

**Service Level Agreement  
Attachment K  
Security Guard Services  
SLA No.**

This Service Level Agreement (SLA) is between the [Customer Name] an agency of the State of Florida, with offices at [Customer address], and [Company Name] (“Contractor”), authorized to transact business in the State of Florida with offices at [Company address].

The Parties enter into this SLA pursuant to State Term Contract No.: 92121500-19-01 in accordance with the terms and conditions of the solicitation.

The Parties therefore agree as follows.

## **SECTION 1. TERM**

### **1.1. Initial Term**

The initial SLA term shall begin on XXXX, or on the last date it is signed by all Parties, whichever is later, and expires on XXXX.

### **1.2. Renewal Term**

Upon written agreement, the SLA may be renewed in whole or in part for a period that will not exceed the initial term of the state term contract by more than 12 months pursuant to section 26 of the PUR 1000 and must be provided at the applicable pricing specified in the state term contract. Any renewal is contingent upon the satisfactory performance of the Vendor and subject to the availability of funds.

## **SECTION 2. SLA DOCUMENT**

2.1. This SLA sets forth the entire understanding of the Parties and consists of the documents listed below. In the event any of these documents conflict, the conflict will be resolved in the following order of priority (highest to lowest):

- 2.1.1. This SLA Document
- 2.1.2. State Term Contract No. 92121500-19-01

## **SECTION 3. CONTRACT ADMINISTRATION**

### **3.1. Contract Manager**

The Contract Manager is primarily responsible for overseeing and monitoring the Contractor’s performance to ensure compliance in accordance with all contract provisions. At the discretion of the Customer’s Contract Manager, monitoring may include bi-weekly meetings between the Contractor and the Contract Manager to address any areas of concern. The Contract Manager shall be as follows:

Name:  
Title:  
Company:  
Address:  
Telephone:  
Email:

In the event the Customer changes the Contract Manager, the Customer will notify the Contractor in writing via email. Such changes do not require a formal written

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amendment to the Contract.

**3.2. Contractor Representative**

The Contractor's employee who is primarily responsible for overseeing the Contractor's performance of its duties and obligations pursuant to the terms of this SLA and the State Term Contract shall be:

Name:  
Title:  
Company:  
Address:  
Telephone:  
Email:

**SECTION 4. ADDITIONS TO THE STATE TERM CONTRACT SCOPE OF WORK REQUESTED BY THE CUSTOMER**

- 4.1. [insert if applicable: Bilingual Guards who speak English and Spanish in accordance with Attachment C, Scope of Work]
- 4.2. [insert if applicable: Ancillary Services as defined in Attachment C, Scope of Work]
- 4.3. [insert if applicable: Requirement to submit job descriptions to the Customer in accordance with Attachment C, Scope of Work]
- 4.4. [insert if applicable: Designated method for submitting required reports in accordance with Attachment C, Scope of Work]
- 4.5. [insert if applicable: Terms for Contractor's call service center signage specifics e.g. design, material, quantity, posting location, etc. in accordance with Attachment C, Scope of Work]
- 4.6. [insert if applicable: Agency specific required trainings in addition to the requirements in Attachment C, Scope of Work, Section 13]

**SECTION 5. FACILITIES/LOCATIONS**

Customer facilities covered by this SLA shall be set forth in SLA Exhibit A – Facility List. During the term of the Contract, the Customer shall have the right to add and/or delete facilities covered by this SLA by updating Exhibit A – Facility List and providing to the Contractor. Additions shall be priced based on the Contract pricing. Deletions shall result in a price reduction equal to the amount set forth in the Contract pricing. Addition and or deletion of other facilities shall be upon written mutual agreement of both Parties to Exhibit A – Facility List.

All changes, modifications, deletions or additions to the services that will result in any change must be requested and preapproved in writing by the Customer.

**SECTION 6. TRANSITION PLAN**

Within ten (10) working days after SLA execution, the SLA Manager will conduct a kick-off meeting and/or conference call with the Contractor to discuss the Scope of Work and services needed.

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**SECTION 7. CUSTOMER FURNISHED ITEMS**

- 7.1 The Customer will furnish, without cost to the Contractor, the following materials and equipment to be used in connection with the performance of this SLA. The Customer will provide the following:

**7.1.1.** [insert Items customer will provide at no cost to the Contractor.  
Example: On-Call List for facility, Emergency Call Procedures, Keys,  
Replacement of lost, damaged, or stolen equipment, etc.]

**SECTION 8. CONTRACTOR DELIVERABLES**

- 8.1. The services to be provided are [armed and/or unarmed] Security Guard Services at the facilities and locations identified in SLA EXHIBIT A – Facility List and their associated parking structures and sites in accordance with Chapter 493, Florida Statutes, as specified in ATTACHMENT C – Scope of Work.

The Contractor will be responsible for the following tasks/deliverables at each location, in addition to the Scope of Work:

**8.1.1** [insert any additional deliverables as needed]

**SECTION 9. PERFORMANCE MEASURES**

**9.1** [insert any Performance Measures required by the Customer as needed]