



CTC Translation Center

Your reliable Chinese service partner

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CTC Translation Center is a professional **English - Simplified Chinese** translation and localization service provider in Shanghai, China. With over 40 in-house translators, advanced CAT tools (SDLX, Trados, Star Transit, Across etc.), and streamlined project management workflow, we can provide the most cost efficient and reliable translation and localization services, and have built long-term cooperation relations with transnational corporations such as ABB, ALSTOM, GE, HONEYWELL, KODAK, SIEMENS, SAP, TOYOTA etc.

1. General Information

- 1.1 Company Name:** CTC Translation Center
- 1.2 Address:** Room 906, Jun Feng International Plaza, No. 1619, Dalian Road, Hongkou District, Shanghai (200086)
- 1.3 Fax:** 021-65532131 **Telephone:** 021-65533062
- ISDN/FTP:** ftp://61.190.44.210 **E-mail:** deqian.kong@ctc-china.com
- 1.4 Officers of Company:**
- | | | | |
|-------|-------------------|--------|---|
| Name: | <u>Wayne Shen</u> | Title: | <u>General Manager</u> |
| Name: | <u>Barry Wang</u> | Title: | <u>Translation and Localization Manager</u> |
| Name: | <u>Xie Na</u> | Title: | <u>HR</u> |
- 1.5 Contact Names:**
- | | | | |
|-------|-------------------|--------|---|
| Name: | <u>Wayne Shen</u> | Title: | <u>General Manager</u> |
| Name: | <u>Barry Wang</u> | Title: | <u>Translation and Localization Manager</u> |
| Name: | <u>Jane Kong</u> | Title: | <u>Sales Specialist</u> |
- 1.6 Date of creation of your company:** 1998
- 1.7 Legal structure:** Private
- 1.8 Size of the Company:** Medium size Annual Turnover: (US\$) About 1.2 Million



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Bank Account Details:

Bank Name: Shanghai Pudong Development Bank
 Hongkou Branch
 Bank add.: Quyang Road No.731, Shanghai, China
 Bank account: 076347-4122416930
 Name of Company: Shanghai ChenHui Business
 Consulting Co., Ltd.
 Bank address: SWIFT CODE (ROUTING NO.):
 SPDBCNSH
 Tax number: 310107631165821

Number of permanent employees :	60
Number of PMs:	4
Number of in-house translators:	30
Number of Editors:	4

1.9 Work History:

Please provide a brief description of major work assignments completed by your company within the last three years.

Lionbridge

MBA Web-course project, including Accounting (AC), Finance (FI), Strategic Planning (SP) and Quantitative Methods (QM), in 2005

Fuji Xerox

Daimler Chrysler project (Mercedes-Benz S Class, E Class, C Class, SLK and GLK Repair Manuals) (over 3 million words) 2007 – 2009

Toyota Projects (Prius, Reiz, Crown, Corolla Repair Guides) (over 1.5 million words) 2007 – 2009

Microsoft project (Windows Server 2008, SQL Server 2008, Visual Studio 2008, Internet Security and Acceleration (ISA) Server 2006 etc. UI and documentations) (over 60,000 words) 2008 -2009

Kodak Healthcare

PACS 5.2 documentations including DX QSC, DX UG, DX Help, WX QSC, WX ShortCut Keys, WX HELP, CD Direct HELP and Release Notes (about 200,000 words) in 2006

GE Healthcare

ColonVCAR/AdvantageCTC Package manuals etc. (Over 10,000 words) in 2007 -2009

GE Energy

Wind Turbine Generator Systems (GE 1.5 Series) Technical Documentation (Installation Manual, Installation Inspection Procedure, Torque Report, Cable Installation Check List, etc.) (about 200,000 words) in 2007-2009

SAP AG

ByD project (Glossary, short strings, long texts) (Over 3 million words) 2007 –



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2009

CRM Project (Glossary, short strings, long texts) (Over 1 million words) 2007 – 2009

NIIT

Internet Explorer 7 Training course Project (Onscreen, Audio text, scripts, etc) (about 50,000 words) in 2008

Assessing Change for Managers Training course Project (about 50,000 words) in 2008

Managing Project Teams Training course Project (about 50,000 words) in 2008

Managing Conflict (Includes Simulation) Training course Project (about 50,000 words) in 2008

Customer Service Skills (Includes Simulation) Training course Project (about 50,000 words) in 2008

Digi-Key USA

Product Catalogue projects (Over 2 million words) 2004 - 2009

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- 1.10 Areas of experience of your team:**
- IT 8 years
 - Life Sciences (Medical/Pharmaceutical) 8 years
 - Financial 8 years
 - Telecommunication 8 years
 - Microsoft Products 3 years
 - ERP 3 years



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2. Specific Information on Services that you offer

2.1 Services:

Type	Number of permanent employees	Experience (average number of years per person)
Translators	30	3
Editors	6	4
Proofreader	4	6
DTP Specialist	5	3

2.2 Staff capacity:

Areas of Experience	Number of permanent employees	Experience (average number of years per person)
IT	10	4
Life Sciences	5	3
Telecommunication	5	3
Finance	5	3
Electronic Engineering	5	3

2.3 Quality System:



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Our quality assurance exists in each stage of the project:

Stage 1 Prior to the Translation

Before starting the translation, the project manager (PM) will be responsible for writing a Translation Style Guide according to all the data provided by the client and arranging a competent translator to collect and make a List of Terms, and then send the Style Guide and List of Terms to the client for confirmation if possible.

After confirmed by the client, each translator, editor and proof-reader shall read the Style Guide carefully before translation and obey it in the translation. The confirmed List of Terms will be imported into MultiTerm (Trados) or TermBase (SDLX) for translators to use during the translation. Therefore, the translation style and frequent terms can keep consistent in the whole project.

Stage 2 Translation in Progress

During the translation, each translator can report the problems he confronts in the Query Template to PM, if PM cannot answer or solve the problems, he will send to the client for help every day, ensuring the problems can be solved timely.

Query contents can include the following problems:

1. Source error;
2. Global problems;
3. Technical or concept difficulties;
4. Inconsistent problems or errors in TM or List of Terms;
5. New terms that are not included in the Multiterm;
6. Cannot know the meaning without the context;
7. Cannot make sure whether it needs to be translated;

Stage 3 Editing and Proofreading (QA checks)

After the translation is completed, PM will arrange the editors to edit the translations and QA specialists to proofread the translation and make QA report:

For language proofreading, mainly check the following problems in the translation:

1. Spelling errors;
2. Grammar errors;
3. Punctuation errors;
4. Addition problems;
5. Omission problems;
6. Cross-reference consistency problems;
7. Fluency problems;
8. Style problems;
9. Country standards
10. General formatting problems

For technical proofreading, mainly check the following problems in the translation:

1. Corrections of technical terms;
2. Consistency of terms;

Stage 4 Delivery checks

PM will check the following problems before signing off the project:

1. Whether all texts are completely translated;
2. Whether all corrections are made according to QA report;
3. Whether the layout needs to be adjusted, if required, DTP engineer will be arranged to check the format and guarantee the translated format is consistent with source format.

After making sure all the above has been done, prepare clean and unclean files and place them in designated place in FTP, and then report the completion of project to client by email.



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How are your translators qualified? (Specify)

All of our translators shall have B.A. degree and at least two years of translation experiences and pass our two rounds of tests.

What QA checks are carried out prior to product shipping to client?

We use our Evaluation Form, which check the quality in terms of the Accuracy, Terminology, Language, Guidelines, Country etc.

Is there a final sign-off by an authorized member of staff, or by subject matter experts?

Yes. Our PM of each project will be responsible for the final sign-off. See the details in the APPROVED QUALITY SYSTEM.

Are quality records available? (Internal audits, QA stages—define)

Yes. We can provide upon request.

Describe your corrective action system.

1. Translator is responsible for incorporating the corrections into translation according to the QA report
2. PM is responsible for checking whether all corrections are incorporated before the delivery
3. PM held weekly or monthly meeting for error analysis

Describe any other controls in place.

We use MS project server to monitor the translation progress of each translators.

2.4 Back up Process:

Describe your back-up process (daily/weekly) .

PM stores the project data on the sever daily.

Are back-up media stored off-site to ensure proper disaster recovery?

Yes. We burn CD monthly to ensure proper disaster recovery.

3. Technical/Infrastructural Information



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3.1	Hardware (PC, Mac, Unix, other):		
	<u>Type (OS, Language)</u>	<u>How many</u>	<u>Location</u>
	PC (XP, Chinese)	55	For each staff or used as Sever
3.2	Software (All software including DTP tools – QuarkXpress, PageMaker, etc):		
	<u>Product</u>	<u>Version</u>	<u>Platform (Win, Mac or other)</u>
	Indesign	CS 3, CS4	Win
	FrameMaker	7.0, 7.1 8.0	Win
	QuarkXpress	7.0	Win
3.3	Translation Support Tool (SDL Trados, Transit, Across, Catalyst, etc.):		
	<u>Product</u>	<u>Version</u>	<u>Experience (Years)</u>
	SDLX TRADOS	2006,2007, 2009	8
	Wordfast	5.2	4
	Star Transit	xv	4
	Across	PE	2
	Xbench	2.7.214	2
	Sisulizer	Enterprise.Edition.v1.6.13.	3
3.4	Multimedia and Engineering Tools (Flash, Robohelp, HTMLQA, HelpQA)		
	<u>Product</u>	<u>Version</u>	<u>Experience (Years)</u>
	Robohelp	X3	4
3.5	Communication:		
	Indicate your network infrastructure.		
	Sever + PC clients		
	Indicate the number and types of modems you have. (Please note: file transfer using FTP is mandatory)		
	FTP://61.190.44.210		
	Do you have permanent Internet connection? Describe.		
	Yes. We signed service agreement with CNC.		
	What type of internet connection the majority of your resource base has?		
	Fibre-optic link		



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Appendix 1 – Translation Resources and Qualifications

Please complete this form for each language pair you offer. Note: "translation" means the translation of the source word, editing, proofreading, and associated corrections.

Source language: English
Target language: Chinese
Permanent Employees:
Number of translators: 30
Number of editors: <u>6</u>
Number of QA specialists: 4
◆ With more than 2 years of experience: 35
◆ With less than 2 years of experience: 5
Please describe the qualifications and experiences in-house resources have:
All of our in-house translators, editors and specialists have bachelor degree or higher, 2-years plus translation experience.
Productivity:
Indicate the average number of words translated per hour and per translator:
Documentation translation:
with Word for Windows: 300
with PowerPoint for Windows: <u>250</u>
with PageMaker: 250
with Frame Maker: 250
Other:
User Interface (UI) translation: 180
Help/HTML translation: 200

Appendix 2 – DTP Resources and Qualifications

Please complete this form for each target language that you offer.

PERMANENT EMPLOYEES
Number of DTP Specialists: 5



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◆ With more than 2 years of experience: 3

◆ With less than 2 years of experience: 2

Work locations: Shanghai

Hardware: HP DC 7900

Software: Indesign, Framemaker

Communications: MSN, Email

PRODUCTIVITY

For each DTP tool used, indicate the number of pages prepared per hour (formatted, verified, and ready for production).

<u>Tool/Version</u>	<u>Number of pages/Hour</u>
<u>Framemaker / 7.0, 8.0</u>	<u>10</u>
<u>Indesign / CS 3, 4</u>	<u>6-7</u>
<u>QuarkXPress /7.01</u>	<u>5</u>
<u>Pagemaker /6.5</u>	<u>5</u>
<u>Freehand /MX2004</u>	<u>5</u>

SPECIFIC INFORMATION ON SKILLS SET AND PROCESSES

1. Do you have capability to work with OS 9.2 and its related platform issues? No.

2. Do you have capability to work with OS X (10.3 "panther") and its related platform issues? No.

3. What are the languages you can provide services in?
English, Chinese etc.

4. Can you work with double-byte and bi-directional languages (i.e. Arabic)?
Yes.

5. Are you familiar with the localization process and related tools? (i.e. Trados, StoryCollector for Quark, and InDesign)
Yes.

6. Can you do manual formatting (copy and paste translated text from Word to target application), and adjusting the layout to match the source English layout?
YES.

7. Are you familiar with pre-press requirements? (i.e. Color settings, dpi setting, trapping, PDF printing setting)
Yes.

8. Do you have any internal QA (Quality Assurance) system or process? Please, describe the checks you do prior to shipping the product to client? Yes. See the following:

1 - COPYRIGHT

1.1 Was the product's name/number included correctly?

1.2 Were the serial numbers (part number), bar codes and others correct for each one of the



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localized documents?

2 - SUMMARY AND INDEX

2.1 Does the localized version contain the same number of entrances than the original? Are the alignment and level correct to the original?

2.2 Were all the entrances translated?

2.3 The breaks between the pages were adequately used?

2.4 Were the TOC and the index updated and are they working as the original?

2.5 Are the index entrances sorted by localized languages?

3 - PAGING

3.1 Is the Manual's numbering correct? (sequential, non-sequencia, roman, etc...)?

3.2 Is the paging Left/Right correct?

3.3 Were the breaking between pages used correctly?

4 - LAYOUT/TABLES

4.1 Were the header and footer translated? Do they correspond to the chapter titles and are they placed correctly in the pages (even and odd numbers)?

4.2 Are the size and the layout of the pages (paper size, margins, master page, tables, etc...) of the document translated corresponding to the original one?

4.3 Regarding glossaries and other ordinated lists, are the main and sub entrance's ordering corresponding to the rules of the destiny language?

4.4 Are the bullet lists correctly aligned? And are the numbered lists organized correctly?

5 - GRAPHICS

5.1 Are the graphics in the correct position, in correct dimensions, and are not stuck or blurred?

5.2 Were the callouts translated and have they been shown correctly? Are the size and font of the callouts ok? Are the alignment and layout of the callouts ok? Does the callout line point to the correct place?

5.3 Are all of the texts that refer to the graphics placed in the correct position? Do not split the graphic from the text or subtitle.

5.4 Were the graphics localized, following the specification?

6 - PDF

6.1 Were the fonts properly embedded and do they correspond to the original?

6.2 Do the Bookmarks correspond to the original?

7 - PROJECTS SPECIFIC PROBLEMS



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Appendix 3 – Standard Price List

Please indicate your standard price and minimum volume of work accepted (Note: Translation means translation, editing and proofreading of source words)

Unit	Prices in US\$
Translation of doc words (per source word)	<u>0.05</u>
Translation of help words (per source word)	0.05
Translation of software words (per source word)	0.06
Rate for DTP (Indesign, Framemaker)	5/page
Rate for DTP (QuarkXpress, Freehand)	12/page
Minimum charge if you have	50
Others (specify)	
Notes: All prices exclude GST at the current rate	

Trados Rates

Unit	Rate USD
Repetitions	30% of full rate
100%	30% of full rate for proofreading 10% of full rate without proofreading
95-99%	40% of full rate
85-94%	60% of full rate
75-84%	70% of full rate
0-74%	Full rate