



Department of Public Safety

Notice of Emergency Procurement

Related to Utah Administrative Code 63G-6A-803 and Administrative Rule R33-108-401.

Department contact name and title:

Department contact name and title:	Denice Smith, DPS Purchasing Agent
Date emergency occurred or began:	2.24.25
Date DPS Procurement was notified:	3.5.25 Received PSA-12 (DPS approval)
Vendor Name:	US Translation Company
Total estimated cost:	\$11,400.00

Description of the specific emergency that necessitated the emergency procurement:

Need immediate translation/transcription of 20 hours of audio in a homicide case from Punjabi to English. This is a time-sensitive investigation after contacting all state vendors: INSYNC, COMMGAP, PROPIO, Asian ASSOCIATION, Language link, Language Line, Voiance, Linguistica Intl. , GSA vendors, who listed Punjabi as a language: TransPerfect, and Corporate Translation services, and the list provided by state purchasing, such as Boostlingo Language Services Associates, United Language Group. None of these vendors could provide AI Translation with Human proofing as a US Translation Company to compare apples to apples. The vendors either declined, didn't currently have a Punjabi translator, never responded, or could only provide in-person, or it was an online software subscription. The costs for in-person ranged from \$26,000-\$54,000.00 and were just proposals with a several week timeframe. Also, contact was made with the National Guard, which doesn't have any Punjabi translators currently available.

SBI was referred to US Translation by the FBI. They are a local company so delivery can be made quickly, and locally with the evidence, mitigate costs and they can translate for a the purposes of a court trial. This must be completed as soon as March 1,2025.

Name of the highest-ranking government official who approved emergency procurement:

Deputy Commissioner Beau Mason

Was a written contract issued for this emergency procurement? If Yes, attach the contract. NO.



STATE OF UTAH

Purchase Order

Bill To:
STATE OF UTAH
Public Safety

Date Of Order: 03-05-2025
Date Required:
FOB:

THIS NUMBER MUST APPEAR ON ALL
INVOICES, PACKING LISTS, PACKAGE
LABELS AND BILLS OF LADING.

PURCHASE ORDER NUMBER
PD 180 2500000058

PO Box 141775

Salt Lake City UT 84114-1775

Vendor Number: 28314C

US TRANSLATION COMPANY
320 W 200 S, Third Floor

Salt Lake City UT 84101

For Questions Contact: [REDACTED]

Grand Total: \$11,400.00

Item	Quantity	Unit	Description	Warehouse/ Commodity	Unit Price	Amount
1	0.0		Translation services AS PER US TRANSLATION QUOTE Q-13247-03 (20) HOURS OF TRANSLATION/ TRANSCRIPTION OF PUNJABI/ENGLISH FOR SBI CASE.	96175	\$0.00	\$11,400.00

Ship To:
STATE OF UTAH
Public Safety

4501 S 2700 W

Taylorsville UT 84129

NOTICE

Invoices which exceed unit price listed above will not be paid.
Prices are F.O.B Destination, Freight Prepaid, unless otherwise indicated on this order.
Invoice items in the order they appear above.
Utah's tax exempt number is 11736850-092-STC.
Send 2 copies of your invoice to insure proper payment.
Attached Terms and Conditions apply to this Purchase Order.

3.5.2025

Authorized Signature

State of Utah Salt Lake City Police Department,
 Homicide
 JL Bowen

Date **Estimated Delivery Date**
 02/24/2025 (this will be updated upon approval)
 7-10 business days

Transcription and Translation of Punjabi Videos_013125
 Quote No. Q-13247-03

Thank you for your request on 02/24/2025. Please review the below quote.

Item	Quantity	Unit / Service	Unit Price	Price in USD
1.Punjabi/English - Transcription and Translation of Pujabi Videos_013125				
AI Generated Transcription > Human Translation				
	20	Hour(s) AI Generated Transcription <i>\$1.50 per minute</i>	90.00	1,800.00
	20	Hour(s) Translation <i>\$8 per minute</i>	480.00	9,600.00
Total				\$11,400.00

This quote includes the following services:

- A dedicated project manager who will oversee the project, our translator(s), desktop publishing, all services and any other specifics and quality assurance processes for your project.
- Translation, Edit, and Proofreading (TEP) by our certified translator(s).
- The assigned translator(s) will have experience in your industry. If provided, they will review your Translation Style Guide which will help them to better understand the style and tone you desire for this project.
- Only text in an editable format will be translated unless otherwise requested.
- Deliverables will be returned in the same file format(s) as the source provided.
- Pricing provided above is based on an estimated scope of work and may change if the scope of work changes.
- Any translations that need an internal review that lasts longer than 7 days will be invoiced based on estimated delivery date. All scope of work will be completed as quoted above.
- This quote is valid for 30 days following the issue date.

Please note that this quote is not final and does not reflect the final pricing. If payment will be made with a credit card, there will be a 3% processing fee added to the final invoice at the end of the project. In order to avoid this, please send payment via ACH. This information will be sent with every invoice at the completion for each project.

We appreciate your business and look forward to partnering together for this project and future projects!

Irene Kondos





State of Utah

SPENCER J. COX
Governor

DEIDRE M. HENDERSON
Lieutenant Governor

Department of Public Safety

JESS L. ANDERSON
Commissioner

DEPARTMENT OF PUBLIC SAFETY

State Bureau of Investigation

4501 South 2700 West, 2nd Floor Taylorsville, Utah 84129

Expense Request Memorandum

****Route request through DocuSign****

<https://utahgov.na1.echosign.com/account/homeJS>

TO: Lieutenant Jensen, Captain Neff, Chief Kotter, Deputy Commissioner Mason

FROM: [REDACTED]

DATE: 2/24/2025

SUBJECT: Translation Expense Request

Description:

This request is for audio and video materials to be translated from Punjabi into English. [REDACTED]

[REDACTED]

[REDACTED] have explored several different avenues in regards to getting these materials translated. I sent a few videos to the FBI's translation department, but it took several months to get anything back from them and I only received summaries of the information, not direct transcriptions. Other governmental agencies, such as the Utah National Guard, do not have Punjabi interpreters available.

[REDACTED]

I have worked with the state purchasing department to obtain quotes from vendors that are on state contract. The two bids were \$45,000 and \$26,000 to translate roughly 17 hours' worth of video/audio. The two quotes included the use of humans to translate and transcribe. Both of the companies do not have the ability to use AI in their translation process. I requested a quote from U.S. Translation for translating the materials. The quote includes the use of AI to generate a transcription and translation but then a human translator reviews and proofreads the translation. The cost is \$7,650 for an estimated 17 hours worth of video/audio materials.

State purchasing asked that I obtain another quote from a different company that uses AI. However, I believe that this is unreasonable since it has taken over three weeks for state purchasing to obtain bids and this is a time-sensitive investigation.

This request is to have U.S. Translation company translate the video and audio materials from Punjabi into English. This would be a sole-source purchase due to the very time-sensitive circumstances surrounding this case.

Supervisory Memo, Notes, Approval:

Lieutenant Signature: (my signature is acknowledgement of my approval):  Chad Jensen (Feb 24, 2025 11:07 MST)

Captain Signature: (my signature is acknowledgement of my approval):  _____

Chief Signature: (my signature is acknowledgement of my approval):  Tyler Kotler (Feb 24, 2025 12:12 MST)

Deputy Commissioner Signature: (my signature is acknowledgement of my approval):  _____



division of
**Purchasing and
General Services**

POLICIES AND PROCEDURES

Subject: Emergency Purchase Process for Executive Branch State Agencies
Policy Number: PURCH-01
Reference: UCA 63G-6a-803 UAC R33-8-401, Delegation to Executive Directors updated January 31, 2018
Issue/Revision Date: 25 October 2022

Purpose:

The purpose of this policy is to establish the process for emergency purchases for all Executive Branch Agencies that fall under the jurisdiction of the Utah Division of Purchasing

Definitions:

"Executive Branch Procurement Unit" means a department, division, office, bureau, agency, or other organization within the state executive branch.

"Contract" means an invoice, contract, PO, or any other document that obligates the state to make a payment.

Policy:

The Executive Branch Procurement Unit shall conduct an emergency procurement as outlined in UCA 63G-6a-803, UAC R33-8-401, and as described in the limited purchasing delegation to the Executive Director of the Executive Branch Procurement Units from D. Windy Aphayrath, Chief Procurement Officer, on October 25, 2022. At the discretion of the Executive Director, the emergency procurement authority may be delegated in writing to an individual(s) within the department.

Within 12 days of the emergency procurement, the Executive Director or the Executive Director's designee shall prepare and submit documentation:

- a) describing the specific emergency that necessitated the emergency procurement;
- b) documenting the basis for the selection of the procurement item;
- c) declaring the name of the highest-ranking government official that approved the emergency procurement; and
- d) providing each written contract related to the emergency procurement.

The documents shall be sent to purchasingsolicitations@utah.gov. Within two days of receiving the emergency procurement documentation, the Utah Division of Purchasing shall post the documentation to the Division's website.

Additional contract documentation received after the initial 12 requirements shall be sent to purchasingsolicitations@utah.gov as an amendment to the original email.

Effective 5/5/2021

63G-6a-803 Emergency procurement.

- (1) As used in this section, "natural disaster" means an event where:
 - (a) one or more of the following has caused widespread damage:
 - (i) an explosion;
 - (ii) fire;
 - (iii) a flood;
 - (iv) a storm;
 - (v) a tornado;
 - (vi) winds;
 - (vii) an earthquake;
 - (viii) lightning; or
 - (ix) other adverse weather event; and
 - (b) the president of the United States has declared an emergency or major disaster in the state, or the governor has declared a state of emergency under Title 53, Chapter 2a, Part 2, Disaster Response and Recovery Act.
- (2) Notwithstanding any other provision of this chapter and subject to Subsection (4), a procurement official may authorize a procurement unit to engage in an emergency procurement without using a standard procurement process if the procurement is necessary to:
 - (a) avoid a lapse in a critical government service;
 - (b) mitigate a circumstance that is likely to have a negative impact on public health, safety, welfare, or property, including a natural disaster; or
 - (c) protect the legal interests of a public entity.
- (3) A procurement unit conducting an emergency procurement under Subsection (2) shall:
 - (a) ensure that the procurement is made with as much competition as reasonably practicable while:
 - (i) avoiding a lapse in a critical government service;
 - (ii) avoiding harm, or a risk of harm, to the public health, safety, welfare, or property; or
 - (iii) protecting the legal interests of a public entity; and
 - (b) make the following publicly available on the procurement unit's website within 14 days of the emergency procurement:
 - (i) a written document describing the specific emergency that necessitated the emergency procurement;
 - (ii) the name of the highest ranking government official that approved the emergency procurement; and
 - (iii) each written contract related to the emergency procurement.
- (4)
 - (a) Except as provided in Subsections (4)(b), (5), and (6), the term of a contract entered into for an emergency procurement under this section may be no longer than 30 days.
 - (b) The term of a contract entered into for an emergency procurement under this section related to a natural disaster may be no longer than 60 days.
- (5)
 - (a) Subject to Subsection (5)(b), the requirements described in Subsection (4) do not apply to an emergency procurement for legal services.
 - (b) A person hired through an emergency procurement to provide legal services may not, under the contract entered into through the emergency procurement, hire or otherwise provide remuneration to a consultant for services related to any topic that is not directly related to the legal services for which the person was hired.

- (6) The requirements described in Subsection (4) do not apply to an emergency procurement by the Department of Human Services related to the:
- (a) placement of a client with a residential service provider; or
 - (b) provision of medical services for a client.

Amended by Chapter 30, 2021 General Session



Attempted Quotes

Denice Smith <denicesmith@utah.gov>

Re: Quote Request ID: 091418-050225 - State of Utah Cooperative Contact

1 message

Robyn Nelson M. <rnelson@commgap.com>
To: Denice Smith <denicesmith@utah.gov>

Tue, Feb 11, 2025 at 1:45 PM

Hello Denice - we've been unable to locate a court-certified Punjabi translator. *[Handwritten signature]*
Our apologies that we're unable to assist this time

Thank you,
Robyn Nelson
801.944.4049



International Language Services

"The World is Speaking ... Do You Understand?"



From: Denice Smith <denicesmith@utah.gov>
Sent: Monday, February 10, 2025 1:28 PM
To: Robyn Nelson M. <rnelson@commgap.com>
Subject: Re: Quote Request ID: 091418-050225 - State of Utah Cooperative Contact

Thank you. I need this quote as soon as possible. Can you let me know by tomorrow at the latest?

Respectfully,
Denice
Denice Smith
Purchasing Agent
Utah Department of Public Safety
4501 South 2700 West
PO Box 141775
Salt Lake City, UT 84114-1775
Phone: (801) 965-4471
Cell: (801) 505-8747
Purchasing Hotline 801-965-4420
Hours: M-TH 6:30 am - 4:30 pm
Live your life on Purpose.



The content of this email is confidential and intended for the recipient specified in the message only. It is strictly forbidden to share any part of this message with any third party, without the written consent of the sender. If you received this message by mistake, please reply to this message and follow with its deletion, so that we can ensure such a mistake does not occur in the future.

On Mon, Feb 10, 2025 at 1:21 PM Robyn Nelson M. <rnelson@commgap.com> wrote:
Resending the message from last week - thank you!

Robyn Nelson
Client Solutions
Office: 801-944-4049 x 113
robyn.nelson@commgap.com
CommGap: International Language Translation & Interpreter Services
Schedule A Meeting With Me

CommGap

International Language Services

"The World is Speaking ... Do You Understand?"



Is this email not relevant to you? Click [here](#)

On Thu, Feb 6, 2025 at 1:17 PM, Robyn Nelson M. <rnelson@commgap.com> wrote:
Hello Denice - thank you for your email

We're still working on your request - see below for an update as of now

- There are no court-certified Punjabi to English linguists in Utah
- We're waiting for some from other states to reply
- We're also looking for court-approved linguists, and we'll be able to provide a certificate of accuracy if that works for this project.

Thanks!

Agustin Gimenez
Localization Manager
801-944-4049 Ext.102
www.commgap.com

CommGap

International Language Solutions



WOMEN IN
LOCALIZATION



From: salesreports@utah.gov <salesreports@utah.gov>
Date: Wednesday, February 5, 2025 at 2:14 PM
To: Lelani Craig <lelani@commgap.com>
Cc: denicesmith@utah.gov <denicesmith@utah.gov>
Subject: Quote Request ID: 091418-050225 - State of Utah Cooperative Contact

Utah Division of
Purchasing and
General Services

Dear State of Utah Cooperative Contract Vendor,

Denice Smith from the STATE OF UTAH - DEPARTMENT OF PUBLIC SAFETY has requested a quote for

Please provide a quote for the following services by Friday, February 7, 2025, at 12 pm MST. *certified legal interpretation and transcription of approximately 17 hours of confidential audio from Punjabi to English. (this will be provided to the awarded vendor) *may have to provide testimony of certification in court at a later date upon request. This will be paid by the hour and follow travel rules R25-7 L.

Please respond to (denicesmith@utah.gov) - 8019654471 when providing your quote.



Denice Smith <denicesmith@utah.gov>

****BALLPARK ESTIMATE ONLY - SEE NOTES** - Decide on quote: Transcription, 174497**

1 message

Meredith Chacin <portal@cyracom.com>
Reply-To: Meredith Chacin <mchacin@cyracom.com>
To: Denice Smith <denicesmith@utah.gov>
Cc: System Administrator <xtrfimplementation@cyracom.com>, Meredith Chacin <mchacin@cyracom.com>

Tue, Feb 11, 2025 at 3:14 PM

Dear Denice,



Thank you for your inquiry. Please find, attached to this email, the ballpark estimate that you requested. Once your file has been received and reviewed and a final quote issued, should you accept the offer, you are agreeing to the terms and conditions in the attached quote document.

NOTES:

1) THIS QUOTE IS A **BALLPARK ESTIMATE ONLY** BASED ON A POTENTIAL AUDIO FILE (NOT YET RECEIVED). THIS BALLPARK ESTIMATE IS BASED ON THE WORK REQUIRED TO TRANSCRIBE 17 HRS OF PUNJABI SPEECH AND TO TRANSLATE PUNJABI TRANSCRIPTS TO ENGLISH.

--Final price will be provided upon receipt of audio file

2) **PLEASE BE REMINDED: We DO NOT OFFER in-person or virtual testimony in court by translators. If this will be required, we would, unfortunately, not be able to complete the quoted work for you.**

3) We will need the **attached Client Setup Form** completed and returned before we can start your first project.

Quote Details

Company name: Utah Department of Public Safety
Quote number: 174497
Quote name: Transcription-Translation Punjabi Audio (Ballpark Estimate Only)
Service: Transcription & Translation
Turnaround time: 95-100 business days
Languages: PA » EN, PA » PA
Amount: \$45,985.00

This quote expires on: 03/11/2025 2:46 PM MST

In case of any questions, please do not hesitate to contact us.

Contact CyraCom



Meredith Chacin
Senior Project Manager

mchacin@cyracom.com (520) 429-5850

2 attachments

174497.pdf
124K

T&L CSF v6.2 (Fillable) - Partial.pdf
783K



**QUOTE
174497**

Project manager

Meredith Chacin
(520) 429-5850
mchacin@cyracom.com

For the attention of

Denice Smith
Utah Department of Public Safety
UT
UNITED STATES

Payment Terms: Net 30

Summary

Transcription-Translation Punjabi Audio
(Ballpark Estimate Only)

Language pair(s)

PA » EN, PA » PA

Start date

11 Feb 2025

Scope of Work: Translation, Transcription

*****BALLPARK ESTIMATE ONLY BASED ON A POTENTIAL AUDIO FILE (NOT YET RECEIVED). THIS BALLPARK QUOTE IS BASED ON WORK REQUIRED TO TRANSCRIBE 17 HRS OF PUNJABI SPEECH AND TO TRANSLATE PUNJABI TRANSCRIPTS TO ENGLISH***
--Final price will be provided upon receipt of audio file**

PLEASE NOTE: We DO NOT OFFER in-person or virtual testimony in court by translators.

Total

\$ 45,985.00 

For details see following pages

Turnaround time: 95-100 business days

SPECIFICATION FOR QUOTE
174497

Task ID
174497/PA » PA/1

Language pair
Punjabi [PA] » Punjabi [PA]

Service	Quantity	Price	Amount
transcription	17 hour(s)	365.0000	\$ 6,205.00
		Subtotal	\$ 6,205.00
		174497/PA » PA/1 — Total	\$ 6,205.00

Task ID
174497/PA » EN/1

Language pair
Punjabi [PA] » English [EN]

Service	Quantity	Price	Amount
translation	153,000 source word	0.2600	\$ 39,780.00
		Subtotal	\$ 39,780.00
		174497/PA » EN/1 — Total	\$ 39,780.00

Miscellaneous:

Use of Translation Memory: If your source documents are editable in nature, we will utilize our translation memory (TM) database tools to ensure terminology and stylistic consistency. This may also enable Voiance Language Services, LLC to offer you a discounted pricing structure per word. Please see cost line items for specific pricing under each applicable category.

When using a TM, there are several types of matches that can occur:

- **100% Match:** Also known as a Full Match, this is a phrase in your text that exactly matches a phrase that was previously translated. The translator can reuse the previous translation, usually without any alterations.
- **Fuzzy Match:** A phrase in your text that is similar, but not entirely identical, to a phrase that was previously translated. Fuzzy matches are assigned percentages for how closely they match the phrase in the TM (e.g. a 99% match is almost identical, whereas a 50% match only has half its words in common with the previously translated phrase). The translator will alter the previous translation of this phrase to match the differences in the new phrase.
- **Repeat:** This is a phrase that appears multiple times within your text. Once the translator translates it the first time, they can reuse that translation when the phrase appears again.

PHI and PII: The source document shared may contain Personal Health Information (PHI) or Personally Identifiable Information (PII), both of which are protected by federal law under HIPAA and the Privacy Act of 1974. If so, to protect confidentiality, we will transmit the document in question via secure methods to our translation team and to you in the final delivery. Please be advised that, if the file name of any document we receive contains PII, we will change the file name as specified above.

Illegible or Non-Editable Text: Any illegible text in the source document(s) will be labeled as such within the final deliverable. Non-editable text such as that found in images will be excluded from translation unless otherwise specified.

Tracked Changes: This estimate assumes all provided text is final. As such, all track changes that might be present will be accepted prior to translation and all comments deleted from the source to avoid interference with our translation memory database tools.

Explanation of Services:

Your project may include one or more of the following services (see "Scope of Work" above):

Translation: Your provided text will be translated by an experienced, qualified linguist into the target language(s). Your translation shall be edited by a second qualified translator for accuracy, omissions, etc. and reviewed by a project manager. The translation will include only the accurate rendering into another language of that which is actually written in the source material, and shall not include rewriting, copywriting, or altering or introducing of concepts ("transcreation") within the translated material.

Dates will be localized into the target language (example: in an English-to-Spanish translation, we will change a MM-DD-YY date to DD-MM-YY). We may use a full or abbreviated written name of the month instead of a number to avoid confusion (example: changing 10/2/22 to 10/Feb/22 or February 10, 2022) in some cases. Units of measurement (money, time, temperature, etc.) will be left in the same units as in the source language. Proper nouns (hospital names, names of medicine, people's names, application names, trademarks, etc.) will be left in their source language unless otherwise instructed.

Desktop Publishing (DTP): Your localized documents will be formatted in their native form so that the final deliverables mirror the look and feel of the original in the target language.

Back-Translation: After translating your source text into the target language, we will then translate the target language text back into the source language. Please note that back-translations are not a substitute for the original English source files, nor will they reproduce the original English exactly. Back-translations are only intended to provide an approximate check of the accuracy of the translated material. They are generally not a reliable method for determining the actual accuracy of a translation.

Bilingual Table: This estimate includes the time to extract the content of your source text to a bilingual table in MS Word (one per document). The source text will be placed in the left-hand column, and the translated text will be placed in the corresponding cells of the right-hand column.

Body of Email: Your source text was sent to us in the body of an email rather than in a file attachment. Content from the email will be transferred to a simple MS Word document prior to translation. This will allow us to utilize translation memory database tools to ensure terminology and stylistic consistency.

Braille: We will transcribe your document(s) into Braille. One (1) copy will be produced and mailed via FedEx to the address on file. If you have a different address to which you'd like the copy sent, please provide it at the time of your acceptance of this quote.

Conversion: The PDF file(s) you provided will be recreated in an editable format prior to translation so that the final deliverable(s) resemble(s) the look and feel of the original. Once recreation is complete, the source document(s) will be editable in nature. This will allow us to utilize our translation memory database tools to ensure terminology and stylistic consistency.

Large Print or Bold Print: Your files will be reproduced into Large Print or Bold Print format. Two (2) copies will be produced: one for member, and one for customer's archives. Hard copies will be delivered via FedEx, and you will provide shipping information at time of acceptance. PDF copies of the English Large Print masters will be delivered electronically.

Light Format: Final deliverables will be sent as MS Word documents that follow the flow of the source documents. No extensive formatting will be applied to this project to recreate the exact layout of the source unless otherwise specified.

Proofreading: A monolingual review of the provided document(s) shall be performed to check for typos, spelling errors, or other opportunities for improvement.

Subtitling: The scope of work includes subtitling and on-screen text localization of the video in the target language(s).

- The integration of the subtitles into the video will be provided as open captions (also known as "burned" subtitles). These subtitles cannot be turned off, as they are permanently burned onto the image.
- The estimate includes the cost and time to review the video and prepare a time-coded script (based on the video). Once complete, the script will be translated and edited from English into the target language(s). Upon completion of this translation phase, you will approve the translated scripts prior to the start of subtitling/on-screen text localization.

SPECIFICATION FOR QUOTE

174497

- The above-mentioned script will include any instances of on-screen text (OST) that will require localization in the target language(s) for a better end-user experience. Reproduction of the translated on-screen text will be included in italicized font to differentiate it from the subtitles. Note that placement of OST may be included on the top or bottom of the screen.
- Voiance Language Services, LLC will use industry-standard fonts for the translated text (and will ensure correct display/output of characters) unless a specific font is requested by you.
- A sample mock-up of the translated subtitles will also be provided. You must approve layout before final subtitling work can begin.
- Final deliverables will be sent in their native format via preferred method.
- The timeframe included in this quote is subject to change, pending the approval of each phase.

Text to Speech: We will provide voiceover of your file(s), generated by automated software. No human voiceover talent is used in the creation of this audio. The results are solely those generated by our software. No further review of the generated text-to-speech audio is performed, and no changes to pronunciation are possible. By requesting this service, you are accepting results that sound less naturalistic than human speech and accept that no alterations to pronunciation can be made.

Transcription: The audio files you provided will be transcribed into written form. That written text will then be translated into the target language. Any inaudible/unintelligible text will be marked as such in the transcript. The transcript and translated content will be delivered electronically in Word format.

Validation/Update: If you have provided us with source text and its accompanying translation, we will validate the accuracy of that translation. If updates have been made to the source text after the translation, we will update the translated text to match the new source text.

- This estimate assumes that the provided translation is of acceptable quality and retranslation won't be required. Should translation quality be determined to be subpar during this validation and update project, we will reanalyze the files and send a revised quote for approval prior to proceeding.
- Please notice that validation and update projects are handled manually, i.e. Voiance Language Services, LLC is unable to utilize translation memory (TM) database tools under these circumstances. This means the content of this validation and update project will not be stored in the client's translation memory (TM), making the contents of this particular project not reusable. Please be advised that best practices suggest the use of TMs whenever possible as it ensures terminology and stylistic consistency throughout all localized content for a particular account.
- Final validated deliverables will be sent in their native format via email. A set with track changes will also be included for your convenience.

Voiceover: We will provide voiceover and on-screen text localization of your provided video in the target language(s). The estimate includes the cost and time to review the video and prepare a time-coded script (based on the video). Once complete, the script will be translated and edited from English into the target language(s). Upon completion of this translation phase, you will approve the translated scripts prior to the start of voiceover/OST localization.

- The above-mentioned script will include any instances of on-screen text (OST) that will require localization in the target language(s) for a better end-user experience.
- Voiance Language Services, LLC will use industry-standard fonts for the translated text (and will ensure correct display/output of characters) unless a specific font is requested by you.
- In order for Voiance Language Services, LLC to output the final video, you shall provide a standalone track that only contains the music and sound effects (without the English voice) at project start.
- Final deliverables will be sent in their native format via preferred method.
- The timeframe included in this quote is subject to change, pending the approval of each phase.

Website Localization (with HTML or XTM files): We will translate your HTML, HTM, PHP, or XTM files.

- This estimate does not include cultural adaptation of website content prior to translation. All content, including graphics, would be translated as it appears currently in the source files provided. It is advisable that websites are analyzed to explore the need to culturally adapt the content to the target market prior to localization (prime example of this would be to ensure all images displayed are culturally appropriate).
- Word counts for this estimate are based on the content of your files analyzed with our translation memory database tools. Word count estimates, however, do not take into account any external links included within the above-mentioned source documents.
- This estimate further includes prep and post-processing of source files, graphic localization, one round of In-Context Review and one round of Regression. Any further work needed will need to be quoted on a case-by-case basis.

SPECIFICATION FOR QUOTE

174497

- This estimate assumes your website development team will deploy the localized HTML files on a test server so that Voiance Language Services, LLC can perform In-Context Review in the native environment. After In-Context Review is performed, any linguistic matters will be resolved within the localized HTML files. A new set of HTML files will be sent to you to redeploy on the test server so that Voiance Language Services, LLC can perform the round of Regression.
- This estimate assumes that functional matters beyond the integrity of the localized HTML files will be resolved by your website development team. Final deliverables for translation will be localized HTML files in the target language(s) and bug reports in Excel format or any other customer-preferred format for In-Context Review and Regression.

Website Localization (no HTML or XTM files): This ballpark estimate includes only translation and editing of the website content extracted in an editable format and provided by you.

- Word counts for this ballpark estimate are based on the content of the above-mentioned documents analyzed with our translation memory database tools. Word count estimates, however, do not take into account any external links included within the above-mentioned source documents.
- This ballpark estimate does not include cultural adaptation of website content prior to translation. All content would be translated as it appears currently in the above-mentioned documents.
- This ballpark estimate does not include any formatting of the target language files, as it is assumed that you will transfer the content to a different format upon delivery. Final deliverables will be sent as unformatted files in the native format via preferred method.
- It is advisable that you provide editable web files (such as XML or HTML) or, if not XML/HTML-based, an export of your website content. This will avoid manual handling of content, further reducing the margin of error. Should you provide such files, Voiance Language Services, LLC will analyze them and then issue an updated estimate based on that analysis. Such an estimate could include, among other things: pre- and post-processing of web files, graphic localization, one round of In-Context Review and one round of Regression, in addition to any further work discussed during quotation.
- For the purposes of exemplification, this ballpark estimate includes one round of In-Context Review and one round of regression based on the word count of your source documents. This estimate assumes your website development team will deploy the localized HTML files on a test server so that Voiance Language Services, LLC can perform In-Context Review in the native environment. After In-Context Review is performed, any linguistic matters will be resolved within the localized HTML files. A new set of HTML files will be sent to you to redeploy on the test server so that Voiance Language Services, LLC can perform the round of Regression.
- This estimate assumes that functional matters beyond the integrity of the localized HTML files will be resolved by your website development team. Final deliverables for In-Context Review and Regression would be bug reports in Excel format or any other customer-preferred format.

Website Localization (no files provided): This ballpark estimate includes translation and editing of the content of the website located at the URL you provided.

- This ballpark estimate does not include cultural adaptation of website content prior to translation. All content, including graphics, would be translated as it appears currently in the websites. It is advisable that websites are analyzed to explore the need to culturally adapt the content to the target market prior to localization (prime example of this would be to ensure all images displayed are culturally appropriate).
- This word count estimate does not take into account any external links on the website. You will provide HTML files at project start, which Voiance Language Services, LLC will analyze and then issue an updated estimate based on that analysis.
- Once you have provided HTML and any associated files, we will utilize our translation memory database tools to ensure terminology and stylistic consistency.
- This ballpark estimate further includes pre- and post-processing of HTML files, graphic localization, one round of In-context Review and one round of Feedback Implementation. Any further work needed will need to be quoted on a case-by-case basis.
- This ballpark estimate assumes your website development team will deploy the localized HTML files on a test server so that Voiance Language Services, LLC can perform In-Context Review in the native environment. After In-Context Review is performed, any linguistic matters will be resolved within the localized HTML files and a new set of HTML files sent to you to redeploy on the test server so that Voiance Language Services, LLC can perform the round of Regression.
- This estimate assumes that functional matters beyond the integrity of the localized HTML files will be resolved by your own website development team. Final deliverables for translation will be localized HTML files in the target language(s) and bug reports in Excel format or any other customer-preferred format for In-Context Review and Regression.

Terms and Conditions:

Customer Acceptance: Customer agrees to the terms and conditions contained herein.

Payment: All payments are to be made in US Dollars. Any down payment listed above must be received at time of Customer Acceptance, prior to commencing work. Voiance Language Services, LLC will invoice the client for balance due upon delivery.

Quote Terms: Terms of this quote are valid for 30 days from the date it was sent to the client.

Voiance Language Services, LLC must receive a copy of the Purchase Order prior to delivery of the project, if required by the State or by the requesting company's policies.

Faxed or scanned copies of this document are binding. Email acceptance as defined in offer email is also binding.

This quote is based on the source files/text received on or before the quote date and is considered final. Any changes to the files following the approval of this quote, or the addition of any files/text, will be treated as a change to the project scope or potentially a new, separate project. We will provide you with a quote to outline the additional budget and time required to process the requested changes.

Work requested outside the Job Description may impact the timeframe for delivery and will be chargeable at the current rates after written client authorization is received. Stylistic revisions requested after work has begun may constitute additional work and be subject to additional charges. Rush charges may apply to such work if required by the client's timeframe.

Standard Deliverables: Unless otherwise listed in the Job Description, translations will include editing by a second translator and will approximate the reading level and formatting of the original document. Delivery timeframe does not include the business day acceptance is received.

Taxes: The Amounts and Totals quoted herein may not include relevant sales tax. If sales taxes apply to you based on your geographic location, we will include these in the final project total and you will be invoiced accordingly.

Warranties and Remedies: Voiance Language Services, LLC warrants that Services will be performed in a professional and workmanlike manner by translators with appropriate skills, qualifications and reliability. Customer recognizes that translations are subject to human interpretation and Voiance Language Services, LLC makes no representation or warranty as to the accuracy of any translation. Where errors or omissions occur Voiance Language Services, LLC will make every commercially reasonable effort to revise and re-proof translation to the client's satisfaction.

Voiance Language Services, LLC will allow for one round of stylistic changes requested by the Customer. The amount of stylistic changes may not exceed 5% of the total amount of the project's volume. Voiance Language Services, LLC will accept stylistic changes whenever possible, assuming that these changes do not introduce errors or omissions into the translation. One round of stylistic changes will be included free of charge to the Customer. For any additional rounds of stylistic changes, or for any changes requested after the performance of voice over services, Voiance Language Services, LLC will bill the Customer at an hourly rate.

Customer agrees to notify Voiance Language Services, LLC in writing, within sixty (60) days of initial project delivery, of any errors, omissions, or requests for changes in the translation provided. Voiance Language Services, LLC will rectify any outright mistranslations, omissions, typographical errors, grammatical errors, or non-adherence to any approved glossary without charge. Customer's failure to raise an objection within sixty (60) days shall be considered as approval of the work, as delivered. Any requests for changes received after sixty (60) days or requests for stylistic/subjective changes may be subject to additional fees. Voiance Language Services, LLC makes no other warranty.

Beyond the limits of its insurance coverage, Voiance Language Services, LLC shall not be liable to anyone for any direct, indirect, punitive, special, incidental or consequential damage of any kind (including loss of business, revenue, profits, use, data or other economic advantage) in connection with or arising out of Customer's use of Services, however it arises, whether for breach or in tort, even if Voiance Language Services, LLC has been previously advised of such damage. The foregoing limitation on Voiance Language Services, LLC's liability for damages shall apply even if any exclusive remedy provided for herein fails of its essential purpose.



Translation Quote Date: 02/19/2025

The quoted amount is an estimate calculated considering the anticipated final word count and any required formatting. Please note that it may be subject to adjustments on the final invoice

Estimated From	Estimated To
<u>Linguistica International</u> <u>P.O. Box 95010 South Jordan, UT 84095 Translations Department</u> <u>(801) 262-4550</u> <u>translations@linguisticainternational.com</u>	Client ID: 11154 Client Name: Linguistica International Translations Department - Walk-ins/Non Name: Utah Department Public Safety Denice Smith E-mail: denicesmith@utah.gov

Service Scope:

Linguistica International utilizes OCR process to capture the word count of the document's word count, which serves as the basis for an initial project quote. This quote provides an estimated final word count for the translation. Upon project assignment, our team of expert translators initiates the translation process, which includes precise content translation and necessary document formatting adjustments. Following the initial translation, the document undergoes a comprehensive review and proofreading phase to ensure linguistic accuracy and consistency. A final quality check is then conducted to confirm that the translation meets our rigorous standards for precision and excellence. Once this process is complete, the finalized document is securely delivered to the client by our Translation Department.



Translation Quote
Date: 02/19/2025

Documents details:

Document #	File/Document Name or ID	Source Language	Target Language	Est. Final Word Count
1	Punjabi Audio Recording	Punjabi	English	17 hours/ 1020 minutes
2	Punjabi Audio Recording Transcription	Punjabi	English	153,000 words
			Total Estimated Word Count	153,000 words / 1020 minutes



Translation Quote Date: 02/19/2025

Estimated Project Cost:

Document #	Service Type	Rate per Minute/Word	Sub Total	Formatting /OTP	Total Estimated Amount ***
1	Transcription	\$6.00	\$6120.00	\$0.00	\$6120.00
2	Translation	\$0.13	\$19890.00	\$0.00	\$19890.00
*** ESTIMATED AMOUNT					\$26010.00 <i>[Signature]</i>

***The amount provided in this quote is an estimate, based on the projected final word count and formatting. The final amount will be adjusted accordingly on the final invoice upon project completion.
By signing below, you agree to the commencement and completion of this project and acknowledge your institution's responsibility for any charges incurred with Lingüística International, Inc. following the project's completion.

Print Name

Customer Approval Signature

Date



Denice Smith <denicesmith@utah.gov>

RE: Quote for transcription and translation - Urgent Request

1 message

Samuel Kamyszew <skamyszew@transperfect.com>

Tue, Mar 4, 2025 at 2:51 PM

To: Denice Smith <denicesmith@utah.gov>, Michael Donnelly <mdonnelly@transperfect.com>

Hi Denice,

Thanks for the call, it was a pleasure connecting earlier today!

After talking with members on our transcription and translation team, we came to the conclusion that the best way TransPerfect would handle this would be with human transcription + Machine Translation (AI) + Human Post editing workflow. Here is the reasoning:

- Our AI Transcription tool does not have Punjabi capabilities unfortunately.
- The Machine Translation will help us drop costs for the translations
- However, we definitely would want someone to proofread this translation to confirm the legitimacy.

Please see the quote below:

- Punjabi transcription (\$500 * 20 hours): \$10,000
- Machine Translation + Proofreading (assuming 200 words per minute at \$.18 per word): \$43,200

Total: \$53,200

Turnaround time: 17- 23 business days



I know this is likely outside budget and timeline, but I still wanted to fulfill my promise of sending over a quote. We can decrease the turnaround time but would have to add a rush fee.

Also I am attaching a brochure on our AI transcription tool. I'd be happy to provide a demo on this tool in case a requirement like this comes up again.

Thanks,

Sam Kamyszew
Director of Strategic Accounts

Government
TransPerfect
t +1 202-347-2300 | m +1 773-414-3428

From: Denice Smith <denicesmith@utah.gov>
Sent: Tuesday, March 4, 2025 2:13 PM
To: Michael Donnelly <mdonnelly@transperfect.com>

Cc: Samuel Kamyszew <skamyszew@transperfect.com>
Subject: Re: Quote for transcription and translation - Urgent Request

I just talked to him. I appreciate your help on my request. Thank you.

Respectfully,
Denice

Denice Smith
Purchasing Agent
Utah Department of Public Safety
4501 South 2700 West
PO Box 141775
Salt Lake City, UT 84114-1775
Phone: (801) 965-4471
Cell: (801) 505-8747

Purchasing Hotline 801-965-4420
Hours: M-TH 6:30 am - 4:30 pm

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On Tue, Mar 4, 2025 at 12:01 PM Michael Donnelly <mddonnelly@transperfect.com> wrote:

Denice,

Thanks for reaching out. Yes, we can certainly help. My colleague Sam will assist you with this request.

Mike

Sent from my iPhone



Michael Donnelly

Director, Business Development

700 6th Street, NW

Suite 550

Washington, DC 20001

P: 860.803.8610



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On Mar 4, 2025, at 1:55 PM, Denice Smith <denicesmith@utah.gov> wrote:

Good Morning,

My name is Denice Smith, and I am with the State of Utah's Department of Public Safety. I'm hoping you'll be able to help me. I am seeking quotes for translation/transcription services for an investigation. This is for Punjabi/English. We currently have 20 hours of audio we need to complete. Can you please provide a quote if you provide AI-generated audio with Human verification and the costs?

We are looking to award quickly and have the work completed, but we need quotes to compare before we can award.

Please let me know as quickly as possible with pricing based on the 20 hours. Thank you.

Respectfully,
Denice

Denice Smith
Purchasing Agent
Utah Department of Public Safety
4501 South 2700 West
PO Box 141775
Salt Lake City, UT 84114-1775
Phone: (801) 965-4471
Cell: (801) 505-8747

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 **GL Scribe_eBro_V5_FINAL.pdf**
4377K



Denice Smith <denicesmith@utah.gov>

Following up - Boostlingo interpreting for (8713) State of Utah Dept Workforce Services

1 message

Elizabeth Fisher <elizabeth.fisher@boostlingo.com>
To: Denice Smith <denicesmith@utah.gov>

Wed, Mar 5, 2025 at 7:08 AM

Hi Denice,

Happy Wednesday! I wanted to introduce myself and respond to the webform you recently filled out on our website. My name is Elizabeth, I am the Language Access Specialist at Boostlingo. I would be happy to learn a bit more about (8713) State of Utah Dept Workforce Services's need for interpretation solutions.

Boostlingo offers on demand interpretation services covering all 300+ languages, due to our network of over 17,000 interpreters giving us an average of less than 30 seconds for await time.

We are a subscription base model, that offers monthly packages based on language and volume of interpretation need. We do not require long-term contracts, and we offer the flexibility to upgrade based on changes in demand of interpretation services.

To better understand, can you please provide some additional details.

1. On average per month, how many minutes can you estimate you will need?
2. What are the most common languages needed?
3. How are you currently providing interpretation services?

As a next step, let's set up a quick 30-minute demo to walk you through Boostlingo and pricing with my Specialist. Does Friday or Monday afternoon work for your calendar?

Thank you for reaching out and talk soon!
Elizabeth

Elizabeth Fisher
Language Access Specialist
(She/Her)
(754) 600 – 8951
Boostlingo
[Chat with me!](#)



If you'd like me to stop sending you emails, please [click here](#)