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Service Level Agreement

合作意向書

Name of Organization: 有限責任高雄榮民總醫院員工消費合作社

Type of Collaboration: **English Editing and Publication Support Services (Exclusive)**

Enago 英論閣英文編修與論文發表協助服務

Important Features and Benefits of collaboration: 意向書概述

- Enago will provide manuscript preparation services to researchers and faculty staff of the organization intended to publish in high impact international journals.
- 英論閣為有限責任高雄榮民總醫院員工消費合作社的同仁提供英文編修服務，以助其在高影響係數的國際期刊上發表。
- Brief description of Enago's operational capabilities, editorial team and manuscript preparation services is outlined under appendix section of this SLA.
- 英論閣的運營、編輯團隊和編修服務簡介，概述於本合作意向書的附錄。
- Enago will provide up to **VIP code - KAVGHT** exclusively for researchers of the organization over regular retail pricing. (See Appendix below for Final Pricing after discount) Pre-paid deposit would not be eligible for the VIP discount pricing.
- 英論閣以專屬折扣碼 KAVGHT 提供英文編修服務優惠予有限責任高雄榮民總醫院員工消費合作社同仁。(參閱本合作意向書的附錄) 預存款則不適用該優惠折扣。
- Enago has robust workflow software for processing orders placed via web portal. We have a secured online payment system and provide 24/7 customer service support.
- 英論閣擁有強大的工作流程軟件。我們提供安全的支付系統，並提供全天候的客戶服務。



- Enago is certified for information security (ISO/IEC 27001:2013 Information Security Management System) as well as for quality management (ISO 9001:2015 Quality Management System). Enago adheres to the highest standards of information security and client confidentiality.
- 英論閣獲得資訊安全認證 (ISO / IEC 27001 : 2013資訊安全管理系統) 以及品質管理認證 (ISO 9001 : 2015品質管理體系) 。 英論閣堅持維持最高標準的資訊安全和客戶機密。

Responsibility: 雙方責任義務

Organization: 有限責任高雄榮民總醫院員工消費合作社

- Display appropriate collaboration information across internal platform e.g. intranet, etc.
- 在網站/平台上顯示雙方的協作關係，例如：內網等。
- Appropriate promotion via newsletter, blogs, social media etc.
- 通過單位所屬通訊雜誌、部落格，以及社交媒體等管道推廣英論閣的服務。
- Individual pre-payment by researchers and invoicing by Enago.
- 個別研究者自行預付全額款項，英論閣再提供紙本統一發票/電子檔收據。

Service Provider: Enago 英論閣

- Ensures timely project delivery and escalation management, comply with relevant confidentiality obligations.
- 確保如期交件，回應客戶提問，並遵守相關保密義務。
- The local invoices will be issued by the local invoicing partner 恩文事業有限公司TPMS (Taiwan Publishers Marketing Services) on behalf of Enago.
- 發票開立商恩文事業有限公司將負責開立台灣紙本統一發票 (二聯/三聯式) 。
- The international receipts will be sent by Enago via email in PDF format.
- 國際通用發票/收據將由英論閣以電子郵件提供 PDF 電子檔。

Termination of Agreement and the legal: 合約中止與爭議處理

- The organization has the right to terminate the agreement with 30 days written notice when the service standard of the Service Provider doesn't meet the criteria as described within the scope of this agreement and continues to decline after Client's written warning.
- 有限責任高雄榮民總醫院員工消費合作社有權在服務提供商的服務標準不符合本協議範圍內所述的標準，並在書面警告後未見改善的情況下，於30天前以書面通知終止協議。
- Any disputes and disagreements arising at concluding, execution, interpretation and recession of this MOU shall be submitted to and under the jurisdiction of the country where the accused party



is registered in accordance with its present rules. The arbitral award shall be final and binding upon both parties.

- > 本協議在終止、簽署、解釋和撤銷時產生的任何爭議，應提交被告方根據其註冊國家管轄之下現行規則仲裁，此仲裁對雙方均有約束力。
- > This Agreement is made in English and Chinese with two copies. Either party holds one copy of original Agreement. This Agreement comes into force upon signing of both parties.
- > 本協議以中/英文製作，一式兩份。任一方持有原始協議一份。本協定於雙方簽字時生效

Service Provider: Enago 英論閣 (Crimson Interactive Inc.)

Signature: _____

Representative: RAJIV SHIRDI

Title: VP- Global ops



Client: 有限責任高雄榮民總醫院員工消費合作社

Signature: Wan Wan-Yi

Representative: _____

Title: _____



Legal Address:

160, Greentree Dr, Ste 101 street,
Dover City, Kent, Delaware, 19904

Legal Address:

No. 386, Dazhong 1st Rd., Zuoying Dist., Kaohsiung
City 813, Taiwan

Singed by the parties to this agreement on 31st December, 2020.



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Appendix Section 附錄

Introduction: Enago 英論閣 (Crimson Interactive) 簡介

Enago is the trusted name in author services for the global research community. Since 2005, we have worked with researchers in more than 125 countries improving the communication of their research and helping them to achieve success in publication. Enago is a preferred partner for leading publishers, societies as well as universities worldwide. We have offices in Tokyo, Seoul, Beijing, Shanghai, Istanbul, Bristol, Toronto and New York. Enago operates globally with regional teams supporting researchers locally.

英論閣Enago是Crimson Interactive Inc. (USA) 旗下的整合式學術作者服務，自2005年以來，已協助超過125國的科研人員成功發表論文、將研究成果推向國際。英論閣是頂尖出版商、學會以及全球大學首選合作的英文編修合作夥伴，在東京、首爾、北京、上海、伊斯坦堡與紐約等地設有辦公室，與各區域團隊緊密合作，提供各國研究者在地支援服務。

英論閣始終堅持「作者第一、品質第一」的核心價值，對作者的需求關注不懈，不允許一絲一毫品質或服務上的妥協，亦積極倡導出版道德規範，並為作者提供學術資源分享平台。。

We have institutional collaborations with some of the world's leading universities (e.g. Tokyo University, Technical University of Munich, and Seoul National University etc.) to support their PhD doctoral students / faculty staff with various facets of international journal publications. We also institutional collaborations with major publishers such as Elsevier, Wiley, Taylor & Francis, Royal Society of Chemistry, Emerald Publishing, Future Science Group etc. to support them with the provision of pre-submission and post-acceptance language polishing services.

我們與世界知名大學（例如東京大學，慕尼黑理工大學和首爾國立大學等）策略合作。並與Elsevier，Wiley，Taylor& Francis，Royal Society of Chemistry，Emerald Publishing，Future Science Group等世界知名出版商合作，提供語言編輯服務。

Our expertise and knowledge in scientific and technical editing is reflected through our high experience and achievements, numbers for which are highlighted below.

英論閣所具備的科研文稿編輯能力與知識經驗，反映在客戶高度的評價：

- 至今已編輯超過585,000份文稿
- 擁有2,000,000位以上的客戶，遍布全球125個非英語母語國家
- 超過1215個學科領域
- 超過850位專業編輯師
- 99.55%以上的客戶滿意度



Enago Academy Workshops: 英論閣學術研討會

Enago Academy's (www.enago.com/academy) workshops and seminars help authors in countries where English is not the first language (ESL), early-stage researchers, and graduate students to acquire a knowledge on how they can give their research papers the best possible chance for publication in international peer-reviewed journals. Our advanced workshop modules, which are developed, based on our experience of providing world-class editing and publication support services, cater to the needs of researchers who want to know more about the issues that will affect publication decisions, as well as increase their awareness of the scholarly publishing industry as a whole.

英論閣學苑<https://www.enago.tw/academy/> 為作者提供最新學術寫作和出版資源，以及來自期刊、出版社和學術界專家的關鍵訊息。我們舉辦互動式培訓工作坊，幫助作者了解如何提高在國際期刊出版的機會；而教育推廣計劃則讓合作的出版商觸及全球學界廣大的讀者群，拓展品牌知名度並擴大影響範圍。





Background of our Native Editors: 英論閣編修團隊簡介

- All our editors are native English-language speakers from US, Canada and UK.
- 我們所有的編修師皆來自美國、加拿大和英國等國家的英語母語者。
- All our editors are PhDs or in some cases Masters in their subject area.
- 我們所有的編修師都在其特定研究領域擁有博士或碩士資格。
- Manuscripts are assigned to the editors by matching the specific subject area of the document.
- 特定學科領域的稿件，只分配給該領域的編修師。
- The average experience of our native editor is 19.4 years.
- 我們的編修師資歷平均 19.4 年。
- Our native editors have extensive experience of editing manuscripts from non-native English authors.
- 我們的編修師在編輯非英語作者的文稿方面擁有豐富的經驗。
- Our editors are researchers / authors in their own right and keep themselves up-to-date with latest research info.
- 我們的編修師是隸屬於英論閣的研究人員或是作者，並確保了解最新的科研資訊。





有限責任高雄榮民總醫院員工消費合作社優惠價格 (未稅)

KAVGHT VIP Discount(Tax exclusive):

英文編修 Editing Pricing

	超前編修 Advance Editing	標準編修 Normal Editing	單次校對 Single-Check Editing
	每字單價 Price per word (NT\$)		
標準件 Standard	3.25	1.7	
快速件 Express	3.6	1.96	
最後分鐘 Last Minute	3.9	2.2	

論文發表協助 Publication Support Pricing

完整組合 Full Support Package	快速組合 Easy-Go Package	自選組合 Custom Package
9折 10% Discount	9折 10% Discount	9折 10% Discount