

1. CONTRACT OVERVIEW

Vendor Name:		Contract No:		Date of Report:	
Contract Description:					
Contract Manager:		Contract Manager Delegate:			
Contract Expiry Date:		Reporting Period:			

2. PERFORMANCE REPORT

Key Performance Criteria		Indicators of Performance	Assessment¹ Rating 1-5	Performance Notes
1.	Service Levels			
2.	Compliance with Performance Standards			
3.	Relationship and Cooperation			
4.	Risk and Reputation			
5.	Other observations of relevance			
Recommendation/Action:				

¹ Refer to Page 3 for rating descriptions.

3. PARTICULARS UNDER HEAD AGREEMENT BY PROJECT

PROJECT	EXPECTATIONS	OUTCOME	REMEDY

4. CONTRACTOR COMMENTS

Recommendation/Action:

5. SIGN OFF

Aqwest Contract Manager Name:		Signature:		Date:	
Vendor Contract Manager Name:		Signature:		Date:	

6. PERFORMANCE MATRIX

1	Very Poor	Serious and/or reoccurring issues
2	Poor	Minor issues to be addressed
3	Satisfactory	Generally in accordance with the Contract
4	Very Good	Always in accordance with the Contract
5	Excellent	Generally exceeds the Contract requirements
NA	Not Applicable	Not a requirement of the Contract

The contractor is required to achieve 3 (good, better than average) in most categories and no less than 2 (acceptable) in any category prior to any extension being considered. The Principal may consider these quantitative measures in their qualitative judgment to offer an extension or not.