

Performance Outcome Agreement

Date: [Insert Date]

Vendor Name: [Insert Vendor Name]

Vendor Address: [Insert Vendor Address]

Dear [Vendor Name],

We are pleased to enter into this Performance Outcome Agreement with you as a valued vendor. This agreement outlines the expected performance outcomes and metrics that we will use to evaluate our partnership.

1. Scope of Services

[Provide a detailed description of the services/products to be provided.]

2. Performance Metrics

The following key performance indicators (KPIs) will be used to assess vendor performance:

- Quality of Service: [Detail expectations]
- Timeliness: [Detail expectations]
- Customer Satisfaction: [Detail expectations]

3. Review Schedule

Performance reviews will be conducted on a [monthly/quarterly] basis to assess compliance with the agreed metrics.

4. Consequences of Non-Compliance

If performance metrics are not met, we reserve the right to [outline consequences, e.g., revisit terms, penalties, etc.].

Acceptance

Please sign below to acknowledge your acceptance of this Performance Outcome Agreement:

_____ [Vendor's Authorized Signature]

_____ [Company's Authorized Signature]

Thank you for your commitment to excellence.

Sincerely,

[Your Name]

[Your Job Title]

[Your Company Name]

[Your Contact Information]