**Buyers Guide**

LG00672023E

**Capture WA**

Panel Contract
2024-25 to 2032-33

Locate  Value  Secure  Enable

# Document control

LG00672023E
Capture WA Panel Contract 2024-25 to 2032-33
Draft October 2023
Produced and published by: Capture WA Program Team

# Document version history

| Date | Author | Version | Revision Notes |
|---|---|---|---|
| October 2023 | L Brenton | Initial | |
| January 2024 | J Daniel | Edits | |
| February 2024 | J Del Nero | V3.0 | Edits |
| November 2024 | L Sadler | V4.0 | Edits |
| April 2025 | L Williams | V4.1 | Edits |
| July 2025 | C Dean | V4.2 | Edits & additional info |

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# Introduction

Capture WA is a program available across the Western Australian (WA) public sector, to both State and Local Government. It has been designed to reduce duplication and maximise sharing of location information across the State – 'Capture once, use many.'

Managed by Landgate since 2016, Capture WA sponsors an annual base capture plan and assists state and local government agencies with the procurement of other ad-hoc capture requests (various funding models available). The program facilitates the procurement and sharing of a range of different types of location information, including aerial imagery, satellite optical and radar imagery, Light Detection and Ranging (LiDAR), Digital Elevation Models (DEMs), cadastral data, topographic data, and more. The program's coordinated approach to procurement improves efficiency, promotes data accessibility, and prioritises intellectual property rights for the WA public sector.

Landgate works with several external suppliers to deliver the required products and services through a Panel Arrangement.

Under Panel Contract LG00672023E, the Capture WA Program will facilitate the capture and sharing of:

- Elevation, Depth and Imagery services and products
- Spatial Services and Derived Data services and products
- Geodetic Survey services

Although there are numerous consumers of the information sourced through the panel, all requests for purchases will come through Landgate via the Capture WA Portal.

# Part A – Contract Details

## Contract Summary

| Contract Title: | Capture WA Panel Contract 2024-25 to 2032-33 |
|---|---|
| Contract Number: | LG00672023E |
| Contract Term: | Initial: Three (3) Years<br><br>Extension Options: Two (2) x Three (3) Years |
| Contract Commencement Date: | 20 November 2024 |
| Current Expiry Date: | 20 November 2027 |
| Contract File Reference #: | 2025-6770 |

## Contract Owner

| Contract Owner (title): | General Manager Location Services |
|---|---|
| Name: | Dione Bilick (Acting) |
| Telephone Number: | 9273 9372 |
| Email: | Dione.Bilick@landgate.wa.gov.au |

# Contracted Goods/Services

| | CATEGORY A<br>Elevation, Depth & Imagery | CATEGORY B<br>Spatial Services & Derivative Data | CATEGORY C<br>Geodetic |
|---|---|---|---|
| Product type | A range of services and products, including but not limited to:<br><br>• 3D raster or point data captured through airborne or ground-based platforms<br>• 3D photo mesh and reality capture<br>• Multi-value data captured through satellite, airborne or ground-based platforms<br>• Digital terrain modelling | A range of spatial services and derivative data products, including but not limited to:<br><br>• Geospatial data and products<br>• Geospatial data derived from imagery<br>• Specialised geospatial services and advice | A range of geodetic survey services including but not limited to:<br><br>• Observations<br>• Calculations<br>• Reports |
| Deliverable: Primary products | • Raster datasets (raw/processed/unprocessed) | • Common Geospatial data formats (including ESRI formats)<br>• Cloud hosted services<br>• Reports and advice | • Global Navigation Satellite System (GNSS) baseline observations<br>• Terrestrial Geodetic observations<br>• Spirit levelling<br>• Standard Survey Mark installation and refurbishment<br>• Levelling abstract |

| | CATEGORY A<br>Elevation, Depth & Imagery | CATEGORY B<br>Spatial Services &<br>Derivative Data | CATEGORY C<br>Geodetic |
|---|---|---|---|
| | | | • National GNSS Campaign Archive (NGCA) observations<br>• Cadastral connections |
| Deliverable: Secondary products | • Point cloud datasets (raw/classified)<br>• Digital Surface Model (DSM)<br>• Derivative geospatial data and products | • Attributes and products<br>• Ability to make data available to the Customer via the Contractor's Cloud environment, if requested | • Survey report and calculations<br>• Station Summary diagrams |
| Deliverable: Value added products / services | • Digital Elevation Model (DEM)<br>• Derived contours (including from LiDAR)<br>• Attributes and products<br>• Processed data services made available via the Contractor's Cloud environment, if requested | • Processed data services<br>• DEM derived contours<br>• LiDAR derived contours | |
| Commonly requested products / services | • Point Cloud<br>• Contours and spot heights<br>• Bathymetry<br>• Terrestrial<br>• LiDAR (terrestrial / bathymetry) | • Topographic Data<br>• Geocoded Addressing<br>• Administrative Boundaries (local and state government, maritime) | • Geodetic Mark Maintenance Services<br>• Standard Survey Control Upgrades<br>• Positioning (geodetic)<br>• New and emerging products and services |

| | CATEGORY A<br>Elevation, Depth & Imagery | CATEGORY B<br>Spatial Services &<br>Derivative Data | CATEGORY C<br>Geodetic |
|---|---|---|---|
| | <ul><li>Multispectral</li><li>Optical (RGB / Panchromatic)</li><li>Oblique</li><li>Infrared (Near / Short Wave)</li><li>Data for other spectral wavelengths</li><li>Hyperspectral</li><li>Thermal</li><li>Radar or Sonar</li><li>Gravity</li><li>Multibeam</li><li>Street level</li><li>New and emerging products and services that achieve the user's needs</li></ul> | <ul><li>Place Names (cultural and physical features)</li><li>Land Parcel and Property (cadastre, ownership)</li><li>Transport (road, rail, aviation, maritime)</li><li>Water (surface, ground, catchments)</li><li>Land Cover (vegetation, soils, geology)</li><li>Features derived from AI/ML</li><li>New and emerging products and services that achieve the user's needs</li></ul> | that achieve the user's needs |

# Part B - Buying off this Contract

## Buying Rules

| Monetary Threshold (GST inclusive) | Buying Process |
|---|---|
| Work valued up to and including **$50,000** | **ONE QUOTE REQUIRED**<br><br>Buyers must obtain at least one written quote from a Contractor offering the required product or service. |
| Work valued over **$50,000** up to and including **$250,000** | **TWO QUOTES REQUIRED**<br><br>Buyers must obtain at least two written quotes from Contractors offering the required product or service unless there is only one Contractor on the panel who can offer the required product or service. A decision can then be made on which Contractor represents a value for money outcome. |
| Work valued over **$250,000** | **MULTIPLE QUOTES REQUIRED**<br><br>If it can be foreseen that the cost of an engagement will exceed $250,000, then buyers must obtain written quotes from all Contractors offering the required product or service (i.e. all Contractors within the designated project Category). A decision can then be made on which Contractor represents a value for money outcome. |

# Purchasing Process

The requesting agency will submit their request by uploading onto the Capture WA Portal, via their registered GIS professional Capture WA Portal User and send through any additional information to support their business case via the Capture WA inbox [capturewa@landgate.wa.gov.au](mailto:capturewa@landgate.wa.gov.au).

The Capture WA team will work with the requesting agency and Landgate's subject matter experts to ensure all the requirements of the request will be fit for purpose to meet the agencies project needs.

Submissions/requests for program-funded captures are assessed against government priorities and managed within a discrete budget. If a submission is not approved for program funding (requiring endorsement by the Walis Council), the agency has the option to provide funding for the capture, and Landgate can either procure on behalf of an agency or facilitate a co-funding arrangement between agencies.

The finalised RFQ documents, inclusive of the Order Form (*see Attachment 2*) and the Supplier Submission Cover Form (*see Attachment 3*) will be uploaded to Tenders WA stating all the detailed requirements and technical specifications for clear expectations and deliverables. Each capture project will be released in accordance with the Buying Rules. However, at the discretion of the Contract Manager, a tender/RFQ may be released to all Contractors within the designated project Category for projected values below the $250,000 threshold. This exception will be confirmed with the requesting agency/agencies before release.

# Emergency Data Acquisition Exemption

The Capture WA Program has a provision within the budget to acquire location information to assist with emergency incidents within the State of Western Australia. The Capture WA Panel Contract terms and conditions state, when the emergency protocol is enacted, Landgate can procure directly from any qualified supplier in any category.

# Price Schedule

No price schedule is applicable, as pricing reflects the bespoke project needs. Please refer to the Statement of Requirements in the Order Form and seek clarification from the Contract Manager if required.

As a project is released, the Contractor provides the Customer with a fixed price offer against any Request for Quotation or Request for Tender requested by Customer under the Contract. Price schedules proposed by Respondents are subject to acceptance by Landgate.

# Invoicing and Payment Process

Payment will be made on receipt of a correctly rendered invoice inclusive of the Purchase Order number. All invoices are to be sent to Contracts, to verify the contract milestones. Once complete, the invoice will be forwarded to Capture WA for processing. Payment terms are as per current applicable Treasurer's Instruction. Exceptions to the above will need to be agreed by all parties.

Note that for some projects, including all self-funded projects, invoices will need to be addressed to an agency other than Landgate. This will be made clear in the order.

Where Landgate will be paying for services, Landgate will usually issue a purchase order to the supplier. Self-funding agencies will be required to issue a purchase order for projects ordered through the Capture WA program. This should be forwarded to Capture WA, to be sent with other award documents to the successful respondent.

# Additional Information

# Reporting and KPIs

This contract makes use of Key Performance Indicators (KPIs) that will enable Landgate to align its efforts with our suppliers, foster accountability, and drive for continuous improvement.

This section of the Buyers Guide is intended to support the Capture WA Contract Manager in obtaining reports and managing the KPIs for suppliers appointed to the Capture WA Panel. It also provides transparency to suppliers, so they have a clear understanding of the process.

KPIs are useful in evaluating supplier performance, identifying areas for improvement, and fostering accountability. The careful selection and detailed definition of the KPIs provide a structured approach to supplier assessment. This process is a means of gaining actionable insights to strengthen our partnerships and ensure the delivery of high-quality goods and services. The survey measures the overall satisfaction of the capture of land information, see *Attachment 3 Contract Review Document.*

The Key Measures in the KPI include:

**Delivery** – over the contract review period, over 90% of Products / Services specified are to be delivered in the agreed format and delivered to the Contract Authority by the agreed date.

**Costs** – over the contract review period, over 90% of Products / Services specified are delivered at the agreed price.

**Quality** – over the contract review period, 100% of Products / Services specified are delivered to meet the technical specifications outlined in the Quote, unless otherwise agreed.

All KPI reviews and project evaluations scores are treated as **confidential**. The information contained within these reviews and evaluations will be managed by the Capture WA team and used for internal purposes only. These reviews will be made available for noting and for feedback purposes to the evaluated Supplier, at any time, if requested.

Requesting agencies/Customers may be asked to participate in the project review process. This request will come in writing directly from the Capture WA team and is to be treated as confidential.

# Frequently Asked Questions

**What does the Capture WA Program do?**

It procures and shares a range of location information; including but not limited to aerial imagery, satellite optical and radar imagery, Light Detection and Ranging (LiDAR), Digital Elevation Models (DEMs), cadastral data and topographic data. The program's coordinated approach to procurement improves efficiency, data accessibility, and prioritises intellectual property rights for the WA public sector.

**Who can participate in the Capture WA Program?**

Any WA public sector agency or Local Government requiring the capture of location information.

**How does the program benefit government agencies?**

It leverages a panel of pre-approved suppliers to streamline procurement, reduce costs through shared funding opportunities and ensures high-quality, standardised spatial data for all participating agencies.

**How do I access the Capture WA Program?**

Through the Capture WA Portal, an ESRI-powered map which assists GIS professionals to lodge requests and access program information. Contact your agency's registered GIS Capture WA Portal user or contact the Capture WA team: capturewa@landgate.wa.gov.au.

**How do I become a Capture WA Portal User?**

Please email capturewa@landgate.wa.gov.au with the following information:

- Your name
- Local Government/Agency and section
- Position
- Work email (used for all correspondence)
- Telephone number

**What do I need to submit a request?**

- Type of capture required (aerial, satellite, LiDAR, etc)
- Known derived products
- Any specific technical requirements
- Capture period and preferred delivery timeline
- Area of Interest (AOI) in the form of a shapefile
- Supporting business case information if requiring Program funding.

- Contact details of the project manager

## What funding models are available?

The Capture WA Program operates within a discrete budget and can facilitate one of three funding options:

- Program funded
- Agency self-funded
- Opportunity for a Co-funded arrangement

Requests for program-funded captures are evaluated based on government priorities and require secondary evaluation by the Capture WA Technical Working Group, and final endorsement from the Walis Council before progressing to RFQ stage. If a request is not approved for program funding, the agency may choose to self-fund the project. In this case, Landgate can procure the request on behalf of the agency or help facilitate a co-funding arrangement with Landgate or another partner agency.

## Can agencies procure location data outside of Capture WA?

Yes, however, using Capture WA ensures procurement efficiency, compliance with standards, and cost savings through coordinated efforts.

## What is the process for emergency data acquisition?

Capture WA has provisions to quickly procure data from any qualified supplier under emergency protocols to assist with incident management. For more information on acquiring emergency data/imagery please contact the Capture WA team directly: capturewa@landgate.wa.gov.au.

## Who owns the IP arising from the program?

As a standard, the IP of data captured (program, co-funded or self-funded) belongs to the State of Western Australia with Landgate overseeing the management on behalf of the State. Some exceptions may apply. The applicable licencing arrangements will determine the allowable usage of the data.

## Are there key dates or timing I need to be aware of?

Agencies can submit their requests at any time during the year, ideally with 3 months' notice. For submissions seeking program funding, business cases are required to be endorsed by Walis Council who meets quarterly (the last Thursday of February, May, August & November). Agencies are encouraged to submit their requests and business cases at least 6 weeks prior to be proposed at the Walis Council Meeting.

# Part C – Capture WA Panel Supplier List

| No. | Supplier | Category A Elevation, Depth & Imagery | Category B Spatial Services & Derivative Data | Category C Geodetic |
|---|---|---|---|---|
| 1. | Aerometrex Ltd | ✓ | ✓ | ✗ |
| 2. | Anditi Pty Ltd | ✗ | ✓ | ✗ |
| 3. | BCE Boodja Surveying Pty Ltd** | ✓ | ✗ | ✓ |
| 4. | BlackSky Global LLC | ✓ | ✗ | ✗ |
| 5. | DSM Geodata Ltd | ✗ | ✓ | ✗ |
| 6. | Fugro Australia Pty Ltd | ✓ | ✓ | ✗ |
| 7. | Geospatial Intelligence Pty Ltd | ✓ | ✓ | ✗ |
| 8. | Geotaur Pty Ltd | ✓ | ✗ | ✗ |
| 9. | GHD Pty Ltd | ✗ | ✓ | ✗ |
| 10. | Harley Dykstra Pty Ltd | ✓ | ✓ | ✓ |
| 11. | Jacobs Group (Australia) Pty Ltd | ✓ | ✓ | ✓ |
| 12. | Land Surveys | ✗ | ✗ | ✓ |
| 13. | LatConnect 60 Ltd | ✓ | ✓ | ✗ |
| 14. | MNG | ✓ | ✓ | ✓ |
| 15. | NGIS Australia Pty Ltd | ✓ | ✓ | ✗ |
| 16. | Outline Global Pty Ltd | ✓ | ✓ | ✗ |
| 17. | Photomapping Services Pty Ltd | ✓ | ✗ | ✗ |
| 18. | RM Surveys Pty Ltd | ✓ | ✓ | ✓ |
| 19. | RPS AAP Consulting Pty Ltd | ✓ | ✓ | ✗ |
| 20. | Tech Mahindra Altavec | ✓ | ✓ | ✗ |
| 21. | Thompson Surveying Consultants | ✗ | ✗ | ✓ |
| 22. | Veris Australia Pty Ltd | ✗ | ✗ | ✓ |
| 23. | Woolpert Australia Pty Ltd | ✓ | ✓ | ✓ |
| 24. | WSP Australia Pty Ltd | ✗ | ✓ | ✗ |

**First Nations Company Supplier

# Part D – Attachments

## Attachment 1: Capture WA Process Map
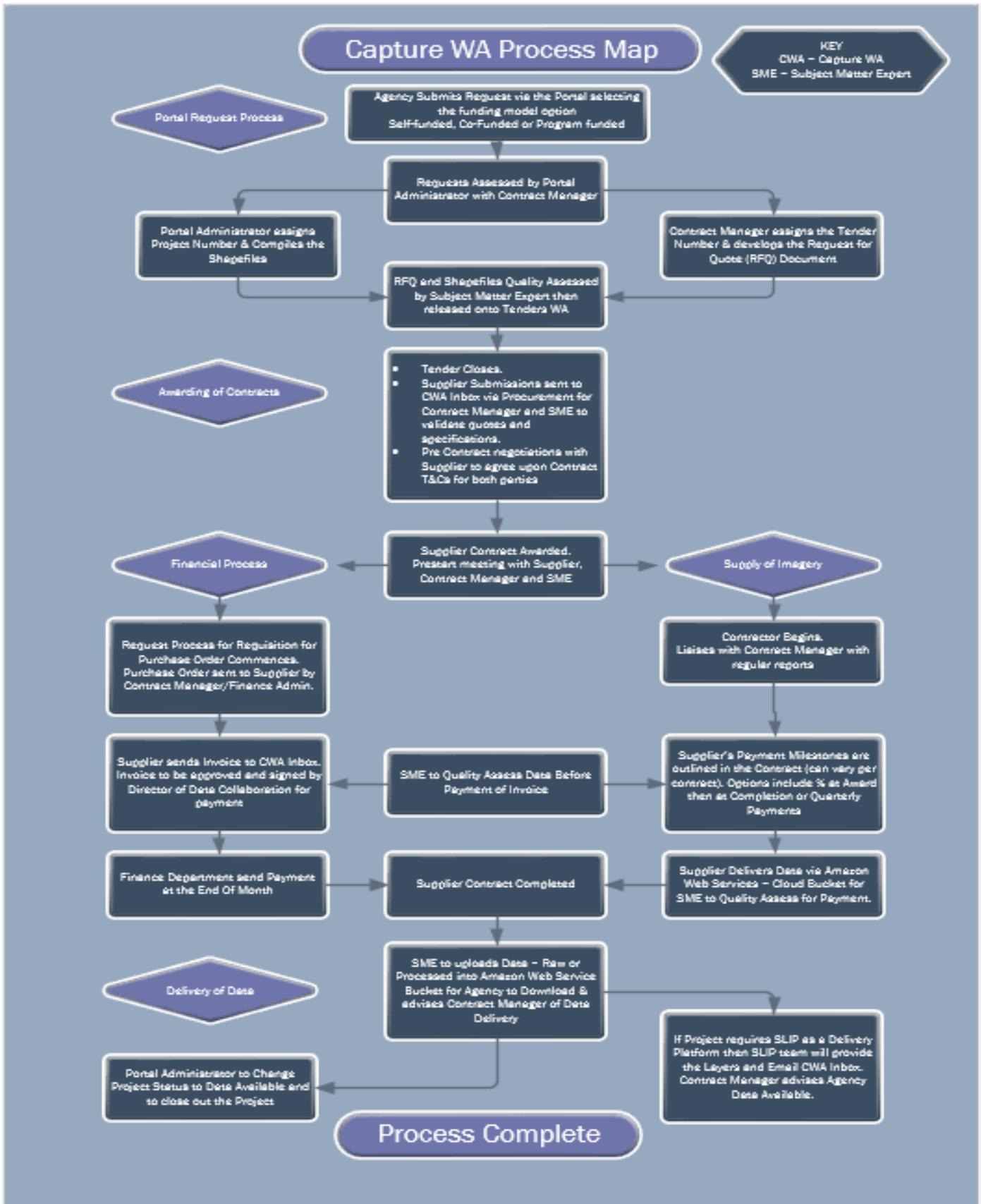
# Attachment 2: LG00672023E – Capture WA Order Form

| Part A: LG00672023E Order Form | |
|---|---|
| *Landgate Capture WA team to complete and forward to selected* | |

*For Order of Precedence – Customer Contract Documents please refer to clause 2.2.3 of [TRP - General Conditions of Contract January 2025 (PDF, 800.18KB)](#)*

## QUOTATION INFORMATION

| | | | |
|---|---|---|---|
| **Quote Number:** | TN2526xxx | | |
| **Project Title:** | | | |
| **End user:** | Landgate (Capture WA) on behalf of Walis | | |
| **Date of Issue:** | | | |
| **Closing Date:** | | **Closing Time:** | 11:00am AWST |
| **Instructions:** | Submit all documents through Tenders WA | | |
| **Offer Validity Requirements:** | One month from closing date | | |
| **Preferred Payment Schedule:** | 50% on Capture, 50% on Delivery<br><br>*Please note: All fees/charges must be fully declared in your response, in Australian Dollars, and inclusive of GST. Any fees/charges that are not clearly identified in your response will not be accepted when approving payments for engagements under this contract.* | | |

### Landgate Contact Person for Quote/Contract Management

| | |
|---|---|
| **Name:** | Leanne Sadler |
| **Title:** | A/Programs Consultant |
| **Telephone:** | +61 8 9273 7162 |
| **Email:** | CaptureWA@landgate.wa.gov.au |

## STATEMENT OF REQUIREMENTS

### Project Overview

Update: On behalf of several WA state and local government agencies, the Capture WA Program wishes to procure aerial imagery of the Perth Metropolitan area for the annual Summer capture for 2025. The images are intended to be shared with state and local government bodies via SLIP.

| Category | Service | Data Type | Please Select |
|---|---|---|---|
| A | Elevation, Depth and Imagery | Aerial Imagery | ☐ |
| | | Satellite Imagery | ☐ |
| | | LiDAR | ☐ |
| | | Other (see Project Overview/Deliverables) | ☐ |
| B | Spatial Services and Derivation Data | Other (see Project Overview)/Deliverables | ☐ |

**Deliverables**

<mark>Examples,</mark>

- **0.10m RGBi** mosaic imagery, raw frames in TIFF format and data options as per attached technical specification document (TN2425xxx Project Name - Technical Specifications.pdf)

- Landgate requires:

  o   Itemised pricing.

  o   Whole AOI to be captured as per the attached shapefile (Metro_Summer_2425.zip)

  o   The metro to be divided and delivered as 4 mosaics as per attached shapefile (Metro_Regions_Summer_2425.zip)

- Please include in the final Deliverables

  o   Raw imagery frames in TIFF format

  o   **1m DEMs** (edited to ground DEMs)

  o   Supplier's QA Report

- Deliverables to be labelled using the required naming convention provided in the Project Site Spreadsheet ( – Site List.xlsx).

- Flight plans and capture dates are also required.

| | |
|---|---|
| **Delivery Instructions:** | *Please Note: Supply of all data via upload to **Landgate's Amazon's AWS S3 bucket only**. Landgate's IT security policy precludes delivery via USB, HD or similar.*<br><br>*Details will be supplied at award.* |
| **Required Delivery Schedule:** | Mosaic Delivery Option: ≤6 weeks after capture |
| **Required Capture Period:** | |

| | |
|---|---|
| **Number of Sites:** | xx (x) |
| **Area (KM²):** | Xx sqkm |
| **Site Location/s:** | Location<br><br>Please refer to:<br><br>• .zip<br><br>• AOI images below |
| **Ground Control Points:** | https://catalogue.data.wa.gov.au/dataset/geodetic-marks |
| **Geodetic Survey Points:** | https://catalogue.data.wa.gov.au/dataset/geodetic-survey-network-observations |

| | Processed |
|---|---|
| **Processing Requirements:** | ☐ |

| | Supplier Only | Customer | Shared |
|---|---|---|---|
| **IP Requirements:** | ☐ | ☒ | ☐ |

| | Multiple Users | Open | Other |
|---|---|---|---|
| **Licence Requirements**<br>**(if 'Supplier Only' is to retain IP):** | ☐ | ☐ | ☐ |

| | |
|---|---|
| **Contract Management Requirements** | *Submission/Reporting/Updates:*<br><br>• Please include the following in your submission.<br><br>    o **Gantt Chart**.<br><br>    o **Sample files of 8bit mosaic, 16bit raw and mosaic.**<br><br>    o **Camera information**.<br><br>• Full Project Manager contact details to be supplied within 5 days of Award.<br><br>• Weekly updates until delivery of imagery.<br><br>*Meetings:*<br><br>Initial kick-off meeting no later than one week from award; then as required.<br><br>*KPIs:* |

| | | |
|---|---|---|
| **Bill to for invoicing:** | ☒ Landgate | ☐ Other (details below) |

| **LIST OF ATTACHMENTS** | | |
|---|---|---|
| **Document No.** | **Title/Description** | **Attached** |
| 1 | Project and Standard Technical Specifications | ☒ |
| 2 | Project Site List Spreadsheet | ☒ |

| 3 | Project Extent Shapefiles | ☒ |
|---|---|---|
| 4 | Metadata Schema Template | ☒ |
| 5 | Quality Assurance (QA) Report Template | ☒ |
| 6 | Supplier Response Cover Form | ☒ |
| 7 | Other Relevant Docs | ☐ |

Image

[insert image of AOI]

# Attachment 3: LG00672023E – Capture WA Supplier Response Cover Form

| RESOURCING | |
|---|---|
| **Weighting: 10%** | |
| **Camera/sensor details:** | |
| **Number of aircraft/sensors available:** | |
| **Number of staff in processing team:** | |
| **Provide details of subcontractors that may be used (if applicable):** | |
| | |
| **Project Manager contact details:** | |

| **Name:** | **Email:** | **Phone:** |
|---|---|---|

| | |
|---|---|
| **Flight plans:** Please include a the flight plan over the AOI as a separate file and note the file name below. | |
| **File name:** | |

| QUALITY | |
|---|---|
| **Weighting: 30%** | |
| **Supplier QA report required with delivery:** | Acknowledged |
| **12-month warranty:** | Acknowledged |
| **Sample Imagery:** Please provide the 1km² imagery samples as specified in the Order Form in a separate file, and note the file name below. | |
| **File name:** | |

| DELIVERY | |
|---|---|
| **Weighting: 30%** | |
| **Naming convention:** | Acknowledged |
| **Geodatabase schema:** (*to be completed and included in the final mosaic delivery*) | Acknowledged |
| **Delivery via Amazon S3:** | Acknowledged |
| **Final Delivery Date:** (*Please include Gantt Chart*) | |

| PRICING | |
|---|---|
| **Weighting: 30%** | |

| Milestones and Proposed Payment Schedule | |
|---|---|
| **Milestone** | **Payment %** |
| **Award and kick-off meeting** | 0 |
| **Capture Complete** | 50% |
| **Pre-processing check in** | 0 |
| **Delivery** | 50% |
| **Project close out meeting** | 0 |

| Total Project Price | AUD ex. GST | AUD inc. GST | |
|---|---|---|---|
| **Landgate IP** | | | |
| **Pricing Breakdown** | | | |
| | | **Landgate IP** | |
| **Townsite** | | **AUD ex. GST** | **AUD inc. GST** |
| | | | |
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| | | | |
| | | | |
| | | | |
| **TOTAL:** | | **AUD ex. GST** | **AUD inc. GST** |

# Attachment 4: Capture WA LG00672023E Contract Review Report

## 1. Contract Summary

| | |
|---|---|
| **State Agency** | |
| **Contract Manager** | |
| **Contract Number** | |
| **Contract Title** | |
| **Contractor** | |
| **Initial Term** | |
| **Contract Variations** | |
| **Contract Commencement Date** | |
| **Current Expiry Date** | |
| **Est. Total Contract Value at Award** | $ |
| **Contract Spend (to date)** | $ |

## 2. Contractor(s) Details

| | |
|---|---|
| **Name of Legal Entity** | |
| **Business Name** | |
| **Contact Person** | |
| **Contact Person Position** | |
| **Email** | |
| **Contact Number** | |

## 3. Ratings and Review

| | | |
|---|---|---|
| **Very Poor** | Serious and/or reoccurring issues | Note: *These ratings are a guide only. Ongoing feedback should be provided to the contractor, particularly if there are concerns about not fulfilling the requirements of the Contract.* |
| **Poor** | Minor issues to be addressed | |
| **Satisfactory** | Generally, in accordance with the Contract | |
| **Very Good** | Always in accordance with the Contract | |
| **Excellent** | Generally, exceeds the Contract requirements | |
| **Not Applicable** | Not a requirement of the Contract | |

| Criteria (*Edit criteria as required*) | Rating |
|---|---|
| Contract deliverables (quality/quantity/delivery/milestones) | |

| | |
|---|---|
| *Comments:* | |
| Communication/customer service | |
| *Comments:* | |
| Reporting | |
| *Comments:* | |
| Meetings | |
| *Comments:* | |
| KPIs or other performance measurement mechanism | |
| *Comments:* | |
| Payment/invoicing | |
| *Comments:* | |
| **Overall Rating** | |
| *Comments:* | |

Detail any issues/concerns/complaints/risks:

*Any issues or complaints are handled by escalating through the appropriate Landgate channels.*

Detail any efficiencies/improvements that have been identified: