

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	BIG Language Solutions, LLC
Client / contracting entity	Alliance for Innovation
Agreement effective date	June 1, 2026
Agreement expiration date	May 30, 2031
Primary Supplier contact (name, title)	Donna Moore
Primary AFI contract manager (name, title)	To be confirmed by AFI
Supplier escalation email	bidmanagement@biglanguage.com
AFI escalation email	To be provided by AFI

2. Scope of Covered Services

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

English ↔ Spanish, French, German, Mandarin, Arabic, Portuguese, Italian, Japanese, Korean, and other supported global language pairs as requested.

Service types covered:

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

Exclusions from SLA coverage:

Highly specialized or low-resource languages subject to availability and prior confirmation.

3. Uptime & Platform Availability

System / Service Component	Guaranteed Uptime (%)	Measurement Window	Planned Maintenance Window
Project management portal	99.5%	Monthly	4 hours/month (off-peak)
File submission / delivery system	99.5%	Monthly	Same as above
Translation memory / TM access	99.0%	Monthly	Same as above
API / integration endpoints	99.0%	Monthly	Same as above

Uptime calculation methodology:

Uptime = (Total minutes – unplanned downtime) / total minutes. Scheduled maintenance excluded with prior notice.

4. Response Time Commitments

Request / Incident Type	Priority	Initial Response	Resolution Target	Availability
System outage — full service unavailable	Critical	30 mins	4 hours workaround / 24 hours fix	24/7
Urgent translation request (rush)	Critical	1 hour	Case-based	24/7
Quality issue / revision request	High	4 hours	24–48 hours	Business hours
Standard project inquiry	Standard	8 hours	1–2 business days	Business hours
Billing / administrative inquiry	Standard	1 business day	2–3 business days	Business hours

Business hours definition

Mon–Fri, 9:00 AM – 6:00 PM local business hours (excluding public holidays)

After-hours contact method

On-call escalation via email

5. Translation Turnaround Standards

Project Type	Word Volume	Standard Turnaround	Rush Turnaround	Rush Surcharge (%)
Standard human translation	Up to 2,000 words	1-3 business days	Rush turnaround times may be requested and would be confirmed on a case-by-case basis.	Between 10-30%
Standard human translation	2,001–10,000 words	3-7 business days	Same as above	Between 10-30%
Standard human translation	10,001+ words	2000 words per day	Same as above	Between 10-30%
MTPE (machine + human review)	Any volume	3,000–5,000 words/day	Same as above	Between 10-30%
Subtitling / captioning	Per minute of content	20–30 minutes content/day	Same as above	Between 10-30%

6. Quality Standards & Accuracy Thresholds

Quality Parameter	Supplier Commitment
Quality evaluation framework used	MQM / ISO 17100 and 9001 aligned
Minimum passing quality score	≥ 95%
Maximum tolerable error rate — critical errors	4–8 hours
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	24 hours

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

TEP (Translate–Edit–Proofread), SME review for regulated content, terminology management, automated QA checks

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%	Max 20% of monthly invoice
98.0% – 98.99%	10%	Max 20% of monthly invoice
95.0% – 97.99%	20%	Max 20% of monthly invoice
Below 95.0%	30%	Max 20% of monthly invoice

Aggregate service credits in any given month shall not exceed 20% of the 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 additional charge	Within 24–48 hours of notification
Critical terminology / factual error	Full re-delivery at no additional charge	Within 8–12 hours of notification
Repeated quality failure (3+ in 90 days)	Subject to cure period; Termination for cause right triggered if not remedied	30-day cure period

Credit request process:

*Service credits must be requested by the Client through written notice within 30 **calendar days** of the relevant incident. The request must include sufficient details, including the nature of the issue, date/time of occurrence, and supporting evidence.*

*All credit requests shall be subject to **validation and confirmation by the Supplier**, based on mutually agreed SLA measurement criteria.*

*Approved service credits will be applied to the **next invoice cycle** and shall constitute the **sole and exclusive remedy** for the applicable service failure, except in cases of willful misconduct or gross negligence.*

Credit application method	Applied as a credit note to the next invoice cycle. No cash refunds shall be provided unless otherwise mutually agreed in writing.
Credits as sole remedy?	<i>Yes — service credits shall constitute the sole and exclusive remedy for the applicable service failure, except in cases of willful misconduct or gross negligence.</i>

8. Termination for Persistent Failure

Parameter	Threshold / Period	Notes
SLA breach threshold triggering cure notice	3 breaches in any rolling 90-day period	Breaches must be material and validated under agreed SLA criteria
Cure period	30 calendar days	Supplier shall have the opportunity to remedy and demonstrate sustained compliance
Termination notice period	30 days written notice	Termination effective only if breach remains uncured after cure period

Termination rights shall apply only to material and recurring SLA breaches and not to isolated or minor incidents

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

Upon termination, Supplier shall return all AFI-provided data within 15–30 days and securely delete it from its systems, subject to applicable legal retention requirements. Client-specific translation memory (TM) and glossaries created under the Agreement will be provided in standard formats. Supplier shall provide reasonable transition support for up to 30 days to facilitate handover, with any additional support subject to mutually agreed fees. Supplier retains ownership of its tools, methodologies, and non-client-specific data. All undisputed fees for services performed up to termination remain payable.

9. Reporting & Governance

Governance Parameter	Commitment
SLA performance report frequency	Monthly
Report delivery method	Email to AFI contract manager and access via portal dashboard
Quarterly business review (QBR) cadence	Quarterly (scheduled mutually)
SLA review / renegotiation cycle	Annual (subject to mutual agreement)

Reporting and governance activities are subject to timely availability of data and client participation.

Metrics included in performance reports:

- System uptime % (actual vs. guaranteed)
- On-time delivery rate (against agreed timelines)
- Average quality scores by language pair (based on agreed evaluation criteria)
- Incident log with resolution times (including type, severity, and resolution timelines)
- Volume delivered (words / minutes or project count)
- Credits issued in period (if any, with reference to validated SLA breaches)
- Escalations opened, resolved and pending status

All metrics are subject to data availability and measured in accordance with mutually agreed definitions and methodologies

