

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): **Custom built Neural Machine translation**

LLM(s) Used (if any): **GPT4-o-mini, Gemini 2.5 Flash lite**

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

Third-Party Services: **Google vertex AI API, OpenAI API**

Data Retention Policy Reference: **No retention**

2.2 Human-in-the-Loop Processes

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

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

Post-editing by a qualified human linguist is **standard practice** in professional AI-assisted (machine translation) workflows. For **customer-facing, regulated, or brand-critical content**, human post-editing is **mandatory** and forms part of the default delivery model. For **low-risk or internal-use content**, post-editing may be offered as an **optional service tier**, depending on client requirements, quality expectations, and use case.

Industry standards distinguish between:

- **Light Post-Editing (LPE):** Ensures basic accuracy and readability
- **Full Post-Editing (FPE):** Produces output comparable to human translation quality

In most enterprise and regulated environments (e.g., healthcare, finance), **Full Post-Editing is the norm**.

- The qualifications required of human reviewers (e.g., certified translators, subject matter experts)

All human linguists involved in post-editing and review meet industry-standard qualifications, including **Professional translation qualifications**, such as: University degree in translation, linguistics, or a related field, or Recognized certifications (e.g., ATA, ITI, CIOL, or equivalent regional bodies).

Proven professional experience:

Typically, 3–5+ years in translation and/or post-editing

Native-level proficiency in the target language

Domain expertise, where required:

Subject Matter Experts (SMEs) are engaged for specialized content (e.g., medical, legal, technical)

Familiarity with CAT tools and MTPE workflows, including terminology management and QA processes. For regulated content, additional requirements may include:

- Training on client-specific style guides and terminology
- Compliance awareness (e.g., HIPAA, GDPR where applicable)

- Whether human review is available for all language pairs or only select ones

Human review is **available across all supported language pairs**. For **high-demand language pairs** (e.g., English–Spanish, English–French, English–German), dedicated, experienced linguist pools are readily available. For **less common or low-resource languages**, human review is also supported; however: Additional lead time may be required to source and onboard specialized linguists. Availability is confirmed at the time of project scoping. All language pairs delivered under AI-assisted workflows can be supported with **human-in-the-loop review upon request or as standard**, depending on the agreed service tier.

- Estimated turnaround times with and without human post-editing

Turnaround time is content type, language pair and wordcount dependent.

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

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: **Noted, & Agreed**

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: **Noted, & Agreed**

- 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.

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: **Noted, & agreed**

- 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: **Noted, & Agreed**

- 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
We provide confidence (QE) scores for some language/accounts
- Disclose if a language pair was translated via a "pivot language" (i.e., source → English → target)
We don't use any pivot language.
- 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: Donna Moore

Title: SVP - Marketing

Date: 5/8/2026

Signature: 

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