



**IHAT – Language Services –
October 2013**

Prepared For:

The IHAT

Prepared By:

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thebigword



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COMPANY CONFIDENTIAL

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**INVESTORS
IN PEOPLE**

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Introduction

thebigword is a global top-20 language services company and the number one provider of interpreting services in Europe. We provide language services to some of the world's biggest organisations, Our focus is on delivering a highly professional service whilst saving corporations and Government departments millions of pounds every year by using training, technology and R&D to drive down costs.

As an international organisation with offices and personnel in numerous global locations, thebigword can draw on 30 years of experience in setting up new services worldwide. The company has a dedicated, strong **Military-focussed team** of highly qualified and experienced employees to work on this contract which is led by the Board of Executives.

In partnership with the International School of Linguists, thebigword trains thousands of linguists around the world, contributing towards more affordable translation and interpreting costs, improving customer service and up-skilling the linguist talent pool.

thebigword has a turnover in excess of £40 million and delivering a profitable and cash generative business with no external senior debt. Our in-house team of more than 400 staff works with 10,000 linguists worldwide in more than 200 languages and 1,200 language combinations. We pride ourselves on the flexible and varied service offering which we can bring to the IHAT team. thebigword has always been **innovative and creative** in its approach to new contracts and with our excellent track record of working with many central Government departments for nearly 20 years we are committed to, and confident of, providing a top quality and highly cost-effective service to the Ministry of Defence.(MOD).

thebigword is the only company in the UK to hold all three cross-Government Framework Agreements (FWA) for language services and therefore is the most trusted provider of language services to the UK Government. In 2005 and again in 2011, thebigword won the FWA, sponsored by the Home Office for the provision of Translation and Ancillary Services (ref: RM987). The following year in August 2006, thebigword won the FWA, sponsored by the DWP to provide Telephone Interpreting Services (ref: 912/CAG/0137), this was then re-awarded in 2011 for a further four years (ref: CAG/912/0181). Finally in 2010 thebigword was awarded a place on the Pan-Government Framework for Face to Face Interpreting through the Government Procurement Service (RM738/1). thebigword services approximately 120,000 face to face bookings each year and interprets 14 million minutes of telephone calls each year.

Proposal Summary

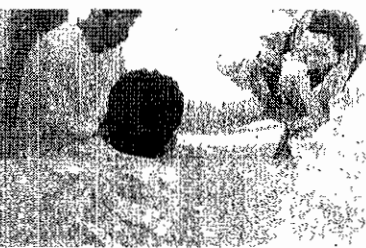
The IHAT have requested that thebigword create a proposal of how we will support the team's interpretation and translation needs to aid the full investigation of allegations arising from British military action in Iraq between 2003 and 2009.

This proposal will provide a detailed response in the following areas:

- Our experience
- Our interpreters
- Training of our interpreters
- Anticipated problem areas including timeframes
- Our price (including assumptions made)
- Translation and Transcription

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Our Experience

A brief History

thebigword was launched in 1980 by our CEO, Larry Gould, under the name of the Link Up Group, which was both a language services provider and a recruitment company for linguists. In 1996 the recruitment division was sold to focus on providing language services alone and thebigword began to establish ourselves as one of the world's leading global language providers. From there thebigword Holdings Limited had two primary subsidiaries; Link Up Mitaka T/A thebigword (Translation) and thebigword interpreting Services Limited (Telephone and Face to Face interpreting)

thebigword has grown organically in the last 30 years with no major acquisitions attributing to its size. thebigword was the first company in the industry to achieve ISO 9001 certification and has consistently demonstrated its commitment to quality and accuracy. Furthermore we were the first language services company to achieve the Investors in People Standard, and pride ourselves in finding individuals of the highest calibre to support our clients.

Working with thebigword

As the only company in the UK to hold all 3 language service contracts let by the government, thebigword is in a unique and proud position. Buying from thebigword couldn't be easier due to our one stop solution for the IHAT team.

thebigword is a trusted advisor to the UK government, and it is the only company to hold all three collaborative language service frameworks.

Buying Language Services can be a costly and time consuming process, both for you and for us. With thebigword, you can easily utilise our services through the following collaborative government framework agreements:

- GPS Face to Face Interpreting (RM738/1)
- GPS Translation (RM987)
- DWP Telephone Interpreting (CAG/912/0181)

The benefits of utilising these frameworks are:

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- Fast – A faster, cheaper, and easier procurement facility, which has already been competitively tendered and is fully compliant with EU procurement directives and UK procurement regulations.
- Efficiency – Clients can simply call off requirements quickly, saving the time and costs involved in undertaking a full tender exercise
- Value for Money – Transparent pricing structures and the facility to conduct further competition
- Quality of Service Provision – Our experience, expertise, and commitment to quality has been assessed at the time of initial competition.
- Common Terms and Conditions – Template terms and conditions are relevant for each procurement undertaken.
- Best Practice Procurement – Every supplier on the framework has been subject to a rigorous procurement process, ensuring that the scope and quality of services required by customers can be delivered; Customers benefit from pre-competed rates; pre-agreed terms and conditions offer customers contractual safeguards.

Working in Central Government

To date thebigword has been incredibly successful in the Public Sector marketplace with all Central Government departments now using thebigword's framework agreements. thebigword can provide references for these departments should they be required. Our approach with clients is of a consultancy style where we offer our clients choices and flexibility in their requirement to ensure that we achieve maximum quality output with costs savings built-in.

thebigword will never compromise quality and we will ensure that the IHAT team's expectations are always met.

Our Interpreters

Interpreters' Abilities. thebigword understands that our interpreters are at the core of everything we do and it is they who represent us out in the field on complex and sometimes difficult interpreting assignments. Therefore it is vital that we select not only the best quality of interpreter but also the most resilient interpreter.

National Register, DPSI and Interpreter Experience. The SOR indicates that the interpreter must be on the National Register of interpreters and hold a DPSI qualification. All of the interpreters who are on the register must be DPSI qualified. This qualification gives the IHAT team assurance that the interpreter is fit for the role as they will have completed at least 200 hours of interpreting. In addition, the interpreters who are on the register have regularly worked for thebigword in court rooms, probations services, at the border agency and during police interviews. UPDATE – PLEASE NOTE THAT WE CAN ONLY PROVIDE NRPSI INTERPRETERS WHERE POSSIBLE

Interpreter Values. It is also important to emphasise that interpreters must also have the following values as a key requirement along with their qualification:

- Flexible approach - deployable.
- Presentable.
- Diligent.
- Resilient.
- Respectful.
- Awareness of the working environment and case sensitivities.

SC & CRB. Along with these values our interpreters will be SC security cleared and CRB cleared. They will also sign the Official Secrets Act and our own company policy regarding confidentiality. We have to date found a sufficient number of Arabic speaking interpreters (and Turkish) with SC clearance, however we require the IHAT to verify these through DBS NVS.

Interpreter Expectations and Skills. The interpreters have been notified of the expectations in terms of working periods, hours per day and the general requirement. The interpreters we have sourced are fully qualified to handle this work and are flexible and wholly committed professionals.

Managing Compassionate cases

Having worked on many interpreting cases that require compassionate leave, we have a strict model set up which is aligned to MOD standards. The following are our standards.

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What is classed as a compassionate case?

Here at thebigword we breakdown the compassionate cases into three categories, Comp A, Comp B or Comp C.

- Comp A: Compassionate case A, is considered to be when an immediate family member is in an immediate life threatening condition.
- Comp B: Compassionate case B, is considered to be when an immediate family member is severely ill however not in a life threatening condition.
- Comp C: Compassionate case C, is considered to be other situations that arise that the NOK consider to be serious enough to warrant the calling back of our interpreter to his/her home location.

What is thebigword's response to Comp A, Comp B and Comp C?

- Comp A: Should a Compassionate case A be positively identified thebigword will by the fastest means possible return the interpreter to their home location.
- Comp B: Should a Compassionate case B be positively identified thebigword will return the interpreter to their home location at the earliest opportunity taking into account operational requirements.
- Comp C: Should a Compassionate case C be positively identified thebigword will in conjunction with our country manager take each case under consideration.

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Training

Please see below a screenshot from the introduction to our IHAT training page as detailed above. Should you wish to view the whole training we have set up a test account to use:

Interpreter Quality Assurance

Thebigword Quality Management System. thebigword Quality Management System (QMS) is accredited to ISO 9001 standard and is employed across the company to assure linguist/interpreter skills match job requirement(s). The Quality of interpreters is consistently measured by our internal courses, client feedback and regular review meetings. The company performance reviews will take place with, upon completion of the first rotation and then every 2 months following.

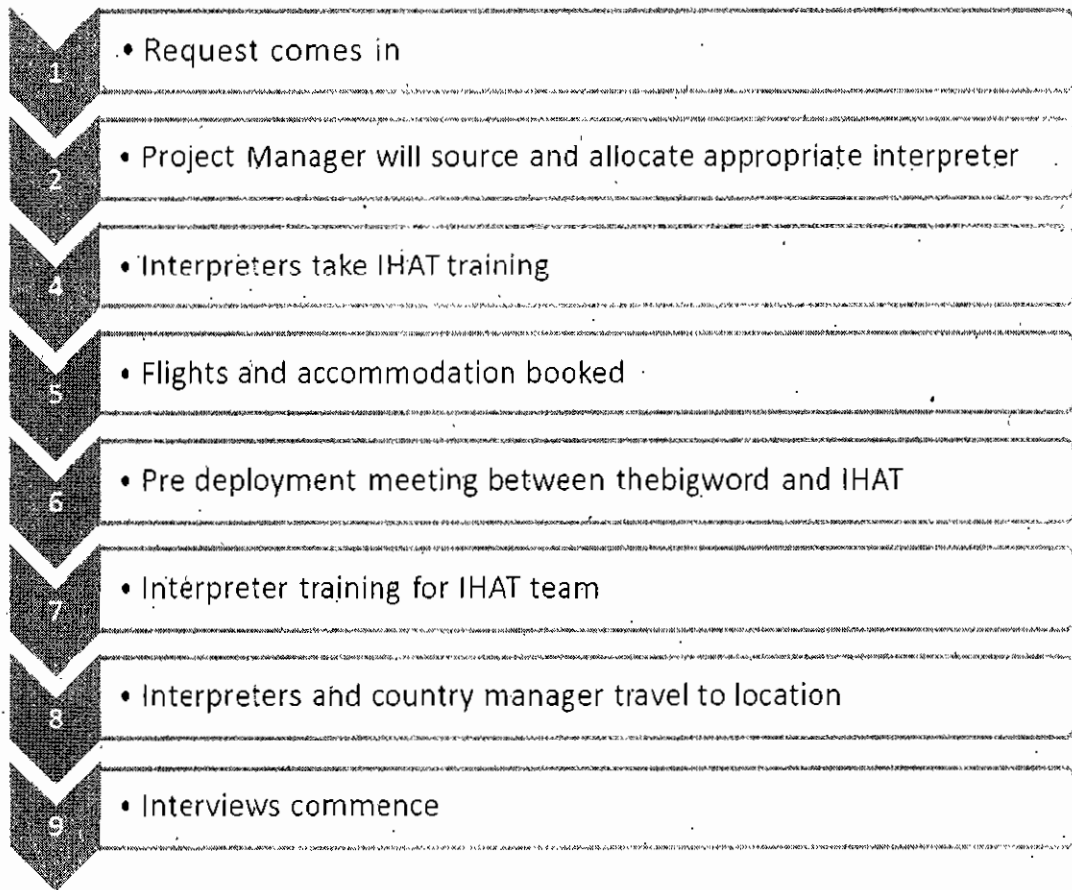
MOD Interpreter QMS. The current MOD/Thebigword agreement on interpreting standards for the management of deployed linguist/interpreters in Afghanistan is to assure continual quality of interpreter service. This service is not only measured linguistically, but also personally, as we need to ensure that each linguist is doing the appropriate job for their skill set relating to both their qualifications and interpersonal skills.

Scoping of Interpreter Requirement(s). Our military team takes a strong view on placing linguists appropriately and we will continue to do so with the IHAT. To underscore this, we would look to have a pre-deployment meeting once we have agreed and fixed timescales to meet the full interview team and understand each requirement.

Interpreter Reserve Capability. In order to cover all eventualities thebigword has manned a small reserve pool of interpreters should in extremis, it be necessary to replace a linguist due to sickness or other unforeseen circumstances.

Personal and Logistic Support. The overall aim of the military team and by is to ensure that everything runs smoothly, and that the IHAT have every confidence in thebigword and our linguists. We understand how central and critical the linguists are to the overall success of the team's mission and therefore our service is vital to its success.

Implementation Plan – first rotation



After this interpreting implementation piece, we would then move on to translation and transcription. Please see the final page for more information.

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Assumptions

- **Timescales.** Timescales are still to commence end of October.
- **SC Verification.** That IHAT can verify SC clearances by priority with DBS NVA.
- **Logistics Support – Travel and Accommodation.** Thebigword will arrange travel and accommodation – this In order to ensure that the management of the interpreters and their diaries is solely the responsibility of thebigword. This also ensures best communication methods with our interpreters.
- **Pre – Deployment Notice to Move.** The IHAT will give thebigword at least 1 weeks notice
- **Language Requirements.** The target languages are Arabic and potentially Turkish. Any other languages will need notice.
- **Translation.** This will be completed in line with further discussion regarding workflows



Prices

Translation, Transcription

This proposal is mainly based on our interpreting work.

It has been noted that there is a requirement for translation and transcription which thebigword can provide an excellent and flexible solution. The prices for translation are set in place already in accordance with the Government Procurement Service Framework.

Prior to us beginning any translation work, we need to have a more in depth discussion into how the work will be carried out on location, then sent to thebigword and the security level of translator. From there we will be able to put together a workflow diagram of how translation and transcription will work and what will be expected from both parties. We anticipate that this will be straightforward, ergonomic and very managable. We are no stranger to complex requirements from our clients and below is an outline of some of the important translation and transcription work we carry out on a daily basis.

Translation Case study's

thebigword currently translates approximately 400million words each year and approximately 20 million of those are Central Government translations. These translations are generally classified, they are urgent and they require the most specialist of translators.