WE KNOW HOW™

THE GLOBAL SOLUTION FOR LEGAL SUPPORT

TLS

TransPerfect's Response to Request for Proposal #21053 for Audio Transcription Services
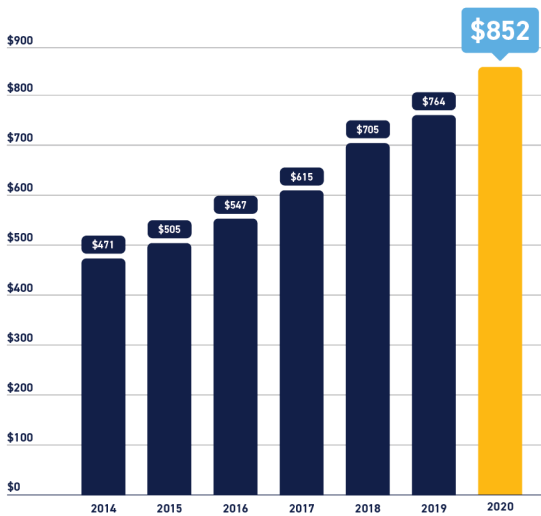
June 21, 2021

PREPARED FOR:
Charles W. Hatfield, Partner
Stinson LLP
230 W. McCarty Street
Jefferson City, MO 65101-1553
(573) 636-6827
chuck.hatfield@stinson.com

PREPARED BY:
Chris Grunther, Regional Director and
Melina Dallas, Director, Strategic Accounts
TransPerfect Legal Solutions
216 East 45th Street
New York, NY 10017
mdallas@transperfect.com
917-502-1764

TRANSPERFECT LEGAL SOLUTIONS AT A GLANCE

Chart: Revenue by year (in millions)

Year	Amount
2014	$471
2015	$505
2016	$547
2017	$615
2018	$705
2019	$764
2020	$852

$852 MILLION AND GROWING

170+ LANGUAGES SUPPORTED

28 YEARS OF **GROWTH**

112 CONSECUTIVE **PROFITABLE** QUARTERS

6000+ GLOBAL EMPLOYEES

100+ CITIES WORLDWIDE

43 COUNTRIES

6 CONTINENTS

OUR TEAM

SUPPORTS **100%** OF AM LAW 200 AND GLOBAL 100 LAW FIRMS

PARTNERS WITH THE MAJORITY OF **FORTUNE 500** CORPORATE LEGAL DEPARTMENTS

OFFERS **24/7** CASE METRICS AND SPEND ANALYTICS THROUGH TELESCOPE DASHBOARD

GLOBAL E-DISCOVERY PRODUCTION CENTERS

AMERICAS

Atlanta ■◆	Cupertino	Mexico City	Philadelphia ■◆	San José	Wilmington
Austin ■	Dallas ■◆	Miami ■◆	Phoenix	San Juan	York
Boston ■◆	Denver	Milwaukee	Pittsburgh	São Paulo	
Boulder	Hartford	Minneapolis	Portland	Seattle	
Buenos Aires	Honolulu	Montreal	Princeton	Sioux Falls	
Charlotte	Houston ■	New York ■◆	Research	Tampa	
Chicago ■◆	Las Vegas	Newark ■	Triangle Park	Toronto ■	
Cleveland ■	Los Angeles ■◆	Newport Beach ■◆	Reston ■	Vancouver	
Columbus	Maynard	Newton	San Diego	Washington, DC ■◆	
Corvallis	Medellín	Orlando	San Francisco ■◆	West Palm Beach	

EMEA

Amsterdam ■	Düsseldorf	Manchester	Sophia Antipolis
Athens	Edinburgh	Milan	Stockholm
Barcelona	Geneva	Montpellier	Tel Aviv
Berlin	Helsinki	Munich	Tourcoing
Bordeaux	Istanbul	Oslo	Utrecht
Brussels	Johannesburg	Palma	Vienna
Bucharest	Kragujevac	Paris	Warsaw
Budapest	Lisbon	Prague	Zurich
Copenhagen	London ■◆	Rennes	
Dubai	Luxembourg	Rome	
Dublin	Madrid	Saint Petersburg	

APAC

Bangkok	Shanghai
Beijing ■	Shenzhen
Chennai	Singapore
Hong Kong ■◆	Sydney ■◆
Pune ■	Taipei
Seoul	Tokyo

■ Global E-Discovery Production Centers

◆ Digital Forensic Labs

REGIONAL HEADQUARTERS

NEW YORK
1250 Broadway
32nd Floor
New York, NY 10001
+1 212.689.5555

LONDON
Aldgate House, 1st Floor
33 Aldgate High Street
London, EC3N 1AH
+44 20.7061.2000

HONG KONG
19F, YF Life Tower
33 Lockhart Road
Wan Chai, Hong Kong
+852 2292.9900

OFFICES IN OVER 100 CITIES WORLDWIDE

WHO WE ARE

TransPerfect Legal Solutions (TLS) is a division of TransPerfect—the world's leading privately held provider of language services and technology solutions. For over 20 years, TLS has been the trusted provider of legal support services to every Am Law 200 and Global 100 law firm, as well as virtually every Fortune 500 company. Supported by over 100 offices on 6 continents, including 20+ production centers, we have established round-the-clock production capabilities that enable us to offer the fastest turnaround times in the industry. At TLS, we can ensure accurate, specialized, and timely solutions backed by second-to-none client service.

WHAT WE DO

Forensic Technology & Consulting	TLS forensic data technologists are based around the world and can complete the most demanding and sensitive assignments with the highest level of technical expertise.
E-Discovery & Early Data Assessment	Digital Reef is the world's fastest e-discovery engine capable of processing up to 17 TB per day. TLS is the third-largest eDiscovery service provider in the world measured by Relativity user licenses, and our hosting team is made up of certified PMs and battle-tested support personnel.
Managed Review & Legal Staffing	With TLS managed review facilities in major markets around the globe, we handle review engagements of any size, scope, and subject—including large volume and multi-language reviews—anywhere in the world.
Language Services	TLS translates more legal documents than any other company worldwide. Our proven record shows a long-standing commitment to quality, speed, and subject-area expertise for international litigation.
Deposition & Trial Support	TLS supports the entire trial process from planning through execution, including vetting and scheduling court reporters, formulating presentation strategy, preparing electronic exhibits, and assembling video clips and transcripts for trial use.
Paper Discovery & Production	We've built a network of reprographic support locations in major markets around the world, allowing us to offer expedited service and enhanced logistics for pick-up and delivery.

BACKGROUND

TransPerfect was founded in 1992 and has grown from dorm-room beginnings into a $852M+ global family of companies. The company has grown for 29 consecutive years, having been profitable in all 115 quarters since its inception. This growth is organic, having maintaining existing customers through providing excellent service, while increasing its customer base via referrals, added markets, and increasing project management and support staff. Phil Shawe is TransPerfect's President, CEO and 99% Shareholder.

TransPerfect Legal Solutions ("TLS") is TransPerfect's legal support division and offers a full suite of services including forensic technology and consulting, eDiscovery and early data assessment, document hosting, managed review and legal staffing, language services, deposition services, trial support, and paper discovery / production. TLS has consistently acquired, developed and licensed industry leading technology whilst incorporating the latest in data analytics, machine learning and artificial intelligence to enhance every stage of the EDRM for our clients.

TLS has provided eDiscovery services to approximately 2,000 clients, support 100% of AmLaw 200 and Global 100 Law Firms, and partner with the majority of the Fortune 500 corporate legal departments. TLS has established relationships with several domestic and international law firms, whilst also working with in-house teams directly to help manage their eDiscovery spend.

To support our local team and our global client relationships, TransPerfect has over 6,000 global full-time employees across 100 global locations - of those, TLS employs over 500 eDiscovery and litigation support professionals. Locations include:

AMERICAS

ATLANTA ◆	CLEVELAND	HOUSTON	MINNEAPOLIS	PITTSBURGH	SAN FRANCISCO ◆	VANCOUVER
AUSTIN	COLUMBUS	LAS VEGAS	MONTREAL	PORTLAND	SAN JOSÉ	WASHINGTON, DC ◆
BENTONVILLE	CORVALLIS	LOS ANGELES ◆	NEW YORK ◆	PRINCETON	SÃO PAULO	WEST PALM BEACH
BOSTON ◆	CUPERTINO	MAYNARD	NEWARK	RESEARCH	SEATTLE	WILMINGTON
BOULDER	DALLAS ◆	MEDELLÍN	NEWPORT BEACH ◆	TRIANGLE PARK	SIOUX FALLS	YORK
BUENOS AIRES	DENVER	MIAMI	NEWTON	RESTON	TEMPE	
CHICAGO ◆	HONOLULU	MILWAUKEE	PHILADELPHIA ◆	SAN DIEGO	TORONTO	

EMEA

AMSTERDAM	FRANKFURT	MONTPELLIER	STOCKHOLM
BARCELONA	GENEVA	MUNICH	TEL AVIV
BERLIN	HELSINKI	OSLO	UTRECHT
BRUSSELS	JOHANNESBURG	PALMA	VIENNA
BUDAPEST	LONDON◆	PARIS	WARSAW
COPENHAGEN	LUXEMBOURG	PRAGUE	ZURICH
DUBAI	MADRID	SAINT PETERSBURG	
DUBLIN	MILAN	SOPHIA ANTIPOLIS	

ASIA PACIFIC

BANGKOK	PUNE	SYDNEY ◆
BEIJING	SEOUL	TAIPEI
CHENNAI	SHANGHAI	TOKYO
HONG KONG ◆	SINGAPORE	

■ CURRENT OFFICES
■ GLOBAL E-DISCOVERY PRODUCTION CENTERS
◆ DIGITAL FORENSIC LABS

With eDiscovery data centers and operations teams in the US, Canada, Europe and throughout the APAC region, TLS is brings the global infrastructure and support necessary to support cases of any size, in any location.

SCOPE

TransPerfect Document Management, Inc. and/or TransPerfect Holdings, LLC (collectively, "TransPerfect Legal Solutions" or "TLS"), in response to Request for Proposal #21053 for Audio Transcription Services provides the following recommended workflow.

TLS Background and Relativity Experience

TLS has been performing e-discovery services since 2003. Our commitment to top-notch client service and high-quality work product has resulted in a dedicated and loyal client base that includes many of the world's top law firms and corporate legal departments. The trust that our clients have in us was recently demonstrated when the readers of the National Law Journal, a law.com ALM publication and one of the most widely-read legal publications in the United States, voted TLS the #2 End-to-End E-Discovery Provider in the U.S. and the #2 Managed E-Discovery and Litigation Support Service Provider in the U.S. We are incredibly proud that through this "Best Of" ranking, which is based entirely on public votes, our clients and the market have recognized TLS' status as a true leader in e-discovery.

TLS' Relativity experience is substantial. We are the third-largest e-discovery provider of Relativity in the world (measured by user licenses issued). Our project management team holds over 60 Relativity (and Brainspace) certifications, including multiple Relativity Masters, Relativity Analytics Specialists, and We operate secure Relativity datacenters in, the United States, London, Toronto, Amsterdam, Australia, Hong Kong and China.

TLS' Relativity environments are integrated within an ecosystem of supplemental e-discovery technologies, including Brainspace (TAR and advanced analytics), Blackout (native redactions), Veritone (audio/media files) and TLS' proprietary technologies (an AI-driven machine translation engine, a privilege log normalization tool and a program to review mobile device data in a familiar "bubble" format).

TLS employs this "technology stack" – in addition to our proprietary processing and Early Case Assessment (ECA) tool, Digital Reef – to ensure that whenever possible, technology is employed to work smarter, not just harder. In today's Big Data era, TLS believes that the only way to navigate the e-discovery process in a streamlined and efficient manner is through an ecosystem of cutting-edge technology.

TRANSCRIPTION

TLS licenses Relativity, the market-leading Hosting tool. TLS is the third largest Relativity provider by user licenses and operates Relativity instances in secure data centers in the U.S., Canada, Europe and various locations in the APAC region. TLS also strategically partners with third party software providers to integrate key "add-ons" to ensure that TLS offers its clients the most innovative, user-friendly workflows across a wide variety of matters. These partnerships include Veritone for media review and transcription.

For transcription of audio files of this volume, TransPerfect Legal Solutions (TLS), recommends Veritone Illuminate (Illuminate). Illuminate is an early case assessment tool that allows you to find what's relevant in the cases you're managing and export to your preferred review platform, saving you time and money in the discovery process. Veritone Illuminate exports that go to TLS' Relativity instance have the benefit of integrating with Veritone's Relativity plug-in which allows media review including transcription follow along, and media redaction.

Using Illuminate, TLS will be able to ingest, search, and cull audio, video, images and text-based documents; explore concepts via text analytics – highlighting people, places and prominent topics; organize data with folders, bookmarks, and tagging, export culled data to Relativity (or any 3rd party review platform). TLS Consultants will work with the case team to ensure proper search terms are applied.

TLS Consultants are well versed in applying search terms and properly forming syntax to find relevant data, from files, including transcriptions. TLS Consultants can explain the process and results to courts via declarations, affidavits, and court testimony as appropriate.

Transcription Accuracy

The following outlines the process used to test transcription accuracy:

- Establish keywords that need to be searched/identified
    - These will be utilized in testing transcripts accuracy
- Provide Veritone with 50-100 files ranging in quality
- Maximum of 5 media hours total for the sample set
- TransPerfect then runs keyword searches against the files that Veritone provides
- With each keyword hit that is related to billing, TLS will perform quality assurance and listen to the surrounding sentences around that keyword to establish if the sentence was picked up accurately
- Some examples of key terms to search against are "billing", "payment", "past due", etc. In addition to names or any non-standard dictionary terms.

Following output from Illuminate, in the event a file is deemed relevant, it and the accompanying media shall be transferred to the TLS transcription team for an additional layer of human QC. The transcript will be checked for formatting and accuracy, and ultimate delivery will be certified by a TransPerfect Project Manager. Though timeline will be subject to variable factors such as ultimate transcription volume, number of speakers, and audio

quality, the human QC team will be developed in concert with the Illuminate team, to ensure swift delivery without sacrificing quality.

TLS Personnel

TLS would assign a project management team comprised of a Consultant, an eDiscovery Project Manager, supported by 1-2 additional support team members, and a Transcription Services Project Manager. From ingestion, through search, review, and production, the TLS team would work directly with the Stinson case team and take a consultative approach to the engagement and ensure defensible, efficient workflows are employed to meet client end goals and deadlines. The lead Project Manager will be responsible for ensuring the success of the project and that all parts stay in motion and on track. Our teams have extensive experience in all phases of the discovery process and managing a variety of data sources (including audio files). TLS prioritizes clear, prompt communication and working closely with case team as critical to the success of any engagement, especially for large engagements.   For this particular engagement, TLS would proposes senior level team members from the following individuals:

- Michael Kriegal, Esq., Vice President, Consulting Services
- Astrit Ajdari, Senior Director, Consulting Services
- Anders Nelson, Senior Director, Transcription Services
- Daniel Boisson, Senior Project Manager

Specific eDiscovery project manager assignment and team assignment will depend on the timing of project kick-off as TLS evaluates each engagement to ensure project managers with appropriate bandwidth are staffed on all matters. All eDiscovery Project Management teams are overseen by a Director with a minimum of 7 years of industry experience. All Senior Project Managers have at least 5 years' experience and our Senior Directors have 10+ years' experience with varying certifications. Our TLS Consultants & Testifying Experts have at least 5 year's experience in technical aspects of eDiscovery, including, but not limited to, designing and negotiating TAR protocols, executing TAR 1.0 and 2.0 projects, certification in either Brainspace or Relativity analytics, experts in Digital Reef and Pre-Review analytics, as well as conferences with regulators, advise on atypical, unorthodox, or burdensome ESI stipulations, and support clients on novel and complex issues including custom scripting. Our expert consultants have 5+ years of experience, a degree in related field as well as have shown core competency in data sources, tools deployed for collection and industry certifications. These resources are typically industry leaders in various disciplines and may also be subject matter experts in one or more fields.

Senior Directors and Project Managers on our transcription team have 7+ years of industry experience and have overseen projects for client ranging from media companies, NBC Olympics (in the last two years), numerous on-location shoots for documentaries including several recently for Netflix. They have handled large high profile DOJ cases involving wiretap, undercover and concealed recordings and matters dealing in sensitive information that requires a high level on encryption, such as politically sensitive information (i.e. China, Myanmar government information). Some of the larger projects, especially for the DOJ,

required a fast scale up of resources to handle large volumes of content. Our transcription team has also handled matters for family and civil court as well as prosecutor's offices.

REFERENCES

TransPerect maintains confidentiality with all clients and engagements worked on. Should additional, specific references with project information be required, TransPerfect can provide upon request and consent from clients. Below are general client references whom we have worked with on engagements spanning all phases of eDiscovery process.

Jason Fischer, Director of Information Technology
Federal Defenders of New York
52 Duane St 10th Floor, New York, NY 10007
(212) 417-8755
jason_fischer@fd.org

Austin Kim, Partner
Meister Seelig & Fein LLP
125 Park Ave 7th floor, New York, NY 10017
(212) 655-3506
adk@msf-law.com

Anthy Antoniou, Manager, eDiscovery and Litigation Practice Support
Pryor Cashman LLP
aantoniou@pryorcashman.com
(212) 326-0122
7 Times Square, 40th Floor, New York, NY 10036

Moshe Azoulai, Director of Practice Technology
Simpson Thacher & Bartlett LLP
425 Lexington Ave, New York, NY 10017
(212) 455-2967
moshe.azoulai@stblaw.com

Judy Lao, Business Development Manager, Litigation
Goodwin Procter
Three Embarcadero Center 28th floor, San Francisco, CA 94111
(415) 733-6000

PRICING and TURNAROUND TIME

Pricing outlined below is for ingestion of audio files for keyword searching, culling, transcription and professional services including quality control and court testimony. If the transcripts will be imported into TLS' Relativity environment, standard eDiscovery hosting rates in place with Stinson will apply in addition.

AUTOMATED TRANSCRIPTION				
Service	Unit	Price	Estimated Volume	Fee Estimate
Monthly Illuminate Project Fee (includes 5 users per project)	Per Project, Per Month	$ 2,850.00	TBD	TBD
Keyword training for transcription (list of keywords must be provided prior to ingestion of files)	N/A	Included	N/A	N/A
Search, Import, and Export	N/A	Included	N/A	N/A
Text Analytics on Audio, Video, and Text Files	N/A	Included	N/A	N/A
User License	Per User, Per Month	$ 375.00	TBD	TBD
Transcription Processing (Tiered)				
0-1,000 Hours	Per Audio Hour	$ 5.75		
1,000 - 10,000 Hours	Per Audio Hour	$ 4.50		
10,000 - 50,000	Per Audio Hour	$ 3.75	20,000	$ 75,000.00
Speaker Separation	Per Audio Hour	$ 1.00	TBD	TBD
Professional Services	Per Hour	$ 350.00	TBD	TBD
Non-Business Days Work (Expedited)	Per Day	$ 2,000.00	TBD	TBD
Project Management	Per Hour	$ 175.00	TBD	TBD
Project Management (Transcription Services)	Per Hour	$ 90.00	TBD	
Consulting	Per Hour	$ 350.00	TBD	TBD

Estimated turnaround time: 10-14 business days f
- TAT is calculated from when data is loaded onto sFTP from hard drive
- *Assumes ~20,000 media hours/~500,000 files and English audio only*
- Expedited turnaround time may be available and require work during non-business days for an additional $2,000/day.

- TAT does not include human QC time; QC time will depend on number of files and audio hours that hit on keywords; estimated PM time for QC and TAT can be provided upon assessment of files

PROCESSING & HOSTING – ALL-INCLUSIVE ESI SERVICES

	Service	Rate	Unit	Est. Volume	Est. Total
Processing	Data Culling (Inclusive of Pre-Review Analytics*)	$25	Per GB	TBD	TBD
	All-in-One Pricing: Includes Loading , Six Months Hosting, Brainspace, Relativity Analytics, Analytics/TAR Project Management & Productions	$185	Per GB	TBD	TBD
	ECA Storage in Digital Reef (First Year)	Waived *	Per GB	TBD	TBD
	ECA Storage in Digital Reef (After One Year)	$3	Per GB	TBD	TBD
	* TransPerfect will waive fees to store data in Digital Reef for one year. After one year, TransPerfect will invoice at a rate of $3 Per GB for the data in Digital Reef.				
Hosting	Project Setup	Included	Per Case	TBD	Included
	Database and User Setup	Included	Per Case	TBD	Included
	Loading to Hosting Platform	Included	Per Case	TBD	Included
	Setup, Coding Layout & Review Workflow	Included	Per Case	TBD	Included
	Data Hosting the first six months	Included	Per GB	TBD	Included
	Data Hosting per month – 7 Month and beyond	$8	Per GB	TBD	TBD
	User Fees – 5 Users first Six Months	Included	Per User	5	Included
	Additional Users	$65	Per User	TBD	TBD
	Project Management	$150	Per Hour	TBD	TBD
	Standard Technical Support	Included	Per Hour	TBD	Included
	Technical Support - Special Requests	$125	Per Hour	TBD	Included
	ESI Consulting	$350	Per Hour	TBD	TBD
	All Productions for the entire engagement	Included	Per GB	TBD	Included
	TIFF Files – Bates Number & One Add'l Endorsement	Included	Per GB	TBD	Included
	Native File Preparation	Included	Per Image	TBD	Included
	Blackout Redaction	$2	Per Document	TBD	TBD
	CD (with Label)	$8	Per Disc	TBD	TBD
	DVD Media (with Label	$15	Per Disc	TBD	TBD
	Hard Drive	$150	Per Drive	TBD	TBD
	Thumb/Flash Drive	$30	Per Drive	TBD	TBD
	OCR	$0.01	Per Page	TBD	TBD
	*See Details for eDiscovery				

MANAGED REVIEW – ENGLISH LANGUAGE *

Service	Unit	Rate
Licensed Attorney (Remote – Mid-Market)	Per Hour	$46.00
Licensed Attorney	Per Hour	$51.00
Review Manager	Per Hour	$85.00
Project Manager	Per Hour	$125.00
SecureReview ***	Per License, Per Month	$300.00

As of the date of this agreement, all of TransPerfect's managed reviews are handled remotely. The rates provided above are general ranges and subject to market conditions outside of TransPerfect's control at the actual time of project kickoff and may be lower or higher than those reflected; Projects will be quoted on an individual basis in order to provide the most competitive rate available at the time of review. TLS will conduct a scoping call to determine best workflow based on data volume, deadlines and any specialized areas or expertise required. Following scoping call, an updated scope with estimate can be provided. Foreign language review rates are available upon request.

DETAILS FOR E-DISCOVERY PROJECTS

*Pre-Review Analytics	This service is **complimentary** when using Digital Reef, TLS's proprietary processing platform, to process data. Pre-Review Analytics® includes the following: • **Cull:** Date filters, Boolean searches, email domain lists, case word lists, etc. • **Learn:** Detailed reporting, date histograms, pattern recognition, including PII, PHI and PCI. • **Analyze:** "Find More Like This," Clustering, Near Dupe analysis. • **Organize:** Custodian views, custom tags and folders, discard pile. • **Validate:** Quality check results with comparison sets and random samples. Using Pre-Review Analytics®, TLS regularly increases filtering rates from the industry standard rate (80%) up to as high as 95%, thus substantially lowering downstream costs.
*Project Management	TLS project managers: • Review and advise on ESI stipulation specifications • Run, revise, and consult on search terms for data culling • Conduct Relativity/Digital Reef training • Prepare reports on data types, data volumes, and review metrics • Customize and advise on annotation criteria • Advise and execute on Relativity Analytics + TAR predictive coding reviews • Provide data and production tracking/reporting
*Consulting	TLS consultants: • Assist on construction of foreign-language search terms • Advise on cross-border data transfers and privacy concerns • Supervise reviews involving multiple platforms • Advise on atypical, unorthodox, or burdensome ESI stipulations • Develop legal hold strategy and implementation (including drafting litigation hold letters and conducting custodian interviews) • Consult on spoliation motion practice • Provide overall e-discovery strategy consulting • Prepare counsel for (or conduct directly) Rule 26f conferences • Design and negotiate TAR protocols