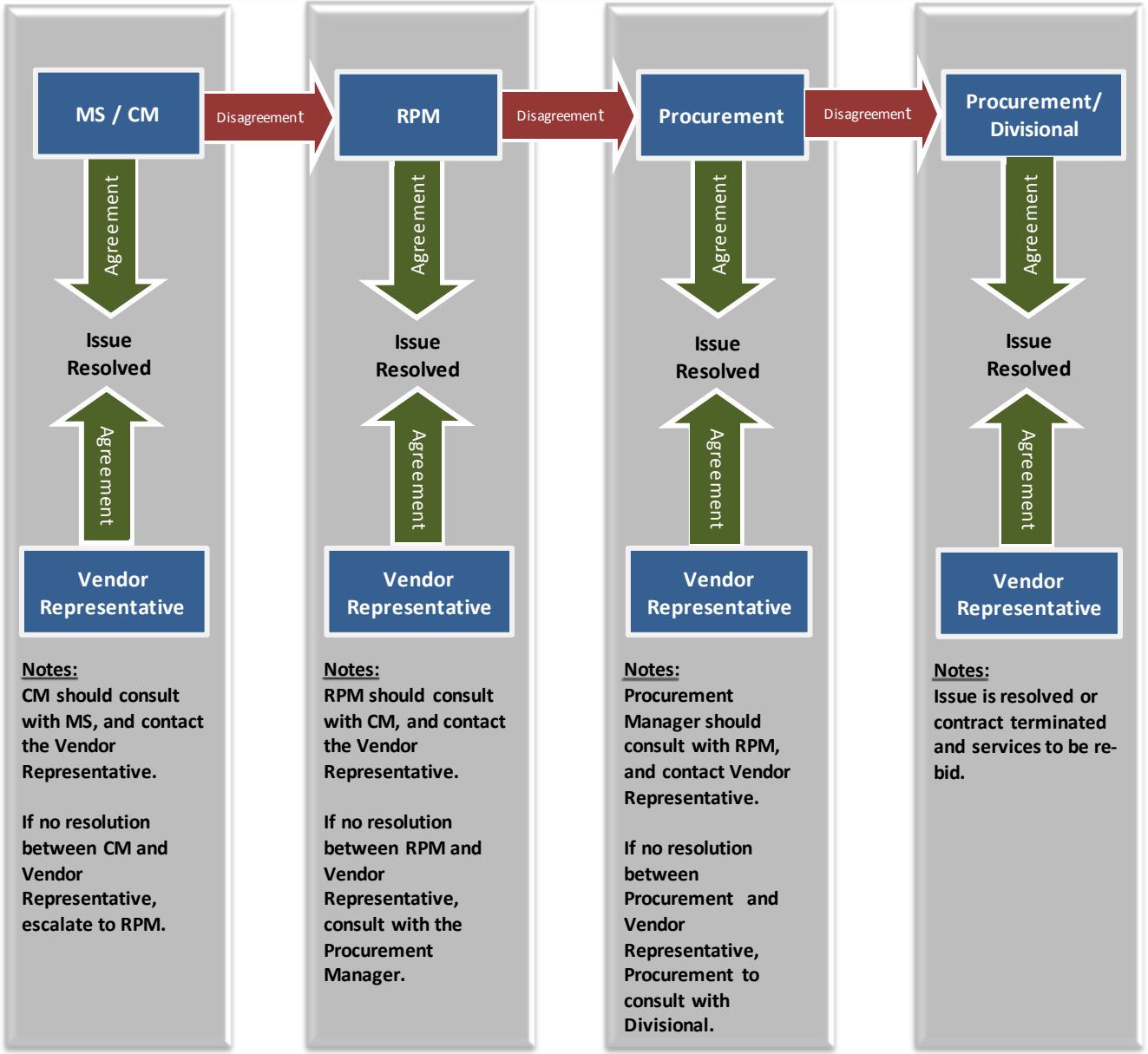Vendor Pefomance/Contract Issue Resolution