



**Technical Proposal - Eval Criteria 1-4 to:
Alliance for Innovation
AI-Driven Translation & Language Access Services
RFP AFI-2026-124
Due: May 11, 2026, at 6:00 PM**

Submitted by:

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Cover Letter

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Effectiff LLC is pleased to submit this proposal in response to the Alliance for Innovation (AFI) Request for Proposals AFI-2026-124 for AI-Driven Translation & Language Access Services. Effectiff submits this proposal for all the Workstreams.

Effectiff and its affiliates has been on translation and interpretation market for more than 40 years. It has extensive experience providing comprehensive language access services to government agencies and public sector organizations, supporting diverse populations including individuals with limited English proficiency (LEP) and Deaf or Hard of Hearing individuals.

Effectiff aims to serve as a comprehensive, one-stop shop for language services. Our strategy focuses on delivering value through a multi-state presence, cloud-based technologies, and innovative solutions that directly address client challenges.

Effectiff invests heavily in automation, AI integration, and streamlined operations. This allows for fast, efficient project execution and data delivery across the U.S. and abroad. Speed and precision give us — and our clients — a competitive edge.

Effectiff utilizes the latest translation and interpretation technology platforms to ensure that services are accessible 24/7/365 with an immediate access to a Client Profile, as well as to on-demand usage data, reports, invoices and billing data, etc. It has established proven and reliable operational processes supported by the latest technologies of the linguistic industry to make them more efficient for the end user.

Effectiff understands AFI's focus on AI-driven services and emphasizes the importance of human backup services for high-stakes events and/or documents. We have a scalable service model, supported by a global network of qualified linguists and dedicated project management team. This enables us to efficiently meet the demand while maintaining consistent quality and responsiveness.

Our technology platforms support secure access, real-time reporting, and detailed invoicing, including the ability to track usage and costs by any Participating Public Agency (PPA). We appreciate the opportunity to support AFI's PPAs and are confident in our ability to deliver reliable, high-quality language services that enhance access and communication across all agencies.

For any questions regarding this proposal, please contact Tatiana Frolova, Bids Manager, at bids@effectiff.com or (925) 940-6609.

Sincerely,

Alexandr Leshchinskiy

CEO, Effectiff LLC

Signature



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EVALUATION SECTION 1: COMPANY QUALIFICATIONS AND EXPERIENCE

Company Overview

Effectiff is recognized as a premier language services provider on a global scale. Effectiff, a dynamic player in the language services and technology industry, has been named one of the leading providers of language services worldwide by independent market research agency CSA Research (Top 30 LSPs in North America in 2023 and Top 25 in 2024).

In 2023, our language service company has been awarded the prestigious GSA contract, a remarkable achievement that underscores our commitment to excellence and quality service.

In December 2024, the company acquired Interlingual Interpreting Services (IIS), which provided language services for over 40 years. Acquisition processes included all the assets (including, but not limited to software programs, personnel platform licenses, and existing contracts), trade secrets, and goodwill. Now Effectiff has the established best practices, expertise and depth of experience to provide all language services previously provided by acquired companies and mostly utilizes the same resources for acquired projects to maintain continuity of operations.

According to Nimdzi Insights (Market researcher in the translation and localization industry, Seattle, Washington) Effectiff is the fastest-growing language solutions provider in the world in 2026.

Annually we handle more than 3,000,000.00 minutes of remote interpretation services overall. According to our internal statistics in 2024 we delivered 7,514 of written projects with about 20 million words translated. Generally, we deliver about 550-650 orders (1,897,100.95 words) monthly. In 2024, Effectiff covered more than 14,690 on-site interpretation appointments as well as those where sign language was required. This number is not limited and depends on clients' needs and other factors. We are able to scale this number up if necessary.

In 2025 we handled more than 4,491,500.00 minutes of remote interpretation services overall, delivered 15,542 written projects with the volume more than 54.000.000 words and covered 18,000 on-site interpretation appointments including ASL.

We have been providing Telephone Interpreting since 2017. Please see the amount of calls we service monthly in 2025:

Total	January 2025	February 2025	March 2025	April 2025
Amount of minutes	340 898.45	226,022.43	325,301.25	314,620.98
Amount of calls	26,056	24,098	20,41	24,578
Amount of minutes (VRI)	10,606.22	6,587.27	5,343.26	7,622.94
Amount of calls (VRI)	608	371	316	461
Duration	0:13:11	0:13:26	0:15:53	0:13:10



Total	May 2025	June 2025	July 2025	August 2025
Amount of minutes	335,059.96	303,559.00	366,109.04	392,692.11
Amount of calls	26,21	23,771	28,557	29,809
Amount of minutes (VRI)	8,042.97	7,982.42	5,886.96	4,330.91
Amount of calls (VRI)	485	447	322	274
Duration	0:12:47	0:12:46	0:12:49	0:12:44
Total	September 2025	October 2025	November 2025	December 2025
Amount of minutes	456,847.06	534,442.00	422,842.32	473,176.44
Amount of calls	35,14	40,044	30,464	36,486
Amount of minutes (VRI)	6,181.43	7,609.07	4,099.28	5,562.90
Amount of calls (VRI)	332	461	269	317
Duration	0:13:00	0:13:21	0:13:53	0:12:58

Effectiff has over 2500 contracts and clients, successfully providing services to all of them. This success is due to a combination of advanced technologies and certified linguistic professionals. These technologies enable nearly unlimited scalability in service provision and facilitate the growth of databases of active and proven professionals. Our strategy and methodology implemented from contract to contract show us good results and satisfied clients.

Effectiff can proudly name many noticeable organizations in this field its clients, such as:

- **Federal Clients:** United States Department of Justice (GSA), General Services Administration, NIH, United States Navy (AFLS)
- **State clients:** State of Oregon, California, Arizona, Connecticut, North Carolina, South Carolina, Oklahoma.
- **Counties:** County of Loudoun, Summit County, Snohomish County, Orange County Transportation Authority, County of Fresno, County of San Bernardino, Dakota County, Clark County, King County, Miami County, Hennepin County, Marathon County, City and County of San Francisco, El Paso County, Los Angeles County, Maricopa County, Sedgwick County, Dickinson County
- **Cities:** City of Scranton, City of Milwaukie, City of Newark, City of Fresno, City of Oklahoma, City of Peachtree Corners, Park City (UT), City of Columbus, City of Rochester, City of Long Beach, City and County of San Francisco, City of Austin, City of Chandler, City of Mesa and many others.

AI Technology and Platform

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

For this Workstream we propose using the AI-assisted Simultaneous interpretation Platform called Wordly. It is built around a real-time speech processing pipeline that combines automatic speech recognition (ASR), neural machine translation (NMT), large language model (LLM) enhancement, and text-to-speech (TTS) technologies. The platform converts live spoken audio into multilingual captions and audio interpretation for meetings, conferences, webinars, and public-sector events.



The platform uses several AI layers working together in real time. Its Architecture can be summarized as Speaker Audio → ASR → Neural Machine Translation / LLM Processing → Captions + Multilingual Audio Output. It is the proprietary cloud platform that orchestrates transcription, translation, captioning, glossary management, audio delivery, transcripts, and multilingual content generation.

For each PPA, organizations can preload:

- department names,
- city-specific terminology,
- public safety terminology,
- legislative terms,
- acronyms,
- local geographic names,
- program names,
- and multilingual terminology databases.

This approach improves recognition accuracy and translation consistency during council meetings, public hearings, emergency communications, and multilingual community engagement events.

Multi-layered quality assurance methodology based on the following:

- Internal In-House Testing
- Customer Validation Testing compared to human interpreters and other machine translation systems to evaluate usability and accuracy
- Continuous monitoring of interpretation sessions, user feedback, and translation performance to improve models and workflows
- Custom glossaries (PPA's) are used to improve terminology consistency
- Human Evaluation with 75% passing threshold for AI interpretation

Because the platform is cloud-based SaaS infrastructure, updates can be deployed centrally without requiring customer-side software upgrades.

Limitations:

- Lower accuracy for languages with limited AI training data compared to major business languages such as English, Spanish, French, German, or Mandarin. This is a common limitation of neural machine translation systems.
- Automatic Speech Recognition accuracy can decline when speakers use strong accents, speak rapidly, interrupt each other, or when audio quality is poor.
- Usage of idiomatic expressions, humor, sarcasm, culturally specific references, or emotionally nuanced communication
- Highly Specialized Content

Workstream 2 — Written Document & Content Translation and Workstream 5 — Emergency & Public Safety Translation

For these purposes we offer 2 solutions that are different in the desired output.

1. Phrase CAT tool

At Effectiff we use Phrase (former Memsources), the powerful, connective, and customizable localization software. Cloud-based and intelligently powered by AI, it is built to automate multilingual content at great speed, accuracy and scale. You can attach several TMs to a single job. Phrase uses priority settings to determine which TM is searched first. It is useful for large organizations managing global content repositories. It



is possible to search TMs for specific terms or phrases, filter by date, match percentage, language pair, or last editor. Role-based permissions for better Quality Control (e.g., translators can only read; reviewers can edit). Phrase allows MT suggestions to appear alongside TM matches to improve the quality when TM match is of low quality. This tool is used to assist human translation and editing to get translation of maximum quality.

In other words, it is AI-driven localization and translation platform that combines neural machine translation (NMT), large language models (LLMs), translation memory technology, terminology management, workflow automation, and AI-assisted post-editing for optimization of human translation work.

Architecture

Source Content → Translation Memory & Glossary Matching → AI MT / LLM Processing → Automated QA → Human Review / Post-Editing → Final Approved Translation

Phrase supports:

- proprietary Phrase MT technologies,
- third-party MT engines,
- external LLM integrations,
- and API-based AI connectivity

Phrase therefore appears to use a hybrid approach that combines proprietary platform management, workflow automation, quality assurance, and optimization components with both proprietary and third-party foundational AI and machine translation models, including Phrase Next GenMT, Phrase Language AI, DeepL next-gen integration, Widn.AI integration, and GPT-based contextual AI enhancements.

Phrase provides extensive terminology-control capabilities particularly relevant to government, legal, healthcare, and municipal translation environments. PPAs can create approved multilingual terminology databases containing agency names, public program terminology, legal phrases, emergency management terminology, acronyms, municipal vocabulary, and jurisdiction-specific terminology. Additionally, previously approved government translations can be reused automatically to ensure consistency across future projects.

Quality Assurance

Platform incorporates multiple quality assurance mechanisms such as Automated QA Checks, TM Validation, Glossary Enforcement, Human Review and Post-Editing, MT Quality Estimation. Its contextual AI and Next GenMT architecture are intended to reduce manual post-editing while improving fluency and terminology consistency.

Because the Platform is cloud-based SaaS infrastructure, improvements are deployed centrally without requiring significant customer-side software maintenance.

Known Limitations

- Lower accuracy for languages with limited AI training data compared to major business languages such as English, Spanish, French, German, or Mandarin. This is a common limitation of neural machine translation systems.
- Complex file structures, placeholders, tags, or multilingual formatting can create errors if not validated through QA workflows. These types of documents need to be prepared to work in the system and apply DTP when necessary.
- The tool is used by Effectiff LLC to assist human translation and editing to get translation of maximum quality for PPAs.



2. Ai Translate (AiT) additionally offered for Workstream 4 — AI Translation Platform / Software License

It is a secure AI-assisted language processing and translation platform owned by Effectiff LLC. It is a unique SaaS solution. AiT is a highly secure system regularly audited by external information security companies. The online ordering portal of AiT, known as WebGate, is accessible 24/7 from anywhere via standard Internet browsers.

AiT offers five levels of translation services to meet different quality, cost, and turnaround requirements:

1. Human Translation with Editing (HTE) – the highest level of human translation wherein a second translator verifies accuracy of all translation aspects and ensures appropriate style for the intended audience while retaining faithfulness to the message of the source text as prescribed by our certification to ISO 17100.
2. Human Translation (HT) – high quality human translation of the original document with the appropriate fluency, idiomatic expression, and writing style.
3. Full Post Editing (FPE) – deep human editing of machine translated documents that includes correct meaning, terminology, syntax and general composition. Usually includes formatting.
4. Light Post Editing (LPE) – limited human editing of machine translated documents that emphasize comprehension and accuracy of terms to achieve maximum cost-effectiveness.
5. Machine Translation (MT) – fast low-cost computer translation that while semi-accurate is useful for language conversion of large amounts of data; it can be enhanced by adding a glossary or by full customization based on domain-related bilingual data provided by the client.

Please see the difference between these types below:

Chinese Simplified ▾	Show Sample
Source Text	人们常常认为健康与衰老这两者是相互矛盾的。这篇文章列举的事实来源于一项探索性研究，这项研究的目的是确定人体机能健康、年纪较大的人对其健康的认识及心理健康与个人所采取的与其健康有关的措施之间的差异。
Machine Translation (MT)	Often the people think that the health and the aging are not compatible. The data of this article were obtained through exploratory investigation whose objective era to identify the disparities between the functional health, the perception that a greater person has of her health, the psychological well-being, and the measures that an individual in relation to its own health takes.
MT & Light Post Editing	Often the people think that the health and the aging are not compatible. The data of this article were obtained through exploratory investigation whose objective was to identify the disparities between the functional health, the perception that a adult person has of his health, the psychological well-being, and the measures that an individual in relation to his own health takes.
MT & Full Post Editing	People usually think that health and decrepitude are mutually contradictory. In quest of finding the source of the fact, this article will research the idea that certain anthropometric functions of health, showing the relevant measurable relationships in older people between healthy cognition and the mental state of health that is adopted by the individual.
Human Translation	People often think that health and aging are not compatible. The data in this article were obtained from an exploratory investigation, the objective of which was to identify the disparities between functional health, the perception that an adult has of his/her health, psychological well-being, and measures that an individual takes with respect to his/her own health.



AiT can show samples in several languages within the Platform for you to finalize your decision about the desired translation service. It currently comprises 122 general purpose Neural Machine Translation (NMT) engines.

In AiT you may have as many users as you need with a role-based access control (RBAC) to ensure that employees and contractors only have access to the information necessary for their specific tasks. Therefore, the client should designate an account administrator responsible for the management of the company's account with Effectiff. We call that person a Primary User (PU). The PU is authorized to designate Account Members: users permitted to make decisions at the job ordering level and place translation orders, i.e., to create Translation Jobs. Of course, the PU also has ordering authority.

When the PU needs some assistance in this work, it can be delegated to Delegate Users (DU). A DU has the same permission as the PU (e.g., creating and tracking Translation Jobs, creating and managing other Account Members, etc.).

For organizations that have many branches or large departments that are desired to be managed separately, Branch Head Users (BHU) can be assigned. A BHU has abilities similar to the PU, but only within the branch or department where she/he belongs.

Also, AiT provides supporting content transformation and generative AI services.

- Optical Character Recognition (OCR) transforms images into text in at least 112 languages.
- Speech to Text Transcription (STT) generates text from audio and video recordings in at least 24 languages.
- Proprietary generative AI engine "Gennie".

One of the AiT features is Gennie Jobs. It provides AI-driven content processing services designed to enhance document understanding and enrichment for Effectiff LSI customers. These services leverage predefined and custom prompts to deliver structured, context-aware outputs tailored to specific business needs.

Gennie Jobs includes:

1. Summarizer (SMR) – Summarizer provides AI-generated summaries for each document based on predefined prompts.
2. Add Custom Prompts (ACP) – allows users to ask more questions about the documents already processed by Gennie.
3. Custom Entities Recognition (CER) – extracts and ranges default and user defined Custom entities.

Architecture

Source Files / Audio → OCR → MT / Generative AI Processing → Human Review & Post-Editing → Final Delivery

The proprietary MT and AI engines operate within Amazon Virtual Private Cloud (VPC) infrastructure and are isolated from external systems.

Ai Translate is designed specifically for enterprise, legal, government, and eDiscovery workflows involving multilingual and sensitive content. It handles specialized terminology through User-Provided Bilingual Glossaries, Human Subject-Matter Experts when services rely on professional linguists with subject-matter expertise to ensure correct use of terminology, fluency, and contextual accuracy and Project and Case-Based



Workflows when project/case segmentation and metadata-driven workflows help maintain terminology consistency across large multilingual matters.

AiT's QA methodology primarily relies on:

- human review,
- ISO-certified workflows,
- glossary enhancement,
- linguistic expertise,
- and structured post-editing

The SaaS architecture allows:

- centralized deployment of improvements,
- AI engine optimization,
- security patching,
- and workflow enhancements without requiring customer-side installations.

Known Limitations

Ai Translate acknowledges that machine translation quality varies depending on language pair, content type, and workflow level. Raw machine translation may provide only “gist-quality” output and may lack contextual reliability without human verification.

As with most MT systems, translation quality may vary across less common language pairs due to limited AI training data.

OCR and speech recognition quality may be affected by poor scan quality, or degraded source materials.

Workstream 3 — On-Demand Voice Interpretation (OPI / VRI)

Interpretation Platform called Boostlingo provides a cloud-based interpretation management and delivery platform focused on On-Demand Over-the-Phone Interpretation (OPI), Video Remote Interpretation (VRI), and AI-assisted language access services.

Architecture

User Audio/Video → Interpreter Routing System → Human Interpreter and/or AI Speech Processing → Multilingual Audio, Captions, or Transcripts

The platform provides cloud-based routing, interpreter connection management, mobile and web applications, video conferencing, and telephony systems.

Boostlingo AI Pro includes speech-to-text functionality used for multilingual captioning, transcription, and AI-assisted interpretation workflows.

OPI and VRI services rely on low-latency VoIP, video conferencing, and interpreter routing systems capable of dynamically connecting users with interpreters in real time across desktop, mobile, tablet, and landline devices.

Boostlingo includes scheduling, interpreter assignment, call routing, analytics, billing, geo-tracking, and workflow management technologies designed specifically for language access operations.

Boostlingo appears to use a hybrid approach combining proprietary interpretation management infrastructure with AI-assisted language technologies.



Government and Municipal terminology management supported totally by Effectiff's tested and proven database of interpreters with expertise in healthcare, legal, government, and enterprise environments. Additionally, before start of cooperation Effectiff arranges several trainings for its team of dedicated PMs and interpreters to address PPA-provided terminology, glossaries and workflow expectations.

Quality Assurance

Here customer feedback is critical to understand the quality of service. There are several mechanisms used with clients to accomplish this. The 5-Stars interpreter Rating Survey provides an opportunity for the Customer to "rate" the encounter from 1 to 5 "stars". This is accomplished at the end of the encounter through our scheduling process at the same time the hours are confirmed. Ratings are tracked to determine the quality of the interpreter & as a mechanism for us to improve services. If any Customer rates an encounter "3 Stars" or less, there is an automatic notification sent to the Quality department for immediate follow-up.

Because Interpretation Platform operates as a SaaS-based cloud platform, software updates, AI feature releases, security patches, workflow improvements, and scalability enhancements can be deployed centrally and continuously without requiring major customer-side changes.

Limitations

- OPI/VRI quality depends heavily on PPA's network stability, microphone quality, video quality, and latency.
- In cases involving rare, indigenous, or less commonly used languages - here the national talent pool is highly limited. In these cases, we recommend to preschedule services in advance.

Language Coverage

Availability for live voice interpretation

English: (US, UK, Australia)	French: (FR, Canada)	Korean,	Persian,
Spanish: (ES, Latin America)	Portuguese: (PT, Brazil)	Russian,	Punjabi,
Chinese: (Simplified, Traditional, Cantonese)	German,	Arabic,	Tamil,
	Hindi,	Bengali,	Telugu,
	Italian,	Dutch,	Thai,
	Japanese,	Indonesian,	Turkish,
		Malay,	Vietnamese

Recently Added:

Afrikaans,
Albanian,
Armenian,
Catalan,
Georgian,
Icelandic,
Norwegian,
Punjabi,
Tagalog,
Ukrainian



Availability for document translation

Ai Translate supported languages:

Afrikaans	Farsi	Kazakh	Russian
Amharic	Filipino	Korean	Serbian
Arabic	Finnish	Latvian	Slovak
Armenian	French	Lithuanian	Slovenian
Azerbaijani	Georgian	Macedonian	Spanish
Bengali	German	Malay	Swahili
Bulgarian	Greek	Maltese	Swedish
Burmese	Gujarati	Marathi	Tagalog
Catalan	Haitian Creole	Mongolian	Tamil
Chinese Simplified	Hebrew	Nepali	Thai
Chinese Traditional	Hindi	Norwegian	Turkish
Croatian	Hungarian	Polish	Ukrainian
Czech	Icelandic	Portuguese	Urdu
Danish	Indonesian	Brazilian	Vietnamese
Dutch	Italian	Portuguese Portugal	
Estonian	Japanese	Romanian	

Phrase CAT tool

Abkhaz	Catalan	Guarani	Kongo
Acehnese	Cebuano	Gujarati	Korean
Acholi	Central Kurdish	Hakka Chinese	Kurdish
Afar	Chamorro	Haka Chin	Kyrgyz
Afrikaans	Chechen	Hausa	Lao
Aguaruna	Cherokee	Hawaiian	Latin
Akan	Chinese	Hebrew	Latvian
Albanian	Chuukese	Hindi	Lingala
Amharic	Chuvash	Hmong	Lithuanian
Arabic	Cree	Hungarian	Luxembourgish
Aragonese	Creole French	Icelandic	Maay
Aramaic	Croatian	Igbo	Macedonian
Armenian	Czech	Ilocano	Malay
Assamese	Danish	Indonesian	Malayalam
Asturian	Dari	Ingush	Mam
Avaric	Dutch	Inuktitut	Marshallese
Aymara	Estonian	Irish	Mauritian Creole
Azeri	Ewe	Isoko	Mixtec
Azerbaijani	Farsi	Italian	Mongolian
Balinese	Faroese	Jamaican	Montenegrin
Bambara	Fijian	Japanese	Mohawk
Bashkir	Filipino	Kabardian	Navajo
Basque	Finnish	Kachin	Nepali
Belarusian	French	Karen	Norwegian
Bengali	Fulah	Kashmiri	Oromo
Bosnian	Georgian	Kazakh	Ossetian
Bulgarian	German	Khmer	Pashto
Burmese	Greek	K'iche	Pidgin
Buryat	Greenlandic	Kinyarwanda	Pijin



Polish	Scottish Gaelic	Syriac	Urdu
Portuguese	Serbian	Tagalog	Uzbek
Pulaar	Serbo-Croatian	Tamil	Vietnamese
Punjabi	Sicilian	Tatar	Wolof
Quechua	Sinhala	Telugu	Yiddish
Rohingya	Slovak	Thai	Yoruba
Romani	Slovenian	Tigrinya	Yupik
Romanian	Somali	Tigre	Zhuang
Romansh	Soninke	Tulu	Zulu
Russian	Spanish	Turkish	Zou
Samoan	Sundanese	Turkmen	Zyphe
Santali	Swahili	Twi	
Sardinian	Swedish	Ukrainian	

Availability for on-demand OPI/VRT

AI assisted – the same as for the live voice interpretation above

Human – 400+ languages. Rare – pre-scheduled only. See the 5-AppendixE LanguageCoverageMatrix.

Government and Municipal Experience

1. Effectiff has a valid Mutual Agreement with Providence School District (including dependencies and educational organizations, offices, agencies and boards, political subdivisions and external users) to provide written translation and interpretation services for LEP people (Limited English Proficient) assisting over 23,000 students in 43 schools.

Document Translation and Interpretation services include Video Remote Interpreting, on-site and Remote simultaneous interpreting. Effectiff, on a regular basis, provides RSI services in Spanish, Arabic, Creole, Khmer, Swahili, Portuguese, etc. for IEP meetings, as well as for various meetings and webinars, such as Kindergarten School Choice Fair webinar or Young Woods Safety Zoom Meeting.

The contract agrees to the provision of language services in more than 100 languages to the school district.

Dates of contract: August, 2021 to June 30 2026.

Contract Amount: Annual Budget of 550,000 USD; Total spent to date 5,636, 980.00 USD.

Point of Contact: Fabiola Lujan Swift, Family Liaison & Interpreter/Translator
Fabiola.LujanSwift@ppsd.org, (401) 456-9100 Ext. 13140.

Location: 797 Westminster Street, Providence, RI 02903, USA

2. Connecticut Mental Health and Addiction Services

Effectiff has a Statewide Contract 25PSX0124 for On-Demand Remote Interpretation Services and works with the following departments under the contract

1. Department of Social Services
2. Department of Children and Families
3. Department of Public Safety
4. Department of Public Health



5. Department of Motor Vehicles
6. Department of Mental Health & Addiction Services
7. Department of Education
8. State of Connecticut - Capitol Region Mental Health Center
9. State of Connecticut - Commission on Human Rights and Opportunities
10. State of Connecticut - Connecticut Valley Hospital
11. State of Connecticut - Department of Children and Family
12. State of Connecticut - Department of Consumer Protection
13. State of Connecticut - Department of Correction
14. State of Connecticut - Department of Developmental Services
15. State of Connecticut - Department of Emergency Services
16. State of Connecticut - Department of Labor
17. State of Connecticut - Department of Labor (voice)
18. State of Connecticut - Department of Motor Vehicles
19. State of Connecticut - Department of Social Services
20. State of Connecticut - Harc, Inc.
21. State of Connecticut - Jobs First Employment Services
22. State of Connecticut - Mental Health and Addiction Services
23. State of Connecticut - Mental Health and Addiction Services's Southeastern Mental Health Authority
24. State of Connecticut - Probate Court System
25. State of Connecticut - Southwestern Mental Health System
26. State of Connecticut - Whiting Forensic Hospital (Legal)
27. State of Connecticut - Whiting Forensic Hospital (Medical)
28. State of Connecticut DPH of Infectious Diseases

Location: 410 Capitol Ave, Hartford, CT 06134

Dates of service: July 1, 2025 through June 30, 2028

Contract amount: \$ 600,000.00/per year

Contact person: William Pierce (he, him), Client Rights Specialist, ADA Title II Coordinator, Phone: 860-418-6933 (CT Relay 7-1-1), William.pierce@ct.gov;

3. Effectiff has a valid Contract for Services with the Kings County Housing Authority for provision of language interpretation, translation and American Sign Language services offered to residents. The County requests in-person (consecutive and simultaneous) and remote interpretation. Kings County Housing Authority and Kings County Property management orders interpretations for QA meetings, check-in meetings, updates, requirements and info meetings usually connected with housings, rental, residences and etc.

We monthly receive a Publisher file containing activities for children for 0 to 5 years old, they are about a specific topic dealt and which activities/games to carry out with them. We also receive the following:

- Surveys: digital equity visual survey, workforce housing survey, rental housing survey, community safety survey, common area flooring project survey.
- Announcements, for example, that a party is to be held in a block. Or that payments can be done with credit & debit cards.
- Notices: notice of occupancy rights, statement of family responsibilities, authorization for release of information.



-Certifications: certification of domestic violence, dating violence, sexual assault, or stalking.

-Hearing decision.

-Letters: resident safety, relocation-packing list letter, waiting list notification letter, request for tenancy approval.

Languages: Amaharic, Arabic, Cambodian, Chinese, Farsi, Korean, Russian, Spanish, Somali, Tigrinya, Ukrainian, Vietnamese, and others. Occasionally ASL.

Dates of service: 2/20/2024 until December 31, 2028.

Contract Amount: \$500,000.00

Contract Person: Cara Ianni, Senior Education Programs Coordinator, 206-459-7965, Caral@kcha.org

4. Effectiff has a valid Master Agreement with Summit County, including 34 County entities and organizations such as:

- * Vital Statistics
- * Community Support Services
- * Department of Jobs and Family Services (DJFS)
- * Child Guidance and Family Solutions
- * Children Services (Summit Kids)
- * Community and Economic Development
- * Dept. of Health Programs
- * Dept. of Developmental Disabilities
- * Summit Ohio Means Jobs Center (OMJC)
- * Dept. of Women, Infants & Children (WIC)
- * Bureau for Children with Medical Handicaps -BCMh
- * Communicable Disease Dept.
- * Covid-19 Dept.
- * Health Check Dept.
- * Nurse-Family Partnership -NFP
- * Ohio Equity Initiative -OEI
- * Clinical Dept.
- * Dental Dept.
- * Environmental Health General Fund
- * Equity Institute

among other departments, offices, agencies and boards, political subdivisions and non-profit corporations, and provides translation and interpretation services for non-English speaking clients. Interpretation services include Over the Phone / Video Remote Interpreting, Remote simultaneous interpreting, and On-site Interpretation.

Effectiff linguists act as a bridge between County Staff and their non-English speaking or Limited English Proficient customers, allowing County Staff and their customers to focus on the business at hand, rather than the translation / interpretation experience.

Languages: Spanish, French, Nepali, Russian, Arabic, Portuguese, ASL among others.

Dates of service - 01/01/2020 to present.

Total amount spent to date: \$834,088.32

Contact Person: David McCartney, MPH Public Health Coordinator
dmccartney@schd.org (330) 926-5613 Mobile: (330) 283-9574 Fax: (330) 923-7558



Location: 1867 W Market St, Akron, OH 44313

5. Effectiff has a long-term Agreement with the City of Newark and provides over the phone (OPI) conference call interpretation services, on demand interpretation via a toll-free number, on demand in-person interpretation services, on demand document translation and transcription services as well as audio/video translation and transcription services 24 hours a day, 7 days a week and 365 days a year in multiple languages.

Supported departments

- Newark Police Department (NPD)
- Immunization Newark
- Newark Department of Health & Community Wellness - Division of Surveillance and Prevention
- Newark Municipal Court
- WIC (Women, Infants & Children) Program – Cummings
- Civilian Complaint Review Board (CCRB)
- Mary Eliza Mahoney Health Centers

Languages: Spanish, Portuguese, French, Haitian Creole, among others.

Dates of service – 10/01/2022 to Present (On going contract)

Total amount spent to date: \$ 427,515.67

Contract amount 860,000.00 USD

Contact Person: Dr. Alexandria Massey, DNP, MPH, MBA, RN, NEA-BC, Chief Operating Officer, Department of Health and Community Wellness/Mary Eliza Mahoney Health Center, 973.877.6187 (O), masseya@ci.newark.nj.us

Geographic Coverage and Scalability

Effectiff can provide services nationally through a remote-only model for OPI, VRI, and document translation, delivered via secure platforms and supported by centralized operations across all U.S. time zones. Because services are remote, there are no state-based geographic limitations; the main constraints are rare language/dialect availability (which may require scheduling) and customer-side connectivity for video sessions.

During high-demand periods such as election cycles, emergencies, or major municipal initiatives, Effectiff scales quickly by leveraging a large vetted linguist pool, real-time routing and dispatch, and surge staffing. When video capacity is constrained, we shift demand to OPI to maintain continuity, and we scale translation through parallel production teams and terminology/TM resources to increase speed and consistency.

References and Past Performance

Please refer to contacts in Section “Government and Municipal Experience” above.

EVALUATION SECTION 2: AI TECHNOLOGY CAPABILITY, LANGUAGE COVERAGE & ACCURACY

Accuracy and Quality Standards

Workstream 1 — Real-Time AI Voice Interpretation



Interpretation Platform for Workstream 1Wordly. AI interpretation output undergoes extensive internal testing and customer validation before production release. Multi-layered quality assurance methodology based on the following:

- Internal In-House Testing
- Customer Validation Testing compared to human interpreters and other machine translation systems to evaluate usability and accuracy
- Continuous monitoring of interpretation sessions, user feedback, and translation performance to improve models and workflows
- Custom glossaries (PPA's) are used to improve terminology consistency
- Human Evaluation with 75% passing threshold for AI interpretation

The platform continuously monitors:

- speech recognition performance,
- translation latency,
- multilingual caption synchronization,
- and audio delivery stability during live sessions.

As mentioned above it allows organizations to optimize terminology through event preparation and glossary uploads.

Effectiff confirms that AI interpretation may have limitations and recommends human interpretation support for highly sensitive or mission-critical scenarios where absolute linguistic precision is required.

Workstream 2 — Written Document & Content Translation and Workstream 5 — Emergency & Public Safety Translation

We offer 2 Platforms for these Workstreams and will consider their Accuracy and Quality Standards separately:

Phrase CAT tool

Platform incorporates multiple quality assurance mechanisms such as Automated QA Checks, TM Validation, Glossary Enforcement, Human Review and Post-Editing, MT Quality Estimation. Its contextual AI and Next GenMT architecture are intended to reduce manual post-editing while improving fluency and terminology consistency.

Layered quality evaluation framework:

- automated QA validation,
- AI-based quality estimation,
- glossary enforcement,
- translation memory consistency,
- human linguistic review,
- and post-editing workflows.

When we speak about human translation assisted by AI powered tool Phrase Effectiff has a robust quality assurance (QA) process to guarantee to meet the high standards of accuracy, consistency, and professionalism.

1. Thorough Review by the QA Team
2. Every translation undergoes a detailed review by our QA team before delivery to the client using tools like Verifika or X-Bench. This review process ensures that translations are:

- Free from spelling mistakes, grammatical errors, and typos.



- Consistent in terminology and style, adhering to the client's requirements.
- Accurate in conveying the intended meaning and cultural nuances.

3. Evaluation of Translators and Editors. Translators and editors are routinely assessed to maintain high performance. We implement a random sampling process where completed translations are selected and re-evaluated for quality. This ensures that their work continues to meet Effectiff's rigorous standards.

4. Commitment to Timeliness. Effectiff assigns projects only to translators who commit to delivering on time. To reinforce this commitment:

- Translators who fail to meet deadlines are subject to penalties.
- In cases where a translator cannot deliver on time, we quickly reassign the task to another qualified linguist from our extensive network of vetted professionals to ensure timely completion.

By combining these processes, Effectiff ensures that clients receive translations that are not only accurate and high-quality but also delivered on schedule. This commitment to quality and timeliness is central to our mission to provide exceptional language solutions across various industries.

High-risk legal, healthcare, municipal, or regulatory content is recommended for Human translation and revision supported by Phrase.

Ai Translate (AiT) also offered for Workstream 4 — AI Translation Platform / Software License

Ai Translate provides multiple translation quality tiers ranging from raw machine translation to full human translation with editing, allowing organizations to select workflows appropriate to content sensitivity and accuracy requirements as follows:

1. Human Translation with Editing (HTE) – the highest level of human translation wherein a second translator verifies accuracy of all translation aspects and ensures appropriate style for the intended audience while retaining faithfulness to the message of the source text as prescribed by our certification to ISO 17100.
2. Human Translation (HT) – high quality human translation of the original document with the appropriate fluency, idiomatic expression, and writing style.
3. Full Post Editing (FPE) – deep human editing of machine translated documents that includes correct meaning, terminology, syntax and general composition. Usually includes formatting.
4. Light Post Editing (LPE) – limited human editing of machine translated documents that emphasize comprehension and accuracy of terms to achieve maximum cost-effectiveness.
5. Machine Translation (MT) – fast low-cost computer translation that while semi-accurate is useful for language conversion of large amounts of data; it can be enhanced by adding a glossary or by full customization based on domain-related bilingual data provided by the client.

AiT's QA methodology primarily relies on:

- human review,
- ISO-certified workflows,
- glossary enhancement,
- linguistic expertise,



- and structured post-editing

Effectiff conforms that raw machine translation may provide only “gist-quality” output and may lack contextual reliability without human verification.

Workstream 3 — On-Demand Voice Interpretation (OPI / VRI)

Boostlingo’s OPI/VRI platform primarily relies on qualified human interpreters supported by AI-assisted technologies such as workflow automation. Because interpretation quality depends heavily on human interpreters, Effectiff emphasizes operational performance and its interpreter qualifications rather than standardized MT benchmark scores.

Effectiff monitoring the following capabilities it supports:

- interpreter connection times,
- call routing,
- session analytics,
- audio/video quality,
- platform latency,
- and interpreter availability

In OPI/ VRI services customer feedback is critical to understand the quality of service. There are several mechanisms used with clients to accomplish this. The 5-Stars interpreter Rating Survey provides an opportunity for the Customer to “rate” the encounter from 1 to 5 “stars”. This is accomplished at the end of the encounter through our scheduling process at the same time the hours are confirmed. Ratings are tracked to determine the quality of the interpreter & as a mechanism for us to improve services. If any Customer rates an encounter “3 Stars” or less, there is an automatic notification sent to the Quality department for immediate follow-up.

Operations has weekly review meetings with team members to evaluate results and determine adjustments that may be necessary to improve quality. Our triage process allows for immediate escalation and is monitored by leadership staff.

The quality process and security begin with the recruiting process of the interpreter, agreements required to be signed, and training. There are 6 basic steps to enhance the quality of services in future:

1. Qualification’s requirements check
2. Background check
3. OIG/SAM check
4. Code of Conduct training and testing
5. Code of Ethics training
6. Confidentiality arrangements

Interpreters who violate their professional responsibilities are potentially subject to termination and potential legal liability actions against the interpreter.

If it is the 1st interpretation issue with this interpreter, we arrange correctional and disciplinary measures and temporary deactivate him or her. Once deactivation is elapsed, we activate the interpreter again but without the possibility of working with the client who made the complaint. If we receive 2nd complaint for the same interpreter it is the reason for complete deactivation.

Using Boostlingo enables Effectiff to provide secure and scalable interpretation services anywhere with an Internet connection or phone line.



Real-Time Interpretation Performance

For Workstream 1 (Live Voice Interpretation), provide the following performance benchmarks:

PERFORMANCE METRIC	OFFEROR'S COMMITTED SLA
AI interpretation latency (audio-to-output delay)	≤ 5 seconds*
Platform uptime guarantee	99 %
Support for concurrent language channels per session	60 simultaneous languages
Maximum concurrent meeting participants supported	Scalable to thousands of participants, depending on platform licensing tier, event configuration, and conferencing integration environment.
Connectivity recovery time (if session drops)	≤ 30 seconds*

* Based on Wordly's real-time AI interpretation architecture and low-latency streaming capabilities.

EVALUATION SECTION 3: SECURITY, COMPLIANCE & DATA PRIVACY

Security Certifications

1. Wordly

- SOC 2 Type II
- HIPAA compliant.

2. Phrase

- SOC 2 Type I
- ISO 27001
- HIPAA compliant

3. Ai Translate (AiT)

- ISO 27001
- HIPAA compliant
- ISO 9001,
- ISO 17100,
- ISO 18587
- HIPAA compliant

4. Boostlingo

- SOC 2 Type II
- HIPAA compliant

Data Handling Practices

The proposed technologies, including Wordly, Phrase, Ai Translate (AiT), and Boostlingo, process and store operational data necessary to provide multilingual translation and interpretation services only. Depending on the platform and workflow, this may include



source and translated text, audio/video session content, captions, transcripts, translation memories, glossaries, user profile and account information, job metadata, session routing information, logs, billing-related information, and interpreter or workflow management data. All platforms implement enterprise-grade security controls such as encrypted transmission channels, encrypted storage, role-based access controls, secure cloud infrastructure, and authenticated access mechanisms designed to protect confidential municipal and customer information.

The platforms support a combination of AI-assisted and human-in-the-loop workflows for translation, interpretation, speech-to-text transcription, captioning, and multilingual content processing. Wordly and Boostlingo do not use customer data to train their AI models. Phrase and Ai Translate use customer content to improve machine learning models within the project; however, text-generating model training requires customer approval, and custom AI models are not shared with other customers. All platforms support configurable retention practices, contractual confidentiality protections, and secure handling of customer information.

The platforms are designed for enterprise, government, legal, healthcare, and regulated-use environments and therefore support secure operational controls, auditability, and scalable multilingual workflows. Data retention periods vary by platform and customer configuration, but all platforms support deletion workflows and customer-requested removal processes. All possible data is stored and processed within the United States and can be deleted upon customer request in accordance with applicable contractual and legal requirements.

EVALUATION SECTION 4: IMPLEMENTATION, ONBOARDING & SUPPORT

Implementation Plan

Since all our technologies are cloud-based, no extra equipment and space are needed, all the Client members can simply use their local PC, laptop, tablet or even smartphone.

The table below depends on the date of contract award announced by the AFI and PAA usage start. Here are the approximate steps that are subject to your perusal:

Milestones	Timeframes
Contract signing	To be defined by the solicitor.
Executive leadership endorsement	1 day
Effectiff requires a list of people to be registered within the Company's platform to get services within the best turnaround by the PAA.	To be defined by the solicitor.
Creation of a dedicated toll-free number for OPI calls	1 day
Setting up profiles for the AFI's PAAs	3 days
Demo meetings of Effectiff's platforms for ordering and monitoring translation and interpretation services as well as billing	3 days



Request of all the available databases, reference materials and other key instructions from the previous provider	To be defined by the solicitor.
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We always arrange a kick-off meeting (Usually it takes 1-1,5 hours).

Then creation of a tailored service environment goes. To do that Effectiff will request registration information that includes the contact's name, telephone number, email address, mailing address, User ID and a list of authorized Staff users. Time to time it may be an obstacle here for the client to provide this info in time to start the process. In this case we offer to add accounts in a phased manner. 3 business days are required to register people upon receipt of requested info.

Training and Support

Effectiff arranges several online Demo Meetings to demonstrate how easy and user-friendly platforms are. We offer 3 demo sessions for the beginning, so they may be arranged during 3 days. Typical duration of staff training when on-boarding a new customer is about 1 to 2 hours depending on the participants activity. The next obstacle here may be to gather all client's staff for the demo sessions. In this case we offer to record demo sessions for future reference and onboarding of new staff but of course it is better to take part online to be able to ask possible questions. On Demo meetings the Client will see following processes:

- Ordering
- Monitoring translation or interpretation services
- Billing and specifications

Once an account has been set up, our clients simply go to the required portal website, and log into their user account.

As all the platforms are cloud based and require no additional software to install all you need is a PC, laptop or tablet with the stable internet connection. Sometimes there may be firewall issues but those are easy to resolve. Effectiff will collaborate with the AFI's PAAs to troubleshoot issues caused by changes to the IT infrastructure, tunnel, and firewall upgrades, equipment updates, etc.

Additionally, Effectiff provides free "I Speak" posters, language charts, and access to Language Access Plans, webinars, and roundtable events.

Ongoing support via phone, email, and portal — 24/7 scheduling coordination included.

Service Level Agreements (SLAs)

Please refer to the 4-Appendix K - SLA Template attached.