

Partnership Service Level Agreement

Date: [Insert Date]

To:

[Vendor Name]

[Vendor Address]

[City, State, Zip Code]

Dear [Vendor Name],

This Partnership Service Level Agreement (SLA) outlines the terms and conditions of the collaboration between [Your Company Name] and [Vendor Name]. This agreement is designed to ensure a mutual understanding of service expectations and deliverables.

1. Purpose

The purpose of this SLA is to define the required service levels, responsibilities, and performance metrics that will guide our partnership.

2. Scope of Services

[Detail the specific services to be provided by the vendor]

3. Performance Metrics

The following metrics will be used to evaluate the vendor's performance:

- Response Time: [Specify Time Frame]
- Quality Standards: [Define Standards]
- Delivery Schedule: [Specify Schedule]

4. Responsibilities

Responsibilities of both parties are as follows:

- [Your Company Name]: [Specify Responsibilities]
- [Vendor Name]: [Specify Responsibilities]

5. Review and Amendments

This agreement will be reviewed [specify frequency], and amendments may be made with mutual consent.

6. Acceptance

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

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Your Contact Information]

Accepted by:

[Vendor Name]

[Vendor Representative Name]

[Vendor Position]

Signature: _____

Date: _____