

SERVICE LEVEL AGREEMENT

Between
Cal Poly Storage
And
[ENTER DEPARTMENT] Department

Distribution Services (DS) through its Cal Poly Storage is maintaining a (n) [enter time frame] agreement with [enter department] for the secure storage of [enter items]. This agreement is made with conditions that meet DS and [enter department] objectives. All terms and conditions have been outlined within this document to be in effect for the initial period of [enter time frame] effective Monday, February 12, 2024.

Article I – Term of Agreement

The period for this agreement shall be from [enter time frame] through [enter time frame], the first ninety (90) days of which is an assessment period after which a review may be performed by both parties. This agreement is renewable [enter time frame] or will terminate based on the best interest of both parties.

Article II – Scope of Services Provided

Cal Poly Storage (CPS) will provide the following services in agreement with [enter department]:

1. CPS will provide the following services:
 - ✦ [enter number of items and type] storage locations for [enter description of items]
 - ✦ [enter number of SqFt] square foot location for [enter item]
 - ✦ Limited access to pre-authorized individuals Monday through Friday, 8 a.m. to 4:30 p.m.
 - ✦ CPS will have a designated contact for customer service issues.

2. CPS contact person for questions, compliments, and problem resolution
☛ Contact: Scott Coffman x66410
3. CPS agrees to meet with the [enter department] designated primary on an as needed basis throughout the life of the agreement to review service activities and contract obligations of both parties.

Article III – Compensation and Annual Renewal Review

[enter department] agrees to pay a monthly fee of \$15 per half bay, \$30 per full bay, and \$1.25/sqft as required. CPS and [enter department] will review prior to agreement renewal any potential justifiable increases to be included and agreed upon by each party.

AGREEMENT

The service levels and responsibilities established in the Service Level Agreement have been agreed to by parties represented by the undersigned:

Signature and Date

[enter job title]
[enter department]

Signature and Date

[enter job title]
[enter department]
[enter division] – ACCT [enter account]