

ALLIANCE FOR INNOVATION
Translation Services — Request for Proposal

APPENDIX L

AI Accuracy Disclosure Form

Version 1.0 | Effective upon contract execution

1. Purpose and Scope

This Appendix establishes the required disclosures, protocols, and mutual understandings regarding the use of artificial intelligence (AI) in the delivery of translation services under this contract. It applies to all AI-assisted or AI-generated translation output provided by the Supplier to the Alliance for Innovation and its member organizations.

Both parties acknowledge that AI-assisted translation offers significant efficiency gains while also presenting inherent limitations, particularly in high-stakes, nuanced, or legally sensitive contexts. This form governs how those limitations are disclosed, managed, and remedied.

2. AI Technology Disclosure

2.1 Technology Used

The Supplier shall disclose, at time of contract execution and upon any material change, the following information regarding AI tools employed in translation workflows:

- Name and version of AI/machine translation engine(s) used
- Whether large language models (LLMs) are employed and, if so, which models
- Whether translation memory, neural machine translation (NMT), or generative AI is utilized
- Any third-party APIs or cloud services that process Alliance content
- Data retention and privacy practices of all AI tools used

Supplier Disclosure — AI Technology (complete at time of submission)

AI/MT Engine(s): comprises 122 general purpose Neural Machine Translation (NMT) engines

LLM(s) Used (if any): OpenAI, Gemini, Mistral, Anthropic, Cohere

Translation Approach: ☒ NMT ☒ Generative AI ☒ Hybrid ☐ Other: _____

Third-Party Services: Phrase CAT tool, Ai Translate (our own tool)

Data Retention Policy Reference: according to ISO 27001, SOC 2 and HIPAA

2.2 Human-in-the-Loop Processes

The Supplier shall describe the role of human translators and reviewers in AI-assisted workflows:

For us, post-editing is an integral part of nearly all MT projects, not just an add-on. The only time we don't use it is if a client specifically requests raw machine translation for internal use. For critical content, having an expert in the loop is mandatory and the only way to ensure quality.

We believe that not all the texts are good for machine translation especially in medicine. For example, Emergency treatment protocols or Medication dosage and timing instructions are extremely important and even minor mistranslations can lead to serious harm. Based on this all the possible PEMT orders are strictly subject to client confirmation/request only. Our internal guidelines for evaluating these aspects are quite extensive. The main goal is to align on quality expectations with the client and, based on that shared understanding, offer the most cost-efficient solution.

MT works best for content that is less visible, more technical or repetitive, and in major language pairs, such as English to Spanish. That said, other materials can also benefit from it. For example, LLMs can increase efficiency by helping to implement glossary terminology across a project. That being said, we believe that qualified human editors are paramount to keep technology in check and ensure consistent quality. In general, our approach is always to reach a full mutual understanding with the client on the scope and boundaries of any technology we plan to use on a project.

- **Whether post-editing by a qualified human translator is standard or optional**

Human Translation and Human Editing are our core services followed by MT with post-editing.

We always recommend the content to be reviewed to determine suitability for MT based on factors such as subject matter, confidentiality, formatting, and end-use. Effectiff incorporates machine translation (MT) into its service offerings when appropriate and aligned with client preferences. MT is primarily used for large volumes of content where speed is critical and where full human translation may not be cost-effective or necessary.

When post-editing is required and confirmed by the client, we assign only qualified and certified human translators passed our rigorous screening and testing.

We may not decide if the post-editing is standard or optional service as it depends on the client's needs who make final decision.

- **The qualifications required of human reviewers (e.g., certified translators, subject matter experts)**
- **Education-Based Eligibility**
 - Minimum 2-year college education (U.S. or international), or
 - High school or GED with 3+ years of professional experience
 - Degree or certificate from an accredited interpretation program
- **Language Proficiency Testing (Second/Third/Fourth Language)**
 - ACTFL Oral Proficiency Interview (OPI)
 - Required score: Advanced Low or higher
 - TOEFL Listening & Speaking Exams (used for English proficiency)
 - Required score: 22–30 in both Listening and Speaking
 - Third-Party Linguistic Proficiency Test (LPT)
 - Required level: Equivalent to Advanced Low or higher
 - Ph.D. or Master's degree in English or target language from U.S. or foreign university
- **Court Professionals' Certifications**
 - State-certifying Written and Oral Proficiency Exams (English + non-English language)
 - Must be registered with the Judicial Council
 - Completion of Effectiff's Code of Ethics Workshop
 - Deep knowledge of legal subject matter
- **Medical Interpreter Certifications (CCHI, NBCMI or equivalent)**
 - Completion of a 40-hour Professional Medical Interpreter Training, such as:
 - Bridging the Gap, or
 - Another recognized equivalent program
 - Must score 90% or higher on the final exam
 - Demonstrated medical terminology knowledge and protocol adherence

- Whether human review is available for all language pairs or only select ones
It is available for an additional fee for all languages as well as for text that has already been translated under another contract by a third party.
- Estimated turnaround times with and without human post-editing

It totally depends on the volume. Large volumes may take several hours to be translated without human post-editing. If you need post editing please refer to:

Regular timeframe 7,500 – 15,000 words per 1 business day

Expedited timeframe 15,000 – 25,000+ words per 1 business day

3. Known Limitations of AI Translation

The Supplier expressly acknowledges and discloses the following known limitations of AI-assisted translation:

Acknowledgment Item	Supplier Initials
AI translation may produce errors in idiomatic, colloquial, or culturally specific expressions	___AL___
AI systems may misinterpret ambiguous or context-dependent language	___AL___
Technical, legal, and medical terminology may be rendered incorrectly without domain-specific tuning	___AL___
AI models may reflect biases present in their training data, potentially affecting tone or framing	___AL___
Low-resource languages (languages with limited training data) carry higher error risk	___AL___
AI output quality may degrade for long documents, complex sentence structures, or mixed-language content	___AL___
AI tools may not accurately reflect recently coined terminology, regulatory changes, or emerging usage	___AL___
Translated documents may not meet accessibility or plain-language standards without additional review	___AL___

4. High-Stakes Content Protocols

4.1 Definition of High-Stakes Contexts

For purposes of this Agreement, "high-stakes content" includes, but is not limited to:

- Legal documents, contracts, regulatory filings, and compliance materials
- Medical, clinical, or public health communications
- Grant applications, funding agreements, and financial disclosures
- Emergency communications and crisis response materials

- Content for vulnerable populations (minors, individuals with disabilities, non-English-dominant communities)
- Formally published or widely distributed public-facing documents
- Any content designated as high-stakes by the Alliance project manager in writing

4.2 Required Protocols for High-Stakes Content

When translating high-stakes content, the Supplier agrees to the following mandatory protocols:

High-Stakes Content Protocol Checklist

- ☒ All high-stakes translations shall undergo human post-editing by a qualified translator
- ☒ A second independent review shall be conducted for legal and medical materials
- ☒ The Supplier shall flag any content that AI systems were unable to render with high confidence
- ☒ Translations shall be accompanied by a quality certification from the reviewing translator
- ☒ The Alliance shall be notified if a requested language pair lacks qualified human reviewers
- ☒ Turnaround time estimates shall reflect the additional time required for human review

5. Quality Assurance Standards

The Supplier agrees to maintain and provide, upon request, documentation of its quality assurance (QA) process for AI-assisted translation, including:

- Quality metrics used to evaluate AI output (e.g., BLEU score, human evaluation rubrics)
- Error categorization and escalation procedures
- Feedback loop mechanisms between AI systems and human reviewers
- Frequency and methodology of internal QA audits
- Process for incorporating Alliance-specific terminology and style preferences

The Alliance reserves the right to conduct independent quality audits on a random sample of delivered translations, not to exceed 10% of delivered volume per contract year, at no additional cost to the Alliance.

Important note: MT and/or AI translation followed by human post-editing (PEMT/MTPE) does not always achieve the same level of quality as human translation followed by human editing. In most cases, MTPE performs best for content that is less public-facing, more technical or repetitive, and for major language pairs (e.g., English–Spanish). It may also have the limitations described in *Section 3: Known Limitations of AI Translation* above. Commonly acceptable drawbacks in PEMT are:

- Some stylistic awkwardness (not fully natural/idiomatic)
- Inconsistent tone/voice (as long as it's not inappropriate/offensive)
- Minor grammar/punctuation issues that don't affect meaning
- Slightly literal phrasing
- Terminology not perfectly optimized (unless the term is critical)
- Minor inconsistency across sentences (same phrase translated differently)

Not acceptable in PEMT:

- Meaning errors (mistranslations, wrong subject/object)
- Omissions/additions that change meaning
- Errors in numbers/dates/units, names, or negation (“not,” “unless,” “except”)
- Broken placeholders/tags (e.g., {0}, <ph>, HTML/XML)

- Anything that creates legal/medical/safety risk

If we speak about using Phrase CAT tool, the powerful, connective, and customizable localization software, that is cloud-based and intelligently powered by AI and built to automate multilingual content at great speed, accuracy and scale. Here you can attach several TMs to a single job. Phrase uses priority settings to determine which TM is searched first. Human translators and editors work directly in the CAT environment, which helps ensure consistent terminology, improves quality control, and supports reliable, review-ready deliverables. In this case we can guarantee the quality of the translated output.

6. Data Privacy and Security

The Supplier warrants that all content processed through AI translation systems shall be handled in compliance with applicable data privacy laws, including but not limited to FERPA, HIPAA (where applicable), CCPA, and any applicable state or federal regulations. Specifically:

- Source documents shall not be used to train or fine-tune AI models without explicit written consent from the Alliance
- Content shall not be retained by third-party AI providers beyond the period necessary for service delivery
- Supplier shall maintain a current data processing agreement (DPA) with any third-party AI service provider
- The Alliance shall be notified within 72 hours of any data breach affecting Alliance content

7. Transparency and Labeling

To promote informed use of translated materials, the Supplier agrees to:

- Label all AI-assisted translations delivered to the Alliance as such, including the method used (e.g., "Machine Translated," "Machine Translated with Human Post-Editing")
- Provide confidence scores or quality flags where technically feasible
- Disclose if a language pair was translated via a "pivot language" (i.e., source → English → target)
- Maintain version records for all delivered translations for a minimum of three (3) years

8. Acknowledgment and Signatures

By signing below, both Supplier acknowledges that they have read, understood, and agree to the terms set forth in this Appendix L — AI Accuracy Disclosure Form. Supplier further acknowledge that this Appendix forms an integral part of the Translation Services Agreement and is binding upon execution.

Supplier Representative

Name: Alex Cherkashin

Title: Senior Director of Operations

Date: 05.06.2026

Signature: 

This form should be completed, signed, and returned with the Supplier's RFP response as part of the complete proposal package.