

**[Performance Management Meeting Letter]
[Appendix H to Contract Performance Framework]**

[CCAC Letterhead]

**[Address]
[Address]
[Address]
[Address]
[Address]**

Dear **[Name of Service Provider Contact]**¹,

Re: Services Agreement between **[Name of CCAC]** and **[Name of Service Provider]**, dated October 1, 2012 (the "Services Agreement")

The purpose of this letter is to formally advise you that **[Service Provider]** has failed to meet its obligations under the Services Agreement. Specifically, you have failed to meet the following obligations:

Agreement Section Reference	Description and Example of Material Failure

Notwithstanding the efforts of the CCAC and your staff to informally deal with these issues through ongoing verbal communications, there has been little or no improvement in the failures identified.

In accordance with GC Section 11.1 of the Services Agreement, we are hereby providing notice of a Contract Management Meeting, with **[name of Service Provider representative]**² on **[date]**³ to discuss the areas of concern outlined above.

If you have any further questions about this letter, please contact **[CCAC contact]**.

Yours truly,

¹This must be the name and address of the party as identified in the Special Conditions of the Agreement at the row related to GC Section 14.1(1).

² GC Section 11.1(2)(a) provides that the Service Provider representative at the Contract Management Meeting should be the President or other senior executive officer of the Service Provider.

³ GC Section 11.2(a) provides that the Contract Management Meeting is to be held no later than 5 days after the delivery of this notice.