streamlined localization approach across each project request.

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

3. REFERENCES

Our extensive experience and global reach position TransLinguist as a reliable partner for fostering inclusive and multilingual communication in international forums. We pride ourselves on our ability to deliver exceptional language services that transcend linguistic barriers, enabling our clients to achieve their goals and make a meaningful impact on a global scale.

Description of services/goods	Contract Identification and Title and Contact details of Client (Name, Address, telephone, email, fax)	Year project was undertaken	Logos
Translation and Interpretation	**Client:** Denver Public Schools **Name/ Designation:** Melissa Haran / Senior Purchasing Agent **Email:** melissa_haran@dpsk12.org	2022-Onwards	
ASL Interpretation Services	**Client:** Eastern Washington University **Name / Designation:** Cody Ross, JD Contracts Specialist 2 **Email:** cross19@ewu.edu	2024-Onwards	
ASL Interpretation Services	**Client:** United Nations Entity for Gender Equality & the Empowerment of Women (UN Women) **Name/ Designation:** Nancy Khweiss / Programme & Coordination Specialist **Email:** Nancy.Khweiss@unwomen.org	2020-Onwards	
LTA for Translation and Interpretation Services	**Client:** San Antonio Metropolitan Health District (SAMHD) **Name/ Designation:** Jose Govea / Procurement Specialist **Tel:** +1 210-207-8780 **Email:** jose.govea@sanantonio.gov	2023-Onwards	

Translation, Editing and proofreading (TEP) services	**Client:** Department of General Services Pennsylvania **Name / Designation:** Celeste Mazza / Commodity Specialist (Bureau of Procurement) **Email:** celmazza@pa.gov	2024-onwards	
Translation Services	**Client:** Catholic Relief Services **Name/ Designation:** Regina Hill/ Global Procurement **Email:** regina.hill@crs.org	2022 - Current	
Interpretation Services	**Client:** National Democratic Institute (NDI) **Name / Designation:** Judith Johnson / Internal Audit Director **Email:** jjohnson@ndi.org	2024-onwards	

4. LANGUAGE SERVICE OFFERINGS

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

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

4.1. Interpretation Services

Our pool of qualified interpreters are specialists in notetaking and memory skills that enable them to render long passages. Depending on the client's requirement we provide consecutive and simultaneous interpretations and can support conferences and over-the-phone interpretation services. TransLinguist utilizes the services of interpreters who have a proven track record of successful performance and therefore have credibility in the industry.

Our interpreters are members of professional translation associations (AIIC, ATA, IAPTI) and have the ability to bring in interpreters from overseas when there is a peak in requirements. We provide complete interpretation solutions including silent translation booths, delegate interpretation headsets, interpreter desks, central control units, transmitters, and powerful radiators. Our team of multinational interpreters stays up to date in all linguistic and terminological matters through careful preparation for each event and exposure to a multitude of diverse events in a variety of sectors and industries.

4.2. Simultaneous Interpretation

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

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

TransLinguist's qualified and certified pool of native-speaking interpreters with prior industry-specific experience ensures that accurate real-time interpretations are delivered in line with the terminology alignment and preferences of the client. Our interpreters prioritize information and have core experience in distinguishing between primary and secondary information, activating short-term memory, and communicating the replicated source speech to the target language in real-time. Additionally, our interpreters have the capability of anticipating what the speaker might say next, which is useful especially when the language spoken by the speaker has a different syntactical structure to the target language. Since Simultaneous Interpretations provide real-time language support, it is always completed in pairs

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

4.3. Remote Simultaneous Interpretations

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

TransLinguist offers a new take on running multilingual events on a global scale through our AI-driven Remote Simultaneous Interpretation (RSI) feature which streamlines the interpretation process in realtime, anytime, anywhere – in any language. RSI utilizes live video and audio feeds to provide real-time multi-language support for multilingual events. This feature allows interpreters, participants, and speakers to connect to a specific event in the language of their preference in a remote setting via virtual interpretation and web-conferencing technology. Our solution utilizes the power of Cloud-Computing and Artificial Intelligence to offer top-of-the-class remote simultaneous interpretation features, including but not limited to:

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

4.4. What is TransLinguist Interactive?

In addition to supporting both RSI and VRI, TransLinguist Interactive reduces the complexity of using interpreter services by providing a Marketplace of 40K+ certified and experienced resources along with a calling interface that encompasses multiple features, allowing clients to maximize their global reach.

As interpretations are hosted virtually, TransLinguist Interactive also contributes to the Sustainable Development Goals (SDGs) by reducing interpreter travel to onsite setups and thus, reducing the carbon footprint. TransLinguist Interactive also eliminates budget restraints in comparison to hosting an onsite event by reducing the cost of arranging travel and accommodation for the interpreters, omitting the need to set up bulky and expensive interpretation equipment along with technical setup and maintenance. Arranging

for interpreter services also has external complications such as travel restrictions. TransLinguist Interactive acts as a medium to prevent any hindrance in achieving an optimum remote interpretation experience. Furthermore, TransLinguist Interactive offers a platform that enhances diversity & inclusion by facilitating communication between the hearing-impaired through Sign Language support and a Marketplace with no time zone or language limitations.

4.5. Features

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

- **Dashboard Management:** TransLinguist Interactive allows efficient access to organize and schedule events by populating the language requirements in a standard form.
- **Marketplace Broadcast:** TransLinguist Interactive's advanced technology configures important search queries to automatically broadcast new interpretation requests into the Marketplace. This ensures that the best-suited interpreters are found and assigned to the request without any human intervention.
- **Profile Management:** Clients are granted full visibility and access to personalize their settings on TransLinguist Interactive.
- **Adding Team Members:** Clients are also given full control to manage, add, and remove their team members from TransLinguist Interactive. Any team member added by the client under the main admin account will have access to all the features as part of their subscription.
- **Managing Recordings:** All the recordings, interpretations, and session recordings are available for download on the client's interface for 30 days.
- **Distinguishing Attendees:** The clients are given the ability to allocate a dedicated role to organize their attendee list. TransLinguist Interactive allows the client to grant the Speaker, Participant, or Viewer access to the attendees, which ensures that user-specified features are made available to the attendees.
- **In-Session Chat:** Clients will have access to in-session chat to communicate with all the call members or send direct messages for separate conversations.
- **Document Management:** Clients are given the ability to attach any reference material or agenda when scheduling a call, allowing the interpreters sufficient information to properly prepare on the subject matter. In addition, all participants, including the interpreters have the option to send documents to other members of the call by uploading/downloading attachments in chat.
- **Language Selector:** TransLinguist Interactive allows the clients to stream the session in their preferred language by making their selection on the language selector available on the RSI calling interface.
- **Relay Feature:** This is a unique feature that allows the client to cater to any unforeseen language combination during the RSI call. This feature enables the interpreters to stream into the outgoing audio channel of other booths and interpreters from a common language between both booths, not only enabling the client to cater to multiple language combinations but also saving costs on requesting additional interpreters for those combinations.
- **Sign Language Support:** One of TransLinguist's core values is to ensure diversity

and inclusion and encourages the client to do the same by enabling Sign Language for RSI on TransLinguist Interactive to assist communication between the hearing-impaired.

- **AI-Powered Closed Captions:** In addition to assisting through interpretations, TransLinguist Interactive also provides Closed Captions generated through powerful artificial intelligence tools. All the participants are given the ability to view the auto generated captions in their streaming language.

- **AI-Powered Subtitles:** TransLinguist understands that often, clients request translations that do not involve any human intervention to sustain the confidentiality of the matter, especially when communicating about plans that are yet to be made public. TransLinguist Interactive allows the client the choice to select human interpreters or AI-powered subtitles for their RSI call allowing the participants to understand the nature of the meeting without involving human interpreters.

- **Recordings:** As part of scheduling a request, the clients are given the ability to select whether or not they have a requirement to record the interpretations. The client can specify if interpretation recordings are necessary for all or some of the languages selected. In addition to interpretation recordings, the host of the call also has the ability to record the in-session meeting throughout the entire duration of the call or make recordings of specific sections as per their requirements.

- **Screen Sharing:** TransLinguist Interactive makes it efficient to conduct bilingual and multilingual meetings by allowing the clients to share their screens for additional assistance.

- **Volume Adjust:** Participants who join multilingual meetings are often multilingual or bilingual themselves. While TransLinguist Interactive allows the participants to stream the session in their preferred language, the choice of listening to both the original audio and the preferred language interpretations simultaneously is also given to the participant, allowing them to adjust the percentage of each outgoing audio stream.

- **Call Settings:** TransLinguist Interactive's calling interface allows the client to specify their microphone and camera devices by adjusting their preferences in the settings.

- **Moderator Functionality:** TransLinguist Interactives is a 'self-service' tool that allows the host of the meeting to completely control the remote session and interact with interpreters directly. Thus, ensuring a streamlined workflow.

4.6. Video Remote Interpretation:

TransLinguist Interactive excels in Video Remote Interpreting (VRI) through its innovative cloud-based platform, which integrates advanced technology to provide seamless and efficient remote interpretation services. By leveraging VRI, TransLinguist Interactive facilitates real-time, remote communication with high-quality ASL interpretation, overcoming the limitations of physical interpreter arrangements. The platform's features, including a comprehensive Marketplace with over 40,000 certified interpreters, ensure that clients have access to experienced professionals quickly and efficiently.

With capabilities such as AI-powered closed captions and subtitles, as well as robust document management, TransLinguist Interactive enhances the clarity and accessibility of remote interactions. Additionally, the platform supports sign language interpretation, promoting inclusivity and ensuring effective communication for the hearing-impaired. By eliminating the need for travel and reducing setup

costs, TransLinguist Interactive not only streamlines the VRI process but also contributes to sustainability and budget efficiency.

4.7. Zoom Interpretations

Zoom Interpreter Plugin allows users to include interpreters in the live event to conduct remote simultaneous interpretations. This plugin allows the host to designate up to 20 participants as interpreters during the Zoom meeting. TransLinguist has core experience in providing interpretation services via Zoom. We specifically provide training within our certified interpreter pool, ensuring our resources are well-equipped with the technical skills to provide interpretation services in a remote setting, specifically via third-party conferencing systems such as Zoom and Teams.

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

4.8. Value Added Benefits

Our remote interpretations platform offers a unique Marketplace to streamline the interpretation workflow and allow resource planning and management control. This ensures that the dedicated Account Manager can monitor the activities in relation to each event in real time and assess the abilities of each interpreter in line with the specific client requirements before selecting the interpreters who will be responsible for performing the task. Additionally, our cloud-based remote interpretation platform is hosted in Amazon Web Server (AWS) which is the industry-leading, and most secure server, ensuring end-to-end data encryption and high levels of quality and confidentiality.

4.9. Language Ability

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

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

5. DATA CONFIDENTIALITY AND CLIENT DASHBOARD

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

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

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

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

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

TransLinguist treats its clients as "first-class citizens" for each project it undertakes meaning our team ensures the protection of data and maintains confidentiality. With the aid of TransLinguist, the client can easily automate the localization of material that is housed in marketing automation platforms, source control repositories, and content management systems. TransLinguist can integrate with the most widely used systems on the market thanks to our expanding association with Translation Management System (TMS), a top translation memory system platform.
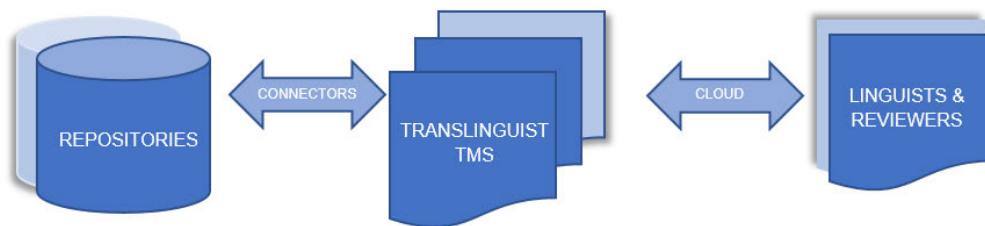
Integrations also simplify file management and the overall localization process by moving the content in your repository directly into the translation workflow. Once the files are localized and validated, they will be ported to the location of the client's preference. There is no limit on the number of languages or files that can be processed.

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

Connector's function based on the *pull* principle; content is pulled for translation.

Plugin's function based on the *push* principle; content is pushed for translation.

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

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

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

5.1. Invoicing

Within the Client Dashboard, invoicing is also completed once a translation packet has been completed. In regard to final invoicing, we gather all data from our back-end admin dashboard along with all the services provided to the client and send out an invoice to the client.

5.2. Data Security

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

5.3. Confidentiality

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

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

6. PRE-FLIGHT LOCALIZATION PROCESS

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

6.1. Target Audience Identification

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

- Age Demographic
- Gender
- Location

6.2. Brand Identity

Brand identity guides are used to clearly define the brand voice, which is then adapted to each department or project. Being able to refer to such guides allows all authors of brand content to gain a complete understanding of the intended message to be conveyed about the client. Some clients prefer a simple, straightforward, conversational tone in the majority of their writing, regardless of the language. Our guidelines will include preferred use of certain words ensuring the context of the translations is catered, therefore addressing the tone of localization from formal to professional.

6.3. Linguistic Assets

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

6.4. Glossaries

TransLinguist will create and maintain a comprehensive glossary of approved terminology for our interpretation services. This glossary will include commonly used phrases, client-specific vocabulary, event names, and other essential terms that must be consistently used in each key language. Once finalized and approved by the client, the glossary will be integrated into our interpretation processes to ensure that preferred terminology is always accurately applied. The glossary will be regularly updated to reflect new terms and changes across all types of interpreted content, ensuring continuous accuracy and relevance.

7. PROJECT MANAGEMENT

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

7.1. Interpretation Process

TransLinguist supports all interpretation requests with an efficient and effective localization process. Each step of the interpretation process is meticulously managed to ensure high-quality outcomes. A standard interpretation process includes the following steps:

7.1.1. Glossary Integration

The glossary and relevant terminology are uploaded to our Interpretation Management System (IMS) before the commencement of any project. By leveraging this system, interpreters have access to client-specific vocabulary and preferred terminology, ensuring consistency and accuracy throughout the interpretation process.

7.1.2. TransLinguist Interactive Solutions

TransLinguist Interactive offers a comprehensive solution for accessing interpreters, including American Sign Language (ASL). Through our platform, clients can request remote ASL interpretation services before the event or on-demand. Our advanced system supports:

- **Pre-Scheduled ASL Interpretation:** Access to ASL interpreters can be arranged in advance to meet specific event requirements or to provide ongoing support.
- **On-Demand ASL Interpretation:** Clients can request ASL interpretation services as needed, ensuring flexibility and responsiveness to immediate needs.
- **Remote ASL Interpretation:** Our technology facilitates seamless remote ASL interpretation, allowing for real-time communication regardless of location.
- By integrating these services into our Interpretation Management System, we ensure that interpreters are well-prepared and equipped to deliver high-quality, accurate interpretation for any scenario.

7.1.3. Quality Control

Quality is the prime focus for TransLinguist. Our quality control plan for interpretation follows the principles of Six Sigma: Define, Measure, Analyze, Improve, and Control. We emphasize accurate reporting both internally within the production team and externally to the client. A Quality Assurance inspection is conducted before project delivery by our PQA team to ensure the interpreted content meets our rigorous quality standards. TransLinguist's Quality Assurance Review Process includes Customer Satisfaction Analysis of CAR (Corrective Action Response), Internal Quality Assurance, Recommendations for Improvements, Log of Status Deliverables, and Amendment History. Each interpretation project is scored based on

the severity of issues (if any) in line with our internal Quality Scoring Process.

7.1.4. Project Approach

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

Our strategies include:

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

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

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

7.1.5. Project Delivery and Implementation Plan

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

Agenda	Action Points
Project Implementation Framework	The project implementation framework for TransLinguist will ensure the delivery of high-quality ASL interpretation services for West Virginia Secondary School for the Deaf. The framework will include structured processes for managing interpretation projects, maintaining high standards of quality, and adhering to strict confidentiality and security protocols. It will integrate quality assurance mechanisms, consistency checks, and timely delivery strategies to meet the precise needs of the educational sector, ensuring effective communication and accessibility for Deaf students and staff across all school activities.
Account Manager & Dedicated Team Assignment	A dedicated Account Manager will be appointed to oversee the project, acting as the primary contact for West Virginia Secondary School for the Deaf. This individual will coordinate all aspects of the ASL interpretation services, from project initiation to completion, ensuring that all requirements are met efficiently and professionally. Alongside the Account Manager, a specialized team of ASL interpreters will be assigned. This team will be selected based on their expertise in educational settings, with a focus on linguistic precision and cultural appropriateness to ensure effective communication and accessibility for Deaf students and staff.
In-Depth Analysis & Assessment	An initial in-depth analysis will be conducted to assess the specific ASL interpretation needs of West Virginia Secondary School for the Deaf. This analysis will involve reviewing sample scenarios to understand the technical language, terminologies, and stylistic preferences required. The assessment will also include consultations with school representatives to clarify any unique requirements or preferences related to classroom instruction, student meetings, school events, and other related activities.
Formulation of Implementation & Continuity Plans	A detailed implementation plan will be developed, outlining the procedures for executing ASL interpretation services, including workflow processes, resource allocation, and quality control measures. This plan will also include a continuity strategy to address potential disruptions, such as personnel changes or technical issues. Backup resources, cross-training opportunities, and emergency response protocols will be established to ensure that services remain uninterrupted and meet West Virginia Secondary School for the Deaf's needs consistently.
Onboarding Process	The onboarding process will involve recruiting highly qualified ASL interpreters with expertise in educational settings. New team members will undergo comprehensive training that covers the specific requirements of West Virginia Secondary School for the Deaf, including educational terminology, cultural nuances, and confidentiality protocols. This training will ensure that all personnel are well-prepared to deliver accurate and culturally appropriate ASL interpretations.
Translator Selection and Training	For interpreter selection, stringent criteria will be applied to ensure candidates possess the necessary skills and experience in providing ASL interpretation in educational contexts. A rigorous testing process will be implemented, including practical interpretation exercises and evaluations of candidates' proficiency in handling specialized topics. Selected

	candidates will be those who demonstrate high accuracy, consistency, and a deep understanding of the relevant subject matter.
Strategy Formulation	The service delivery strategy will focus on providing accurate, culturally appropriate ASL interpretations within agreed timelines. This strategy will incorporate the use of standardized procedures and management systems to ensure consistency across all educational settings. Project management practices will include regular updates to the school, adherence to schedules, and efficient handling of any revisions or feedback.
Test Runs and Quality Assurance	Before full-scale implementation, test runs will be conducted to evaluate the effectiveness of the ASL interpretation process. These tests will help identify any issues and refine procedures to ensure high-quality outcomes. A robust quality assurance process will be in place, involving feedback and evaluations by qualified experts to ensure error-free and polished interpretations. This process will include multiple layers of review to maintain high standards and address any potential issues.
Contract Roll Out	The contract roll-out will involve finalizing the terms and conditions of the agreement with West Virginia Secondary School for the Deaf. This will include ensuring all service expectations are clearly defined and documented. The official launch of services will be coordinated with the school to establish initial project timelines, communication channels, and regular reporting mechanisms. This phase will ensure a smooth transition into service delivery and address any initial questions or requirements from the school.
Comprehensive Work Plan & Continuous Improvement	A comprehensive work plan will be developed to guide the execution of all ASL interpretation services. This plan will outline key activities, timelines, and responsibilities to ensure efficient project management and timely delivery. Continuous improvement will be a core focus, with regular assessments, feedback collection, and process evaluations to identify opportunities for enhancement. Ongoing training, updates to procedures, and refinement of practices will ensure that the services remain of the highest quality and adapt to evolving needs.
24/7 Technical Support & Monitoring	To support seamless operations, 24/7 technical support will be provided for any issues related to interpretation tools or systems. This support will include troubleshooting, maintenance, and immediate response to technical problems. Continuous monitoring of service performance will be implemented to ensure that all interpretation processes function smoothly and that any issues are promptly addressed.

7.1.6. Compliance with Turnaround time

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

Global Production hubs, which not only give 24/7/365 coverage and access to the best linguistic talent available in the market. TransLinguist will put together a dedicated and experienced West Virginia Schools for the Deaf and the Blind team with a widespread global footprint and

dedicated Subject Matter Experts (SMEs).

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

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

8. ACCOUNT/PROJECT MANAGEMENT STRUCTURE

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

8.1.1. Client Understanding and Goals

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

8.1.2. Client Profile and Proposal

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

8.1.3. Planning and Projection

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

8.1.4. Dedicated Point of Contact

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

8.1.5. Monitor Performance and MI Reporting

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

affecting our work.

8.2.   Account Management Team

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

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

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

8.3.   Staff assigned to West Virginia Schools for the Deaf and the Blind

TransLinguist has put together a dedicated and experienced team to support West Virginia Schools for the Deaf and the Blind 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
Jawad Khan	Project Lead	jawad.khan@translinguist.com	• Plan and oversee language serviceprojects from initiation to completion. • Coordinate with clients to understand project requirementsand expectations. • Assign tasks and responsibilities to team members, ensuring clarityon project goals. • Monitor project timelines and deliverables, addressing any issues that may arise. • Conduct regular team meetings to assess progress and address challenges • Collaborate with the Quality Assurance Manager to ensure high-quality deliverables.
Sabine Fletcher	Assistant Project Manager	sabine.fletcher@translinguist.com	• Coordinate project activities, ensuring tasks are assigned andcompleted on time. • Provide regular updates to clients on project status and address inquiries. • Maintain accurate and up-to-date records of project details, client communications, and team activities. • Collaborate with language experts, interpreters, and translators to ensure projectsuccess. • Collaborate with team members tofind solutions to project-related issues. • Participate in quality audits and feedback sessions to improve project deliverables.
James Price	Designated Account Manager	james.price@translinguist.com	• Build and maintain strong relationships with clients as theprimary point of contact. • Understand client needs and communicate them effectively tothe project team. • Coordinate project kick-off meetings and ensure a smooth transition from sales

			• to projectexecution. • Provide clients with regular updates on project progress andaddress any concerns. • Identify opportunities for upselling or expanding services based on client feedback. • Collaborate with the Project Lead to ensure client expectations are met.
Masheza Awan	Deputing Account Manager	masheza.awan@translinguist.com	• Assist the Designated Account Manager in client communication and relationship management. • Coordinate with internal teams toensure client requirements are understood and met. • Support in preparing project proposals, quotes, and contracts. • Provide timely responses to clientinquiries and concerns. • Monitor project schedules and communicate any changes or delays to clients. • Collaborate with the Designated Account Manager for client satisfaction and retention.
Shanzeh Nauman	Deputing Account Manager	shanzeh.nauman@translinguist.com	• Assist in managing client accounts and addressing theirneeds. • Work closely with the Project Lead and Quality Assurance Manager to ensure project success. • Provide support in preparing reports and updates for clients. • Collaborate with internal teams to troubleshoot and resolve any client-related issues. • Assist in coordinating client meetings and discussions. • Ensure accurate documentation • of client interactions and project details.

Alina Wadood	Finance Manager	alina.wadood@translinguist.com	• Develop and oversee financial plans, budgets, and forecasts. • Prepare accurate and timely financial reports for management and clients. • Monitor and control expenses, ensuring financial efficiency and adherence to budgetary constraints. • Ensure compliance with • financial regulations, accounting standards, and tax requirements.
Yasmine Issa	Quality Assurance Manager	yasmine.issa@translinguist.com	• Develop and implement quality assurance processes for language service projects. • Conduct regular audits to ensure compliance with quality standards and client requirements. • Provide feedback to project teams to improve the overall quality of deliverables. • Collaborate with Project Leads and Designated Account Managers to address quality concerns. • Stay updated on industry best practices and implement improvements in the QA process. • Train linguist team on quality assurance standards and procedures.

8.4. Interpreters with Global Certifications

TransLinguist follows a meticulous selection process to ensure that only the most qualified linguists join our pool. Our rigorous standards emphasize academic credentials, professional certifications, proven experience of 3 to 5 years, verified professional references, and membership in accredited institutions.

No.	Directory Name	Abbreviation	Logos
1	Chartered Institute of Linguists	CIOL	
2	International Association of Conference Interpreters	AIIC	
3	Association of Professional Language Interpreters	APLI	
4	The American Association of Language Specialists	TAALS	
5	Association of Interpreters and Translators	translators-bg.com	
6	ATICOM – Fachverband der Berufsübersetzer und Berufsdolmetscher	ATICOM	
7	National Association of the Deaf	NAD	
8	World Federation of the Deaf		
9	Illinois Deaf and Hard of Hearing Commission		
10	Wisconsin's American Sign Language Interpreter Directory		
11	Department for the Deaf and Hard of Hearing, Commonwealth of Virginia	VDDHH	
12	SLIANZ		
13	National Council on Disability Affairs Directory of Sign Language Interpreters & Organizations	NCDA	

14	NJ Division of the Deaf and Hard of Hearing's referral list	DDHH	
15	The Scottish Register of Language Professionals with the Deaf Community	SRLPDC	
16	Anios Interpreters		
17	Deaf Interpreter Institute	DIInstitute.org	
18	Institute of Translation and Interpreting	ITI	
19	NRCPD	NRCPD	
20	Trained Interpreter - National Council on Interpreting in Health Care		
21	ACDHH - Arizona Commission for the Deaf and Hard of Hearing		
22	Certified / Registered interpreters in Tennessee		
23	Association of Independent Judicial Interpreters of California	AIJIC	
24	Society of Translators and Interpreters of British Columbia	STIBC	
25	Association of Translators, Terminologists and Interpreters of Manitoba	ATIM	
26	Corporation of Translators, Terminologists and Interpreters of New Brunswick	CTINB	

27	Colorado Translators Association		
28	International Association of Conference Translators		
29	Fédération Internationale des Traducteurs/International Federation of Translators	FIT	
30	New York Circle of Translators, Inc.		
31	National Certified Interpreter Registry		
32	International Association of Professional Translators and Interpreters		
33	Irish Translators' and Interpreters' Association	ATII	
34	Asociación Mexicana de Traductores Literarios, A. C.		
35	Colegio Mexicano de Intérpretes de Conferencias, A.C.		
36	Colegio de Traductores Públicos de la Ciudad de Buenos Aires	CTPCBA	
37	The Association of Police and Court Interpreters		
38	Registry of Interpreters for the Deaf	RID	

8.5.   Ensuring Top-Quality ASL Interpreters

At TransLinguist, we ensure that our ASL interpreters are rigorously vetted and highly qualified to meet the diverse needs of our clients. Each interpreter undergoes a comprehensive evaluation process that includes verification of credentials, assessment of interpreting skills, and a thorough background check. We prioritize the hiring of interpreters who have obtained National Interpreter Certification (NIC), National Association of the Deaf (NAD) certification, or Registry of Interpreters for the Deaf (RID) certification.

These certifications set the highest industry standards for sign language interpretation. NIC, NAD, and RID certifications are critical thresholds for our ASL interpreters, ensuring they meet the professional and ethical standards required for effective communication. Interpreters must pass a series of exams that evaluate their interpreting skills, knowledge of deaf culture, and adherence to a strict code of professional conduct. Furthermore, certified interpreters are required to participate in continuous education and professional development programs to maintain their certifications. This ensures that our interpreters stay current with the latest practices and advancements in the field, maintaining their certification through ongoing learning and skill enhancement (RID).

In addition to these certifications, our interpreters must meet specific mandatory requirements, including a minimum number of years of professional experience and demonstrated expertise in various settings. This combination of rigorous certification, continuous professional development, and extensive experience ensures that our ASL interpreters provide the highest quality service, facilitating clear and effective communication for our clients.

9. QUALITY ASSURANCE AND CORRECTIVE ACTION RESPONSE

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

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

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

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

9.1. Corrective Action Response

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

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

Records of all client complaint investigations are maintained. If investigation determines that

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

TransLinguist follows the below requirements to documents the CAR process:

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

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

9.2. Escalation Process

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

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

9.3. KPI Governance

TransLinguist understands that as a preferred language service provider, we need to be constantly striving to deliver our services better, faster and cheaper. In order to achieve this, we believe that it is important to define, track and measure metrics against goals and performance. We measure metrics against the following areas to ensure we meet certain KPIs:

Scope	Submissions, Volumes, Leverage Configurations
Quality	Overall Qa Scores, % Of Deliveries With Pass Scores, Changes To 100% Matches
Timeliness	% Of Deliveries On Time (Kpi)
Support	Time To Resolve, Times To First Response
Client Satisfaction	Feedback From Client (Quarterly Basis)
Cost Effectiveness	% Savings Ai Algorithms

TransLinguist allows West Virginia Schools for the Deaf and the Blind to supervise the activities proposed in this RFP as reasonably necessary to ensure the satisfactory and timely completion of ASL interpretation services. Despite this oversight, TransLinguist will fulfill its obligations as outlined in this RFP with a high level of professionalism, skill, and judgment that meets the highest international standards in the language industry.

Upon receiving the interpreted content from TransLinguist, West Virginia Schools for the Deaf and the Blind shall promptly inspect the deliverables and notify TransLinguist of any concerns within five (5) business days of receipt. Notification should be sent via return receipt or electronic mail to an account representative.

Given the subjective nature of ASL interpretation, where different interpreters might express the same meaning in varied ways, TransLinguist will work closely with West Virginia Schools for the Deaf and the Blind to address any stylistic corrections required within the specified timeframe. There may also be preferences for specific sign choices or terminologies based on personal familiarity or organizational needs. While TransLinguist will use reference materials and glossaries to a commercially reasonable extent, there may still be instances where West Virginia Schools for the Deaf and the Blind prefer specific sign choices or adjustments.

To ensure high-quality service, TransLinguist uses core elements of performance measurement to structure our approach. We will track and measure SLAs (Service Level Agreements) against the client's timeline requirements. Below is a generic model of the service level agreement we use for ASL interpretation services, aligned with the client's timeline needs while maintaining superior quality.

9.4. Rush Projects:

The parties must specifically agree to rush projects in writing. When undertaking rush projects, TransLinguist shall use reasonable efforts to ensure the quality of such rush projects. However, TransLinguist cannot warrant that any rush project will be of the same quality in comparison with a non-rush-based project. By signing this agreement, the Client acknowledges and agrees that undertaking jobs on a rush basis may result in lack of availability of local resources or necessity of booking less qualified interpreters. TransLinguist shall not be held responsible for any costs or liabilities that may result from such late project approval. The Client acknowledges that they understand and are fully aware of these risks and agree to undertake such rush projects with the understanding that it may be impossible to maintain the same level of quality that would be achieved on a non-rush basis and has the risk in unavailability of qualified interpreters.

CASE STUDIES

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

Tier-1 Client – Educational Institution	
Situation	Our client, a prestigious university, required precise and high-quality ASL interpretation services. The university's work involves a variety of academic settings, including lectures, seminars, student meetings, and campus events. Ensuring the accuracy and cultural appropriateness of these interpretations was crucial, as the communications often contained specialized terminology and nuanced concepts related to higher education.
Challenge	The primary challenge was to provide high-quality ASL interpretations that maintained both linguistic precision and cultural sensitivity. Given the specialized nature of the academic content, it was essential that the interpreters not only had a strong command of ASL but also possessed deep knowledge of academic terminology and the ability to convey nuanced concepts effectively. Additionally, the university required consistency in terminology and context across a wide range of settings, necessitating a highly organized approach to interpretation.
Solution	To address these challenges, TransLinguist assembled a team of highly experienced ASL interpreters with specialized expertise in the academic sector. Each interpreter was selected for their deep understanding of the relevant terminology and cultural contexts. We implemented a robust quality assurance process involving rigorous preparation and contextual checks to ensure that all interpretations accurately reflected the original communications while resonating with the intended audience. By combining expert interpreters with advanced technology, we provided interpretations that met the highest standards of accuracy and cultural relevance, supporting the university's mission and enhancing their communication within the academic field.

Tier-1 Client – Educational Institution	
Situation	Our client, a well-regarded school, required precise and high-quality ASL interpretation services. The school needed interpreters for various educational settings, including classroom instruction, student meetings, and school events. Ensuring the accuracy and cultural appropriateness of these interpretations was crucial, as the communications often contained specialized terminology and nuanced concepts related to primary and secondary education.
Challenge	The primary challenge was to provide high-quality ASL interpretations that maintained both linguistic precision and cultural sensitivity. Given the specialized nature of the educational content, it was essential that the interpreters not only had a strong command of ASL but also possessed deep knowledge of educational terminology and the ability to convey nuanced concepts effectively. Additionally, the school required consistency in terminology and context across a wide range of settings, necessitating a highly organized approach to interpretation.

Solution	To address these challenges, TransLinguist assembled a team of highly experienced ASL interpreters with specialized expertise in the educational sector. Each interpreter was selected for their deep understanding of the relevant terminology and cultural contexts. We implemented a robust quality assurance process involving rigorous preparation and contextual checks to ensure that all interpretations accurately reflected the original communications while resonating with the intended audience. By combining expert interpreters with advanced technology, we provided interpretations that met the highest standards of accuracy and cultural relevance, supporting the school's mission and enhancing their communication within the educational field.

Tier-1 Client – Government State Entity	
Situation	Our client, a prominent UN entity, required precise and high-quality ASL interpretation services. The organization's work involved a variety of settings, including international conferences, policy discussions, training sessions, and workshops. Ensuring the accuracy and cultural appropriateness of these interpretations was crucial, as the communications often contained specialized terminology and nuanced concepts relevant to international relations and policy.
Challenge	The primary challenge was to provide high-quality ASL interpretations that maintained both linguistic precision and cultural sensitivity. Given the specialized nature of the content, it was essential that the interpreters not only had a strong command of ASL but also possessed deep knowledge of international relations and policy terminology and the ability to convey nuanced concepts effectively. Additionally, the UN entity required consistency in terminology and context across a wide range of settings, necessitating a highly organized approach to interpretation.
Solution	To address these challenges, TransLinguist assembled a team of highly experienced ASL interpreters with specialized expertise in international relations and policy. Each interpreter was selected for their deep understanding of the relevant terminology and cultural contexts. We implemented a robust quality assurance process involving rigorous preparation and contextual checks to ensure that all interpretations accurately reflected the original communications while resonating with the intended audience. By combining expert interpreters with advanced technology, we provided interpretations that met the highest standards of accuracy and cultural relevance, supporting the UN entity's mission and enhancing their communication on a global scale.

Proc Folder:	1467650		**Reason for Modification:**
Doc Description:	Remote Video Interpreters for WVSDB		
Proc Type:	Central Master Agreement		

Date Issued	Solicitation Closes	Solicitation No	Version
2024-07-19	2024-08-06 13:30	CRFQ 0403 DBS2500000001	1

BID RECEIVING LOCATION

BID CLERK

DEPARTMENT OF ADMINISTRATION

PURCHASING DIVISION

2019 WASHINGTON ST E

CHARLESTON   WV   25305

US

VENDOR

Vendor Customer Code: VS0000046573

Vendor Name: TransLinguist Inc.

Address: 256 Chapman STE 105-4 Newark

Street:

City: New Castle

State: Delaware   **Country:** USA   **Zip:** 19702

Principal Contact: 6463584386

Vendor Contact Phone: 6463584386   **Extension:**

FOR INFORMATION CONTACT THE BUYER

Joseph E Hager III

(304) 558-2306

joseph.e.hageriii@wv.gov

Vendor Signature X	352752887	08/05/2024
	FEIN#	**DATE**

ADDITIONAL INFORMATION

The West Virginia Purchasing Division is soliciting bids on behalf of West Virginia Schools for the Deaf and the Blind (WVSDB) to establish an open-end, multi-award contract(s) for services to provide American Sign Language interpreter(s) to provide remote video sign to voice and/or voice to sign interpretation when needed for meetings, events, and classroom(s) or upon request. The meetings, events and classroom interpreting services occur through web based application(s) per the attached specifications and terms and conditions.

INVOICE TO		SHIP TO	
SCHOOL FOR THE DEAF & BLIND		SCHOOL FOR THE DEAF & BLIND	
301 EAST MAIN ST		301 EAST MAIN ST	
ROMNEY	WV	ROMNEY	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Remote Video interpreters	2500.00000	HOUR	$105	$262,500

Comm Code	Manufacturer	Specification	Model #
90121702			

Extended Description:
Quantities are estimated and for bid purposes only.

SCHEDULE OF EVENTS

Line	Event	Event Date

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through *wv*OASIS, I certify that: I have reviewed this Solicitation/Contract in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation/Contract for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that this bid or offer was made without prior understanding, agreement, or connection with any entity submitting a bid or offer for the same material, supplies, equipment or services; that this bid or offer is in all respects fair and without collusion or fraud; that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; that I am authorized by the Vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on Vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

By signing below, I further certify that I understand this Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law; and that pursuant to W. Va. Code 5A-3-63, the entity entering into this contract is prohibited from engaging in a boycott against Israel.

TransLinguist Inc.
(Company)

[signature]

(Signature of Authorized Representative)

Jawad Khan / managing Director (08/05/2024)
(Printed Name and Title of Authorized Representative) (Date)

+1 (0) 646 358 4386
(Phone Number) (Fax Number)

Jawad.khan@translinguist.com
(Email Address)

6.1 **Contract Manager:** During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.

Contract Manager: Jawad Khan

Telephone Number: +1 (0) 646 358 4386

Fax Number:

Email Address: jawad.khan@translinguist.com

Cell Number: +971 (0) 561 513 276

DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

(Printed Name and Title) Jawad Khan

(Address) 256 Chapman Road STE 105-4, Newark, New Castle 19702, Delaware

(Phone Number) / (Fax Number) +1 (0) 646 358 4386

(email address) jawad.khan@translinguist.com

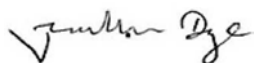# CERTIFICATE OF EMPLOYERS' LIABILITY INSURANCE (a)

(Where required by regulation 5 of the Employers' Liability (Compulsory Insurance) Regulations 1998 and subsequently amended by regulation 2 of the Employers' Liability (Compulsory Insurance) Regulations 2008 (the regulations), one or more copies of this certificate must be displayed at each place of business at which the policyholder employs persons covered by the policy. This requirement will be satisfied if the certificate is made available in electronic form and each relevant employee to whom it relates has reasonable access to it in that form)

Policy number:	15079158
Name of Policyholder:	TransLinguist
Certificate issue date:	16/03/2024
Date of expiry of insurance policy:	15/03/2025 both days inclusive

We hereby certify that subject to paragraph 2:

1. The policy to which this certificate relates satisfies the requirements of the relevant law applicable in Great Britain, Northern Ireland, the Isle of Man, the Island of Jersey, the Island of Guernsey, the Island of Alderney (b); and

2. the minimum amount of cover provided by this policy is no less than £5 million (c).

Signed on behalf of Hiscox Insurance Company Ltd

Jon Dye
CEO, Hiscox UK

Notes:

(a) Where the employer is a company to which regulation 3(2) of the regulations applies, the certificate shall state in a prominent place, either that the policy covers the holding company and all its subsidiaries, or that the policy covers the holding company and all its subsidiaries except any specifically excluded by name, or that the policy covers the holding company and only the named subsidiaries.

(b) Specify applicable law as provided for in regulation 4(6) of the Regulations.

(c) See regulation 3(1) of the Regulations and delete whichever of paragraphs 2(a) or 2(b) does not apply. Where 2(b) is applicable, specify the amount of cover provided by the relevant policy.

The certificate above shows that you are insured

(i) with an authorised insurer, and
(ii) terms required by the Act for your liability for bodily injury or disease sustained by your employees.
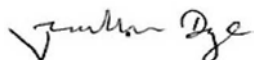
The certificate (or any copy) must not be displayed unless the policy has been renewed.

Hiscox Insurance Company Ltd
Registered in England Number 70234
Registered Office 22 Bishopsgate, London, EC2N 4BQ
Telephone No: 020 7448 6000

CERTIFICATE OF PROFESSIONAL INDEMNITY INSURANCE

Policy Number:	15079158
Name of Policyholder:	TransLinguist
Description of Activities:	Translation & Interpreting
Certificate issue date:	16/03/2024
Date of expiry of insurance policy:	15/03/2025 expiring at Midnight
Limit of Indemnity:	£2,000,000 each and every claim or loss, excluding defence costs
Retroactive Date:	01/03/2021
Specific limit for claims brought in the USA or Canada:	£1,000,000 in the aggregate, including all costs
Specific retroactive date for claims brought in the USA or Canada:	16/03/2023

Signed on behalf of Hiscox Insurance Company Ltd

Jon Dye

Jon Dye
CEO, Hiscox UK

Notes:

a. This insurance is subject to policy terms and conditions and any special terms notified to the insured.
b. The certificate above shows that you are insured with an authorised insurer.
c. The certificate (or any copy) must only be displayed whilst the policy remains active and within the policy period above.
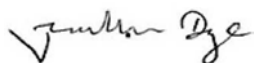
About the insurer:

Insurer	Hiscox Insurance Company Ltd
Company registration	Registered in England number 70234
Registered address	22 Bishopsgate, London, EC2N 4BQ
Status	Hiscox Insurance Company Ltd is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority

HISCOX
AS GOOD AS OUR WORD

CERTIFICATE OF PUBLIC AND PRODUCTS LIABILITY INSURANCE

Policy Number: 15079158

Name of Policyholder: TransLinguist

Description of Activities: Translation & Interpreting

Certificate issue date: 16/03/2024

Date of expiry of insurance policy: 15/03/2025 expiring at Midnight

Limit of Indemnity: £2,000,000 each and every claim or loss, excluding defence costs
                                             and criminal proceedings costs

Signed on behalf of Hiscox Insurance Company Ltd

Jon Dye
CEO, Hiscox UK

Notes:

a. This insurance is subject to policy terms and conditions and any special terms notified to the insured.
b. The certificate above shows that you are insured with an authorised insurer.
c. The certificate (or any copy) must only be displayed whilst the policy remains active and within the policy period above.

About the insurer:

Insurer   Hiscox Insurance Company Ltd
Company registration   Registered in England number 70234
Registered address   22 Bishopsgate, London, EC2N 4BQ
Status   Hiscox Insurance Company Ltd is authorised by the Prudential Regulation Authority and
                           regulated by the Financial Conduct Authority and Prudential Regulation Authority

(WVRI)

Amanda Dorsey
is a registered interpreter holding the following qualification:
NIC

Registration Number: █████████
Registration valid through: July 27, 2023

Sarah Lowther
WVCDHH Project Director

WVRI

WV COMMISSION FOR THE DEAF & HARD OF HEARING

West Virginia Registry of Interpreters (WVRI)

Amanda Dorsey
is a registered interpreter holding the following qualification:
VQAS Levels: T-III, I-III

Registration Number: █████████
Registration valid through: July 27, 2023

Name:	Amanda Dorsey
Position for this Assignment:	American Sign Language Interpreter
Nationality:	American
Language Skills:	American Sign Language, English
Educational and other Qualifications	M. Ed. In Special Education – Grand Canyon University
	B.A. in Psychology – Shepherd University
	B.S. in Sociology, Criminal Justice Concentration – Shepherd University

Personal Details

Professional Email:	production@translinguist.com
Work Address:	256 Chapman Road STE 105-4, Newark, New Castle, 19702, Delaware United States
Language Certifications	RID-NIC Certified Interpreter
	QMHI
	CoreCHI
	VQAS level III/III
	WVRI

Professional Overview

Amanda joined TransLinguist as an American Sign Language (ASL) Interpreter in 2018. She is a highly experienced ASL interpreter with over a decade of professional community interpreting. She holds multiple certifications, including RID-NIC, QMHI, CoreCHI, and state registrations and licenses. Her background encompasses various interpreting domains, including legal, medical, and mental health. Amanda is also a consultant, and mentor, contributing significantly to the field of interpreting with her comprehensive expertise and dedication to promoting effective cross-cultural communication.

Employment Record

TransLinguist (2018 – Current) Sign Language Interpreter	• Facilitated communication between hearing individuals and the Deaf or hard of hearing in various settings. • Performed consecutive and simultaneous interpretation, ensuring accurate and faithful representation of the speaker's intent. • Promoted effective cross-cultural communication and adhered to the NAD-RID Code of Professional Conduct. • Provided interpretation services in legal, medical, and educational contexts. • Mentored new interpreters, fostering professional growth and development.
Previous experience (2003 -2017) Interpreter	• Provided interpretation services for multiple agencies, facilitating communication in diverse settings and promoting cross-cultural understanding. • Professional consultant focusing on diversity, equity, inclusion initiatives, and accessibility planning for various projects. • Offline captioner and transcriptionist, creating accurate subtitles and ensuring quality assurance for multiple projects. • Observed and received feedback from certified interpreters during her internship at Analytical Control Facility, enhancing her interpreting skills. • Managed ASL team schedules and served Deaf and Hard of Hearing customers at Best Buy, driving business results through training and leadership.

Technical Skills

Microsoft Excel	*Sign-to-voice*	*Voice-to-sign*
Cultural Competency	*Understanding of deaf culture*	*Active Listening*
Transcription	*Google Drive (Docs, Sheets + others)*	*Microsoft Word*

education ■ standards ■ excellence

Amanda Elise Dorsey

Certified

NIC

Member No. ▮▮▮▮

Valid thru: 06/30/2023

Ritchie Bryant,
President

Registry of Interpreters for the Deaf, Inc.

RID

Membership Categories
Certified- Member holding valid certification(s) accepted by RID
Certified: Inactive- Member holding a temporarily inactive certification
Certified: Retired- Retired member formerly holding certification
Associate- Member engaged in interpreting or transliterating but not holding certification accepted by RID
Student- Member enrolled in an interpreting program
Supporting- Member who supports RID but is not engaged in interpreting or transliterating

This card is valid only if all dues and fees are paid.
Card bearer subscribes to the Code of Professional Conduct.
This card remains the property of RID Inc. and must be surrendered upon request.

Registry of Interpreters for the Deaf, Inc.
333 Commerce Street
Alexandria, VA 22314
703.838.0030 V, 703.838.0459 TTY
703.838.0454 Fax, www.rid.org

Name:	Cheri R. Martinez
Position for this Assignment:	American Sign Language Interpreter
Nationality:	American
Language Skills:	American Sign Language, English
Educational and other Qualifications	M.A. in Education – Gallaudet University
	B.A. in Education – Northeastern State University

Personal Details

Professional Email:	production@translinguist.com
Work Address:	256 Chapman Road STE 105-4, Newark, New Castle, 19702, Delaware United States
Language Certifications	RID Nationally Certified Interpreter
	EIPA 4.0
	West Virginia Commission for the Deaf and Hard of Hearing

Professional Overview

Cheri joined TransLinguist in 2017 as an American Sign Language (ASL) Interpreter. She is a seasoned ASL interpreter with a rich background in legal, medical, and educational interpreting. She is dedicated to providing high-quality interpretation and mentoring new interpreters. With a comprehensive understanding of ASL curriculum development and extensive teaching experience, she ensures effective communication and support for the community across various professional settings.

Employment Record

TransLinguist (2018 – Current) American Sign Language Interpreter	• Provided interpretation services in legal, medical, and educational settings. • Worked with a variety of language users to ensure accurate and effective communication. • Mentored new interpreters from two-year ITP programs and agencies. • Offered high-quality VRI and local interpretation services. • Maintained professionalism and respect in all interpreting assignments. • Presented several workshops for interpreting, the interpretation process, how to improve your interpreting product, ASL as a second language, and language acquisition.
Previous experience (1992 -2017) Interpreter	• Taught ASL for "foreign language" credit at Loudoun County Public Schools, including ASL 1, 2, 3, and Dual Enrollment ASL 4 courses partnered with Northern Virginia Community College. • Interpreted for Deaf and Hard of Hearing students in mainstream classrooms at Prince William County Public Schools, covering K-12, clubs, sports, and parent-teacher conferences. • Developed and taught ASL programs at Heritage High School and recruited, interviewed, and mentored new ASL teachers. • Adjunct instructor at Lord Fairfax Community College, teaching ASL courses and developing curriculum related to Deaf Studies. • Freelance interpreter for high-profile events, including a campaign fundraiser for Michael J. Fox and Jim Webb. • Developed standards for ASL curriculum and mentored new teachers at Fairfax County Public Schools. • Provided freelance interpreting across multiple states for Deaf and Hard of Hearing individuals through DeafNet Association.

	• Taught preschool and worked as a teacher of the Deaf in various educational institutions.

Technical Skills

Microsoft Excel	Sign-to-voice	Voice-to-sign
Cultural Competency	Understanding of deaf culture	Active Listening
Language Proficiency	Google Drive (Docs, Sheets + others)	Microsoft Word

Registry of Interpreters for the Deaf, Inc.

7/12/2024

Cheri R. Martinez

250 Barbara Lane

Harpers Ferry, WV 25425

To Whom It May Concern:

This letter is to verify that Cheri R. Martinez, member ID number 20466, is currently a Certified Member in good standing with the Registry of Interpreters for the Deaf, Inc. (RID). Cheri R. possesses the following certifications from RID:

Certification Type	Initial Certification Date	Cycle Begin Date	Cycle End Date
CT	8/3/2006	1/1/2024	12/31/2027
CI	4/19/2005	1/1/2024	12/31/2027

As a part of RID's commitment to protecting the integrity of our certification program and to increase consumer protection, certification verification letters are valid for up to one week from printing. Please note that as defined under RID's Certification Maintenance Program (CMP) in order to be a Certified Member in good standing, members must maintain their certification through continuing education, membership in RID, and compliance with the RID Code of Professional Conduct (Ethical Practices System-EPS). The Certification end date will take effect only if one or more requirements of the RID CMP are not met (i.e. failure to pay membership dues or failure to meet continuing education requirements) and the RID certification(s) they hold will be revoked.

Our registry is a reliable search tool for anyone to confirm someone's certification status: https://myaccount.rid.org/Public/Search/Member.aspx (Select 'Certified' in the category box first before searching). If a member's certification is revoked due to CMP you can find that information located here: https://rid.org/certification-revocations-reinstatements/ and if they have been revoked due to an EPS violation, you can find that information here: https://rid.org/programs/ethics/eps-violations/.
If you have questions, you can contact the Certification Department at certification@rid.org.

Ryan J Butts

education ■ standards ■ excellence

Mrs. Ryan J. Butts
Director of Standards and Practices

| Name: | **Holly C. Higby** |

Position for this Assignment:	American Sign Language Interpreter
Nationality:	American
Language Skills:	American Sign Language, English
Educational and other Qualifications	Certificate of Completion-Interpreter Training Program - Mesa Community College
	Majored in Drama - San Diego School of Creative and Performing Arts (SDSCPA)

Personal Details

Professional Email:	production@translinguist.com
Work Address:	256 Chapman Road STE 105-4, Newark, New Castle, 19702, Delaware United States
Language Certifications	RID Certified Interpreter
	WV Commission for the Deaf and Hard of Hearing

Professional Overview

Holly joined TransLinguist in 2019 as a professional English < > American Sign Language Interpreter. With extensive experience in various settings including K-12, college, performing arts, government, legal, medical, and business environments, she ensures high-quality interpretation and that the speaker's intent is conveyed. Holly is known for her professionalism, equality, and respect towards every client.

Employment Record

| **TransLinguist** (2019 – Current) *American sign language interpreter* | • Interpreted K-12, college, performing arts, government, legal, medical, business, and other various professional settings.
• Provided high-quality VRI and local interpretation services.
• Ensured the interpretation is faithful to the spirit of the message and the speaker's intent.
• Involved in scheduling, outreaching and administrative work.
• Ensures the provision of ASL Interpretation services with complete professionalism eliminating the language barriers and allowing a smooth communication process to take place. |
| **Past Experience** (1997 -2019) *Interpreter* | • Helped establish the interpreting department of Student Disability Services Division at College of Western Idaho, including scheduling, interpreting, outreach, and administrative work. Planned various activities and events for Deaf Awareness Week.
• Interpreted various performances, including musicals, comedies, and Shakespearian works at Idaho Shakespeare Festival.
• Provided quality professional Sign Language interpreting within the community, covering courtrooms, classrooms, medical, business, personal, and other settings with BTB Language Services and Network Interpreting Services.
• Interpreted for Flathead Valley Community College in Montana as a contract interpreter.
• Worked as a staff sign language interpreter for K-12 at San Diego Unified School District.
• Contract interpreting for Deaf Community Services and Grossmont Community College in San Diego. |

Skills

Critical thinking	Translation Memory	TMS
Cultural Expertise	Instructing	Active Listening
Communications and media	Learning strategies	Education and training

This badge was issued to Holly Higby on July 06, 2022

Expires on June 30, 2025

✔ Verify

🎉 Celebrate

RID

CERTIFIED

Certificate of Interpretation (CI) and Certificate of Transliteration (CT)

COMMISSION FOR THE DEAF & HARD OF HEARI

West Virginia Registry of Interpreters (WVRI)

Holly Higby

registered interpreter holding the following qualificatic

CI and CT

gistration Number: ████████████

gistration valid through: August 17, 2027

Sarah Yowther

WVCDHH Project Director