

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.

Contractor notes: Per instructions provided upon executed contract and potentially different for each enduser. Global Interpreting Network Inc. (GINI) acknowledges and fully accepts the Service Level Agreement (SLA) requirements as outlined in the RFP, with all commitments, service levels, performance standards, response times, reporting requirements, and operational obligations being fully binding upon the awarded Supplier. GINI agrees to complete, execute, and comply with all SLA requirements and understands that any fields left blank within the SLA template will default to the minimum standards specified in the RFP. GINI is committed to meeting or exceeding all required service levels and performance metrics throughout the full term of the contract and any authorized extensions.

1. Agreement Parties & Term

Party	Details
Service provider (Supplier) name	Global Interpreting Network Inc.
Client / contracting entity	
Agreement effective date	
Agreement expiration date	
Primary Supplier contact (name, title)	
Primary AFI contract manager (name, title)	
Supplier escalation email	
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...

Service types covered:

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

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

Exclusions from SLA coverage:

List any services, languages, or project types explicitly excluded from SLA guarantees...

3. Uptime & Platform Availability

System / Service Component	Guaranteed Uptime (%)	Measurement Window	Planned Maintenance Window
Project management portal		Monthly	
File submission / delivery system		Monthly	
Translation memory / TM access		Monthly	
API / integration endpoints		Monthly	

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...

4. Response Time Commitments

Request / Incident Type	Priority	Initial Response	Resolution Target	Availability
System outage — full service unavailable	Critical			24/7
Urgent translation request (rush)	Critical			24/7
Quality issue / revision request	High			Business hours
Standard project inquiry	Standard			Business hours
Billing / administrative inquiry	Standard			Business hours

Business hours definition	e.g., Mon–Fri 08:00–18:00 PT, excl. US federal holidays
After-hours contact method	e.g., On-call phone line

5. Translation Turnaround Standards

Project Type	Word Volume	Standard Turnaround	Rush Turnaround	Rush Surcharge (%)
Standard human translation	Up to 2,000 words			
Standard human translation	2,001–10,000 words			
Standard human translation	10,001+ words			
MTPE (machine + human review)	Any volume			
Subtitling / captioning	Per minute of content			

6. Quality Standards & Accuracy Thresholds

Quality Parameter	Supplier Commitment
Quality evaluation framework used	e.g., MQM, LISA QA, ISO 17100
Minimum passing quality score	e.g., $\geq 90/100$ MQM score
Maximum tolerable error rate — critical errors	e.g., 0 critical errors per delivery
Maximum tolerable error rate — minor errors	e.g., ≤ 2 per 1,000 words
Right to reject non-conforming delivery	Yes — AFI may reject and require re-delivery
Re-delivery turnaround upon rejection	e.g., Within 24 hours of rejection notice

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

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

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%	
98.0% – 98.99%	10%	
95.0% – 97.99%	20%	
Below 95.0%	30%	e.g., 30% of monthly invoice cap

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	e.g., 24 hours
Critical terminology / factual error	Full re-delivery at no charge	e.g., 4 hours
Repeated quality failure (3+ in 90 days)	Termination for cause right triggered	Immediate

Credit request process:

Describe the process for AFI to request service credits (e.g., written notice within 30 days of incident, submitted via email with incident reference number)...

Credit application method	e.g., Applied to next invoice / cash within 30 days
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	e.g., 2 breaches in 90 days	
Cure period	e.g., 30 calendar days	

Parameter	Threshold / Period	Notes
Termination notice period	e.g., 15 days written notice	

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...

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)

(End User)

Joe Whittington
Authorized signature

Authorized signature

Joe Whittington, VP Sales
Printed name & title

Printed name & title

May 8, 2026
Date

Date