

Service Level Agreement Proposal

Date: [Insert Date]

To: [Recipient Name]

Company: [Recipient Company]

Address: [Recipient Address]

Dear [Recipient Name],

We are pleased to submit our proposal for a Service Level Agreement (SLA) for IT services to support [Recipient Company]. Our goal is to establish a framework that defines the expected level of service, responsibilities, and performance metrics.

Scope of Services

Our services will include:

- 24/7 IT Support
- Network Monitoring and Maintenance
- Data Backup and Recovery Solutions
- Software Installation and Updates

Service Level Objectives

We propose the following service level objectives:

- Response Time: [X] minutes for critical issues
- Resolution Time: [X] hours for high priority issues
- System Uptime: [X]% availability

Performance Metrics

We will measure our performance based on:

- Number of incidents resolved within SLA
- User satisfaction ratings
- Monthly performance reports

Terms and Conditions

This agreement shall commence on [Start Date] and will be reviewed annually.

We appreciate the opportunity to work with [Recipient Company] and look forward to a mutually beneficial partnership. Please do not hesitate to reach out if you have any questions or require further information.

Thank you for considering our proposal.

Sincerely,

[Your Name]

[Your Position]

[Your Company]

[Your Contact Information]