



<p>TDABids.com TDA Direct Buyer</p> <p>Service & Product Description</p>
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Table of Contents

Table of Contents	2
Overview.....	3
What is TDABids.com?	3
TDA Direct Buyer Service	4
Cost and Billing.....	4
TDABids.com Database	5
Internal Language Service Department (LSD).....	6
Centralized Project Organization.....	7
User Support & Online Help Center.....	8
Security	9
How it works	10
TDABids.com Features	13
Translatus in TDABids.com.....	14
Market Overview	15
Technical Specifications.....	16
Sample Itemized Invoice	17
Contact Information	18

What is TDABids.com?

TDABids.com is an **online marketplace** where individuals in corporations buy language services directly from freelance **translators, editors, desktop publishing specialists, technical writers, and other language professionals**. TDABids.com is a quick way to get multiple bids from high quality language professionals in the language service business.

TDABids.com allows buyers to search the online database, **ask for multiple bids**, negotiate prices, transfer files, and maintain a record of all project transactions across their organization. Projects are organized online in an intuitive manner for quick and easy to use access. Buyers can choose to buy directly from freelance language professionals in the database or process projects through the corporation's internal language services department (LSD).

TDABids.com maintains a growing database of 2000+ translators, proofreaders, technical writers, and other freelance language professionals available to bid on projects. **The independent language professionals are not charged any commissions or fees for being part of the TDABids.com system**, ensuring competitive rates and price quotes.

Hosted by TDABids.com, the proprietary software is accessible via Internet. There are no expensive upgrades or implementation patches. Users can access the system from Internet browsers and upload and manage language projects without installing any additional software. Distributed over the Internet through a **secure-access website**, there are no compatibility issues and it is easily accessible from any location.

TDABids.com's online marketplace delivers:

- Direct communication with translators and other language professionals;
- Competitive bids from multiple translators of your choosing;
- Low costs: 5% commission;
- No contracts, no fixed fees, no installation;
- Security with a SSL secure website to ensure document confidentiality;
- Centralized project organization;
- Growing database of rated, freelance professionals;
- Comprehensive Help Center and live Support team;
- Intuitive, easy to use interface;
- Uniform updates at no expense to the user.

TDA Direct Buyer Service

TDA Direct Buyer provides all of the tools necessary to buy translation and manage the language service needs of the company with or without the “middle man” of an agency or internal language service department. Once a project is created, a corporate buyer can invite several qualified language professionals—including the language service department—to place their bids; assign the project to the professional of the buyer’s choice; and manage the project online.

Direct Buyers can:

- buy language services directly from language professionals;
- choose from a growing database of language professionals in every language pair and area of expertise;
- operate autonomously, requesting multiple bids from independent professionals and/or the corporation’s internal language services department (LSD);
- pay a 5% fee for projects run through TDABids.com;
- receive invoices directly for services contracted or centralize invoicing;
- add preferred freelance professionals to the TDABids.com database;
- mark favorite language professionals and negotiate custom pricing;
- Read reviews from colleagues (identified) as well as other global users (anonymous) and leave feedback.

Bid requests are by invitation only, allowing the buyer to quickly compare and choose the best price. TDA Direct Buyer lets the buyer decide how the project should be managed either through direct contact with language professionals or the corporation’s internal language service department.

Cost and Billing

TDABids.com charges a 5% commission for all projects completed within the system. There is no fee for simply requesting bids. There are no on-going obligations and no contracts. The Direct Buy service offers a timely, cost-effective way to receive competitive price quotes, choose language professionals and manage multiple projects. For the same services agencies charge fees ranging from 30% to 50%.

There are no contracts; no minimums; no obligations. TDABids.com’s 5% commission is invoiced monthly for the translation work and other language services projects completed in the system.

- Fixed 5%fee;
- Detailed invoices available online;
- Centralized billing.

TDABids.com Database

The TDABids.com database was originally created and developed by the Translatus operations team, playing a key role in the company's success in the translation and localization industries over the past eight years. The internal database contains an informative profile on translators contracted by Translatus from all over the world. The operations team maintained clear records of contact information, specialties, education and working experience, languages, program and software experience, pricing agreements and rates, along with continuous internal feedback on performance, delivery times and communication. The project managers relied on this information to match the best candidate to each client's project needs. Over the years, the project managers have built long standing relationships with the translators and now TDABids.com shares this knowledge with you.

The database contains over 2,000 professional translators, proofreaders, interpreters, technical writers, desktop publishing specialists, graphic and web designers, and video production engineers, among others. TDABids.com gives buyers online access to the individual profiles of every language professional in the Translatus database—including contact information, background experience, areas of specialty, software, prices and capacity, billing information, ratings and feedback. The new system includes a quick search tool to facilitate searches based on language, name, location, and experience.

The TDABids.com database is hosted and maintained by Translatus. The database is growing everyday as Translatus adds new qualified professionals from all areas of the language service industry. A team is continuously updating and verifying the language professionals' profiles so that buyers have access to accurate and up-to-date information.

Furthermore, TDA Direct Buyer gives buyers the possibility to build a custom database by adding their own language professionals directly to a project. Language professionals are not charged any fees to join TDABids.com nor do they pay commissions to work on projects. The system is completely free to professionals in the language service industry.

Searching a custom database is simple and easy. Buyers can mark language professionals as 'favorites' to remember for future projects as well as browse a list of recommended freelancers provided by the corporation's internal language service department (LSD).

Every language professional's profile contains a section on ratings and feedback. Ratings are scored as negative, neutral, or positive and display the total count of buyer votes for each category. The feedback section also displays comments and reviews written by other direct buyers. Feedback left by colleagues in the system will be attributed to user posting the comment. Global feedback is displayed anonymously. Buyer ratings and reviews gives TDABids.com buyers the information they need to make informed choices when choosing language professionals for their projects.

Internal Language Service Department (LSD)

TDABids.com provides the infrastructure for corporations to operate an Internal Language Services Department (ILSD). An internal LSD function is built-in to the TDABids.com system and is unique to each corporate account. The LSD function can be configured as an on-demand service, allowing buyers to decide when—and when not—to use the LSD services.

The LSD functions much like a traditional agency and fulfills the role of a project manager, coordinating language professionals and processing multiple projects at the request of the buyer. Corporate buyers invite the LSD to bid and process projects from the same online interface used to communicate with independent language professionals. When the LSD is chosen to process a language project, a corporation's in-house project manager is assigned to contract all types of language professionals and deliver the finished product directly to the buyer.

In some cases, direct buyers may choose to hire the internal LSD to manage language projects that are complex, ongoing or require advanced coordination of multiple professionals. The LSD is available to analyze, quote, and process projects according to the needs the buyers.

The LSD is operated by the persons responsible for managing language services within a corporation. Upon prior agreement, Translatus is available to provide management a corporation's LSD. For more information on this service, please contact your account representative.

The internal Language service department can:

- Assign project managers to supervise/oversee/manage language projects;
- Create multiple buyer accounts for departments and offices worldwide;
- View all jobs in progress and track project status
- Share files using the centralized project management tools;
- Allow buyers to operate autonomously, requesting multiple bids from independent professionals and/or the LSD;
- Recommend preferred language professionals for different buyer accounts;
- Work in multiple currencies;
- Centralize invoicing or divert to cost centers;
- Generate reports—by project status, department or project manager—for every project in the company;
- Standardized purchase orders for all language projects (optional).

Centralized Project Organization

TDABids.com's unique online platform permits multi-user access 24/7 from any location worldwide. The system is intuitive, easy to learn, and can be adapted to accommodate the specific needs of each language project. The system's group management function as well as the multi-tier access allows for a fluid communication throughout the project between all the players involved. Buyers from offices across the globe can share project information and files as well as access reports about cost and contracts.

File sharing made easy

Each project is organized by tabs, such as Project Info, Tasks, Files, and Messages. Every project detail is stored in your account with viewable time and date histories of all transactions and correspondence.

Project Info contains all the details and specifications of the job (language pairs, due dates, and special instructions).

The Tasks section has all the tools needed to communicate with language professionals and process a language project. It contains access to the database and acts as a forum to negotiate prices and project conditions. Buyers can access all communication with language professionals as well as a record of every purchase order.

Under the tab marked Files buyers can manage and share files with language professionals. Default directory folders are available for quick navigation and document sharing.

Under the Messages tab, all correspondence between the buyer and language professional specific to a project can be viewed. Users can read messages from language professionals and compose their own. All messages sent through TDABids.com are also copied to the users' individual email account.

Upon completion of a project, each user has the option to share access with their colleagues worldwide.

User Support & Online Help Center

TDABids.com includes complete user support for all account holders. The TDABids.com comprehensive Help Center covers a wide range of topics, including registration, requesting bids from multiple vendors, managing projects, and how to work with the language service department (LSD) within the system. Topic categories are intuitive and each one contains a clear explanation with step-by-step instructions on how to use the system with ease. In conjunction with the help topics, buyers will find additional information in the section of *Frequently Asked Questions* (FAQs) with quick answers to the common questions about using TDABids.com.

The TDABids.com Help Center is available online at: <http://wiki.tdabids.com>

TDABids.com also offers live and e-mail support to assist users in processing projects. If you encounter any difficulty while working in TDABids.com, the support team is available to provide one-on-one assistance.

Buyers can contact support representatives at support@tdabids.com.

- Sulin Young will be available between the hours of 9 am and 6 pm (GMT+1)
- Andrea Geser-Novotny will be available between the hours of 9 am and 5 pm (GMT-6)



The screenshot shows the 'Buyer Help Topics' page on the TDABids Wiki. On the left, there is a 'TDABids Directory' with links to 'Vendor Help Topics', 'Vendor Frequently Asked Questions', 'Buyer Help Topics', 'Buyer Frequently Asked Questions', and 'LSP Help Topics'. Below this is a 'Navigation' section with 'Main Page' and 'Random Page' links, and a 'Quick Search' box. The main content area is titled 'Buyer Help Topics' and includes a 'Table of Contents' with sections for '1.0 Registering', '2.0 Logging into your account', and '3.0 Managing your profile', each with a list of sub-topics. The page is modified on Thursday, 05 November 2009 09:57 by Sulin and categorized as 'Uncategorized'.

Security

TDABids.com's Globalsign certificate gives users the assurance that proprietary files and login information are being sent through the Internet securely, and to the correct place.

In order to provide a reliable means for all users to know that the proprietary information sent to the TDABids.com website cannot be viewed or tampered with by other Internet users, TDABids.com uses a Globalsign SSL (Secure Socket Layer) digital certificate.

SSL is a protocol that enables a web browser and a web server to communicate securely, encrypting documents and other personal information before they are sent over the Internet. The SSL-enabled web server combined with a Globalsign SSL certificate assures all users connecting to the website of three things:

- Login Authentication: Using a unique "session key," SSL encrypts all information exchanged between TDABids.com's server and its users, including login names and passwords.
- File Integrity: The data in the files uploaded to the TDABids.com website—for translation or for delivery to the client—cannot be tampered with over the Internet. The encryption technology makes it impossible for unauthorized parties to view users' information if it were to be intercepted.
- Ownership: The website really is owned by the company that installed the certificate.

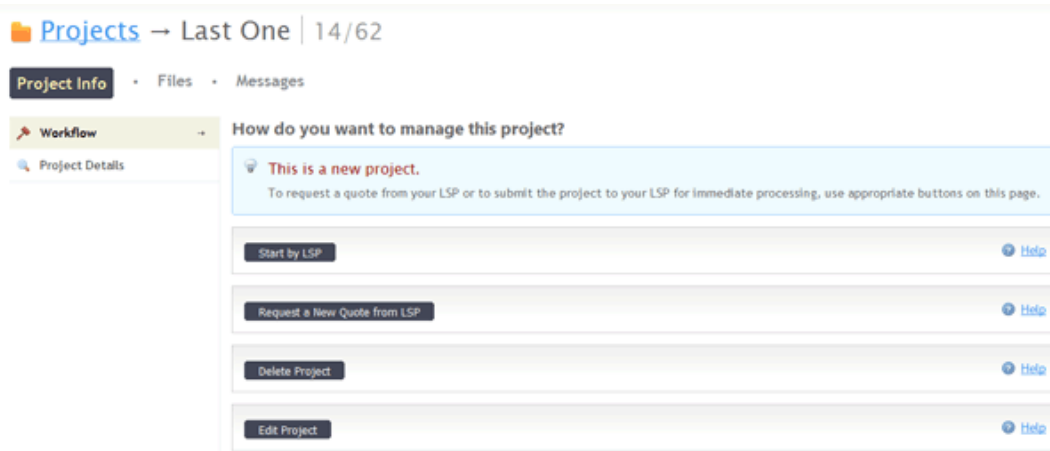
When a secure SSL connection is established between the web browser and the TDABids.com web server, the "http" in the web address will change to "https," for example: "http://www.tdabids.com" becomes "https://www.tdabids.com." The SSL connected browser will also display the "locked" icon. An SSL certificate contains the following information:

- The domain for which the certificate was issued.
- The owner of the certificate: the person/entity who has the right to use the domain.
- The physical location of the owner.
- The validity dates of the certificate.

If you have any comments or questions about the SSL digital certificate, please feel free to contact us.

How it works

With the username and password selected during registration, buyers can log in to their TDA Direct Buyer accounts, at www.tdabids.com, to create a new project and start buying language services. Once a new project has been created, buyers may request bids from translators, editors, technical writers, desktop publishing specialists, the company's internal language service department (LSD), or both.



"How do you want to manage this project?"

Bids from Language Professionals

Independent translators, editors, technical writers, desktop publishing specialists, etc.

Buyers can select language professionals from the database, or add their own preferred language professionals, and invite them to bid on projects. Buyers may choose to send a bid request to just one language professional or to multiple language professionals simultaneously in order to compare bids or split a large project among several language professionals.

The Bid Assignment Table outlines the project conditions while providing a forum for open negotiation. When the buyer and the language professional both agree to the project terms, the buyer issues an online purchase order and the language professional is given the go ahead to start the project.

Vendor: [Josephine Pryce](#)
Status: **Waiting**

Request for this Assignment		help	Hist.
✓	Delivery due date: 14-Oct-2009 13:00		
✓	Return format: original		
✓	CAT tools: No		
✓	TM Read-out: defined - read more		
✓	Quote: defined: 469.18 HKD - read more		
✓	Request Notes: There is no client deadline stat ... - read more		

Additional Request Details

Date of request: 06-Oct-2009 12:57
 Response deadline: 07-Oct-2009 08:00
 Date of response: —

“Assignment Table”

Files are shared through the TDABids.com file system. Language professionals deliver completed projects by uploading files to a project specific folder, accessible by the buyer once a project is completed.

After a project is delivered, the buyer is invited to rate his/her experience with the language professional and leave additional feedback.

Feedback for this Assignment

Please rate your experience working with this vendor and note important comments and feedback. Keep track of met deadlines, quality of work, ease of communication, or other factors that stand out about the vendor.
 Note: This information will be available to other users on your account.

Rating: Negative
 Neutral
 Positive

Comment: optional

“Leave Feedback window”

With TDA Direct Buyer, corporate buyers can track all their language projects online and view the status of each one from start to finish. A historic record of completed files is saved in the system automatically making it easy for buyers to retrieve documents


from past projects. With TDABids.com, language service buyers can manage multiple projects with multiple language tasks and multiple language professionals from any location worldwide.


Bids from LSD

A corporation's internal language service department

After a project is created in TDABids.com, buyers may request a quote from their internal language service department (**LSD**) at the same time they request bids from independent language professionals. From the Project Info page menu, buyers may request quotes from the LSD and will be notified by email when the quote is available for their review. Buyers with pre-arranged, fixed rate may also opt to skip the quoting process and delegate the LSD to manage the project by choosing "LSD: Start Now" from the window.

How do you want to manage this project?

 **LSP Quote is ready!**
You must **approve the quote** in order to have your Language Service Provider start the project.

 **Project Cost, provided by your LSP**

Quote from LSP

Date Sent: **13-Oct-2009 11:12** Eastern Standard Time
Date Approved:
Workdays to Complete: **10**

Item Description	Unit Name	Rate	Quantity	Amount
Translation Czech to English US	Project	100.00	1	100.00
This project will take 10 Working Days to complete from approval date.				Total: 100.00 USD

[Approve the LSP Quote](#) [Help](#)

[Request a New Quote from LSP](#) [Help](#)

"LSD Price Quote"

Buyers are notified by email when the project is complete, and they may retrieve the files from the "processed" folder under the project files tab. Project status and information can be tracked online anytime in the buyer's TDA Direct Buyer account.

TDABids.com Features

TDABids.com is a complete language solution.

As a buyer of translation and other language services:

- Access language projects 24/7 from any location;
- Communicate directly with translators and other language professionals;
- One, low fee: 5%;
- Choose from a growing database of over 2,000 freelance professionals;
- Upload unlimited jobs anytime from any computer with an Internet access and standard Internet browser;
- Track all your projects;
- Rate language professionals;
- Review feedback on language professionals to from colleagues (named) as well as global users (anonymous);
- Add preferred language professionals directly to projects;
- Save 'Favorite' language professionals for the entire organization
- View historic record of all communications for every project;
- Log in and transfer files over a secure server to ensure the integrity and confidentiality of your documents;
- Access to the comprehensive Help Center and live support team



Translatus in TDABids.com

TDABids.com is a product of Translatus, a language management company with over eight years experience managing multi-language projects for some of the world's leading companies.

For more information about Translatus services and its corporate structure, see www.translatus.com.

Market Overview

TDABids.com is revolutionary in the global language services industry.

It is unlike job boards for translation and localization services where a buyer receives bids in response to an ad. With TDABids.com, the buyer requests bids from specific translators based on translators' performance and quality ratings, language experience or the client-provider relationship established over time.

For translators, there are no fees or commissions. TDABids.com gives translators direct access to some of the largest translation buyers in the world. And because registered buyers are selected leading corporations, translators are in direct contact an exclusive and dynamic clientele. It is a client base they work hard to please.

It is unlike corporate language service departments and translation agencies in that it gives buyers direct access to thousands of freelance language professionals, giving the buyer control over every transaction.

Furthermore, TDABids.com 5% fee for projects handled by the system represents a considerable savings over fees charged by most agencies of 30% to 50%.

Technical Specifications

The proprietary software—managed and hosted by TDABids.com—is a SaaS solution. Accessible via Internet, no expensive upgrades or implementation patches are required and upgrades are always uniformly made for all users simultaneously. Users can access the system from standard Internet browsers and upload and manage language projects without installing any additional software. Distributed over the Internet through a **secure-access website**, there are no compatibility issues and it is easily accessible from any location.

TDABids.com works best with: Mozilla Firefox 3.0 or higher. Other supported browsers include: Google Chrome (for Windows, Vista/XP, SP2), Internet Explorer 7.0 or higher, Safari 4.0 or higher.

Sample Itemized Invoice



Invoice

Translatus Europe s.r.o.
 translatus street name 1
 translatus street name 2
 translatus city 12300
 Czech Republic

Buyer Company Name
 Address Line 1
 Address Line 2
 Rome 47596
 Italy
 Attention: Michael Scott

Date: **09-Nov-2009**
 Total: **922.89 EUR**

Invoice Items

Project ID	Project Name
197	Customer to Translators 2

Assignment ID	Completed Date	Assignment Cost	Rate	Fee	Source Currency	Ex. Rate	Total Target Currency
297	15-May-2009	311.89	5.00 %	15.59	EUR	1.0000	15.59 EUR

Project ID	Project Name
220	Test Direct Complete

Assignment ID	Completed Date	Assignment Cost	Rate	Fee	Source Currency	Ex. Rate	Total Target Currency
355	21-Jul-2009	651.00	5.00 %	32.55	EUR	1.0000	32.55 EUR
356	21-Jul-2009	42.00	5.00 %	2.10	DZD	0.9876	2.07 EUR
365	06-Oct-2009	14,547.00	5.00 %	727.35	JOD	0.4230	307.67 EUR

Invoice Amendments

Description	Date	Amount	Currency
amendment fee	09-Nov-2009	565.00	EUR

Contact Information

Sales

James Guidi (jamesguidi@translatus.com)

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Customer Service

Tarah A. McCarthy (tmccarthy@translatus.com)

Sulin Young (syoung@translatus.com)

Andrea Geser-Novotny (andrea@translatus.com)

Press Inquiries

Tara Sullivan (tsullivan@translatus.com)

Websites:

www.TDABids.com

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