

# Supplier Service Level Agreement for Cleaning Services

**Supplier:** [Supplier Name]

**Address:** [Supplier Address]

**Client:** [Client Name]

**Address:** [Client Address]

**Date:** [Date]

## 1. Scope of Services

The supplier agrees to provide cleaning services at the client's premises as detailed below:

- Daily cleaning of common areas
- Weekly deep cleaning of office spaces
- Monthly window cleaning

## 2. Service Levels

The supplier commits to the following service levels:

- Response time for service requests: [Response Time]
- Completion time for scheduled cleaning: [Completion Time]
- Quality assurance checks: [Frequency]

## 3. Performance Monitoring

The client reserves the right to monitor supplier performance through feedback mechanisms and regular review meetings.

## 4. Payment Terms

Payment will be made on a [monthly/quarterly] basis, based on the services rendered and agreed pricing.

## 5. Term and Termination

This agreement will be effective from [start date] and will continue until [end date / termination clause].

## **6. Signatures**

Both parties agree to the terms outlined in this Supplier Service Level Agreement.

**Supplier Representative:** \_\_\_\_\_

**Client Representative:** \_\_\_\_\_