



## *Premium Translation Agency*

PROFESSIONAL TRANSLATION & INTERPRETATION SERVICES

### **PAST PERFORMANCE RECORD**

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## **A. INTRODUCTION AND SUMMARY**

1. To date, Premium Translation Agency has supplied 350 + interpreters for U.S./Russian combined exercises, planning conferences, seminars, courses, working groups, technical meetings, and for other events.

- Satisfied Clients include European Command, United States Army Europe (Exercise Division and the International Operations Division), Special Operations Command, Joint Task Force, IED United States Air force Europe, United States Navy Europe, the Defense Attaché Office, United States Embassy, Moscow, Russia and Northrop Grumman Technical Services.
- Premium Translation Agency's highly professional interpreters have provided written translation, simultaneous and consecutive interpreting services for such diverse events as Torgau 04-07, Shared Response-06-08, General Officers' Planning Conference, Colonel's Working Group, Northern Eagle-2004, Combined Endeavour, BALTOPS, Joint Staff Talks, and the Warriors' Leadership Course.
- Premium Translation Agency works with only proven subject matter experts, or provides extensive training and/or reference materials to ensure interpreters meet a client's requirements.

2. While well-versed in all aspects of interpreting for military exercises and planning conferences, Premium Translation Agency's interpreters are extremely experienced at interpreting in a wide range of formal and informal settings between senior and midlevel representatives of the US and Russian militaries and governments, as well as commercial and industrial projects.

- Our interpreters have served the U.S. Department of Energy, U.S. Department of State, U.S. Department of Defense, NASA, and other U.S. governmental organizations.
- In addition to providing interpretation and translation services for the abovementioned organizations and their Russian equivalents, this agency's employees have served as interpreters for numerous commercial entities and private companies, including Bechtel, Parsons, Chevron, Amoco, BP, GE.
- Many of Premium Translation Agency's employees have a broad background in interpreting during conferences and negotiations devoted to the nonproliferation of weapons of mass destruction, including facility safeguards and security, material protection, and control and accountability.

3. Premium Translation Agency's key personnel have not only extensive management experience in the interpretation and translation fields; they are also recognized as superior interpreters, particularly in the areas of military-to-military contacts, international relations, disarmament, oil and gas and other technical areas. The complete list of qualifications for the below individuals may be provided separately upon request.

- Key Personnel include Mr. Igor Bykov, Dr. Sergey Gnilorybov and Mr. Denis Kuzin
- Mr. Igor Bykov, Premium Translations Agency's Owner, in addition to providing management of the aforementioned interpretation and translation services has personally interpreted during the Russian-American Joint Staff Talks and for General Pace during his visit to Moscow. Mr. Bykov has managed a wide variety of interpretation/translation projects for the U.S. Department of Defense.
- Dr. Sergey Gnilorybov, Director of Operations, has personally interpreted at high-level meetings between representatives of US and RF governments for the Chemical Weapons Destruction Facility project. In addition to the coordination and management of numerous interpretation and translation projects, Dr. Gnilorybov served as a Department Head at the Defence Language University in Moscow for two years.
- Mr. Denis Kuzin, Director of New Business Development, is also a former military and has an extensive management and financial experience. He held high-level management positions in government organizations and private industry, before joining the Premium Translation Agency in 2008. He has a degree in the English language and a vast experience in managing fast growing and challenging sectors of the Russian economy.

## **B. EXPERIENCE AND POINT(S) OF CONTACT**

### **Contract: W912PF-06-M-9217**

- Description: In January of 2007, Premium Translation Agency was awarded (through a fair and open competition) a contract with the U.S. Department of Defense to provide Russian-English and English-Russian translation and interpretation services, to include simultaneous and consecutive interpretation, written translation, and sight translations. This contract covers services to be rendered both in the European theater and in the Russian Federation. Support includes but is not limited to Torgau-07, Shared Response-07, General Officer's Conference, Colonel's Working Group, BALTOPS, and Combined Endeavour. The completed and estimated scope of work through the end of 2007 is over 200 interpreters and 2,000 man days.
- Customer: Clients include but are not limited to: EUCOM, USAREUR, SOCOM, USAFE, USN, and the American Embassy, Moscow.
- Duration: The contract runs from January of 2007 through December of 2010.
- POC: Major Thomas D. Kelly - Italy Regional Contracting Office, Via Pra Spineo 16, Lerino (VI) Italy 36040. TEL. DSN: 634-3903 CIV: 0039-0444-713903 FAX: DSN: 634-3908 CIV: 0039 - 04....  
[thomas.d.kelley@EUR.ARMY.MIL](mailto:thomas.d.kelley@EUR.ARMY.MIL)

### **Subcontract: GSHRD-08-004**

- Prime contract: W912CM-04-D-0009

- Description PTA provided 40 simultaneous Russia-English interpreters in support of Shared Response 08, a War-gaming exercise between EUCOM and the Russian General Staff. During the course of the exercise, both simultaneous and consecutive interpreting services were provided during role-play and military-strategy brain-storming sessions. In addition to the war game itself Premium Translation Agency provided 12 R-E interpreters for three planning conferences prior to the war game. PTA also translated all slides briefs and TV scripts for the war game and all of its planning conferences.
- Customer: Northrop Grumman
- Duration: March-December 2008
- POC: Ms. Jennings, Cynthia, Northrop Grumman.  
[Cynthia.Jennings@ngc.com](mailto:Cynthia.Jennings@ngc.com)

**Contract: N/A – WIF fund MIPERD to the U.S. Embassy Moscow**

- Description: PTA provided 10 simultaneous Russia-English interpreters for Shared Response 06 War Game
- Customer: EUCOM
- Duration: February – November 2006
- POC: Ms. Ruth Cresson, European Command. [Cressonr\\_ctr@eucom.mil](mailto:Cressonr_ctr@eucom.mil)

**Contract: W912CM-06-P-0130**

- Description: PTA provided Simultaneous interpretation for Russian NCOs during lectures at the 3-week WLC course at the NCO Academy, Grafenwoehr, Germany. The course topics included: leadership, training management, map reading and land navigation, drill and ceremony, and warfighting. The firm's six interpreters interpreted during extensive discussions (using proper military terms) while students and staff talked about Russian and American equipment, warfighter tactics, etc. MG Mark Hertling, USAREUR G3, personally commended the firm's interpreters with a Letter of Appreciation recognizing their professional skills and dedication.
- Customer: USARUER
- Duration: 09-26 February 2006
- POC: MSG Conrad Montoya, United States Army.  
[Conrad.montoya@hq.hqusareur.army](mailto:Conrad.montoya@hq.hqusareur.army)

**Contract: N/A – WIF fund MIPERD to the U.S. Embassy Moscow**

- Description: PTA provided sixteen interpreters to support the Torgau 05 Combined Exercise (Command Post Exercise and a Field Training Exercise) and all of its planning conferences. The Combined Exercise was conducted by the United States Army, Europe and the Russian Ground Forces in three different locations (two in Russia and one in Germany). Types of interpreting included simultaneous interpreting in booths during academics at the Combined Arms Academy and on the Range in Solnechnogorsk (whisper equipment). Consecutive interpreting was provided for after-action reviews, print, radio, television interviews, and technical interpreting during the Command Post Exercise and during the company-level training (live fire).

Interpreting support was also provided to numerous Russian and American flag officers during the exercise. The Exercise goal was to familiarize Russian and American forces with each other's planning methods, tactics, procedures and equipment. This was an extremely difficult exercise to support as there were parallel events in Moscow and Solnechnogorsk that required simultaneous and consecutive interpreting. One team of interpreters supported the Command Post Exercise, and the other supported the Russian-American company training. The interpreters then deployed to Germany with the Russian and American forces to support the second half of the exercise. At the Exercise after-action review the Commanding General, United States Army, Europe, General B.B. Bell stated, "The interpreter support was essential to this exercise. They did an extremely fine job, and we must understand that superior military interpreting is critical to the success of future exercises."

- Customer: USAREUR
- Duration: November 2004 – June 2005
- POC: Major Skip Masterson, United States Army, Europe.  
[Skip.masterson@us.army.mil](mailto:Skip.masterson@us.army.mil)

#### **Contract: W912PF-07-A-0008**

- Description: PTA provided sixty one interpreters to support the Torgau 07 Combined Exercise (Command Post Exercise and a Field Training Exercise) and all of its planning conferences. The Combined Exercise was conducted by the United States Army, Europe and the Russian Ground Forces in three different locations (two in Russia and one in Germany). Types of interpreting included simultaneous interpreting in booths during academics at the Mulino Training Area, RF, during the Command Post Exercise and during the company-level training (live fire) in Grafenwohr.
- Customer: USAREUR
- Duration: September 2007 – December 2007
- POC: Major Leslie Balfaqih, United States Army, Europe.  
[leslie.balfaqih.ar@eur.army.mil](mailto:leslie.balfaqih.ar@eur.army.mil)

#### **Contract/s: Feb 2008-Jan 2009**

- Description: PTA has translated over 28,000 pages of written translations for a number of US-based companies, including Master Word Translations. The topics covered oil and gas, off-shore development, refining, manufacturing, etc.

### **C. BUSINESS AND MANAGEMENT EXPERIENCE**

With 4+ years of experience in the interpretation and translation business, Premium Translation Agency delivers a service to their clients worthy of its name. With an impressive resource pool, experienced in interpretation and translation management from the Presidential level downwards, PTA will significantly contribute to the success of any mission given to us by our new clients, with individuals that conform to its exacting standards of:

- Quality
- Professionalism
- Knowledge
- Experience
- Flexibility

Utilizing our proven management strategy Premium Translation Agency will exceed the Client's expectations, thereby maintaining their proud record of 100% client satisfaction.

We believe the key to managing employees is to make sure you identify and hire experienced and reliable professionals already working in the interpretation/translation fields, and to recruit from the best universities. Through Mr. Bykov's, Dr. Gnilorybov's and Mr. Kuzin's extensive network of contacts, Premium Translation Agency is able to successfully do both.

### **Premium's Core Practices:**

- Every employee is briefed on organization issues and company policies.
- Every employee signs a code of conduct and a confidentiality agreement.
- Prior to every event, each interpreter is briefed on the event's requirements, dress code and provided with materials to prepare (if client provides).
- For our normal events, if the mission requires more than one interpreter, a lead interpreter is assigned to each task. The lead interpreter serves as the liaison between the client and the interpreting team. He ensures the team understands the client's needs and make sure the interpreting team meets those needs. With regards to a remote site, these duties will be assumed by the on-site manager.
- Relying on the above procedures (a-e), Premium Translation Agency has a proven track record of supporting U.S. Government missions. Due to its exhaustive screening process, Premium Translation Agency has not had to fire an employee in over four years.
  - The above (points a-e and proactive ownership involvement) is a tried and tested management tool to ensure an interpreting team meets the client's needs in a professional manner.

Premium Translation Agency has over 250 Russian-English interpreters in its database. While English-Russian services are our niche, we have also provided interpreters to U.S. governmental organizations in language combinations other than English and Russian.

### **D. PROBLEMS ENCOUNTERED AND CORRECTIVE ACTION**

As a result of Premium Translation Agency's stringent hiring practices, it has never had a major problem resulting in mission failure or even a complaint from an end client to the Contracting Officer. Having said this, Premium Translation Agency

recognizes that problems may arise, and processes are in place to minimize the impact and resolve in timely manner should one occur.

During the execution phase of any contract, Premium Translation Agency conducts weekly management meetings/conference calls between senior staff and the onsite lead. In this case attendees will be Messrs Bykov, Kuzin and Gnilorybov and additional customers representatives as required appropriate.

These meetings will review:

- Performance
- Quality
- Budget v Cost
- Future Workload
  - 2 week lookahead
  - 2 month lookahead
- Risks

It is anticipated that all issues can be identified and addressed during these meetings.

However, Premium Translation Agency again recognizes the remoteness of the site the customer may require us to support, and the potential communication difficulties that may arise. Therefore, it is standard company practice that the site lead be empowered to make any decision, whether problem resolution or otherwise, without referring back to the home office.

#### **E. PAST PERFORMANCE QUESTIONNAIRES**

As directed by your solicitation, we can provide past performance records and CV's from different project to the Customer's Contracting Officer. Premium Translation Agency excels in interpreting during technical meetings, for working groups, technical workshops, international conferences, military-to-military contacts, public affairs, and during contract negotiations. The past performance demonstrated in this Volume and in the provided questionnaires only reflects a portion of the interpretation and translation services Premium Translation Agency has provided the U.S. Department of Defense during the past four years.



Igor Bykov, CEO