

RESPONSE TO REQUEST FOR PROPOSAL

AFI-2026-124

AI-Driven Translation and Language Access Services

Submitted to:

Alliance for Innovation (AFI)

in cooperation with Edge Public

Submitted by:

Loom Analytics USA Inc.

loomanalytics.com

Workstreams Proposed:

Workstream 1, Workstream 2, and Workstream 4

Re: Response to RFP AFI-2026-124, AI-Driven Translation and Language Access Services.
Workstreams 1, 2, and 4.

Loom Analytics USA Inc. is pleased to submit this proposal in response to RFP AFI-2026-124. We are proposing on Workstream 1 (Real-Time AI Voice Interpretation), Workstream 2 (Written Document and Content Translation), and Workstream 4 (AI Translation Platform / Software License). We are not proposing on Workstream 3 (On-Demand OPI/VRI) or Workstream 5 (Emergency and Public Safety Translation).

Loom Analytics is a translation, transcription, and language technology company with more than nineteen years of operating history. We deliver our services through a single multi-tenant SaaS platform, which combines automatic speech recognition, neural machine translation, real-time captioning, and human-in-the-loop review in one environment. The platform is currently used by federal, provincial, and state government clients across Canada, the United Kingdom, and the United States, including the Alberta Crown Prosecution Service, the Canada Border Services Agency, the Immigration and Refugee Board of Canada, and the Courts of British Columbia.

This proposal is firm and irrevocable for sixty (60) days from the proposal opening date, in accordance with Section 4 of the RFP. The undersigned is authorized to bind Loom Analytics USA Inc. to the terms of this proposal and to any resulting Master Agreement.

Loom Analytics confirms its agreement to comply with the minimum requirements set out in the RFP.

All questions regarding this proposal should be directed to:

Mona Datt,

Chief Executive Officer

Loom Analytics USA Inc.

Email: procurement@loomanalytics.com

Phone: 6472513614

Thank you for the opportunity to participate. Loom Analytics looks forward to supporting Participating Public Agencies in delivering meaningful language access to their multilingual communities.

Executive Summary

The Alliance for Innovation seeks a cooperative supplier of AI-driven translation and language access services for municipalities and public agencies nationwide. Loom Analytics offers a single platform that addresses three of the five Workstreams in scope, real-time AI voice interpretation, written document and content translation, and a standalone SaaS translation platform for direct agency licensing.

Our proposal is built on five propositions that we believe align directly with the evaluation criteria and the underlying purpose of this contract.

- **One platform, one contract.** Workstreams 1, 2, and 4 are delivered through the same platform on a unified data model, identity layer, and audit trail. Agencies that license one workstream can add others without integration rework, second contracts, or data silos.
- **Built for regulated public sector use.** Our platform is in active production use at the Alberta Crown Prosecution Service (over 100 hours of sensitive police and prosecution audio per week, sole-source for more than five years), the Canada Border Services Agency, the Immigration and Refugee Board of Canada, and the Courts of British Columbia. Our security posture is aligned with SOC 2 Type II, ISO 27001, HIPAA, and CJIS control families, with formal certification status detailed in Section 3.
- **Language coverage that meets the RFP minimums and goes beyond.** Our platform supports more than fifty languages for transcription and live captioning, and more than thirty languages for written translation, covering every language enumerated in the Workstream 1 minimum (Spanish, Mandarin, Cantonese, Vietnamese, Portuguese, Arabic, Russian, Haitian Creole, Somali, Korean, Tagalog, Polish, French, Amharic, Hindi, Khmer, Hmong, Japanese, Gujarati, and Tigrinya), with additional language pairs available on request.
- **Human review when it matters.** AI is the engine, but human review is configurable, by content class, by ministry or department, and by language pair. Public-facing legal notices, ordinances, and emergency communications can be routed automatically to a qualified human reviewer before delivery.
- **Transparent, scalable pricing.** Pricing is structured per minute for live interpretation, per word or per page for document translation, and per agency tier for the platform license, with cooperative discount tiers and volume commitments outlined in Section 5. Pricing is firm for the initial contract term, with adjustments capped at the Consumer Price Index thereafter.

Loom Analytics has reviewed the RFP in full and confirms compliance with the minimum requirements (pass/fail), the proposal forms requirements, the Insurance Requirements, the General Terms and Conditions, the AI Accuracy Disclosure, and the data security and language access compliance frameworks set out under Executive Order 13166, Title VI, the ADA, Section 508, HIPAA (where applicable), and FERPA (where applicable).

Compliance with Minimum Requirements (Pass/Fail)

Loom Analytics confirms its compliance with all pass/fail items required by the RFP. The table below summarizes our position on each.

Requirement	Status	Reference
Agreement to meet minimum requirements	Confirmed	This proposal narrative; Appendix B signed
Proposal forms completed and submitted	Confirmed	Appendices A, B, C, F, I, L submitted with proposal
Communication restricted to AFI Key Contact	Confirmed	All questions submitted via Indigo Procurement Portal only
Proposal valid and irrevocable for 60 days	Confirmed	Stated in Letter of Transmittal
Disclosures (Section 5) affirmed	Confirmed	Appendix A signed by authorized signatory
Insurance Requirements	Confirmed	Certificate of insurance enclosed (Appendix I)
Acceptance of General Terms and Conditions	Confirmed	Appendix B signed; no redlines proposed
AI Accuracy Disclosure	Confirmed	Appendix L signed; methodology described in Section 2
Administrative Fee acknowledgment	Confirmed	3% of Contract Sales to AFI/Edge Public accepted
Sales reporting commitment	Confirmed	Monthly reports by 10th of following month accepted
Language Coverage Matrix submitted	Confirmed	Appendix E completed and submitted
Security and Data Privacy Certification	Confirmed	Appendix F completed and signed

Section 1. Company Qualifications and Experience

1.1 Company Overview

Loom Analytics is a translation, transcription, and conversation intelligence company headquartered in Toronto, Ontario, Canada, with operating entities in the United States (Loom Analytics USA Inc.), the United Kingdom (Loom Analytics UK Ltd.), and Australia. The U.S. entity will hold any contract resulting from this RFP, and pricing in this proposal is in U.S. dollars.

The company has been in operation for more than nineteen years and is privately held under common ownership with eDecree, our sister concern that has provided full-service legal and court transcription since 2006. Loom Analytics and eDecree share leadership, premises, and operational infrastructure under Mona Datt, Chief Executive Officer of both entities.

Our primary service lines relevant to this RFP are written document translation, real-time AI voice interpretation and live captioning, and the standalone our SaaS platform for agencies that prefer a self-service translation environment. We have an established public sector practice across federal, provincial, state, and municipal levels in Canada, the United Kingdom, and the United States. Detailed reference contracts are provided in Section 1.4 below.

Item	Detail
Legal name (contracting entity)	Loom Analytics USA Inc.
Parent entity	Loom Analytics Inc., Toronto, Ontario, Canada
Years in operation	19+ years (Loom Analytics group)
Ownership structure	Privately held
CEO	Mona Datt
Platform	AI translation, transcription, captioning, and conversation intelligence
Hosting infrastructure	Amazon Web Services with auto-scaling; U.S., Canadian, U.K., and Australian regions available

Item	Detail
Public sector clients	Alberta Crown Prosecution Service, Canada Border Services Agency, Immigration and Refugee Board of Canada, Courts of British Columbia, and others
Cooperative contract experience	Active proposals and existing engagements under government cooperative frameworks; details in Section 1.4

1.2 AI Technology and Platform

The platform is built on three engines that interoperate within a single workflow:

- **Automatic Speech Recognition (ASR).** A proprietary speech-to-text engine maintained in-house, supporting more than thirty five languages. The current production model achieves an average word error rate (WER) below 8% for standard English meeting audio, with comparable performance benchmarks tracked for other supported languages. Real-time output is delivered with average latency below two seconds from speech to displayed text.
- **Neural Machine Translation (NMT).** Specialized NMT models supporting more than thirty two written language pairs, optimized for government, legal, and public-sector terminology. The platform can integrate terminology management so that agency-specific glossaries are enforced consistently across translations.
- **Large Language Model (LLM) post-processing.** Configurable LLM-based summarization and quality estimation modules used for post-meeting summaries, action-item extraction, and AI confidence scoring. LLM behaviour is constrained by tenant-scoped configuration; temperature, top-p, and prompt scaffolding are managed centrally and exposed to administrators through configurable controls.

Our AI architecture combines proprietary in-house models and selected third-party models. All third-party model usage is governed by contractual controls that prohibit the retention or use of agency content for model training without explicit written consent.

Domain-specific government and municipal terminology is supported through:

- Custom glossary applied automatically during translation.
- Translation memory at the agency level, ensuring consistent rendering of recurring phrases across notices, ordinances, and forms.
- Confidence scoring at the segment level, with automated flagging or routing of low-confidence segments to human review.

Quality assurance and accuracy measurement is conducted through a layered methodology:

- Reviewer acceptance rate and post-edit distance, captured from human reviewers operating in real production conditions.
- Terminology compliance, tracking adherence to each agency's termbase.
- Confidence calibration, correlating AI confidence scores with reviewer acceptance to keep triage thresholds tuned.
- Customer feedback loops through the in-platform reviewer flag interface.

The platform is updated through a controlled release cycle. Security patches follow defined SLA windows by severity. Feature updates are released on a planned cadence with advance notice to clients. All releases are tested in non-production environments, including bias and accuracy regression testing, before promotion to production. Rollback capability is maintained for every release.

1.3 Language Coverage

Loom Analytics meets the Workstream 1 minimum of twenty named languages (Spanish, Mandarin, Cantonese, Vietnamese, Portuguese, Arabic, Russian, Haitian Creole, Somali, Korean, Tagalog, Polish, French, Amharic, Hindi, Khmer, Hmong, Japanese, Gujarati, and Tigrinya and supports additional languages beyond the minimum including Bulgarian, Catalan, Czech, Danish, German, Greek, Estonian, Finnish, Galician, Croatian, Hungarian, Indonesian, Italian, Lithuanian, Latvian, Malay, Dutch, Norwegian, Romanian, Slovakian, Slovenian, Swedish, Turkish, Ukrainian at the same performance level of other languages.

A complete language coverage matrix, by service type and quality tier, is provided as Appendix E. The summary table below lists representative languages for the workstreams in scope.

Language	Live Voice (WS1)	Document (WS2)	Platform / SaaS (WS4)	Quality Tier (default)
Spanish	Yes	Yes	Yes	AI-only
Mandarin	Yes	Yes	Yes	AI-only
Cantonese	Yes	Yes	Yes	AI-only
Vietnamese	Yes	Yes	Yes	AI-only
Portuguese	Yes	Yes	Yes	AI-only

Language	Live Voice (WS1)	Document (WS2)	Platform / SaaS (WS4)	Quality Tier (default)
Arabic	Yes	Yes	Yes	AI-only
Russian	Yes	Yes	Yes	AI-only
Haitian Creole	Yes	Yes	Yes	AI-only
Somali	Yes	Yes	Yes	AI-only
Korean	Yes	Yes	Yes	AI-only
Tagalog	Yes	Yes	Yes	AI-only
Polish	Yes	Yes	Yes	AI-only
French	Yes	Yes	Yes	AI-only
Amharic	Yes	Yes	Yes	AI-only
Hindi	Yes	Yes	Yes	AI-only
Khmer	Yes	Yes	Yes	AI-only
Hmong	Yes	Yes	Yes	AI-only
Japanese	Yes	Yes	Yes	AI-only
Gujarati	Yes	Yes	Yes	AI-only
Tigrinya	Yes	Yes	Yes	AI-only
Additional 25 languages	Yes	Yes	Yes	AI-only

Agency administrators can override default quality tiers per content class through our platform is necessary.

1.4 Government and Municipal Experience

Loom Analytics has delivered translation, transcription, and language access services to government and regulated clients for more than nineteen years. The references below are representative of our recent (within seven years) public sector engagements. Reference

contact details, contract values, and volumes are provided in the next section. Additional references are available on request.

Engagement	Description
Alberta Crown Prosecution Service	Sole-source provider for over five years. Over 100 hours per week of sensitive police interview, undercover investigation, and prosecution audio processed through speech-to-text and human review workflows. Zero quality issues recorded over the term.
Canada Border Services Agency	Federal speech-to-text services delivered under Canadian federal procurement, with security clearance and data-handling controls aligned to federal standards.
Immigration and Refugee Board of Canada	Bilingual (English and French) hearing transcription for the Refugee Protection Division and the Immigration Division, including the IRB French Technical Bid (Reference WS3707962955, January 2023).
Courts of British Columbia	Court-authorized transcription services for Provincial and Supreme Court proceedings, delivered to the certification, formatting, and accuracy standards required for official court use.
Sedgwick Canada	Five-year French-language transcription engagement (March 2015 to February 2020), approximately 300 hours of French audio for insurance claims management.
Upper Canada Court Reporting and Mediation	More than ten years of continuous service. Approximately 6,698 hours of deposition and examination transcription produced for personal injury, accident benefits, and general liability matters.
U.K. Public Sector (Justice Sector)	Loom Analytics UK Ltd. has delivered the platform to U.K. public-sector clients in the justice sector, with U.K.-resident hosting and Cyber Essentials Plus certification.

Cooperative purchasing experience: Loom Analytics holds active proposals and engagements under Canadian and U.K. government cooperative frameworks. We are committed to supporting Edge Public's cooperative model in the U.S. through dedicated marketing, sales, and contract administration as set out in the RFP.

1.5 Geographic Coverage and Scalability

Loom Analytics provides services nationally to U.S. agencies through its U.S. entity, with hosting in U.S.-based AWS regions for any U.S. customer that requires domestic data residency. The platform is designed for elastic, multi-tenant operation and supports concurrent processing of multiple simultaneous live meetings and high-volume document translation batches without performance degradation.

The platform scales horizontally on AWS. We have run sustained workloads in regulated environments, for example, the Alberta Crown engagement processes over 100 hours of audio per week alongside concurrent platform usage by other clients. For seasonal demand peaks (election cycles, emergency events, major civic engagement initiatives), capacity is provisioned ahead of forecasted demand and burst capacity is available through the underlying AWS auto-scaling architecture.

There are no time-zone constraints on platform availability. Live interpretation and document translation are available twenty-four hours a day, seven days a week, three hundred and sixty-five days a year. Human review staff can be scheduled to cover U.S. 24/7 on a Statement of Work basis for agencies with that requirement.

Languages outside our default coverage list can typically be added within forty-five to ninety days where a qualified human reviewer pool is available; AI-only coverage may be added more quickly. Limitations on specific language pairs are disclosed transparently in our AI Accuracy Disclosure (Appendix L) and in the Language Coverage Matrix (Appendix E).

1.6 References and Past Performance

In compliance with the RFP requirement for a minimum of three (3) public agency references for engagements completed within the past five (5) years, Loom Analytics provides the following. AFI may contact references at any time during the evaluation.

Field	Reference 1
Agency	eDecree
Contact	Valentina Tovar
Title, phone, email	Chief of Staff, valentina@edecree.com
Contract value and duration	\$100,000 per year, 10 years, (416) 849-2242
Services provided	SaaS AI translation and transcription platform
Volume	8,000 hours per year
Languages	35+ languages

Field	Reference 2
Agency	Alberta Crown Prosecution Service
Contact	Makiko Owa
Title, phone, email	Account Payable / Transcript Coordinator, (403) 297-3245, JSG-ACPS.CalgTransRequest@gov.ab.ca
Contract value and duration	\$300,000, Multi-year engagement, sole-source for over five years; contract value provided under separate cover
Services provided	Speech-to-text transcription, human review, secure handling of sensitive police and prosecution audio
Volume	Over 100 hours of audio per week
Languages	English and French (Canadian)

Field	Reference 3
Agency	Immigration and Refugee Board of Canada

Field	Reference 3
Contact	Sylvie Gravel
Title, phone, email	Administrative Assistant, Operations and Regional Services Branch (ORSB), sylvie.gravel@irb-cisr.gc.ca
Contract value and duration	\$200,000 April 2020 — October 2024
Services provided	Bilingual (English and French) hearing transcription and translation, certified output to federal standards
Volume	Multi-year, multi-thousand hours over the engagement
Languages	English, French (Canadian)

Two additional government references (Courts of British Columbia, U.K. justice sector) are available on request. Reference details for all engagements will be confirmed in writing under separate cover, with named contacts and phone numbers, in advance of any reference checks AFI elects to conduct.

Section 2. AI Technology Capability, Language Coverage and Accuracy

2.1 Accuracy and Quality Standards

Loom Analytics measures translation and interpretation accuracy through a combination of automated metrics, human evaluation, and structured customer feedback. Our published and internally measured benchmarks are made available to participating agencies on request, in compliance with the AI Accuracy Disclosure obligation in the RFP General Terms and Conditions.

The methodology used to measure translation quality is layered:

- **Internal Benchmarking:** Translation Accuracy is internally measured for accuracy rates by language pair and content type using a hybrid methodology. Accuracy is the highest for all major European languages, technical and legal use-cases and constantly improving for other languages.
- **Edit distance and reviewer acceptance rate.** Captured from real production review activity. These provide the most reliable indicator of practical quality, since they reflect what reviewers actually accept after AI-assisted output.
- **Customer feedback loops.** Reviewers and end users can flag specific segments through the platform interface, with category and severity. Flags are aggregated, triaged, and feed model and process improvements.

Quality assurance prior to delivery for document translations is conducted in tiers. AI-only and AI plus human post-editing are both provided depending on agency requirement.

Quality monitoring for live interpretation is built into the platform. Confidence scores can be tracked, and dashboards can show in-session quality indicators to administrators. Escalation paths are defined: when AI confidence falls below a configured threshold or content is flagged, the session is annotated and post-meeting human review can be ordered through the same workflow.

Human review and post-editing is a first-class capability of our platform, not an add-on. Reviewers operate within the same platform, with full context (source, AI draft, glossary, translation memory, agency policy), and audit trails capture every change.

2.2 Real-Time Interpretation Performance (Workstream 1)

The performance benchmarks committed for live AI voice interpretation are set out in the table below. These represent Loom Analytics' SLA commitments for the Workstream 1 service.

Performance Metric	Loom Analytics Committed SLA
AI interpretation latency (audio-to-output delay)	3 seconds (depending on factors such as internet speech, system performance, etc)
Platform uptime guarantee	99.99 %
Support for concurrent language channels per session	5 simultaneous languages
Maximum concurrent meeting participants supported	200 Speakers 200 Listeners
Connectivity recovery time (if session drops)	5 seconds

Functional Capabilities for Workstreams 1,2 and 4

2.3 Workstream 1 — Real-Time AI Voice Interpretation (Live Events & Meetings)

Workstream 1 is delivered through our platform's live interpretation module, which provides the following capabilities aligned to the RFP scope:

- Real-time simultaneous AI interpretation for public meetings, city council sessions, town halls, and community forums.
- Participant-facing access through a mobile app and web browser interface, allowing attendees to choose their preferred language and receive real-time audio and text interpretation.
- Support for in-person, hybrid, and fully virtual meeting formats, with audio capture from in-room microphones, video conferencing platforms, and direct platform connections.
- Live AI captions and multilingual subtitles.

- Native integration with Microsoft Teams, Zoom, Google Meet, and WebEx through each platform's documented APIs.
- Government-platform integration, including Granicus, iLegislate, Legistar, and Swagit.
- Post-meeting multilingual transcript generation, with speaker diarization and timestamped segments.
- Accessibility: ADA-compliant captions, WCAG 2.1.
- Usage analytics and participation reporting dashboards for agency administrators, for example per-language attendance, session length, and uptake.

2.4 Workstream 2 Functional Capability

Workstream 2 is delivered through our platform's document translation module, which addresses the full set of municipal content types listed in the RFP scope:

- Translation of official government documents (ordinances, resolutions, public notices, permits, applications, legal communications) with format preservation for PDF, Word, web-native.
- Translation of public-facing forms (benefit applications, utility enrollments, permits, voter information, housing assistance), with field-level controls for personally identifiable information.
- Website and web portal content localization, with CMS integration through REST APIs and supported connectors.
- Emergency alert and public safety notification translation through integration with mass notification platforms (Code Red, Nixle, Everbridge, and similar). Note that Loom Analytics is not proposing on Workstream 5; this capability is offered within Workstream 2 only.
- Translation of municipal newsletters, social media posts, press releases, and public information materials.
- Batch document translation for large-volume processing, with scalable throughput and per-job audit trails.
- Glossary and terminology management specific to municipal and government vocabulary.
- Human-in-the-loop review workflows for high-stakes legal or regulatory documents, configurable by agency policy.
- Translation memory at the agency level, ensuring consistency across recurring agency terminology and reducing cost on repeat content.

- Output in original format preservation wherever practicable (PDF, Word, web-native HTML).
- Quality assurance scoring and confidence indicators for each translation, exposed through the platform interface and exportable reports.

2.5 Workstream 4 Functional Capability

Workstream 4 is the standalone platform, made available to agencies that prefer to operate the translation service in their own environment. The capability set is as follows:

- Cloud-based SaaS AI translation platform with municipal-specific configuration, including agency-branded interface, terminology, and workflows.
- On-premise or private-cloud deployment options for agencies with data sovereignty requirements; available as a one-time setup fee plus annual support, with technical requirements confirmed during scoping.
- REST API and SDK access for integration with existing municipal software systems, including character-metered API access for high-volume programmatic translation.
- Role-based access controls with three default roles (Administrator, Manager, General User) and configurable custom roles for multi-department user management.
- Custom domain terminology training and glossary building tools, including bulk import and export.
- Audit logging, translation history, and accountability trails, with immutable per-record audit retained for the contract term.
- Single Sign-On (SSO) support including SAML 2.0 and OpenID Connect (OIDC); tested integrations with Okta, Microsoft Azure AD (Entra ID), and Google Workspace identity.
- ADA Section 508-compliant interface design.
- White-label and agency-branded interface options, configurable per tenant by administrators.
- Data residency controls: U.S.-based AWS hosting available by default for U.S. agencies; alternate regions available for agencies with specific residency requirements.

Section 3. Security, Compliance and Data Privacy

3.1 Security Certifications and Frameworks

Loom Analytics maintains a layered security program covering physical, technical, and administrative controls. Current certifications and alignment status are summarized below. Where a status is described as alignment rather than certification, it indicates that the underlying controls are implemented and audited internally, with formal certification scheduled or available on a per-customer assessment basis.

Standard / Framework	Status	Notes
SOC 2 Type II	Fully Aligned ; certification in progress	Underlying cloud infrastructure (AWS) maintains SOC 2 Type II. Loom-level SOC 2 Type II audit scheduled; audit report available on request once issued.
ISO 27001	Fully Aligned ; certification in progress	Information Security Management System aligned with ISO 27001 controls; documentation provided on request.
CJIS Security Policy	Controls aligned can get fully compliant with documentation of necessary	Controls aligned to CJIS Security Policy; supportable for law enforcement and criminal justice contexts via configurable hosting and personnel controls.
StateRAMP	Available on request	Architecture supports StateRAMP control families; assessment available for agencies requiring it.
HIPAA / Business Associate Agreement	Compliant	BAA template available for execution where translation services may touch PHI.
Cyber Essentials Plus	Certified (U.K. entity)	Held by Loom Analytics UK Ltd. for U.K. public-sector engagements.

Standard / Framework	Status	Notes
WCAG 2.1 AA	Compliance	Current target for agency-facing and participant-facing interfaces; WCAG 2.2 readiness work in progress.
ADA / Section 508	Compliance	Captioning, accessible interfaces, and hearing-assist compatibility supported.

Documentation of all current certifications and audit reports, including Loom Analytics' own security assessments, is available on request to AFI and to participating agencies under appropriate confidentiality terms.

3.2 Data Handling Practices

This section describes the data lifecycle for content processed through our platform.

Data collected, stored, and processed

During a translation or interpretation session, our platform collects the source content provided by the agency (audio, video, document), processes it through our engines, and produces translated output. Metadata captured includes job identifier, requesting user, source format and duration, output format and word count, average confidence score, and completion timestamp.

Data retention and deletion

Default retention is configurable per agency. The platform supports right-to-purge: agency administrators can delete individual records or bulk-delete records by criteria, with audit log. Retention defaults can be set short (for example, source audio purged at job completion) or long (for example, translated outputs retained for the contract term), based on agency policy.

Use of agency data for AI model training

Loom Analytics does not use any customer content to train, fine-tune, or otherwise improve AI models. This commitment is contractually enforced.

Geographic location of data processing and storage

U.S. agencies are hosted by default in U.S. AWS regions, with all data processing, storage, backup, and logs held in U.S. data centres. No data is transferred to non-U.S. regions for U.S. customers.

Sub-processor list and data sharing

A current sub-processor list is maintained and provided on request. Notable categories include the underlying cloud infrastructure provider (AWS), any telephony and conferencing providers used for direct meeting integration if used, and identity providers federated through SSO. All sub-processors are subject to contractual data protection obligations equivalent to those Loom Analytics commits to under this contract.

Incident response and breach notification

Loom Analytics maintains a documented incident response plan with defined roles, communication protocols, and escalation procedures. Incidents are subject to 24/7 monitoring and response. In the event of a confirmed breach affecting agency data, Loom Analytics will notify the affected agency within 72 hours of discovery, in accordance with the RFP requirement and laws.

Section 4. Implementation, Onboarding and Support

4.1 Implementation Plan

The standard implementation for a new client follows a phased plan designed to bring an agency to full production within thirty days for cloud deployments. The plan is summarized below and tailored at kickoff. These are rough estimates and may vary according to complexity of implementation.

Phase	Timeline	Activities
Phase 1: Discovery and configuration	Week 1	Kickoff, stakeholder identification, scoping of integrations, language coverage confirmation, terminology and glossary collection, branding capture, identity-provider configuration.
Phase 2: Integration and configuration	Weeks 2 to 3	SSO connection, video conferencing platform connection, government-platform integration, CMS integration for website translation (Workstream 2), terminology import, role and user provisioning.
Phase 3: User acceptance testing	Week 3 to 4	Test sessions for live interpretation (Workstream 1), test batches for document translation (Workstream 2), administrator and end-user training, signed UAT acceptance.

Phase	Timeline	Activities
Phase 4: Go-live and stabilization	Week 4 onwards	Production cutover, first business review at thirty days post go-live.

Technical requirements on the agency side are minimal. For Workstream 1 and Workstream 2 (cloud-delivered services), the agency requires a modern web browser, a supported video conferencing platform (where applicable), and an identity provider for SSO and other software integration as applicable (Granicus, Civic Plus, Tyler Technologies, Accela, NeoGov, etc). Hardware requirements at the agency are limited to standard staff workstations and, for in-person live interpretation, a means of capturing meeting audio (an audio feed from the chamber sound system or a USB microphone array).

For Workstream 4 on-premise or private-cloud deployments, technical requirements are confirmed during scoping. Typical baseline includes a virtualized environment with current operating system support, sufficient compute and storage to handle agency volume, and network connectivity for license validation and security updates.

Integration support for common government platforms is included in the standard implementation. Custom integrations with non-standard agency systems are quoted separately and governed by the agency's change-control process.

Data migration and historical translation import is supported. Existing translation memories can be imported during configuration.

Customization and configuration is largely administrator-driven. Branding, terminology, role definitions, notification templates, retention policies, and dashboards are configurable through the admin console without vendor professional services. Custom development (for example, bespoke integrations with non-standard systems) is quoted separately.

4.2 Training and Support

Initial training is delivered virtually as standard, with on-site options available on request and quoted separately. Training includes an administrator, manager, end-user and other tracks as applicable. Each track combines live instructor-led sessions with recorded materials.

Training materials include written documentation, video tutorials, in-app tutorials, an online knowledge base, and downloadable quick-reference guides. Materials are available in U.S. English by default, with additional language versions on request.

Ongoing training is provided through a quarterly platform-update webinar series (covering new features and platform changes), on-demand video content for new agency staff, and a dedicated success manager for agencies above a defined contract threshold.

Technical support is structured in three tiers. Tier 1 handles triage and common-issue resolution, Tier 2 handles specialist investigation, and Tier 3 escalates to engineering for platform-level resolution. Loom Analytics develops our platform in-house, so Tier 3 escalations are resolved by the team that builds the platform, without dependency on third-party vendors. All Tier issues directed to IT Team to channel to the appropriate staff.

Account management includes a named customer success manager for each cooperative agency above a defined contract threshold, quarterly business reviews, an annual roadmap review, and a continuous improvement register reviewed at performance reviews.

Standard support hours are 8:00 a.m. to 6:00 p.m. Central Time, Monday through Friday, for general support and non-critical incidents. 24/7 monitoring and incident response are in place for all incidents affecting platform availability or data integrity. Extended human-support hours are available on a Statement of Work basis.

4.3 Service Level Agreements

Loom Analytics' proposed SLAs for the workstreams in scope are summarized below. Detailed SLA terms, including remedies for service failures and planned maintenance windows, are provided in Appendix K (SLA Template) and are negotiable in the resulting Master Agreement.

Metric	Committed SLA
System uptime (Workstream 1, live interpretation)	99.9% measured monthly
System uptime (Workstream 4, SaaS platform)	99.9% measured monthly
Document translation, standard turnaround (AI-only)	Within 90 minutes for content for files under 20 mb
Document translation, urgent turnaround	Within 60 minutes for content for files under 20 mb
Document translation, emergency turnaround	Within 30 minutes for content for files under 20 mb

Metric	Committed SLA
Customer support response, P1 (platform unavailable)	15 minutes to acknowledge; 2 hours to resolve target
Customer support response, P2 (major function impaired)	1 hour to acknowledge; 1 business day to resolve target
Customer support response, P3 (minor function impaired)	1 business day to acknowledge; 5 business days to resolve target
Customer support response, P4 (general questions)	1 business day to acknowledge; resolution as practicable
Planned maintenance windows	Outside U.S. business hours generally; minimum 5 business days advance notice, can be extended

Section 6. Insurance Acknowledgment

Loom Analytics confirms that it maintains, or will maintain prior to contract execution, insurance coverage that meets or exceeds the minimum limits specified in the RFP Insurance Requirements section. AFI and the participating agency will be named as additional insureds. A current certificate of insurance is provided as Appendix I.

Cyber Liability coverage with limits sufficient to cover a data breach notification event affecting all PPA users is in place, in compliance with the RFP requirement.

Section 7. Required Forms and Appendix Index

The following appendices and forms are submitted alongside this proposal narrative on the Indigo Procurement Portal.

Reference	Document	Status
Appendix A	Offer and Contract Signature Form	Signed and submitted
Appendix B	Terms and Conditions Acceptance Form	Signed and submitted; no redlines
Appendix C	Federal / NJ Disclosures	Signed and submitted
Appendix D	Sample Supplier Agreement (Edge Public)	Accepted as written; no redlines submitted
Appendix E	Language Coverage Matrix	Completed and submitted
Appendix F	Security and Data Privacy Certification	Completed and submitted
Appendix G	AFI Master Agreement	Accepted as written; no redlines submitted
Appendix H	Contract Sales Report Template	Acknowledged; monthly reports will be submitted by the 10th of the following month

Reference	Document	Status
Appendix I	Insurance Certificate	Submitted; meets or exceeds requirements
Appendix J	Platform Integration Reference Sheet	Completed and submitted
Appendix K	Service Level Agreement Template	Acknowledged; specific SLAs proposed in Section 4.3
Appendix L	AI Accuracy Disclosure and Limitation of Liability	Signed and submitted; methodology described in Section 2.1