

**DH-##-#### CERTIFIED TUMOR REGISTRAR  
STATEWIDE EDUCATION AND TRAINING SERVICES  
ATTACHMENT 2 FOR SECTION 3**

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

**Task 1: Statewide CTR Education and Training Program**

<b>Deliverable</b>	<b>Acceptable Performance</b>
<b>Design and develop Statewide ACCR Education and Training Program</b>	A workplan with timeline shall be submitted within 30-days of the start of the contract for approval by ACCR
<b>Implement Statewide ACCR Education and Training Program</b>	The plan shall be implemented no later than 30-days following ACCR approval of the workplan
<b>Develop an annual training schedule</b>	The training schedule shall be submitted within 30-days of the start of the contract for approval by ACCR
<b>Performance of Statewide Education and Training Program tasks outlined in Section 3</b>	Complete by specified dates in approved workplan and timeline.

**Task 2: Professional Services and Progress Reports**

<b>Deliverable</b>	<b>Acceptable Performance</b>
<b>Develop annual calendar for Education and training Program, including 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
<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>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

**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:
  - 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.