

Service Level Agreement Proposal

Date: [Insert Date]

To: [Client's Name]

From: [Your Company Name]

Subject: Proposal for Service Level Agreement in Software Development

Introduction

Dear [Client's Name],

We are pleased to present our proposal for a Service Level Agreement (SLA) to outline the scope and expectations of our software development services for your organization.

Scope of Services

The services covered under this SLA include:

- Custom Software Development
- Ongoing Maintenance and Support
- System Integration
- Quality Assurance Testing

Service Level Objectives

We commit to the following service levels:

- Response Time: [Specify response times]
- Resolution Time: [Specify resolution times]
- Uptime Guarantee: [Specify uptime percentage]

Performance Monitoring

Performance will be monitored through regular reports, including:

- Monthly Performance Reports
- Quarterly Review Meetings

Pricing and Payment Terms

The proposed pricing model is as follows:

- Hourly Rate: [Specify rate]
- Monthly Retainer: [Specify amount]

Conclusion

We look forward to the opportunity to work together and are excited about the potential collaboration. Please feel free to reach out if you have any questions or need further information.

Best Regards,

[Your Name]

[Your Position]

[Your Company Name]

[Your Contact Information]