

APPENDIX K

Service Level Agreement (SLA)

Translation Services · AFI Request for Proposal

Complete all fields prior to contract execution

This SLA template must be completed and attached to the executed contract. All commitments made herein are binding on the awarded Supplier. Fields left blank will default to the minimum standards specified in the RFP.

1. Agreement Parties & Term

Party	Details
Service provider (Supplier) name	Effectiff LLC
Client / contracting entity	Alliance for Innovation
Agreement effective date	TBD
Agreement expiration date	TBD
Primary Supplier contact (name, title)	Alex Cherkashin, Senior Director of Operations
Primary AFI contract manager (name, title)	
Supplier escalation email	Alex.ch@effectiff.com
AFI escalation email	

2. Scope of Covered Services

Languages covered under this SLA (all source and target language pairs):

e.g., English → Spanish, English → French, English → Mandarin, English → Arabic...

Languages available in AiT for Workstream 4 — AI Translation Platform / Software License

- | | |
|--------------------------|-----------------------------------|
| 1. Afrikaans ↔ English | 10. Chinese Simplified ↔ English |
| 2. Amharic ↔ English | 11. Chinese Traditional ↔ English |
| 3. Arabic ↔ English | 12. Croatian ↔ English |
| 4. Armenian ↔ English | 13. Czech ↔ English |
| 5. Azerbaijani ↔ English | 14. Danish ↔ English |
| 6. Bengali ↔ English | 15. Dutch ↔ English |
| 7. Bulgarian ↔ English | 16. Estonian ↔ English |
| 8. Burmese ↔ English | 17. Farsi ↔ English |
| 9. Catalan ↔ English | 18. Filipino ↔ English |

19.	Finnish ↔ English	41.	Mongolian ↔ English
20.	French ↔ English	42.	Nepali ↔ English
21.	Georgian ↔ English	43.	Norwegian ↔ English
22.	German ↔ English	44.	Polish ↔ English
23.	Greek ↔ English	45.	Portuguese Brazilian ↔ English
24.	Gujarati ↔ English	46.	Portuguese Portugal ↔ English
25.	Haitian Creole ↔ English	47.	Romanian ↔ English
26.	Hebrew ↔ English	48.	Russian ↔ English
27.	Hindi ↔ English	49.	Serbian ↔ English
28.	Hungarian ↔ English	50.	Slovak ↔ English
29.	Icelandic ↔ English	51.	Slovenian ↔ English
30.	Indonesian ↔ English	52.	Spanish ↔ English
31.	Italian ↔ English	53.	Swahili ↔ English
32.	Japanese ↔ English	54.	Swedish ↔ English
33.	Kazakh ↔ English	55.	Tagalog ↔ English
34.	Korean ↔ English	56.	Tamil ↔ English
35.	Latvian ↔ English	57.	Thai ↔ English
36.	Lithuanian ↔ English	58.	Turkish ↔ English
37.	Macedonian ↔ English	59.	Ukrainian ↔ English
38.	Malay ↔ English	60.	Urdu ↔ English
39.	Maltese ↔ English	61.	Vietnamese ↔ English
40.	Marathi ↔ English		

Languages available in Phrase for Workstream 2 — Written Document & Content Translation

Abkhaz	Bambara	Croatian	Hakka Chinese
Acehnese	Bashkir	Czech	Haka Chin
Acholi	Basque	Danish	Hausa
Afar	Belarusian	Dari	Hawaiian
Afrikaans	Bengali	Dutch	Hebrew
Aguaruna	Bosnian	Estonian	Hindi
Akan	Bulgarian	Ewe	Hmong
Albanian	Burmese	Farsi	Hungarian
Amharic	Buryat	Faroese	Icelandic
Arabic	Catalan	Fijian	Igbo
Aragonese	Cebuano	Filipino	Ilocano
Aramaic	Central Kurdish	Finnish	Indonesian
Armenian	Chamorro	French	Ingush
Assamese	Chechen	Fulah	Inuktitut
Asturian	Cherokee	Georgian	Irish
Avaric	Chinese	German	Isoko
Aymara	Chuukese	Greek	Italian
Azeri	Chuvash	Greenlandic	Jamaican
Azerbaijani	Cree	Guarani	Japanese
Balinese	Creole French	Gujarati	Kabardian

Kachin	Marshallese	Romansh	Telugu
Karen	Mauritian Creole	Russian	Thai
Kashmiri	Mixtec	Samoan	Tigrinya
Kazakh	Mongolian	Santali	Tigre
Khmer	Montenegrin	Sardinian	Tulu
K'iche	Mohawk	Scottish Gaelic	Turkish
Kinyarwanda	Navajo	Serbian	Turkmen
Kongo	Nepali	Serbo-Croatian	Twi
Korean	Norwegian	Sicilian	Ukrainian
Kurdish	Oromo	Sinhala	Urdu
Kyrgyz	Ossetian	Slovak	Uzbek
Lao	Pashto	Slovenian	Vietnamese
Latin	Pidgin	Somali	Wolof
Latvian	Pijin	Soninke	Yiddish
Lingala	Polish	Spanish	Yoruba
Lithuanian	Portuguese	Sundanese	Yupik
Luxembourgish	Pulaar	Swahili	Zhuang
Maay	Punjabi	Swedish	Zulu
Macedonian	Quechua	Syriac	Zou
Malay	Rohingya	Tagalog	Zyphe
Malayalam	Romani	Tamil	
Mam	Romanian	Tatar	

Service types covered:

- Translation (human)
- Machine translation + post-editing (MTPE)

Exclusions from SLA coverage:

- *Subtitling / captioning*
- *Dubbing / voice-over localization*
- *Transcription*
- *Desktop publishing (DTP)*

3. Uptime & Platform Availability

System / Service Component	Guaranteed Uptime (%)	Measurement Window	Planned Maintenance Window
Project management portal	99%	Monthly	Seamless upgrades, with max. of 5-10 mins downtime, and even that is extremely rare. All upgrades are done outside of normal business hours.

System / Service Component	Guaranteed Uptime (%)	Measurement Window	Planned Maintenance Window
File submission / delivery system	99%	Monthly	Seamless upgrades, with max. of 5-10 mins downtime, and even that is extremely rare. All upgrades are done outside of normal business hours.
Translation memory / TM access	99%	Monthly	Seamless upgrades, with max. of 5-10 mins downtime, and even that is extremely rare. All upgrades are done outside of normal business hours.
API / integration endpoints	99%	Monthly	10 mins downtime, and even that is extremely rare. All upgrades are done outside of normal business hours.

Uptime calculation methodology:

Describe how uptime % is calculated (e.g., total minutes in period minus unplanned downtime minutes, divided by total minutes). State whether scheduled maintenance windows are excluded...

Our platforms maintain high availability, with rare interruptions generally limited to brief 5–10-minute windows. For planning purposes, we cite a conservative allowance of up to 1% downtime to account for maintenance or unforeseen events. We suggest the following calculation of uptime: total minutes in period minus unplanned downtime minutes, divided by total minutes. We do not have fixed maintenance windows but they are usually planned and agreed with the client.

4. Response Time Commitments

Request / Incident Type	Priority	Initial Response	Resolution Target	Availability
System outage — full service unavailable	Critical	30 minutes	4-5 hours	24/7
Urgent translation request (rush)	Critical	1 hour	Starting from 2 hours depending on volume if by human; If AI – few minutes	24/7
Quality issue / revision request	High	1 hour	3 business days	Business hours
Standard project inquiry	Standard	1 hour	1 hour	Business hours
Billing / administrative inquiry	Standard	1 hour	1 business day	Business hours

Business hours definition	Mon–Fri 09:00 AM – 6:00 PM EST, excl. US federal holidays
After-hours contact method	PM's or Client Account Manager's direct phone number

5. Translation Turnaround Standards

Project Type	Word Volume	Standard Turnaround	Rush Turnaround	Rush Surcharge (%)
Standard human translation	Up to 2,000 words	1 business day	2-3 hours	20%
Standard human translation	2,001–10,000 words	3-4 business days	1 business day	20%
Standard human translation	10,001+ words	5+ days	3+days, depending on the volume	20%
MTPE (machine + human review)	Any volume	7,500 – 15,000 words per 1 business day	15,000-25,000+ words/business day	20%
Subtitling / captioning	Per minute of content	30–60 minutes of video per business day	N/A	20%

6. Quality Standards & Accuracy Thresholds

Quality Parameter for Human Service	Supplier Commitment
Quality evaluation framework used	ISO 17100, ISO 9000, and TAUS Dynamic Quality Framework (DQF)
Minimum passing quality score	95/100 for standard content; legal/medical/public-facing: 98/100
Maximum tolerable error rate — critical errors	0 tolerated
Maximum tolerable error rate — minor errors	2 per 1,000 words
Right to reject non-conforming delivery	Yes — AFI may reject and require re-delivery
Re-delivery turnaround upon rejection	Within 24 hours of rejection notice

Important note: Raw AI/MT output without human review is generally not considered sufficient for:

- legal filings,
- healthcare records,
- regulatory content,
- public safety communications,
- or other high-stakes multilingual materials.

Quality review process description (TEP workflow, back-translation protocols, SME review, etc.):

Describe the Supplier's QA workflow in detail...

Standard translation process:

1. Initial analysis of the job to be performed and technical assessment of materials.
2. Confirmation of the job scope with the Client.
3. Creation of a Project in Plunet for project tracking and management.
4. Preparation of glossary, reference files, links, terminological databases, clarifications, and instructions, etc.
5. Test assignment to be completed by prospective best candidates and its assessment.
6. Job assignment to proofreaders and reviewers.
7. Delivery of translation and review in the CAT tool.
8. Auto QA.
9. (Optional) DTP work.
10. Delivery to the client within the agreed timeline.

TEP workflow

Effectiff has a documented Quality Assurance (QA) process to ensure that all documents have been properly proofread, revised, and incorporated with accurate terminology to produce the best possible quality level of translated. Our translations are proofread by an editor and the whole process is controlled by the appointed Project Manager. The process may include up to 5 steps:

Step One—Preventive Quality Control

Prior to embarking on the translation process, several steps take place to ease and improve (1) the quality of the translation product, and (2) the readiness and the quality of the final documents. These steps include:

- The collection of reference files, making them available to our translators
- Terminology management and automated terminology usage
- Checking incoming materials and data and corrective measures on the source data, if required.
- Task analysis and project planning
- Careful preparation of project before starting the main translation work
- Protecting tags and formatting information
- Reviewing source files to validate document design and file integrity

Step Two—Translation

Source material is always translated by the most appropriate and qualified translator. This will always be a native speaker of the language; but other factors will also be taken into consideration, such as the translator's experience in the subject matter. Translations should always be natural and sound as if the text were originally written in the language rather than being a word for word translation from another language. It should also be stylistically in keeping with the tone, specifications and target audience. Our state-of-the-art CAT tool (Phrase) is integrated into our secure Plunet online Customer Portal. This provides access to project managers and the assigned translators. Before work commences, we analyze the project using our CAT tool to identify repetitive text and, if available, use internal and external glossaries for consistency.

Step Three—Translation Review

The translation review is carried out by a second independent translator who has no ties to the translator. This ensures impartiality. The reviewer will ensure that the translation is accurate in terms of grammar and spelling, that it accurately conveys the message of the source document and that it meets the client's style and terminology requirements. The review stage results in a completely polished text translation.

Step Four—Internal Quality Assurance

The fourth step involves an in-house Quality Assurance check of the final document. This process involves thoroughly checking the document for factors such as missing sections, figures, dates/times, page number consistency, and images.

Step Five—Closure Activities

After the project is delivered, our project managers will remain available for any updates, concerns or queries regarding the translations and to forward any feedback to the linguists involved in the project. This feedback will help us to maintain accuracy of our services and to implement additional training to our linguists if needed.

Back-Translation Protocols

It is very close to the standard process and the same TEP workflow. The main difference is engagement of native speakers into the process.

SME review

This service is applied only upon request of the client and applied usually at the end of the process after step 8 and before DTP or any other additional services like subtitles, voice-over and etc.

7. Remedies for Service Failures

7.1 Service credits — uptime failures

Monthly Uptime Achieved	Service Credit (% of monthly fee)	Credit Cap
99.0% – 99.49%	0%	N/A
98.0% – 98.99%	1%	N/A
95.0% – 97.99%	2%	N/A
Below 95.0%	3%	N/A

7.2 Service credits — delivery deadline failures

Delay Duration	Credit (% of project fee)	Applies To
1–4 hours late	1%	Rush projects only
4–24 hours late	2%	All projects
More than 24 hours late	3%	All projects

7.3 Service credits — quality failures

Quality Failure Type	Remedy	Timeline
Delivery below minimum quality threshold	Full re-delivery at no charge	24 hours
Critical terminology / factual error	Full re-delivery at no charge	4 hours
Repeated quality failure (3+ in 90 days)	Termination for cause right triggered	Immediate

Credit request process:

Credit application method	Applied to next invoice
Credits as sole remedy?	Credits do not limit other remedies at law

8. Termination for Persistent Failure

Parameter	Threshold / Period	Notes
SLA breach threshold triggering cure notice	2 breaches in 90 days	Must be sent to Supplier escalation email
Cure period	60 calendar days	Start at the day of the cure notice receipt
Termination notice period	30 days written notice	Must be sent to Supplier escalation email

Obligations upon termination (data return, translation memory handover, transition assistance):

Describe Supplier's obligations upon contract termination including return of AFI data, TM handover, transition support duration, and any wind-down fees...

Effectiff will:

- cooperate with AFI to ensure an orderly transition and avoid disruption of critical services. Unless otherwise directed, Effectiff will continue to perform services through the effective termination date and will support completion of in-progress work;
- provide usage reports/invoices needed for closeout and audit purposes;
- return or securely delete any AFI data in Effectiff's possession in accordance with confidentiality and security requirements and any retention periods required by law or contract;
- provide export of client-specific Translation Memories (TM) in a standard format (e.g., TMX or XLIFF);
- disable/terminate user access to the platform upon the effective termination date;
- maintain confidentiality obligations beyond termination;
- complete secure data deletion per agreed retention/deletion schedules and provide written confirmation of deletion upon request.

9. Reporting & Governance

Governance Parameter	Commitment
SLA performance report frequency	Monthly
Report delivery method	Email to AFI contract manager + portal dashboard
Quarterly business review (QBR) cadence	Quarterly
SLA review / renegotiation cycle	Annual

Metrics included in performance reports:

- System uptime % (actual vs. guaranteed)
- On-time delivery rate
- Average quality scores by language pair

- Incident log with resolution times
- Volume delivered (words / minutes)
- Credits issued in period
- Escalations opened and resolved

10. Signatures & Execution

By signing below, both parties agree to the service level commitments, remedies, and governance terms set forth in this Appendix K, which is incorporated into and made part of the AFI Translation Services Agreement.

(Supplier)


Authorized signature

Alex Cherkashin, Senior Director of Operations
Printed name & title

05.06.2026
Date

(End User)

Authorized signature

Printed name & title

Date