

Subcontractor Service Level Agreement

Date: [Insert Date]

Parties:

[Company Name]

[Subcontractor Name]

1. Scope of Services

The subcontractor agrees to provide cleaning services for [Specify Location/Property] including but not limited to:

- Daily cleaning of offices
- Restroom sanitation
- Floor maintenance
- Window cleaning

2. Service Levels

The subcontractor agrees to meet the following service levels:

- 90% satisfaction rate from customer feedback surveys
- Response time for service requests within 2 hours
- Completion of all tasks as per schedule

3. Payment Terms

The total payment for services rendered will be [Specify Amount] and will be paid within [Specify Timeframe] after the invoice receipt.

4. Termination

Either party may terminate this Agreement upon [Specify Notice Period] written notice to the other party.

5. Acknowledgment

By signing below, both parties agree to the terms outlined in this Service Level Agreement.

Signatures:

[Authorized Signatory Name]
[Company Name]

[Authorized Signatory Name]
[Subcontractor Name]