

Assunto: Re: Confirm your meeting with Smartcat

De: Tommy Ciaccio <t.ciaccio@smartcat.ai>

Data: 11/04/2025, 11:24

Para: Escritório de Internacionalização <inter@ufcspa.edu.br>

Hi Sthefanny,

I spoke with my Legal Team at Smartcat about your particularities and they replied back with the following:

"As a SaaS provider, Smartcat follows a standardized and consistent approach to subscription pricing across Smartcat's customer base. Smartcat model is typical in the SaaS industry, and subscription pricing structures are based on the amount of Smartwords customers purchase rather than on the type or location of the customer. Provided subscription pricing is fully aligned with what Smartcat offers to other clients with similar technical and operational parameters."

Let me know if you have any other questions and if this would work for you all!

Best,
Tommy

Tommy Ciaccio

Account Executive

520.425.2421

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On Wed, Apr 9, 2025 at 7:40 AM Escritório de Internacionalização <inter@ufcspa.edu.br> wrote:

That would be it for now! Thank you.

Best,

--

Sthefanny Saldanha de Oliveira

Secretária

Escritório de Internacionalização

Universidade Federal de Ciências da Saúde de Porto Alegre - UFCSPA

Tel.: (55 51) 3303-8863

Sthefanny Saldanha de Oliveira

Secretary

Internationalization Office

Federal University of Health Sciences of Porto Alegre - UFCSPA

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Em 09/04/2025 11:22, Tommy Ciaccio escreveu:

Hi Sthefanny,

Let me talk to my team and I will get back to you right away! Anything else you need in the meantime?

Best,
Tommy

Tommy Ciaccio

Account Executive

520.425.2421

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On Wed, Apr 9, 2025 at 7:18 AM Escritório de Internacionalização <inter@ufcspa.edu.br> wrote:

Hello, Tommy,

We are sorry it took a while to get back to you. We have been in contact with the department responsible for proposals and contracts in our institution. Since we represent a public institution in Brazil, there are some particularities in terms of legislation that we need to pay attention to.

Because of these particularities, we need to make sure that the pricing you sent us is standard for institutions with needs like ours. Would it be possible to send us evidence of that?

Best,

--

Sthefanny Saldanha de Oliveira
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Em 07/04/2025 14:32, Tommy Ciaccio escreveu:

Hi Team,

Anything you need from me to help your financial department with their process so they are ready to sign by the end of the month?

Best,
Tommy

Tommy Ciaccio

Account Executive
520.425.2421

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On Thu, Mar 27, 2025 at 11:22 AM Tommy Ciaccio <t.ciaccio@smartcat.ai> wrote:
Hi Sthefanny,

Once a client signs, then my accounting team sends them an invoice. Something similar though would be our proposal! Please see the link below for the updated proposal and I have attached a PDF version as well. I can change the start date depending on when you would want to sign, but I wanted to send you this so you have something! Let me know if this is what you are looking for.

[Updated Proposal](#)

Best,
Tommy

Tommy Ciaccio

Account Executive
520.425.2421

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On Thu, Mar 27, 2025 at 6:40 AM Escritório de Internacionalização <inter@ufcspa.edu.br> wrote:

Hello, Tommy!

Could you send us a document with the new proposal, considering the 20% increase?
We are thinking something similar to a invoice. Is it possible?

Best regards,

--

Sthefanny Saldanha de Oliveira
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Em 26/03/2025 15:30, Tommy Ciaccio escreveu:

Hi Isabela,

I spoke with my boss, and he confirmed that our pricing has increased by 20% since the quote you received last year. As a result, the updated quote for April is \$7,200.

Please let me know your thoughts and if you'd like me to send an updated proposal.

Best,
Tommy

Tommy Ciaccio
Account Executive
520.425.2421

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On Thu, Mar 20, 2025 at 9:34 AM Tommy Ciaccio <t.ciaccio@smartcat.ai> wrote:

Thank you for letting me know! I will get you a quote as soon as possible for April!

Best,
Tommy

Tommy Ciaccio
Account Executive
520.425.2421

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On Thu, Mar 20, 2025 at 9:32 AM Escritório de Internacionalização UFCSPA
<inter@ufcspa.edu.br> wrote:

Dear Tommy,

I checked with our financial department and they confirmed what I told you before, that the process would probably be ready to sign only by the end of April.

Thank you for your help!

Best regards,

Isabela B. Esperandio
Vice-coordenadora
Escritório de Internacionalização
Universidade Federal de Ciências da Saúde de Porto Alegre - UFCSPA
Tel.: (55 51) 3303-8863

Isabela B. Esperandio
Vice-coordinator
Internationalization Office
Federal University of Health Sciences of Porto Alegre - UFCSPA
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Em 20/03/2025 13:23, Tommy Ciaccio escreveu:

Hi Isabela,

I am asking my manager what the price would be for in April, but did the last email help?

At Smartcat we have internal reviews as well so I totally understand it might not be possible to get a decision by the end of the month, but I want to make sure you have that option to get the best price possible.

Best,
Tommy

Tommy Ciaccio
Account Executive
520.425.2421

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On Tue, Mar 18, 2025 at 4:12 PM Tommy Ciaccio <t.ciaccio@smartcat.ai> wrote:

Hi Isabela,

Thank you for letting me know! What would your team need from me to start the internal process of approving Smartcat? I will ask my boss about the pricing for April, but I know our pricing now is the best it will be and I want to save your University as much as possible.

Also if this helps, our typical process after a company signs is that they have 15 days to pay the invoice but I can ask for 30 days to pay the invoice if that helps at all! If you can sign by the end of the month ideally you won't have to pay the invoice until the end of April, if that helps with your timeline at all.

Best,
Tommy

Tommy Ciaccio

Account Executive
520.425.2421

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On Tue, Mar 18, 2025 at 4:04 PM Escritório de Internacionalização
<inter@ufcspa.edu.br> wrote:

Dear Tommy,

Considering our internal processes, I believe it to be very unlikely that we will be able to sign a contract within March. It should probably be able to do it mid to end of April. Could you please send us a budget considering this timeline?

Best,

Isabela B. Esperandio
Vice-coordenadora
Escritório de Internacionalização
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Em 18/03/2025 17:59, Tommy Ciaccio escreveu:

Hi Sthefanny,

Our pricing has increased since your last conversation with Smartcat. However, I spoke with my leadership and they approved the same quote your University received before, **\$6,000 for 600,000 Smartwords**. This offer is valid if you sign by the end of the month, which fits with your timeline. Please see the proposal link below and let me know if you have any questions.

[Smartcat Proposal](#)

Best,

Tommy

Tommy Ciaccio

Account Executive

520.425.2421

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On Tue, Mar 18, 2025 at 9:55 AM Escritório de Internacionalização
<inter@ufcspa.edu.br> wrote:

Hello, Tommy

The documents are saved in word doc and PDF.

We would like to have these words by April. Is it possible?

Best,

--

Sthefanny Saldanha de Oliveira

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Em 17/03/2025 12:30, Tommy Ciaccio escreveu:

Hi Sthefanny,

Thank you for this information! Are the agreements, institutional materials and academic documents all the same file type, for example a word doc?

Also, when would you like to have these words by? Since it is the end of the quarter, I can ask my leadership for a better price if you sign by the end of this month.

Best,
Tommy

Tommy Ciaccio

Account Executive

520.425.2421

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On Mon, Mar 17, 2025 at 7:19 AM Relações Internacionais [UFCSPA] <inter@ufcspa.edu.br> wrote:

Hi, Tommy.

We are going to use the tool to translate agreements, institutional materials and academic documents. Total of 5 users.

Best,

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Sthefanny Saldanha de Oliveira
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Em sex., 14 de mar. de 2025 às 17:26, Tommy Ciaccio <t.ciaccio@smartcat.ai> escreveu:

Hi,

Thank you for reaching out! What are your translation projects you plan to use Smartcat for and how many users do you need? This will help me determine the custom package you need.

Best,
Tommy

Tommy Ciaccio
Account Executive
520.425.2421

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On Fri, Mar 14, 2025 at 1:18 PM Escritório de Internacionalização <inter@ufcspa.edu.br> wrote:

Actually, our company have had a meeting before. We would like to know if there is a chance to get the pricing for a custom package of 600,000 words.

Best,

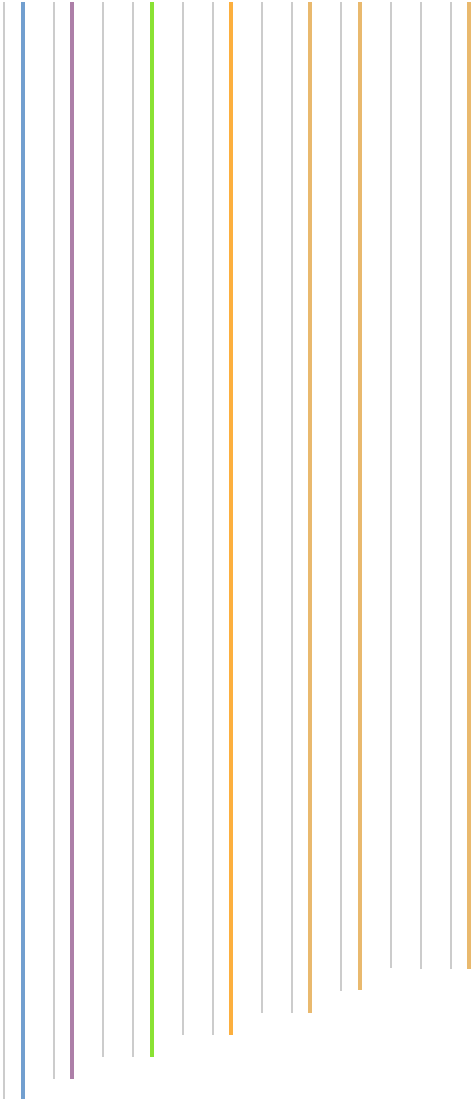
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Em 14/03/2025 16:57, Tommy Ciaccio escreveu:

The Smartcat logo is displayed in a bold, purple, sans-serif font. It is positioned to the right of a vertical orange line that serves as a visual separator.



Hi Sthefanny,

I noticed you tried to book a demo but couldn't find a time that worked. I totally get how frustrating that can be, especially when schedules don't match up.

No need to worry about forms or calendars—just hit reply with a time that suits you, and we'll take care of the rest!

Hope to talk soon!