

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	Bluejay AI Technologies Inc.
Client / contracting entity	Alliance for Innovation (AFI) / Participating Public Agency
Agreement effective date	Upon contract execution
Agreement expiration date	Five (5) years from effective date, with two (2) one-year renewal options
Primary Supplier contact (name, title)	Joseph Barrientos Liba, CEO/CTO — support@bluejayai.net — (978) 799-7069
Primary AFI contract manager (name, title)	Nicole Kenney, bids@transformgov.org
Supplier escalation email	support@bluejayai.net
AFI escalation email	bids@transformgov.org

2. Scope of Covered Services

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

All 60+ languages listed in Appendix E for Live Voice Interpretation (WS1), and all languages supported by Gemini for Document Translation (WS2) and Emergency Translation (WS5).

Service types covered:

- Translation (human)
- Machine translation + post-editing (MTPE)
- Subtitling / captioning
- Dubbing / voice-over localization
- Transcription

Real-Time AI Voice Interpretation (WS1)

Emergency Alert Translation (WS5)

- Desktop publishing (DTP)

Exclusions from SLA coverage:

Human Over-the-Phone and Video Remote Interpretation (Workstream 3) and ASL are explicitly excluded.

3. Uptime & Platform Availability

System / Service Component	Guaranteed Uptime (%)	Measurement Window	Planned Maintenance Window
Project management portal	99.9%	Monthly	
File submission / delivery system	99.9%	Monthly	
Translation memory / TM access	99.5%	Monthly	
API / integration endpoints	99.9%	Monthly	

Uptime calculation methodology:

Uptime is calculated as total minutes in the calendar month minus unplanned downtime minutes, divided by total minutes. Scheduled maintenance windows (notified 72 hours in advance and occurring between 2:00 AM and 6:00 AM local time) are excluded from downtime calculations.

4. Response Time Commitments

Request / Incident Type	Priority	Initial Response	Resolution Target	Availability
System outage — full service unavailable	Critical	15 minutes	4 hours	24/7
Urgent translation request (rush)	Critical	30 minutes	Per turnaround table	24/7
Quality issue / revision request	High	2 business hours	24 hours	Business hours
Standard project inquiry	Standard	4 business hours	2 business days	Business hours
Billing / administrative inquiry	Standard	1 business day	5 business days	Business hours

Business hours definition	Monday–Friday, 8:00 AM – 6:00 PM Pacific Time, excluding US federal holidays.
After-hours contact method	24/7 dedicated on-call phone line for Tier 3 and Emergency (WS5) incidents.

5. Translation Turnaround Standards

Project Type	Word Volume	Standard Turnaround	Rush Turnaround	Rush Surcharge (%)
Standard human translation	Up to 2,000 words	3 business days	4 hours	35% (Priority) / 75% (Urgent) / 150% (Emergency)
Standard human translation	2,001–10,000 words	5 business days	24 hours	35% (Priority) / 75% (Urgent)
Standard human translation	10,001+ words	10 business days	Custom quote	Custom quote
MTPE (machine + human review)	Any volume	1–2 business days	2 hours	35% (Priority)
Subtitling / captioning	Per minute of content	2 business days per 60 min	Same day	50%

6. Quality Standards & Accuracy Thresholds

Quality Parameter	Supplier Commitment
Quality evaluation framework used	Human evaluation rubric (0–100 scale) + automated BLEU/COMET scoring for batch validation
Minimum passing quality score	≥ 85/100 on human evaluation rubric
Maximum tolerable error rate — critical errors	0 critical errors per delivery
Maximum tolerable error rate — minor errors	≤ 3 per 1,000 words
Right to reject non-conforming delivery	Yes — AFI may reject and require re-delivery at no charge
Re-delivery turnaround upon rejection	Within 24 hours of rejection notice for standard; 4 hours for emergency content

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

Document translation utilizes a two-step AI+Human workflow (when requested). Gemini 2.0 Flash generates the initial translation utilizing municipal-tuned term bases. A qualified human reviewer then performs post-editing (MTPE) to verify accuracy, formatting, and cultural nuance before delivery. For live voice interpretation, a real-time confidence indicator monitors ASR health.

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%	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	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:

AFI or the Participating Public Agency must submit a written credit request via email to support@bluejayai.net within 30 days of the incident, including the incident reference number and description of the failure.

Credit application method	Service credits will be applied as a deduction on the agency's next scheduled invoice.
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	3 material breaches within any 90-day period	
Cure period	30 calendar days from written notice	
Termination notice period	15 calendar days written notice after expiration of cure period	

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

Upon termination, Supplier will securely return all agency data and translation memories in standard formats (e.g., CSV, TMX) within 30 days, and permanently purge agency data from Supplier systems per our standard data retention policy. Supplier will provide up to 30 days of reasonable transition assistance.

9. Reporting & Governance

Governance Parameter	Commitment
SLA performance report frequency	Monthly
Report delivery method	Email to AFI contract manager + self-service dashboard portal
Quarterly business review (QBR) cadence	Quarterly
SLA review / renegotiation cycle	Annual, or upon mutual request

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)

Authorized signature	<i>Joseph Barrientos Liba</i>	Authorized signature	
Joseph Liba - CEO		Printed name & title	
Printed name & title			
May 11, 2026		Date	
Date			