

Partnership Service Level Agreement (SLA)

Date: [Insert Date]

Between:

[Company Name]

Address: [Company Address]

Contact: [Company Contact Information]

And:

[Partner Company Name]

Address: [Partner Company Address]

Contact: [Partner Company Contact Information]

1. Purpose

This Service Level Agreement outlines the partnership between [Company Name] and [Partner Company Name] for the provision of software development services.

2. Scope of Services

The following services will be provided:

- Software development and coding
- Quality assurance and testing
- Maintenance and support

3. Service Level Objectives

The parties agree to the following performance metrics:

- Response time for inquiries: [Specify Time]
- Resolution time for issues: [Specify Time]
- Uptime Guarantee: [Specify Percentage]

4. Roles and Responsibilities

Responsibilities of each party are as follows:

- [Company Name] will provide all necessary resources and documentation.

- [Partner Company Name] will deliver services on time and maintain regular communication.

5. Payment Terms

Payment will be made as follows:

- Invoice Frequency: [Monthly/Quarterly]
- Payment Method: [Bank Transfer/Credit Card]

6. Confidentiality

Both parties agree to keep all proprietary information confidential.

7. Termination

This agreement may be terminated by either party with [Notice Period] notice.

8. Acceptance

By signing below, both parties accept the terms of this Service Level Agreement.

[Company Name]

Date: _____

[Partner Company Name]

Date: _____