

Supplier Service Level Agreement (SLA)

Date: [Insert Date]

Supplier Name: [Insert Supplier Name]

Supplier Address: [Insert Supplier Address]

Client Name: [Insert Client Name]

Client Address: [Insert Client Address]

1. Purpose

This Service Level Agreement (SLA) outlines the expectations and responsibilities of the Supplier in providing construction services to the Client.

2. Scope of Services

- General construction services
- Project management
- Material supply
- Site supervision

3. Service Levels

The Supplier agrees to meet the following service levels:

- Timely project completion as per the agreed schedule.
- Quality assurance and compliance with safety regulations.
- Regular updates and communication with the Client.

4. Performance Metrics

The performance of the Supplier will be evaluated based on:

- On-time delivery of milestones.
- Quality of workmanship and materials used.
- Client satisfaction feedback.

5. Responsibilities

Supplier Responsibilities:

- Provide sufficient resources for project execution.
- Ensure compliance with all legal and regulatory requirements.

Client Responsibilities:

- Provide access to the site and necessary documentation.
- Timely payment for services rendered.

6. Review and Amendments

This SLA shall be reviewed annually and may be amended by mutual agreement.

7. Signatures

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

_____ **[Supplier Representative]**

_____ **[Client Representative]**