

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	Loom Analytics USA Inc.
Client / contracting entity	Alliance for Innovation (AFI)
Agreement effective date	[Effective date: to be inserted upon contract execution]
Agreement expiration date	[Expiration date: five (5) years from effective date, with option to renew for two (2) additional years]
Primary Supplier contact (name, title)	Mona Datt, Chief Executive Officer, Loom Analytics USA Inc.
Primary AFI contract manager (name, title)	[To be inserted by AFI upon contract execution]
Supplier escalation email	[Supplier escalation email to be inserted upon contract execution]
AFI escalation email	[To be inserted by AFI upon contract execution]

2. Scope of Covered Services

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

Loom Analytics supports 44 languages through the Claudio platform, covering all 20 languages required under the Workstream 1 minimum (Spanish, Mandarin, Cantonese, Vietnamese, Portuguese, Arabic, Russian, Haitian Creole, Somali, Korean, Tagalog, Polish, French, Amharic, Hindi, Khmer, Hmong, Japanese, Gujarati, and Tigrinya) plus the following additional languages: Bulgarian, Catalan, Croatian, Czech, Danish, Dutch, Estonian, Finnish, Galician, German, Greek, Hungarian, Indonesian, Italian, Latvian, Lithuanian, Malay, Norwegian, Romanian, Slovakian, Slovenian, Swedish, Turkish, and Ukrainian. All translations are bidirectional to and from US English unless otherwise specified. The complete language coverage matrix by service type and quality tier, including availability for live voice, document translation, and platform/SaaS use, is provided in Appendix E. Additional language pairs may be added during the contract term subject to scoping.

Service types covered:

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

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

Exclusions from SLA coverage:

Excluded from SLA coverage: (a) sworn or notarized translations requiring a certified translator's seal, which are quoted separately on a per-document basis; (b) language pairs added on request that are not yet in the standard Language Coverage Matrix, which carry a separate ramp-up SLA agreed at scoping; (c) services beyond Workstreams 1, 2, and 4 (this proposal does not include Workstream 3 OPI/VRI or Workstream 5 Emergency and Public Safety Translation); and (d) downtime or delays caused by AFI, the Participating Public Agency, or third-party platforms outside Loom Analytics' reasonable control.

3. Uptime & Platform Availability

System / Service Component	Guaranteed Uptime (%)	Measurement Window	Planned Maintenance Window
Project management portal	99.99%	Monthly	Outside US business hours; minimum 5 business days advance notice
File submission / delivery system	99.99%	Monthly	Outside US business hours; minimum 5 business days advance notice
Translation memory / TM access	99.99%	Monthly	Outside US business hours; minimum 5 business days advance notice
API / integration endpoints	99.99%	Monthly	Outside US business hours; minimum 5 business days advance notice

Uptime calculation methodology:

Uptime is calculated each calendar month as: (total minutes in the measurement window minus unplanned downtime minutes) divided by total minutes in the measurement window, expressed as a percentage. Scheduled maintenance windows announced at least 5 business days in advance are excluded from the calculation. Unplanned downtime is measured from the time the platform becomes unavailable to the time service is restored, as recorded by Loom Analytics monitoring and confirmed against the participating agency's incident logs.

4. Response Time Commitments

Request / Incident Type	Priority	Initial Response	Resolution Target	Availability
System outage — full service unavailable	Critical	15 minutes	2 hours target to restore service	24/7

Request / Incident Type	Priority	Initial Response	Resolution Target	Availability
Urgent translation request (rush)	Critical	30 minutes	Per agreed rush turnaround tier (Section 5)	24/7
Quality issue / revision request	High	1 business hour	1 business day	Business hours
Standard project inquiry	Standard	1 business day	5 business days	Business hours
Billing / administrative inquiry	Standard	1 business day	5 business days	Business hours

Business hours definition	Monday to Friday, 08:00 to 18:00 Central Time, excluding US federal holidays
After-hours contact method	24/7 P1 incident hotline plus on-call email; contact details provided at contract execution

5. Translation Turnaround Standards

Project Type	Word Volume	Standard Turnaround	Rush Turnaround	Rush Surcharge (%)
Standard human translation	Up to 2,000 words	2 business days	1 business day	30%
Standard human translation	2,001–10,000 words	5 business days	2 business days	40%
Standard human translation	10,001+ words	10 business days	5 business days	50%
MTPE (machine + human review)	Any volume	Within 24 hours for files under 20 MB (AI-only standard available within 90 minutes)	Within 60 minutes for files under 20 MB	30%
Subtitling / captioning	Per minute of content	3 business days per audio hour	1 business day per audio hour	40%

6. Quality Standards & Accuracy Thresholds

Quality Parameter	Supplier Commitment
Quality evaluation framework used	Multidimensional Quality Metrics (MQM), aligned with ISO 17100 process controls
Minimum passing quality score	90 of 100 MQM score on sampled deliveries
Maximum tolerable error rate — critical errors	Zero critical errors per delivery

Quality Parameter	Supplier Commitment
Maximum tolerable error rate — minor errors	Two or fewer minor errors 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 written rejection notice

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

Loom Analytics' quality assurance workflow follows a Translation, Editing, and Proofreading (TEP) model aligned with ISO 17100 process controls. Step 1, AI translation: source content is processed through the Claudio neural machine translation engine with agency glossary and translation memory enforcement. Step 2, post-editing review: a qualified human reviewer (subject-matter expert for legal, medical, or regulatory content) edits the AI draft against the source, the glossary, and agency style guides. Step 3, proofreading: a second reviewer performs a final quality pass, checking for formatting, consistency, terminology compliance, and any residual factual errors. Step 4, automated checks: terminology compliance, segment-level confidence scoring, and PII detection are run before delivery. Step 5, delivery: the deliverable is released to the agency through the Claudio portal with an audit trail capturing every reviewer action and an MQM quality score for the delivery.

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%	5%	10% of monthly invoice
98.0% – 98.99%	10%	15% of monthly invoice
95.0% – 97.99%	20%	25% of monthly invoice
Below 95.0%	30%	30% of monthly invoice

7.2 Service credits — delivery deadline failures

Delay Duration	Credit (% of project fee)	Applies To
1–4 hours late	5%	Rush projects only
4–24 hours late	15%	All projects
More than 24 hours late	25%	All projects

7.3 Service credits — quality failures

Quality Failure Type	Remedy	Timeline
Delivery below minimum quality threshold	Full re-delivery at no charge	Within 24 hours of rejection notice
Critical terminology / factual error	Full re-delivery at no charge	Within 4 hours of rejection notice

Quality Failure Type	Remedy	Timeline
Repeated quality failure (3+ in 90 days)	Termination for cause right triggered	Immediate

Credit request process:

AFI or any Participating Public Agency may request a service credit by submitting written notice to the Supplier escalation contact within 30 calendar days of the incident giving rise to the credit, citing the incident reference number, the relevant SLA metric, and the period affected. Loom Analytics will validate the request against monitoring data and respond within 10 business days. If the request is approved, the credit will be applied to the next monthly invoice or, at AFI's option, refunded in cash within 30 days. Disputed credit requests will be escalated through the contract governance process described in Section 9.

Credit application method	Applied to next invoice; cash refund available within 30 days at AFI's option
Credits as sole remedy?	No — credits do not limit other remedies at law

8. Termination for Persistent Failure

Parameter	Threshold / Period	Notes
SLA breach threshold triggering cure notice	Two SLA breaches within any rolling 90 day period	Cure notice issued in writing to Supplier escalation contact
Cure period	30 calendar days	Cure plan due within 5 business days of cure notice
Termination notice period	15 calendar days written notice following expiry of cure period	Termination notice in writing; transition assistance per Section 8 obligations below

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

Upon termination of the contract, Loom Analytics will: (a) return all AFI and PPA data in standard, non-proprietary formats (UTF-8 text, PDF, DOCX, XLSX, CSV) within 30 calendar days of the effective termination date; (b) hand over all translation memories, terminology databases, and glossaries in industry-standard interchange formats (TMX, TBX, CSV, XLSX) at no additional cost; (c) provide transition assistance for a period of up to 90 calendar days, including knowledge transfer to a successor supplier and read-only access to the Claudio platform during transition; (d) certify the secure deletion of all AFI and PPA data from Loom Analytics systems and sub-processor systems within 60 calendar days of the end of the transition period, with deletion certificates retained in the audit log; and (e) cooperate in good faith with AFI and any successor supplier. No wind-down fees apply for cooperative-contract terminations.

9. Reporting & Governance

Governance Parameter	Commitment
SLA performance report frequency	Quarterly
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

Rachita Datt, CEO

Printed name & title

6 May 2026

Date

(End User)

Authorized signature

Printed name & title

Date