

Supplier Service Level Agreement

Date: [Insert Date]

To: [Supplier Name]

Address: [Supplier Address]

Dear [Supplier Contact Name],

This Supplier Service Level Agreement (SLA) outlines the expectations and responsibilities for consulting services between [Your Company Name] and [Supplier Name].

1. Scope of Services

The supplier shall provide the following consulting services:

- [Service 1]
- [Service 2]
- [Service 3]

2. Service Levels

The supplier agrees to meet the following performance metrics:

- Response time: [Specify time frame]
- Resolution time: [Specify time frame]
- Quality of service: [Specify criteria]

3. Reporting and Review

The supplier agrees to provide regular reports to [Your Company Name] on the performance metrics specified above. Reviews will be conducted [monthly/quarterly].

4. Terms and Termination

This agreement is effective as of [Start Date] and will continue until [End Date], unless terminated earlier with [notice period] by either party.

5. Signatures

Agreed and accepted by:

[Your Company Name]

[Your Name]

[Your Title]

[Supplier Name]

[Supplier Contact Name]

[Supplier Title]

Thank you for your cooperation.

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]

[Your Contact Information]