

**DH-23-0018 CERTIFIED TUMOR REGISTRAR SERVICES  
& QUALITY ASSURANCE AND CONTROL  
ATTACHMENT 3  
SECTION 3.3**

**PERFORMANCE STANDARDS  
(Applies to all services outlined in Section 3)**

**Task 1: CTR Services**

Deliverable	Acceptable Performance
<b>Develop a work plan with timeline for the CTR Services in Sections 3.1 and 3.2(A).</b>	A workplan with timeline shall be submitted within 15-days of the start of the contract for approval by ACCR.
<b>Implement CTR services workplan.</b>	The workplan shall be implemented no later than 15-days following ACCR approval of the workplan.
<b>Perform CTR services/tasks outlined in 3.1 and 3.2 (A).</b>	Complete by specified dates in approved workplan and timeline.
<b>Perform the CTR backlog services/tasks outlined in 3.1 and 3.2 (A).</b>	Complete by specified dates in approved workplan and timeline.

**Task 2: Quality Assurance and Control Program**

Deliverable	Acceptable Performance
<b>Develop a Quality Assurance and Control plan, as required by Sections 3.1 and 3.2(B).</b>	A plan with timeline shall be submitted within 30-days of the start of the contract for approval by ACCR.
<b>Implement and maintain Quality Assurance and Control plan.</b>	The workplan shall be implemented no later than 15-days following ACCR approval of the workplan.
<b>Perform the Quality Assurance and Control Program tasks outlined in Section 3.1 and 3.2(B).</b>	Complete by specified dates in approved plan and timeline.

**Task 3: Professional Services and Progress Reports**

Deliverable	Acceptable Performance
<b>Provide comprehensive monthly report of progress.</b>	Provide a minimum of one (1) per month.
<b>Provide ad hoc reports upon request by ACCR.</b>	Provide ad hoc reports within seven (7) business days of request.
<b>Develop method to track guidance and feedback inquiries, including date of request, date of response, requester name, description of request and feedback provided.</b>	Example of tracking method shall be submitted within 30-days of the start of the contract for approval by ACCR. Activity shall be included in monthly reports thereafter.
<b>Review and update ACCR manuals annually as outlined in 3.2(C).</b>	Deliver manual updates for ACCR approval by determined specified date.
<b>Develop annual calendar for the Quality Assurance and Control Program that includes in-person and virtual meetings/events.</b>	The calendar shall be submitted within 30-days of the start of the contract for approval by ACCR.

**Escalation path for all services outlined in Section 3 of the RFP:**

1. Vendor and ACCR will determine specified dates at the beginning of a contract year.
2. ACCR will conduct bi-monthly reviews to determine whether Vendor's performance is satisfactory.
3. Penalties will be assessed based on ACCR's evaluation and discretion, as follows:

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- a. In-person or virtual meeting to discuss identified issues and determine resolution goals.
- b. Thirty (30) day remedy period for Vendor to resolve defined issues.
- c. In-person or virtual meeting to discuss resolved versus unresolved issues.
- d. Thirty (30) day remedy period for Vendor to complete unresolved issues; however, payments will be temporarily suspended until complete resolution of identified issues.
- e. Vendor's failure to satisfactorily remedy identified issues past a sixty (60) day period will result in submission of a 'below standard' rating through the Office of State Procurement's Vendor Performance Report (VPR) website pursuant to Arkansas Code Annotated §19-11-268 *et al.*
- f. Vendor's failure to satisfactorily remedy identified issues past a ninety (90) day period may result in the ACCR's request to terminate the contract. If termination is sought and approved, ACCR will process any unpaid invoices for satisfactorily completed deliverables only.