DATED _____

(1) LAND DEVELOPMENT AGENCY AND

(2) [Company Name]

SERVICE LEVEL AGREEMENT

FOR THE PROVISION OF

[XXXX_]

Contents

1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between *Company name*. and LDA (Land Development Agency) for the provision of [Insert description] required to support and sustain [the Product or service.]

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.
This Agreement outlines the parameters of all services covered as they are mutually understood by the primary stakeholders. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

2. Goals & Objectives

The **purpose** of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent [Insert description] to the Customer(s) by the Service Provider(s).

The **goal** of this Agreement is to obtain mutual agreement for [Insert description] provision between the Service Provider(s) and Customer(s).

The **objectives** of this Service level Agreement are to:

➢ Provide clear reference to service ownership, accountability, roles and/or responsibilities.
➢ Present a clear, concise, and measurable description of service provision to the customer.
➢ Match perceptions of expected service provision with actual service support & delivery.
➢ Incentivise the Supplier to comply with and to expeditiously remedy any failure to comply with the Service Levels.

3. Stakeholders

The following Service Provider(s) and Customer(s) will be used as the basis of the Agreement and represent the **primary stakeholders** associated with this SLA:

Service Provider(s): Company name. ("Provider")
Customer(s): LDA (Land Development Agency) ("Customer")

4. Service Agreement

This agreement documents a description of the provided service, mutual obligations, and reporting to the LDA.

The following Services are covered by this Agreement;

[Insert Details as per RFT document]

5. Customer & Service Provider Requirements

(5.1) Customer responsibilities and/or requirements in support of this Agreement include:

- ➢ Payment for all support costs at the agreed interval.
- ➢ Reasonable availability of customer representative(s) when resolving a service-related incident or request.

(5.2) Service Provider responsibilities and/or requirements in support of this Agreement include:

- ➢ Meeting response times associated with service-related incidents.
- ➢ Appropriate notification to Customer for all scheduled maintenance.

(5.3) Service Assumptions related to the scope of services and/or components include:

- ➢ Changes to services will be communicated and documented to all stakeholders.

6. Periodic Review

This Agreement is valid from the [Effective Date] outlined herein and is valid until [further notice/Insert Date.] This Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The [Business Relationship Manager] ("Document Owner") is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

Business Relationship Manager: [XXX]
Review Period: [XXX]
Previous Review Date: [XXX]
Next Review Date: [XXX]

7. Performance Monitoring

The Service Provider (s) shall at all times during the term of this Agreement provide the Services to meet or exceed the Service Level Performance Measure for each Service Level Performance Criterion, as defined herein below.

The Service Provider (s) acknowledges that any failure to meet a Service Level may have a material adverse impact on the business and operations of the Customer. The Service Provider (s) shall implement all measurement and monitoring tools and procedures necessary to measure, monitor and report on the Service Provider (s) performance of the provision of the Services against the applicable Service Levels at a level of detail sufficient to verify compliance with the Service Levels.

The Service Provider (s) shall immediately notify the Customer in writing if the level of performance of the Service Provider (s) of any element of the provision by it of the Services during the term of the Contract is likely to or fails to meet any Service Level Performance Measure.

8. Service Levels

Service Providers Performance Management Score Card (Subject to change prior to agreed contract execution)

To ensure services are provided to a continuously high standard by the service provider, **[bi-annual or ad hoc performance]** reviews will be carried out. The main criteria for measuring performance will be as listed below and as detailed in the specification. It is expected that the service provider will take a proactive role in monitoring performance with a view to making appropriate recommendations where necessary for continuous improvement.

Project Name		Service Provider/Supplier Name						
Project Ref		Date Scored						

Performance Category	Service Level	KPI (Key Performance Indicator)		Max Score	Period of Review				Review / Comments
					H1 2021	H2 2021	H1 2022	H2 2022	
1. Understanding of Customer brief									
Measures the demonstrated understanding of the brief.	To what extent has the consultant/supplier understood the Client's brief.	5 4 3 2 1	Excellent understanding Very good understanding Good understanding Reasonable understanding Poor understanding	5					
2. Service Delivery & Quality									
Measures the quality of the service delivery.	Multidisciplinary approach and methodology for the delivery of the services and quality of output.	5 4 3 2 1	Excellent Very good Good Acceptable Unacceptable	5					
3. Communication & Responsiveness									
Measures client/supplier relationship.	Standard of communication across the team and stakeholders and responsiveness to contract issues.	5 4 3 2 1	Exceptional Highly effective Proficient Inconsistent Unsatisfactory	5					
4. Agreed Delivery of Services									
Measures the requirements with timelines to deliver services procured by the LDA (e.g. on time delivery performance, lead-time, forward planning, flexibility and responsiveness to contract requirements.	Has the service provider delivered services as per the agreed specification.	5 4 3 2 1	Always exceeds Always meets Usually meets Sometimes meets Does not meet	5					
5. Budget & Risk Management									
Assesses the measures implemented to manage and achieve or improve LDA budget, and measures the identification, assessment and management of risks.	Has the service provider delivered under the metrics of - Insert metrics - -	5 4 3 2 1	Excellent Very good Good Acceptable Unacceptable	5					
6. Fee Competitiveness & Completeness									
Measures the fee pricing in to the agreed contract costs, the adherence to agreed stage payments and the occurrence of unexpected elements.	Competitiveness of fees and alignment with scope of services and delivery.	5 4 3 2 1	Excellent Very good Good Acceptable Unacceptable	5					

IN WITNESS WHEREOF this Agreement has been signed on the date mentioned above.

[GIVEN UNDER the common seal of the **Client**
and **DELIVERED** as a **DEED**: - execution block TBC **]**

_____
Signature
[Name of signatory]
[CEO / Authorised employee]

in the presence of:

Signature of witness: _____

Name: _____

Address: _____

                                      _____

Occupation: _____

SIGNED

for and on behalf of the Service Provider by

_____

in the presence of:

Signature of witness: _____

Name: _____

Address:

                                      _____

Occupation: