

**ITEM INFORMATION**

ITEM NUMBER	DESCRIPTION OF SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0001	Accreditation Services/Survey Days Contract Period: Base POP Begin: 02-01-2018 POP End: 01-31-2019	743.00	DY		
0002	Intent Fees Contract Period: Base POP Begin: 02-01-2018 POP End: 01-31-2019	128.00	EA		
0003	Unlimited Site Fees Contract Period: Base POP Begin: 02-01-2018 POP End: 01-31-2019	1.00	EA		
0004	Publications, 58 Hard Copy Set of each required Manual and Workbook Contract Period: Base POP Begin: 02-01-2018 POP End: 01-31-2019	1.00	EA		
0005	Travel  Not to Exceed (NTE) \$25,000.00	1.00	EA		
1001	Accreditation Services/Survey Days Contract Period: Option 1 POP Begin: 02-01-2019 POP End: 01-31-2020	527.00	DY		
1002	Intent Fees Contract Period: Option 1 POP Begin: 02-01-2019 POP End: 01-31-2020	99.00	EA		
1003	Unlimited Site Fees Contract Period: Option 1 POP Begin: 02-01-2019 POP End: 01-31-2020	1.00	EA		
1004	Publications, 58 Hard Copy Set of each required Manual and Workbook Contract Period: Option 1	1.00	EA		

36C10G18Q0095  
ATTACHMENT A  
PRICE/COST SCHEDULE

POP Begin: 02-01-2019 POP End: 01-31-2020					
<b>1005</b>	Travel	1.00	EA		
<b>2001</b>	Not to Exceed (NTE) \$25,000.00 Accreditation Services/Survey Days Contract Period: Option 2 POP Begin: 02-01-2020 POP End: 01-31-2021	818.00	DY		
<b>2002</b>	Intent Fees Contract Period: Option 2 POP Begin: 02-01-2020 POP End: 01-31-2021	151.00	EA		
<b>2003</b>	Unlimited Site Fees Contract Period: Option 2 POP Begin: 02-01-2020 POP End: 01-31-2021	1.00	EA		
<b>2004</b>	Publications, 58 Hard Copy Set of each required Manual and Workbook Contract Period: Option 2 POP Begin: 02-01-2020 POP End: 01-31-2021	1.00	EA		
<b>2005</b>	Travel  Not to Exceed (NTE) \$25,000.00	1.00	EA		
				<b>GRAND TOTAL</b>	

## PERFORMANCE WORK STATEMENT (PWS)

### Veterans Health Administration (VHA) Rehabilitation Healthcare Program Accreditation

1. **GENERAL:** This is a non-personnel services contract to provide Veterans Health Administration (VHA) Rehabilitation Healthcare personnel designated by VHA Program Accreditation. The Government shall not exercise any supervision or control over the contract service providers performing the services herein. Such contract service providers shall be accountable solely to the Contractor who, in turn is responsible to the Government.

1.1 Description of Services/Introduction: The Contractor shall provide VHA's Office of Quality, Safety and Value with Rehabilitation Healthcare Program Accreditation services as defined in this Performance Work Statement (PWS) except for those items specified as government furnished property and services. The contractor shall perform to the standards in this contract.

1.2 Background: VHA's strong commitment to providing specialized treatment and quality rehabilitation care to Veterans with disabilities drives its desire to continue to accredit its rehabilitation, employment and community support programs, and other programs with a rehabilitative emphasis. These programs and populations include services to Veterans with spinal cord injury, blindness, traumatic brain injury, amputation, serious mental illnesses, and those who are homeless or needing vocational rehabilitation, community support services, and/or psychosocial rehabilitation and recovery services. Achieving and maintaining Rehabilitation Program accreditation is consistent with one of VHA strategies to "continuously improve the quality and safety of health care for Veterans." Rehabilitation Programs accreditation confers recognition that VHA Rehabilitation Programs meet certain standards of quality and safety. VHA Rehabilitation Programs have been accredited for many years. The accreditation process is a complex system of related and dependent activities. It includes pre-survey activities (e.g., letters of intent, scheduling), on-site survey activities and post survey activities (e.g., follow-up, reports).

1.3 Objectives: The objective of this contract is to acquire Rehabilitation Healthcare Program accreditation services of VHA Healthcare Rehabilitation Programs. The services under this contract include the surveying and evaluation of rehabilitation components identified within the VHA health care system. The contractor must provide all personnel, materials, and other items necessary to perform accreditation surveys. The contractor must perform to the standards in this Performance Work Statement. The contractor must provide an independent, peer review system of accreditation that is widely-recognized by federal agencies, state governments, major insurers, and leading professional rehabilitation groups, as well as by consumer and advocacy organizations.

The accreditation standards used by the contractor must be consumer-focused, field-driven standards for rehabilitation developed in the areas of medical rehabilitation, behavioral health, and employment and community services, and vision rehabilitation services. Surveyors used by the contractor must be experts in the field of rehabilitation and must be fully engaged in the delivery or administration of rehabilitation services. Surveys provided by the contractor must be in-depth and provided at the level of the individual program with a focus on the Veteran receiving rehabilitation care. Rehabilitation accreditation standards should be able to be used in program development, quality improvement, and enhance the use of outcomes management to affirm the efficient delivery of rehabilitation services.

1.4 Scope: The purpose of this procurement action is to acquire Rehabilitation Healthcare Program Accreditation. The accreditation process is a complex system of related and interdependent activities which enable the VA to maintain a constant state of regulatory readiness and maintain a safe health care environment. These services will support all Department of Veterans Affairs (VA) medical facilities, identified VA program offices, and Veteran Integrated Service Network (VISN) offices

1.5 Period of Performance: The period of performance shall be for a one-year base period plus two (2) one-year option periods

1.6. Quality Control: The contractor shall develop and maintain an effective quality control program to ensure services are performed in accordance with this PWS. The contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. The contractor's quality control program is how he assures himself that his work complies with the requirement of the contract. An initial Quality Control Plan (QCP) is due at the kick-off meeting. Final QCP to be delivered within 30 days after contract award or 5 days after renewal of option year task orders. Three copies of a comprehensive written QCP shall be submitted to the CO and COR within 5 working days when changes are made thereafter. After acceptance of the QCP the contractor shall receive the contracting officer's acceptance in writing of any proposed change to his quality control program.

1.7 Quality Assurance: The government shall evaluate the contractor's performance under this contract in accordance with the Quality Assurance Surveillance Plan. This plan is primarily focused on what the Government must do to ensure that the contractor has performed in accordance with the performance standards. It defines how the performance standards will be applied, the frequency of surveillance, and the minimum acceptable defect rate(s).

1.8 Recognized Holidays: The contractor is not required to perform services on holidays.

New Year's Day	Labor Day
Martin Luther King Jr.'s Birthday	Columbus Day
President's Day	Veteran's Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day

1.9 Hours of Operation: The contractor is responsible for conducting business, between the hours of 7:00AM and 5:00PM Monday through Friday except Federal holidays or when the Government facility is closed due to local or national emergencies, administrative closings, or similar Government directed facility closings. For other than firm fixed price contracts, the contractor will not be reimbursed when the government facility is closed for the above reasons. The Contractor must maintain an adequate workforce for the uninterrupted performance of all tasks defined within this PWS when the Government facility is not closed for the above reasons. When hiring personnel, the Contractor shall keep in mind that the stability and continuity of the workforce are essential.

1.10 Place of Performance: The work to be performed under this contract will be performed at VHA facilities throughout the United States and Puerto Rico.

1.11 Type of Contract: The government will award a firm fixed price contract.

1.12 Security Requirements: Contractor personnel performing work under this contract will comply with all Privacy and Security training as required by the VHA. The Certification and Accreditation (Authorization) (C&A) do not apply, and a Security Accreditation Package is not required.

1.13 Physical Security: The contractor shall be responsible for safeguarding all government equipment, information and property provided for contractor's use.

1.14 Operating Constraints: The contractor shall have a Business Associate Agreement (BAA) and safeguard Personal Health Information (PHI) agreements. The Contractor staff shall complete VA privacy training annually. The Contractor shall have no access to the VA computer network.

1.15 Confidentiality of Data and Privacy Act: Any information systems involved with this contract are classified as systems of records subject to the Privacy Act of 1974 (Public Law 93-579) and all applicable Health Insurance Portability and Accountability Act (HIPAA) regulations.

The contractor may, during performance, observe or handle information subject to the Privacy Act or other Federal regulations. Duplication or disclosure of data and other information to which the contractor will or may have access because of this contract is prohibited by law. It is understood that throughout the performance of the contract, the contractor may have access to confidential data that is either the sole property of VA or is the sole property of other than the contracting parties. The contractor hereby agrees to maintain the confidentiality of all such data to which access may be gained throughout contract performance, whether title thereto vests in VA or otherwise. The contractor hereby agrees not to disclose said data, any interpretation thereof, or data derivative thereto unauthorized parties in contravention of the provisions, without the

written approval of the Contracting Officer (CO), or the party in which the title is wholly vested. All contract personnel performing on this contract will be required to sign a Certificate of Confidentiality and Non-Disclosure prior to commencing work. The Certificate will be provided and maintained by the Contracting Officer Representative (COR).

1.16 Post Award Conference/Periodic Progress Meetings: The Contractor agrees to attend any post award conference convened by the contracting activity or contract administration office in accordance with Federal Acquisition Regulation Subpart 42.5. The CO, COR, and other Government personnel, as appropriate, may meet periodically with the contractor to review the contractor's performance. At these meetings, the CO will apprise the contractor of how the government views the contractor's performance and the contractor will apprise the Government of problems, if any, being experienced. Appropriate action shall be taken to resolve outstanding issues. These meetings shall be at no additional cost to the government.

1.17 Contracting Officer Representative (COR): The COR will be identified by separate letter. The COR monitors all technical aspects of the contract and assists in contract administration. The COR is not authorized to change any of the terms and conditions of the resulting contract.

1.18 Contractor Travel: Contractor will be authorized travel expenses consistent with the substantive provisions of the Joint Travel Regulation (JTR) and the limitation of funds specified in this contract. All travel requires Government approval/authorization and notification to the COR.

1.19 Data Rights: The Government has unlimited rights to all documents/material produced under this contract. All documents and materials, to include the source codes of any software, produced under this contract shall be Government owned and are the property of the Government with all rights and privileges of ownership/copyright belonging exclusively to the Government. These documents and materials may not be used or sold by the contractor without written permission from the CO. All materials supplied to the Government shall be the sole property of the Government and may not be used for any other purpose. This right does not abrogate any other Government rights.

## **2.0 DEFINITIONS AND ACRONYMS:**

### **2.1. Definitions:**

2.1.1. Contractor. A supplier or vendor awarded a contract to provide specific supplies or service to the government. The term used in this contract refers to the prime.

2.1.2. Contracting Officer (CO). A person with authority to enter into, administer, and or terminate contracts, and make related determinations and findings on behalf of the government. Note: The only individual who can legally bind the government.

2.1.3. Contracting Officer's Representative (COR). An employee of the U.S. Government appointed by the CO to administer the contract. Such appointment shall be in writing and shall state the scope of authority and limitations. This individual has authority to provide technical direction to the Contractor if that direction is within the scope of the contract, does not constitute a change, and has no funding implications. This individual does NOT have authority to change the terms and conditions of the contract.

2.1.4. Defective Service. A service output that does not meet the standard of performance associated with the Performance Work Statement.

2.1.5. Deliverable. Anything that can be physically delivered, but may include non-manufactured things such as meeting minutes or reports.

2.1.6. Key Personnel. Contractor personnel that are evaluated in a source selection process and that may be required to be used in the performance of a contract by the Key Personnel listed in the PWS. When key personnel are used as an evaluation factor in best value procurement, an offer can be rejected if it does not have a firm commitment from the persons that are listed in the proposal.

2.1.7. Physical Security. Actions that prevent the loss or damage of Government property.

2.1.8. Quality Assurance. The government procedures to verify that services being performed by the Contractor are performed according to acceptable standards.

2.1.9. Quality Assurance Surveillance Plan (QASP). An organized written document specifying the surveillance methodology to be used for surveillance of contractor performance.

2.1.10. Quality Control. All necessary measures taken by the Contractor to assure that the quality of an end product or service shall meet contract requirements.

2.2. Acronyms:

ADMIN	Administrative
BAA	Business Associate Agreement
BH	Behavioral Health
CO	Contracting Officer
COR	Contracting Officer Representative
ECS	Employment & Community Services
FAR	Federal Acquisition Regulation
HIPAA	Health Insurance Portability and Accountability Act of 1996
JTR	Joint Travel Regulation

MED	Medical Rehabilitation
PHI	Personal Health Information
POC	Point of Contact
PWS	Performance Work Statement
QA	Quality Assurance
QAP	Quality Assurance Program
QASP	Quality Assurance Surveillance Plan
QC	Quality Control
QCP	Quality Control Program
TE	Technical Exhibit
VHA	Veterans Health Administration
VISN	Veterans Integrated Service Network

**3.0 GOVERNMENT FURNISHED ITEMS AND SERVICES:** Not applicable.

**4.0 CONTRACTOR FURNISHED ITEMS AND RESPONSIBILITIES:**

4.1 General: The Contractor shall furnish all supplies, equipment, facilities and services required to perform work under this contract that are not listed under Section 3 of this PWS.

**5.0 SPECIFIC TASKS:**

**5.1 ACCREDITATION SERVICES/SURVEY DAYS**

**Accreditation Services:** The contractor shall provide accreditation services for rehabilitation-oriented programs at individual VHA facilities including identified rehabilitation programs in medical rehabilitation, behavioral health services, employment and community services, vision rehabilitation, or others as directed by VHA.

Accredited Programs as of 8/1/17:

BH Programs	405
ECS Programs	698
MED Programs	169
Admin Programs	28
Total Programs	1300

**Accreditation Surveys:** The Contractor shall perform full survey/reviews on an established cycle, utilizing qualified and experienced surveyors. The contractor shall conduct additional surveys on an as needed basis and as defined by the Contractor's published standards. The program surveys will be tailored to the programs being surveyed.



Existing programs due for resurvey based on 08/01/17 data.

Accredited Programs (Renewals)	As of 08/01/17	Base Year 02/01/18 – 01/31/19	Option Year 1 02/01/19 – 01/31/20	Option Year 2 02/01/20 – 01/31/21
BH Programs	405	144	98	163
ECS Programs	698	278	146	274
MED Programs	169	63	63	43
Admin Programs	28	12	5	11
Total Programs	1300	497	312	491

The number of applications, surveys, surveyors, survey days will be dependent on survey configuration, new VA rehabilitation programs, growth of VA programs, and any follow-up surveys required by the contractor.

**Survey Reports:** The Contractor shall provide after survey reports to personnel designated by VHA, of the standards cited for non-compliance, the observation of non-compliance, the type of program (i.e. behavioral health), and accreditation status.

**Consultative Support:** The Contractor shall provide consultative support to all facilities to assist staff in conforming to standards.

**Consultative Support:** The Contractor shall provide consultative support to all facilities to assist staff in conforming to standards.

**Quality Improvement Plans:** The Contractor shall review post-survey quality improvement plans for completeness and communicate status to personnel designated by VHA.

**Ongoing Quality Conformance:** The Contractor shall ensure facilities demonstrate conformance to standards and accreditation conditions during the period of accreditation.

**Software Access & Support:** Upon contract award, the Contractor shall provide access and support of electronic tools (e.g., Application, Quality Improvement Plans, Reports, Standards) to all VHA organizations.

**Contractor POC - Account Executive:** The Contractor shall provide a dedicated Account Executive for the VA Health System to ensure consistency and continuity throughout the process.

**Contractor POC – VHA Program Manager:** The Contractor shall provide a dedicated VHA Program Manager to provide direct collaboration and communication with VHA representatives on a continuous basis regarding issues of data collection and reporting requirements that meet the shared goals for performance improvement and benchmarking of both the Contractor and VHA. The Program Manager will support the coordination of internal Contractor processes for VHA, and provide accreditation program management oversight, communication and reporting to personnel designated by VHA. Responsibilities for the VHA Program Manager include:

- Serve as the Contractor management contact for VHA representatives.
- Serve as key problem solver and trouble shooter for all phases of the accreditation process for VHA.
- Notify personnel designated by VHA when accreditation conditions are not met.
- Oversee the development and accurate maintenance of all VHA data collection instruments and databases, as well as provide summaries of findings that will allow VHA the capability to aggregate and trend accreditation survey data for use in VHA improvement and continuous readiness strategies.
- Provide all reports required by the contract.
- Work with key VHA representatives to modify, as necessary, the survey process.
- Assist with the development of surveyor training materials to meet specific VHA needs.
- Coordinate VHA support and serve as key referral resource to appropriate internal Contractor departments and services.
- Serve as internal resource to surveyors and other Contractor staff for all activities related to the contract.
- Coordinate with Contractor staff and departments to monitor scheduling and all other operational contract requirements.

**Contractor POC-Field Director:** The Contractor shall provide a dedicated Field Director for VHA. The VHA Field Director manages and supervises all VHA Contractor Survey Team Leaders, specifically.

**Surveyor Orientation:** The Contractor shall distribute information on VHA Rehabilitation programs to orient their survey teams. Background information to be provided by VHA. Contractor shall provide final document to VHA for posting on the VHA intranet website.

**VHA Annual Corporate Summation:** The Contractor shall submit an Annual Corporate Summation to personnel designated by VHA that includes VHA organizational survey statistics, e.g., most frequently cited standards and benchmark comparisons between VHA and all other accredited programs. The Contractor will present data upon VHA request. Modality of presentation to be mutually agreed upon between government and Contractor.

**Contractor Resource List:** At least annually, the Contractor shall submit a contractor resource list to personnel designated by VHA for their organization to include names and contact information.

**Notification of Program Name Changes:** The Contractor will notify personnel designated by VHA when there is a change in Program name within 5 business days of program name change.

**Educational Training:** The contractor shall provide trainers and educational training sessions to help VHA clinicians/staff understand the accreditation process for all applicable programs.

**Data Reports:** The contractor shall provide monthly data reports in an exportable format that include adequate data to support government understanding of:

- Monthly activities / charges as related to invoice
- Accredited rehabilitation programs, surveys in process, new applications
- Surveys completed in the prior month
- Data from survey reports issued 60-90 days prior
  - Results of inspections shall be in a format which can be readily imported into a relational database. Data must include at a minimum:
    - Facility Identification
    - Program
    - Standard Number
    - Standard description
    - Survey dates
    - Accreditation decision
    - Accreditation Expiration
    - Findings or recommendations

Contractor shall work with the government to ensure data collection and storage methodologies are adequate to meet government needs. Data provided by contractor shall be searchable. Data will be posted on the External Accreditation intranet site at the discretion of VHA.

<b>TASK 1 DELIVERABLE</b>	<b>DUE DATE</b>
1.1 Survey Report	Within 60 days of survey of a site based program accreditation survey
1.2 VA Annual Corporate Summation Presentation Document	No later than 6 months from the end of standards manual year.
1.3 Educational Training materials	5 days prior to educational session
1.4 Monthly Data Reports	Consistent monthly schedule; dates to be determined within the QCP.

**5.2 INTENT FEES**

**Survey Schedule:** The Contractor shall schedule facilities to be surveyed for accreditation to ensure rehabilitation accreditation is maintained. The Contractor shall avoid all Federal holidays, including Veterans Day, during survey scheduling. Should a VHA facility wish to change an already scheduled survey (Contractor travel already arranged) the individual facility will be billed directly for any cancellation fee. Cancellation fees will not be covered in this contract.

**Notification of Survey Schedule:** The Contractor shall provide a survey schedule to personnel designated by VHA at least thirty days before the start of any survey.

**Notification of Number of Surveyors & Survey Days:** At the time the survey is scheduled, the Contractor shall notify personnel designated by VHA of the number of surveyors to be scheduled, scheduled dates, and the number of days to complete survey. If there are changes to the number of surveyor and/or days after the initial notification, the contractor will provide an update to the personnel designated by VHA.

<b>TASK 2 DELIVERABLE</b>	<b>DUE DATE</b>
2.1 Notification of survey schedule	At least thirty days before the start of any survey
2.2 Notification of number of surveyors to be scheduled, scheduled dates, and the number of days to complete survey.	At the time the survey is scheduled
Notification of changes to the number of surveyor and/or days after the initial notification	Within 5 days of change

**5.3 UNLIMITED SITE FEES**

**Manuals and Publications:** Upon contract award, the contractor shall provide VHA with annual site licenses for the use of electronic versions of all accreditation standards manuals, survey preparation guides, standards conformance checklists, and accreditation sourcebooks/activity guides. This license will allow an unlimited number of users and unlimited reproduction of the texts for internal, educational purposes only.

<b>TASK 3 DELIVERABLE</b>	<b>DUE DATE</b>
3.1 Annual site licenses for the use of electronic versions of all accreditation standards manuals, survey preparation guides, standards conformance	Upon award

checklists, and accreditation sourcebooks/activity guides	
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**5.4 PUBLICATIONS, 58 HARD COPY SETS OF EACH REQUIRED MANUAL AND WORKBOOK**

**Manuals and Publications:** The contractor shall provide up to 58 sets of printed publications based number of site requests, charging VHA based on number of requests received.

<b>TASK 4 DELIVERABLE</b>	<b>DUE DATE</b>
4.1 Printed publications based number of site requests	No later than 30 days from VHA request.

**6.0 APPLICABLE PUBLICATIONS:**

6.1. In the performance of the tasks associated with this Performance Work Statement (PWS), the Contractor shall comply with:

- All applicable Health Insurance Portability and Accountability Act (HIPAA) Regulations
- FAR 52.224-1 Privacy Act Notification and FAR 52.224-2, Privacy Act

**7.0 SUCCESSFUL PERFORMANCE AND REMEDIES:**

**Deliverables/Reporting Requirements:** The contractor shall submit reports to the COR or the Contracting Officer as requested for use in monitoring contractor performance. Deliverables provided in the table below and shall be submitted in accordance with requirement. As a result of submissions additional information and/or clarification may be required and shall be provided upon request. All Tasks and Deliverables will be prioritized by the Contracting Officers Representative. Deliverable dates may be adjusted by mutual agreement.

**Method and Distribution of Deliverables:** Unless specified or otherwise mutually agreed to, all information, data, and reports used or produced for this contract shall be in an electronic format fully compatible with Microsoft Office software.

**7.1. QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)**

The Government shall utilize a QASP throughout the life of the contract to ensure that the Contractor is performing the services required by this PWS in an acceptable manner.

COR will coordinate and communicate with the contractor to resolve issues and concerns regarding marginal or unacceptable performance. Remedies for non-performance of work would include poor Past Performance Ratings to be used as part of the evaluation criteria on all future task competitions, not awarding logical follow-on opportunities including option periods, notification to Contractor's corporate headquarters of poor performance, and possibly non-payment for services not performed or unacceptable deliverables.

At a minimum, the following metrics shall be utilized to determine successful performance:

<b>Task</b>	<b>Performance Standard</b>	<b>Acceptable Performance</b>	<b>Surveillance Method</b>
Task 1: Accreditation Services/Survey Days	Survey report (due within 60 days of survey of a site based program accreditation survey)	95%	Inspection of deliverables
	Summation Presentation Document (due no later than 6 months from the end of standards manual year)	Submitted no more than 10 business days late.	Inspection of deliverables
	Training materials (due 5 days prior to educational session)	95%	Inspection of deliverables
	Monthly Data reports (due on a consistent monthly schedule; dates to be determined within the QCP)	95%	Inspection of deliverables
Task 2: Intent Fees	Notification of survey schedule (due at least thirty days before the start of any survey)	95%	Inspection of deliverables
	Notification of number of surveyors to be scheduled, scheduled dates, and the number of days to complete survey (due at the time the survey is scheduled)	95%	Inspection of deliverables
	Notification of changes to the number of surveyor and/or days after the initial notification (due within 5 days of change)		
Task 3: Unlimited Site Fees	Annual site licenses for the use of electronic versions of all accreditation standards manuals, survey preparation guides, standards conformance checklists, and	Within 3 days of award	Inspection of deliverables

	accreditation sourcebooks/activity guides to be delivered upon award		
Task 4: Publications, 58 Hard Copy Set of each required Manual and Workbook	Printed publications based number of site requests (due no later than 30 days from VHA request)	95%	Inspection of deliverables

PERFORMANCE RATINGS:

The following rating definitions will be used as a guide when completing the Performance Based Service assessment.

<b>EXCEPTIONAL</b>	Performance significantly exceeds contract requirements to the Government's benefit.
<b>SATISFACTORY</b>	Performance meets contractual requirements.
<b>UNSATISFACTORY</b>	Performance does not meet contractual requirements.