[Organization logo]

[Organization name]

**Commented [20A1]:** All fields in this document marked by square brackets [] must be filled in.

# **SUPPLIER CONTRACT**

Code:	
Version:	
Date of version:	
Created by:	
Approved by:	
Confidentiality level:	

**Commented [20A2]:** The document coding system should be in line with the organization's existing system for document coding; in case such a system is not in place, this line may be deleted.

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# **Change history**

Date	Version	Created by	Description of change
	0.1	20000Academy	Basic document template

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nization	

## 1. General

This agreement is made between [supplier name] and [organization name].

Commented [20A3]: Please include the name of your

Commented [20A4]: Agreement can be made for more than

## 2. Agreement

### Scope

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

Commented [20A5]: Describe scope of the services to be

### Commented [20A6]:

Commented [20A7]: E.g. close incidents

Commented [20A8]:

Commented [20A9]: E.g. open incidents, re-open incidents

Commented [20A10]:

Commented [20A11]: E.g. travelling, education, etc.

Commented [20A12]: Choose the one that applies.

#### 2.2 Relationship

This agreement defines the following responsibility and authority matrix between [supplier name] and [organization name]:

#### **Agreement exceptions** 2.3

Services which are outside scope of this agreement can be / cannot be agreed upon separately.

#### 2.4 **Communication plan**

Communication interfaces between parties are:

Commented [20A13]: Please adapt according to your company

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[organization name]			
Communication channels betwe	en parties are achieved through:		
<ul> <li>Phone: [phone number]</li> </ul>			
E-mail: [e-mail address]			
• []			<b>Commented [20A14]:</b> Please include any other communication channel according to your company practices.
If Squares has b	and the same and		Commented [20A15]:
			Commented [20A16]:
3. Service and Supplier	Requirements		
3.1 Description			
[Describe the requirements that	must be fulfilled by the supplier. Include:		
<ul> <li>Deliverables</li> </ul>			
			Commented [20A17]: E.g. contracts, performance
			measurements, reports
3.2 Service hours			
BOARS.	No. of Street,		
		<	Commented [20A18]:
3.3 Service targets			Commented [20A19]:
Service Targets	-		
Service Capacity			
Workload characteristics			
	Series Medical Cold		
Reliability	personal and a single		
Name Address		-	Commented [20A20]: This is only a recommendation; you can
	personal congression		write the service availability percentage according to your company
			practices.
		•	
	Series requiredable, for 7 ferrors from	uto Pari	
Cycontinus	THE RESERVE THE PARTY OF THE PA		
Exceptions			Commented [20A21]: [X]
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### 3.4 Security framework

The following security requirements must be fulfilled:

## 4. Processes

## 4.1 Dependencies

Parts of the [service name] are operated by [supplier name]. The following table defines dependency

### 4.2 Interfaces

For the following processes, [supplier name] is part of [organization name]'s customer-facing processes:

1. [Incident Management]

## 4.3 Sub-contractors

[Supplier name] is allowed to engage sub-contractors in order to provide services within the scope of this agreement. Relationships with sub-contractors must be defined with a separate contract, which has to be in line with service requirements toward [organization name]'s customers.

[Supplier name] ensures that:

- •
- ----
- [Organization name] is allowed to check reports that [supplier name] creates to manage their sub-contracted suppliers to ensure that [supplier name] is able to fulfill its contractual obligations

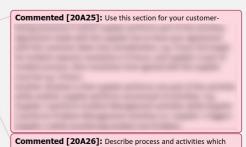
### 4.4 Dispute management

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Commented [20A22]: Please include a list of security

**Commented [20A23]:** Delete processes which are not relevant for the service which is in scope of this agreement.

Commented [20A24]: If a service has many processes, there



**Commented [20A27]:** These are only recommendations; you can modify them according to your company practices.

ver [version] from [date]

[organization name]	
[Organization name]	_
3. Legal escalation – in case [organization name] and [supplier name] cannot agree on dispute	
resolution, []	Commented [20A28]:
5. Charging	
[Supplier name] charges for the supplied services on a monthly basis. The basis for the charging is	Commented [20A29]: Change if needed.
[earphine manner] share good and comprehensive the control of the	Commented [20A30]: E.g. Incident resolution efficiency.
	Comments of Cooking In Co.
	Commented [20A31]: Change if needed.  Commented [20A32]: Please include the number of days in
	Commenced [20x32]. Flease include the number of days in
	Commented [20A33]: Please describe what will be the
Monthly charges for the [service name] are to be paid to [supplier's bank account].	
5.1 Penalties and incentives	to the same to the same to the same to
In case [describe case when penalties should be charged], [supplier name] pays penalties which are	
calculated as follows:	
[Describe calculation]	
	Commented [20824]
	Commented [20A34]:
6. Measurement and reporting	
Reports are created [monthly]. The supplier should create the following reports:	Commented [20A35]: Adapt to your company practices.
Achievement of the service level requirements	
	Commented [20A36]: These are only recommendations you can modify them according to your company practices.
Reports are delivered [electronically] to [job title].	Commented [20A37]: Please insert the appropriate job title
	according to your organization practices, e.g.: IT Manager, Service Manager, etc.
7. Duration	
	Commented [20A38]:
8. Termination and Early termination	
•	
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[organization name]		-
		Commented [20A39]: You can modify this according to your company practices.
		Commented [20A40]: You can modify this according to your company practices.
		Commented [20A41]: You can modify this according to your company practices.
		Commented [20A42]: E.g. to delete all organization's and customer's data.
		Commented [20A43]: To pay invoices for activities incurred.
9. Review cycle		
This agreement and services which are included must b	e reviewed and updated [every six months].	Commented [20A44]: Adapt to your company practices.
10. Sign off		
This contract exists		Commented [20A45]:
[supplier name]	[organization name]	
[date of	[date of	
signature]	signature]	_
[name in capital letters]	[name in capital letters]	
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