



Welcome to



Training

<https://www.cpars.gov>



1



Instructor Information



<https://www.cpars.gov>



2

Welcoming Remarks - Logistics

- Breaks

- Facilities

Agenda

- Policy
- Workflow Roles
- Workflow: Contract Registration
- Ratings and Narratives
- Workflow: CPAR Initiation - Closure
 - CPAR Timeline
 - CPARS/PPIRS Relationship
- Reports, Helpful Hints & CPAR Strategies
- Focal Point Session (Optional)





What is CPARS?

Contractor Performance Assessment Reporting System (CPARS)

Web-enabled application that collects and manages a library of automated contractor report cards.

Two Modules Within CPARS

- Contractor Performance Assessment Reporting System (CPARS) Module – Systems, Services, Operations Support, Information Technology, Architect-Engineer and Construction
- Federal Awardee Performance and Integrity Information System (FAPIIS) Module

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5



Why Evaluate Contractor Performance?

Office of Federal Procurement Policy and Federal Acquisition Regulations Require:

Collection and Maintenance of Past Performance Information (PPI) for Use in the Award Decisions for Competitive Acquisitions

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6

Regulatory Requirements

➤ FAR 42.1502

- Past Performance Evaluations Prepared:
 - At Least Annually
 - At Time Work Under Contract or Order is Completed
- Past Performance Information Shall be Entered Into CPARS

➤ FAR 42.1503

- Evaluation Factors
 - Technical
 - Cost Control
 - Schedule
 - Management
 - Small Business Subcontracting
 - Other

Regulatory Requirements (Cont.)

➤ FAR 42.1503

- Evaluation Rating Definitions
- Evaluations are Automatically Transmitted into PPIRS (Past Performance Information Retrieval System)
- Agencies Shall use PPIRS Information in Source Selections
 - Within 3 years of Contract/Order Completion
 - 6 years for Architect-Engineer and Construction
- Past Performance Information Shall be Entered Into CPARS

➤ FAR 15.304

- Past Performance Shall be Evaluated in all Source Selections for Negotiated Competitive Acquisitions Expected to Exceed Simplified Acquisition Threshold

CPARS Guidance

<http://www.cpars.gov/main/refmatl.htm>

- **Guidance**
- **Applicability and Scope**
- **Responsibilities Assigned**
- **CPARS Timeline and Workflow**
- **Frequency and Types of Reports**
- **Administrative Information**
- **References**
- **Business Sectors**
- **Rating Definitions**
- **Instructions for Completing a CPAR**



Available at
www.cpars.gov
from Guidance
Tab

Need for Improvement

- Office of Federal Procurement Policy (OFPP), Government Accountability Office (GAO), & Department of Defense Inspector General (DoDIG) Reviews/Audits
- Eligible Contracts Not Being Registered in CPARS
- Performance Reports Not Being Entered in CPARS in a Timely Manner
- Narratives of Insufficient Detail to Show that Ratings are Credible and Justified

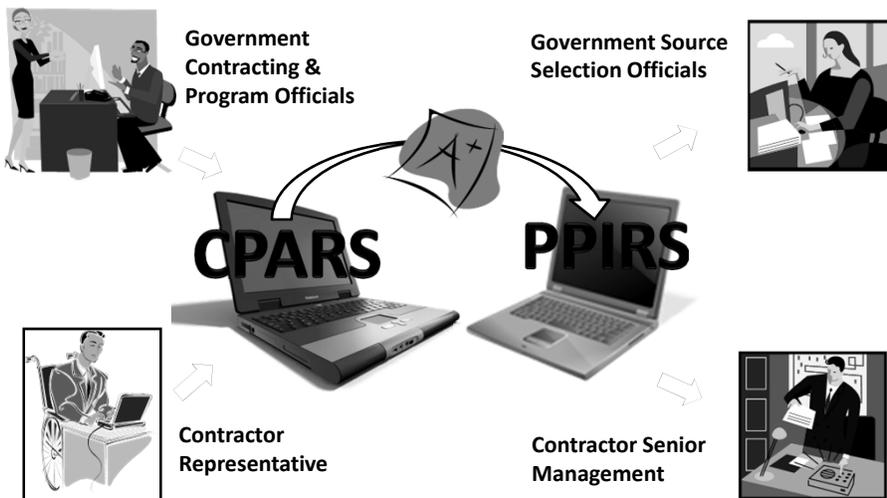
Need to improve quantity & quality of information available in PPIRS so that source selection officials have greater confidence in reliability & relevance of information there

This class will help you avoid these pitfalls.

PPIRS Compliance Metrics

- Office of Management and Budget (OMB) Memo
“Improving the Collection and Use of Information About Contractor Performance and Integrity” Dated March 6, 2013
 - 100% Annual Performance Reporting Target for Fiscal Year (FY) 2015
- Summary of PPIRS Compliance Reports in CPARS Guidance

Past Performance Process Overview



CPARS Primary Objectives

- Ensure Current, Complete, and Accurate Information on Contractor Performance Available for Use in Source Selections
- Support Best Value Source Selection Decisions – Awards for Proven Performers
- Provide Up-To-Date Documentation of Contractor’s Ability to Provide Quality, On-Time Products and Services that Conform to Contractual Requirements
- Motivate Improved Performance
- Support Responsibility Determinations of Prospective Contractors



CPAR Evaluations

**For Official Use Only/Treated as Source Selection Information
IAW FAR 2.101, 3.104, 42.1503**

- Pre-Decisional in Nature
- Protected Throughout Life Cycle
 - Includes Working Papers
- Accessible By:
 - Government Personnel with Need to Know
 - Contractor who is Subject of Evaluation
- Not Releasable Under Freedom of Information Act (FOIA)
- Retained for 3 Years After Contract Completion in PPIRS
 - 6 years for A-E & Construction
- No Longer Prohibited from Transmitting Evaluations Via Email

**FOR OFFICIAL
USE ONLY**

**SOURCE
SELECTION
SENSITIVE
INFORMATION**



Federal Dollar Thresholds

Business Sector	Dollar Threshold
Systems & Non-Systems	> Simplified Acquisition Threshold (SAT)
Architect-Engineer	≥ \$30,000 All Terminations for Default
Construction	≥ \$650,000 All Terminations for Default

Note: It is important that the correct Product or Service Code (PSC) is used when transmitting procurement data to the Federal Procurement Data System (FPDS) so the proper dollar threshold is reported to CPARS.

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15



Department of Defense (DoD) Dollar Thresholds

Business Sector	Dollar Threshold
<u>Systems</u>	> \$5,000,000
<u>Non-Systems</u>	
- Operations Support	> \$5,000,000
- Services	> \$1,000,000
- Information Technology	> \$1,000,000
- Ship Repair & Overhaul	> \$500,000
<u>Architect-Engineer</u>	≥ \$30,000 All Terminations for Default
<u>Construction</u>	≥ \$650,000 All Terminations for Default

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16

Business Sectors



➤ Systems

- Aircraft
- Shipbuilding
- Space
- Ordnance
- Ground Vehicles
- Training Systems
- Science and Technology
- Other Systems

Dollar Threshold

DOD: > \$5,000,000

Federal: > SAT

Business Sectors



➤ Services

- Professional/Technical/Management Support
- Facilities Services
- Repair & Overhaul
- Transportation and Transportation Related

Dollar Threshold

DOD: > \$1,000,000

Federal: > SAT

Business Sectors



➤ Operations Support

- Electronics
- Ammunition
- Mechanical
- Electrical
- Structural
- Personnel Support
- Facilities Equipment and Supplies
- Vehicles and Related Equipment
- Fuels

Dollar Threshold

DOD: > \$5,000,000

Federal: > SAT

Business Sectors



➤ Information Technology

- Software
- Hardware
- Telecommunications Equipment or Services

Dollar Threshold

DOD: > \$1,000,000

Federal: > SAT

Business Sectors

➤ Science and Technology – Non Systems

- Basic Research
- Applied Research
- Advanced Technology Development

Dollar Threshold
DOD: Not Required but Encouraged > \$1,000,000
Federal: > SAT

Note: Excludes DoD Program Budget Accounts

6.1 Basic Research, 6.2 Applied Research and 6.3 Advanced Technology Development

- Contracting Officers Encouraged to Manually Register and Complete Reports on Science & Technology >\$1,000,000
 - Consistent with Threshold for Services

Business Sectors

➤ Architect - Engineer

- Professional Services, as Defined by State Law, Required to be Performed or Approved by Licensed A-E

- Examples:
 - Research
 - Planning
 - Development
 - Design
 - Construction
 - Alteration
 - Repair of Real Property

Dollar Threshold
All Agencies: ≥ \$30,000
- All Terminations for Default

Business Sectors

➤ Construction

➤ Construction, Alteration, Repair

➤ Examples:

- Buildings
- Real Property
- Bridges
- Dams
- Highways
- Tunnels
- Sewers
- Docks
- Piers

Dollar Threshold

All Agencies: ≥ \$650,000

- All Terminations for Default

Important!

➤ Evaluate **Prime Contractor** Performance ONLY

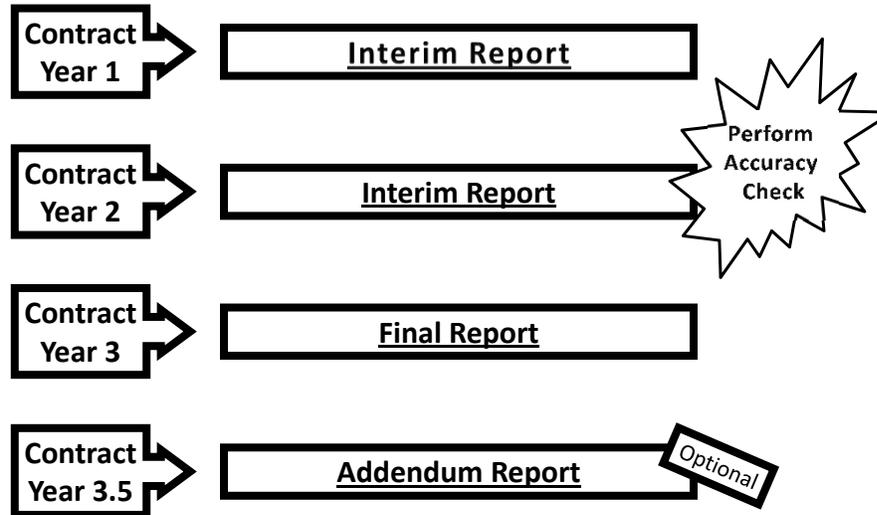
- Do Not Evaluate Subcontractor Performance
- Privity of Contract Between Prime-Sub

➤ Acknowledge Subcontractor Effort

- Critical Aspect or 25% or More of Effort
- Include Sub's Name and DUNS
- Address in Narrative

➤ Address Prime's Ability to Manage Subcontractor

Reporting Frequency



Reporting Frequency

New Contracts/Orders (First Interim Report)

- Required if Period of Performance > 365 Calendar Days
- Not Required if Period of Performance < 365 Calendar Days
 - Write Final CPAR Only
- Period of Performance Should be Consistent With Dates on FPDS Contract Action Report (CAR)
- Initial Period of Performance Greater Than 12 Months Must be Approved by Contracting Officer
 - Coordinated with Contractor
 - Delayed Starts
 - Protests
 - Phase-In Periods



Reporting Frequency

Annual Interim Report(s)

- Update with Other Reviews
 - Option Exercise
 - Award Fee Determinations
 - Program Milestones
- Required Upon
 - Change in Program/Project Management Responsibility
 - Transfer of Contract, BOA, BPA to a Different Contracting Activity
 - Shall Be Started Prior to Transfer of Assessing Responsibility
- Interim Period of Performance Greater Than 12 Months Must be Approved by Contracting Officer
- Not Cumulative: Assess Only Performance Occurring After Last Evaluation Period

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27



Reporting Frequency

Final Report

- Required at Contract Completion
 - Delivery of Final Major End Item
 - End of Period of Performance
- Required Upon Contract Termination
- Final Period of Performance Greater Than 12 Months Must be Approved by Contracting Officer
- Not Cumulative: Assess Only Performance Occurring After Last Evaluation Period

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28

Reporting Frequency

Addendum Report

- Evaluate Contract Close-Out
- Evaluate Warranty Performance
- Evaluate Performance With Respect To Other Administrative Requirements
- Written at Government's Discretion

Reporting Frequency

Consecutive Reports

- Architect-Engineer and Construction Evaluations Contained Consecutively in CPARS and PPIRS
 - i.e., New Evaluations No Longer Replace Prior Evaluations
- PPIRS Only Displays Most Recent Evaluation

Reporting Frequency

Administrative Reports

- Complete Administrative Report When No Contractor Performance Occurs During Evaluation Period
 - Option Not Exercised
 - No Orders Placed
- Rate Management as “Satisfactory”
- Include Rationale for Issuing Administrative Report in Narrative
- Routed Through Normal CPARS Workflow

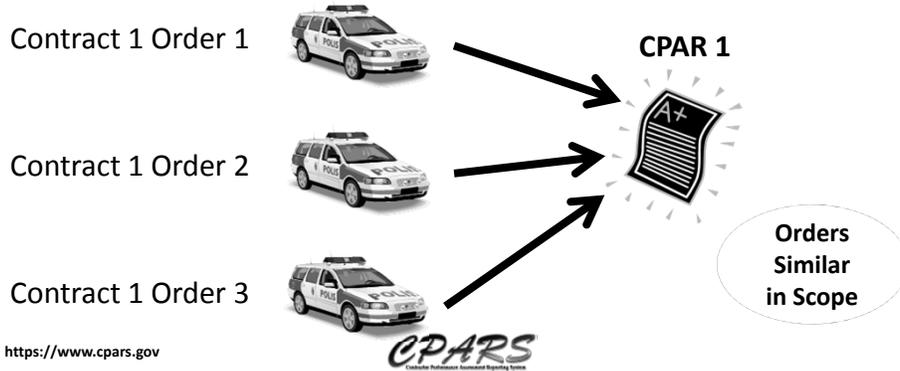
Reporting Frequency

**All CPARs Are Due Within 120
Calendar Days After the End of the
Evaluation Period**

Contract Types

Single Agency Indefinite-Delivery Contracts

- One CPAR at Basic Contract Level Covering All Orders Under Contract



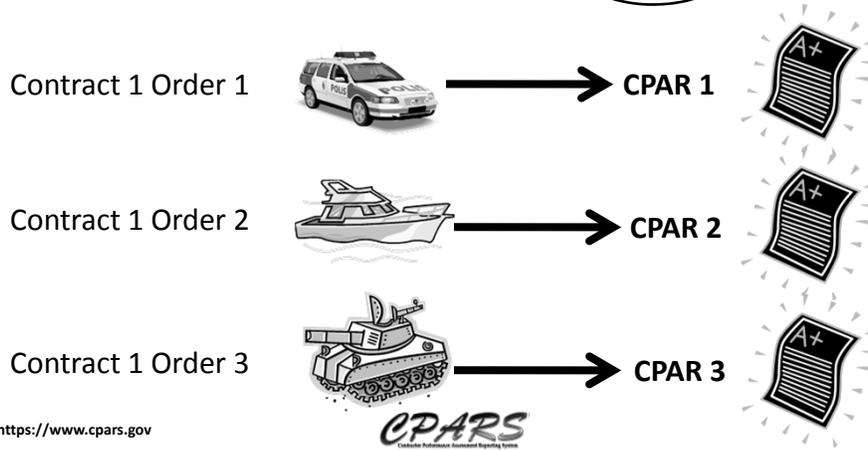
33

Contract Types

Single Agency Indefinite-Delivery Contracts

- On Each Order Exceeding Threshold

Orders Not Similar in Scope



34



Contract Types

Single Agency Indefinite Delivery Contracts

HELPFUL HINTS

- Contracting Officer Determines if CPAR Completed on Base or Each Order Which Exceeds Threshold
- **Reporting on Base**
 - Single Ordering/Requiring Activity Exists
 - If Report on Base, **NO** Orders Reported Individually
 - Contract Number in CPARS is Base Contract Number
 - Include Each Task/Delivery Order Number in Contract Effort Description
 - Provide Narrative of Contractor's Performance on Each Task/Delivery Order

At a Minimum, if Aggregate Value of All Orders Exceeds Threshold, Complete Evaluation on Base.



Contract Types

Single Agency Indefinite Delivery Contracts

HELPFUL HINTS (Cont.)

- **Reporting on Orders**
 - If Base Not Evaluated, **ALL** Orders Meeting Threshold Must be Evaluated
 - Contract Number in CPARS is Base Contract Number, Order Number is Individual Task/Delivery Order Number



Contract Types

Orders Placed Against Another Agency's Indefinite Delivery Vehicle (IDV)

- Includes:
 - Federal Supply Schedules (FSS)
 - Government Wide Acquisition Contracts (GWACs)
 - Multiple Agency Contracts (MACs)
- Assessing Official (AO) at Contracting or Requiring Activity Completes Separate Evaluation on Each Order Over Threshold
- Period of Performance Based on Effective Date of Individual Order

Contract Types

Federal Supply Schedules (FSS) / GSA Orders, Multi-Agency Contracts (MACs), & Government-Wide Acquisition Contracts (GWACs)

**Contract Number = GSA Schedule # /
MAC # / GWAC # (Required)**

Order Number = Local Order Number (Required)

Contract Types

Contracts/Orders Written by Other Agencies

- Does **Not** Include FSS, MACs, GWACs
- Requiring Activity and Contracting Activity in Separate Agencies
 - Written Agreement as to Which Agency is Responsible for Writing Evaluation Prior to Award
 - Specify Who Writes Evaluation in Contract/Order

Contract Types

Contracts/Orders Written by Other Agencies

Office of Federal Procurement Policy (OFPP) Guidance:

- Requesting Agency (Agency Which Owns Requirement)
 - Track, Measure, Report Contractor Performance to Servicing Agency Contracting Officer
- Servicing Agency (Agency Which Wrote the Contract)
 - Evaluate Contractor's Performance Taking Into Account Requesting Agency Input
 - Provide Evaluation to Contractor
 - Document Performance in Contract File
 - Input Data Into CPARS

Contract Types

Basic Ordering Agreements (BOAs) & Blanket Purchase Agreements (BPAs)

- Complete Evaluation on All Orders/Calls which Exceed Threshold

BOAs and BPAs are *agreements*, not *contracts*. The individual order or call placed against the agreement forms the actual contract that requires the contractor to perform. Thus, performance is assessed at the order/call level.

Contract Types

Joint Venture

- Single CPAR Prepared if Unique DUNS Number Assigned



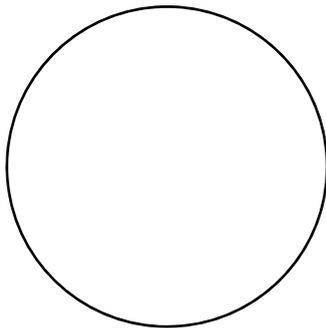
Contract Types

AbilityOne Program

- DoD - CPAR Required on Award Under AbilityOne Program if Exceeds Threshold
- Federal - Exempt From CPARS Reporting

Contract Types

Classified & Special Access Programs



- CPARs for Classified Programs NOT Entered into CPARS Automated System
- CPAR Processed in Accordance With Program Security Requirements
- CPAR Maintained and Distributed in Accordance With Agency Procedures

Contract Types

Undefinitized Contract Actions (UCAs)

➤ Prior to Definitization

- Address Performance Beginning with Date UCA Issued
- Address Contractor's Ability to Remain within UCA Cost Limitations

➤ Following Definitization

- Address Contractor's Efforts in Promoting Contract Definitization
- If Definitized as Cost-Type Contract – Continue to Address Cost Control
- If Definitized as Firm-Fixed Price Contract – Only Address Cost Control Efforts Prior to Definitization

Logging In

➤ DoD Users or Federal PIV

- User ID Required
- PKI Certificate Required (CAC or PIV Card)

➤ Non-DoD or Federal (No PIV)

- User ID Required
- Password Required

➤ Contractor Users

- User ID Required
- PKI Certificate Encouraged
 - Purchase from External Certificate Authority
- Password Required if No PKI Certificate






Logging In



[Home](#) | [Access Forms](#) | [Contacts](#) | [FAQs](#) | [Guidance](#) | [Release History](#) | [Related Links](#) | [System Requirements](#) | [Training](#)



CPARS hosts a suite of web-enabled applications that are used to document contractor and grantee performance information that is required by Federal Regulations.

FAR Part 42 identifies requirements for documenting contractor performance assessments and evaluations for systems, non-systems, architect-engineer, and construction acquisitions. FAR Part 42 also requires documenting additional contractor performance information in the Federal Awardee Performance & Integrity Information System (FAPIS), including Terminations for Cause or Default, DoD Determination of Contractor Fault and Defective Cost or Pricing Data and to make the information available in the Past Performance Information Retrieval System (PPIRS).

FAR Part 9 identifies requirements for Contracting Officers to enter Determinations of Non-Responsibility in FAPIS. The Grant Community is also required to utilize FAPIS to document Terminations for Material Failure to Comply and Recipient Not Qualified Determinations.

The CPARS applications are designed for UNCLASSIFIED use only. Classified information is not to be entered into these applications.

System Access

- [System Logon](#)

Applications

- [CPARS](#)
- [FAPIS](#)

Special Notices

- [New!! Contractor Comments Timeline FAQs](#)
- [New!! CPARS/ACASS/CCASS Merge FAQs](#)
- [New!! Compliance Report Removal Criteria](#)

1. Visit <https://www.cpars.gov>

2. Select System Logon

<https://www.cpars.gov>



47




Logging In

CPARS/FAPIS

Notice and Consent Banner

You are accessing a U.S. Government (USG) Information System (IS) that is provided for USG-authorized use only.

By using this IS (which includes any device attached to this IS), you consent to the following conditions:

- The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.
- At any time, the USG may inspect and seize data stored on this IS.
- Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG authorized purpose.
- This IS includes security measures (e.g., authentication and access controls) to protect USG interests--not for your personal benefit or privacy.
- Notwithstanding the above, using this IS does not constitute consent to PM, LE or CI investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product are private and confidential. See User Agreement for details.

Click [Accept/Login with PKI](#) or [Accept/Login with Password](#)

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48

Logging In

CPARS/FAPIIS
This System is for UNCLASSIFIED USE ONLY!

PKI Login

User ID:

 Login With PKI

Having problems logging in? [Forgot User ID](#) [Forgot Password](#)

[Home](#)

etrics!

CPARS/FAPIIS, NAVSEALOGCEN PORTSMOUTH, NH. Version : 4.0.2, Build Date : 11/10/2009
Phone : (207) 438-1690 [Email Technical Support](#)
[View Guidelines](#)
[View Training Opportunities](#) [View CPAR Quality Checklist](#)

New!

First Time Logging In? Use the Forgot Password button to receive an email with a temporary password.

Forgot your User ID? Use the Forgot User ID button to receive an email with your User ID.

Accessing CPARS

Select a Module:

- CPARS** - Contractor Performance Assessment Reporting System
- FAPIIS - Federal Awardee Performance and Integrity Information System
- Logoff

1. After Logging in with USER ID, Select CPARS Module

CPARS Roles



Focal Point/Alternate Focal Point (FP/AFP): Registers Contracts, Assigns Users, Provides Support



Assessing Official Rep (AOR):
Assists Assessing Official in Preparing Evaluation



Contractor Rep (CR): Provides Comments



Assessing Official (AO):
Sends Evaluation to Contractor Rep; Reviews Contractor Comments



Reviewing Official (RO): Resolves Disputes

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51

CPARS Roles

Assessing Official Rep Examples

- Technical Experts
- Contract Specialists
- Contracting Officer
- Contracting Officer's Representative
- Task / Order Monitor



*For Civilian Agencies, generally someone in Requirements Community.
For DoD, generally someone from Contracting.*

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52



CPARS Roles

Assessing Official Examples

The Person Responsible for the Contracting or Execution of the Program, Project, Order

- Contracting Officer
- Program Manager or Equivalent
- Integrated Product Team (IPT) Lead
- Performance Evaluator
- Quality Assurance Evaluator
- Requirements Indicator
- Contracting Officer's Representative
- Technical Team Requirements Personnel
- Product / Service End User

Note: Be sure to review local policy guidance regarding assignment of the Assessing Official function.



*For Civilian Agencies, generally someone in Contracting.
For DoD, generally someone from Requirements Community.*
<https://www.cpars.gov>



Focal Point

Assign Users

Contract Number	Role	User	E-mail
N4511214C7000	Assessing Official Rep	Steve Jones	s.jones@navy2.mil
	Assessing Official	Mary Givens	m.givens@navy3.mil
	Contractor Rep	Mark Smith	m.smith@acme.com
	Reviewing Official	Maria Lopez	m.lopez@navy6.mil
N4511214C8000	Assessing Official Rep	Steve Warner	s.warner@navy2.mil
	Assessing Official Rep	Mary Givens	m.givens@navy3.mil
	Assessing Official	Maria Lopez	m.lopez@navy6.mil
	Contractor Rep	Kelly Warner	k.warner@acme.com
	Reviewing Official	Eldon Roofers	e.roofer@navy3.mil
N4511214C9000	Assessing Official	Mary Givens	m.givens@navy3.mil
	Contractor Rep	Doreen Bunny	d.bunny@acme.com
	Reviewing Official	Maria Lopez	m.lopez@navy6.mil



CPARS Roles

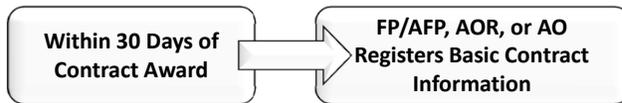
Assessing Official (AO) Responsibilities

- Provide Names of Persons Requiring Access to CPARS to Focal Point (FP)



CPARS Workflow

1





Contract Registration (Automated) Requirements

- Focal Point Only
- Auto Register Within 30 Calendar Days of Contract Award
- Auto Register ONCE per Contract Duration
- Must Complete Organization Field



Contract Registration (Manual) Requirements

- Register Within 30 Calendar Days of Contract Award
- Register ONCE per Contract Duration
- Enter Basic Contract Information
- Must Complete Mandatory Fields

Note: Be sure to review local policy guidance regarding assignment of the Contract Registration function.

Navigating CPARS

ICONS



Mandatory Entry



Help Button



Calendar Button



Lookup Button

Navigation Tab Buttons

Contract/Schedule Number: N4511214C0016 Order Number:
 (Click on a tab below to enter the related information; fields identified with * are required)

Manual Registration

-
-
-
-
-
-
-
-
-
-



1. Select Register/Update a Contract

Register/

Enter the following:

*Contract Number Order Number
 (fields identified with * are required)

2. Enter Contract Number & Order Number (if applicable)

These steps are also used to update contract registration records.



Manual Registration

Enter one of the following:

DUNS:

Option: Company Name:

Continue with Contract Registration

Return to the Main Menu

1. Enter DUNS or Company Name

Click on the DUNSPlus4 number to proceed with the contract registration.

DUNSPlus4	Company Name	City	State	Country
99999999999999	TEST COMPANY LLC	Portsmouth	NH	US

Return to the Main Menu

2. Select Company by Clicking on DUNS

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61



Manual Registration

Contract/Schedule Number: N4511214C0053 [?] Order Number: [?]
(Click on a tab below to enter the related information; fields identified with * are required)

Contractor Name/Address Contract Information Misc Information

Name/Address of Contractor [?]

Company Name:

Division Name:

Street Address:

City:

State/Province:

Zip Code:

Country:

* DUNS Number:

* PSC:

* NAICS Code:

Validate and Save the Contract Data
 Return to the Main Menu

Company Information pulled in from System for Award Management (SAM)

<https://www.cpars.gov>



62

Manual Registration

CPARS

Contract Registration

Contract/Schedule Number: N4511214C0053 Order Number:
 (Click on a tab below to enter the related information. Fields identified with * are required)

Contractor Name/Address
Contract Information
Misc Information

* Business Sector-Subsector:

Contracting Office:

Location of Work: (if other than Contractor Address, 300 character limit)

Contracting Officer: Phone Number:

Contract Dates: (mm/dd/yyyy) Effective:

* Awarded: Effective:

* Completion:

Dollar Values: (numbers only, do not enter \$.)

* Total: Current:

* Competition Type: (Select)

* Contract Type: (Select)

* Organization: (Select an Organization)

CPARS Workflow



Contract Effort Description

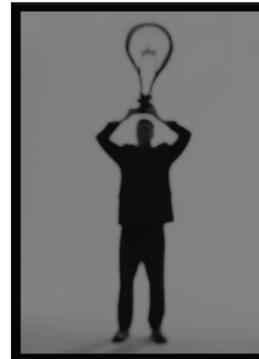
Requirements

- ☑ Develop a Comprehensive Contract Effort Description



Contract Effort Description

- Complete Effort Description Identifying:
 - Key Technologies
 - Components
 - Subsystem Requirements
 - Complexity of Contract
 - Acronyms
 - Technical Terms
- Critical to Source Selection Officials
- Note Scope Changes Since Prior Evaluation





Sample Contract Effort Description

Contract Effort Description

The contractor provides maintenance and support of VFED for the General Services Administration.

Sufficient? Yes or No



Sample Contract Effort Description NOT Sufficient

Contract Effort Description

The contractor provides maintenance and support of VFED for the General Services Administration.

Missing:

- Detail of Scope
- Complexity of Contract
- Key Technologies
- Definitions of Acronyms and Technical Terms



Sample Contract Effort

Description

Sufficient



Contract Effort Description

The Contractor provides maintenance and technical support for General Services Administration's Very Fancy Engine Database (VFED). VFED manages 24,000 engines and nearly 2 million serially tracked, life-limited, critical engine parts and components supported and maintained on a daily basis. This database is used for asset tracking, inventory management, tracking hours in flight, maintenance and repair records, warranty information, parts lists, and engine configuration. The contractor is responsible for maintenance of the Oracle database and Apache software. VFED was developed by the previous incumbent. The contractor is responsible for requirements analysis, upgrades, configuration management, and help desk technical support. Support during this assessment period included two system upgrades and approximately 5000 help desk requests.

Elements Assessed



- Quality
- Schedule
- Cost Control
- Management
- Small Business
- Regulatory Compliance
- Other Areas

Rating Areas

Quality

- Assess Conformance to:
 - Contract Requirements
 - Specifications
 - Standards of Good Workmanship
- Are reports/data accurate?
- Does the product or service meet the specifications of the contract?
- What degree of Government technical direction was required to solve problems that arose during performance?



Rating Areas

Schedule

- Assess Timeliness of Completion Against:
 - Contract
 - Task Orders
 - Milestones
 - Delivery Schedules
 - Administrative Requirements



Rating Areas

Cost Control

- Forecasting Cost
- Managing Cost
- Controlling Cost
- Overrun?
- Underrun?

- Not Required for Fixed Price Contracts/Orders



Rating Areas

Management

- Assess Integration and Coordination of All Activity Needed to Execute Contract
 - Integration and Coordination of Activity
 - Problem Identification
 - Corrective Action Plans
 - Reasonable and Cooperative Behavior
 - Customer Satisfaction
 - Subcontract Management
 - Program Management
 - Management of Key Personnel

Rating Areas

Utilization of Small Business

- Compliance with Terms and Conditions for Small Business Participation
- Achievement of Small Business Subcontracting Goals
- Good Faith Effort to Meet Small Business Subcontracting Goals

<https://www.cpars.gov>

Rating Areas

Regulatory Compliance

- Compliance with Regulations and Codes
- Financial
- Environmental
- Labor
- Safety
- Reporting Requirements



<https://www.cpars.gov>

Enter Proposed Ratings

Requirements

- Enter Proposed Ratings & Narratives**
 - 24,000 Character Limit per Evaluation Area and General Comments
 - Current Ratings
 - Changes from Past Ratings

Ratings & Narratives

**Narratives
are the Most Important
Part of the CPAR!**



Ratings & Narratives



Rating Definitions (FAR 42.1503 Table 42-1)

Rating	Contract Requirements	Problems	Corrective Actions
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79



Ratings & Narratives



Rating Definitions (FAR 42.1503 Table 42-1)

Rating	Contract Requirements	Problems	Corrective Actions
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Satisfactory	Meets All	Some Minor	Satisfactory
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80



Ratings & Narratives



Rating Definitions (FAR 42.1503 Table 42-1)

Rating	Contract Requirements	Problems	Corrective Actions
Very Good	Exceeds Some - Gov't Benefit	Some Minor	Effective
Satisfactory	Meets All	Some Minor	Satisfactory

<https://www.cpars.gov>  81



Ratings & Narratives



Rating Definitions (FAR 42.1503 Table 42-1)

Rating	Contract Requirements	Problems	Corrective Actions
Exceptional	Exceeds Many - Gov't Benefit	Few Minor	Highly Effective
Very Good	Exceeds Some - Gov't Benefit	Some Minor	Effective
Satisfactory	Meets All	Some Minor	Satisfactory

<https://www.cpars.gov>  82



Ratings & Narratives



Rating Definitions (FAR 42.1503 Table 42-1)

Rating	Contract Requirements	Problems	Corrective Actions
Exceptional	Exceeds Many - Gov't Benefit	Few Minor	Highly Effective
Very Good	Exceeds Some - Gov't Benefit	Some Minor	Effective
Satisfactory	Meets All	Some Minor	Satisfactory
Marginal	Does Not Meet Some - Gov't Impact	Serious: Recovery Still Possible	Marginally Effective; Not Fully Implemented

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83



Ratings & Narratives



Rating Definitions (FAR 42.1503 Table 42-1)

Rating	Contract Requirements	Problems	Corrective Actions
Exceptional	Exceeds Many - Gov't Benefit	Few Minor	Highly Effective
Very Good	Exceeds Some - Gov't Benefit	Some Minor	Effective
Satisfactory	Meets All	Some Minor	Satisfactory
Marginal	Does Not Meet Some - Gov't Impact	Serious: Recovery Still Possible	Marginally Effective; Not Fully Implemented
Unsatisfactory	Does Not Meet Most - Gov't Impact	Serious: Recovery Not Likely	Ineffective

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84

Ratings & Narratives

Narrative Guidelines

- Address Contractor Performance
 - Recent
 - Relevant
- Collect Input From Entire Program / Project Team
- Provide Reader a Complete Understanding of the Contractor's Performance

Must Be:

- Accurate
- Fair
- Comprehensive

Ratings & Narratives

Narrative Guidelines

- Narrative Required for Each Rated Element
- Address
 - Rating Changes From Prior Reports
 - Benefit / Impact to Government
- Recognize
 - Risk Inherent in Effort
 - Government's Role in Contractor's Inability to Meet Requirements
- Indicate Major / Minor Strengths / Weaknesses

Ratings & Narratives

Narrative Guidelines

- Consistent with
 - Program Metrics
 - Ratings
 - Contract Objectives
- Document Problems & Solutions
- Contain Non-Personal & Objective Statements

- Program Reviews
- Earned Value Management (EVM) Data
- Award Fees/Incentives
- Certificates of Service
- Cost Performance Reports
- Quality Reviews/Evals

Sample CPAR Narratives

Elements Assessed

- ✓ Quality
- ✓ Schedule
- ✓ Management
- ✓ Regulatory Compliance

Sample CPAR Narrative

Element Assessed: Quality

Quality - Rating: Exceptional

The contractor is exceptional. They continue to provide high quality support and database services.

Sufficient? Yes or No

Sample CPAR Narrative

NOT Sufficient

Quality - Rating: Exceptional

The contractor is exceptional. They continue to provide high quality support and database services.

Missing:

- Detail to Support Rating
- Detail to Tell Entire Story
- Supporting Documentation / Metrics





Sample CPAR Narrative



Sufficient



Quality - Rating: Exceptional

Contractor has provided exceptional quality in support of VFED. Contract required a system backup and disaster recovery plan that was put to test after a malicious code/virus attack. Contractor was proactive with a successful recovery, implemented an innovative solution to prevent future attacks, and enhanced system security. The contractor also initiated a system analysis identifying a security loophole previously overlooked at the time of database development by the previous incumbent. The contractor was able to recommend a Commercial-Off-The-Shelf (COTS) product to resolve security issues saving custom development time and cost. The contractor staff assisted in conducting analysis of alternatives, market research, and application acquisition package recommendations in finding the COTS bolt-on. Contractor experienced report generation errors resulting in unscheduled down time after a three week period, however, resolved the performance issue by scheduling report runtime during times of minimal system usage and optimized the reports to require less memory.



Sample CPAR Narrative



Element Assessed: Schedule

Schedule – Rating: Very Good

In our opinion, the contractor has done really well in terms of schedule. The Systems Security Manager, Jack Jones is pleasant and easy to work with. He adapts to our schedule changes amazingly and never complains. He also went above and beyond and assembled our Smart Board and projector without charging the government and he continued to meet all the contract objectives in the interim. Great job!

Sufficient? Yes or No



Sample CPAR Narrative

NOT Sufficient

Schedule – Rating: Very Good

In our opinion, the contractor has done really well in terms of schedule. The Systems Security Manager, Jack Jones is pleasant and easy to work with. He adapts to our schedule changes amazingly and never complains. He also went above and beyond and assembled our Smart Board and projector without charging the government and he continued to meet all the contract objectives in the interim. Great job!

Missing:

- Detail to Support Rating
- Supporting Documentation / Metrics
- Additional Issues:
- Using Individual's Name
- Outside Contract Scope
- Subjective Phrases



Sample Narrative

Statements to Avoid

- | | |
|--------------------------|---------------------|
| ✗ Outside Contract Scope | ✗ We Hope |
| ✗ In Our Opinion | ✗ We Were Not Happy |
| ✗ It Appeared | ✗ We Did Not Like |
| ✗ We Believe | ✗ We Think |



Sample CPAR Narrative



Sufficient



Schedule – Rating: Very Good

Contractor successfully executed system recovery, exceeding requirements, and deployments of new releases were on schedule for this period. Per the Continuity of Operations Plan (COOP) the contractor had a 7 day timeframe for full restoration after sustaining the attack, but was able to recover and bring on-line within 4 days resulting in cost and time benefits for not having to manually track data. This early recovery eliminated a work stoppage on engine configuration management at the customer sites. The contractor experienced a turnover with the senior developer during a development phase of the first upgrade, however, due to a replacement with a highly skilled senior developer that was able to program more quickly and efficiently, the contractor was able to bring the final release deployment back on track and no impact to the schedule.



Sample CPAR Narrative



Element Assessed: Management

Management - Rating: Marginal

The Contractor has exhibited marginal performance during this reporting period. The subcontract for Tier-1 Help Desk support was awarded 4 weeks later than required in the 30-day transition period between the previous incumbent and the contractor, resulting in funding increases while utilizing junior developers to provide Tier-1 Help Desk support during the time lag. The Help Desk experienced a high turnover in personnel with insufficient time to adequately train new hires. In addition, contract maximum response time for customer calls and emails is ½ day for Tier-1 support; monthly statistics provided by the contractor indicated a 3-4 day average. This issue was addressed in the quarterly program review and corrective actions to date have been marginally successful. Six months after the review, the contractor implemented an aggressive recruiting and training program reducing response time to 2-3 days; a noted improvement, however, still not within contract requirements.

Sufficient? Yes or No





Sample CPAR Narrative



Sufficient



Management - Rating: Marginal

The Contractor has exhibited marginal performance during this reporting period. The subcontract for Tier-1 Help Desk support was awarded 4 weeks later than required in the 30-day transition period between the previous incumbent and the contractor, resulting in funding increases while utilizing junior developers to provide Tier-1 Help Desk support during the time lag. The Help Desk experienced a high turnover in personnel with insufficient time to adequately train new hires. In addition, contract maximum response time for customer calls and emails is ½ day for Tier-1 support; monthly statistics provided by the contractor indicated a 3-4 day average. This issue was addressed in the quarterly program review and corrective actions to date have been marginally successful. Six months after the review, the contractor implemented an aggressive recruiting and training program reducing response time to 2-3 days; a noted improvement, however, still not within contract requirements.

- Detail to Support Rating
- Corrective Actions
- Documentation/Metrics
- Objective Language

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97



Sample CPAR Narrative



Element Assessed: Regulatory Compliance

Regulatory Compliance – Rating: Satisfactory

The contractor works well on regulatory items and only encountered minimal issues with cost reporting. They always do a great job working with the government.

Sufficient? Yes or No

<https://www.cpars.gov>



98

Sample CPAR Narrative

NOT Sufficient

Regulatory Compliance – Rating: Satisfactory

The contractor works well on regulatory items and only encountered minimal issues with cost reporting. They always do a great job working with the government.

Missing:

- Detail to Support Rating
- Supporting Documentation / Metrics
- Additional Issues:
- Subjective Phrases



Sample CPAR Narrative

Sufficient

Regulatory Compliance – Rating: Satisfactory

The contractor has experienced some cost allocation issues in complying with the Cost Accounting Standards as required by contract clause 52.230-2. The contractor is required to provide funds and man-hour expenditure reports for preceding monthly activity by the 10th of each month. The contractor's accounting system experienced cost allocation issues with senior developer charges while working multiple programs. The government observed an unusually high burn rate for the senior developers and requested a contractor internal audit. Audit findings proved that during a 2-month period, hours were improperly allocated to this contract while the performance was conducted on a different contract. Corrective actions have been successful as senior developers were retrained on proper charging procedures, modifications were done to the accounting system to track cost with an increased level of granularity, and invoices were corrected to reflect actual work time. An audit performed within the last month verified that all contract charges are now appropriately allocated as required by the Cost Accounting Standards.





Ratings & Narratives



Utilization of Small Business Rating Definitions (FAR 42.1503 Table 42-2)

Rating	Subcontracting Plan	ISR/SSR	Benefits/Impacts
Exceptional	Met All Goals & Exceeded at Least One	Accurate & Timely	Multiple Significant Events of Benefit
Very Good	Met All Traditional Goals & at Least One Other Goal	Accurate & Timely	Significant Event of Benefit
Satisfactory	Good Faith Effort to Meet Goals	Accurate & Timely	Minor Problems; Major Problems w/Corrective Action
Marginal	Deficient in Meeting Key Plan Elements	Inaccurate; Untimely	Corrective Action Plan Required
Unsatisfactory https://www.cpars.gov	Noncompliant; Uncooperative	Inaccurate; Untimely	Multiple Significant Problems; Liquidated Damages ¹⁰¹



Utilization of Small Business



- Evaluate When Subcontracting Plan is Required
 - Contracts
 - Orders Against BOAs, BPAs, GWACs, MACs
 - Single-Agency Task/Delivery Order When Contracting Officer Determines Appropriate
- For Multi-Agency Indefinite Delivery Vehicles, Evaluated by Agency that Awarded Contract Unless Separate Small Business Subcontracting Goals in Each Order
 - Includes FSS, GWACs, MACs

Sample CPARS Narrative

Utilization of Small Business - Rating: Exceptional

The contractor exceeded their 27% small business goal by 2 percentage points and met all of the other subcontracting goals. The contractor awarded a subcontract to a small business for mission critical information technology for this program. The contractor conducted three outreach events which directly led to award of subcontracts to Service Disabled Veteran Owned small businesses and HUBZone small businesses. The contractor exceeded the small business participation requirements of the contract that required the small business to be used for 25% of the R&D portion of the contract, by awarding 50% of this requirement to small business. The contractor submitted all required reports on time.

Contains:

- Quantifiable Accomplishments
- Comparison to Plan Goals
- Type of Work Performed by SB

Ratings & Narratives

Narrative Guidelines

- Due to Nature of Work (Low Risk Activities)
May be Difficult to Obtain Rating Above Satisfactory
- Note this Fact in the CPAR Narrative



Quality of Product or Service - Rating: Satisfactory

This contract is for the collection of refuse at XXX Air Force Base located near Anytown, USA. As part of its services, Contractor XXX is required to pick up 87 dumpsters across an approximate 30 square mile area, 12 hazardous waste containers, and 7 bio-hazardous waste material containers at the Medical Clinic located at the base. Given the nature of the services performed for this contract and the schedule for refuse collection, it would be difficult to obtain above a Satisfactory rating for performance on this contract. During this evaluation period, Contractor XXX met all of its refuse collection requirements on time as stated in the contract. Further Contractor XXX ensured that all of the tops of the dumpsters were closed after dumping to ensure that no foreign object debris (FOD) entered the flight line area despite the locale being in an area prone to high winds. There were no incidents of improper storage or disposal of the hazardous waste or bio-hazardous waste material during this reporting period. Therefore, the rating of Satisfactory indicates performance within the requirements of the contract and that there were no problems encountered during this reporting period with Contractor XXX.

- Communication
 - Throughout the Performance Period
 - With Contractor and Within Government

- Documentation
 - Record Significant Metrics / Events Throughout the Performance Period
 - “The CPAR Should Write Itself”

- Create a Working CPAR
 - Draft On-Line
 - Draft Off-Line Document
 - Use Copy and Paste



Narrative Hints

Assessing Official (AO) Responsibilities

- Use All Means Available, to Include Contract File, to Assist in Documenting and Evaluating Performance for Periods During Which the AO Was Not a Participant in Contract Performance

In other words, an evaluation is still required even if the AO who was there at the time of contractor performance is no longer available to write the evaluation!

Ratings & Narratives

**Bottom Line:
Accurate and Complete
CPARs Help Ensure Better
Quality Products & Services!**



Assessing Official Rep Requirements

- Review Admin Info
 - Enter "Report Type" & Period of Performance
- Initiate CPAR and Draft Evaluation
 - Ratings and Narratives
 - 24,000 Character Limit per Evaluation Area and General Comments
- Save and Notify Another AOR (if applicable)
- Send to Assessing Official



Enter Proposed Ratings

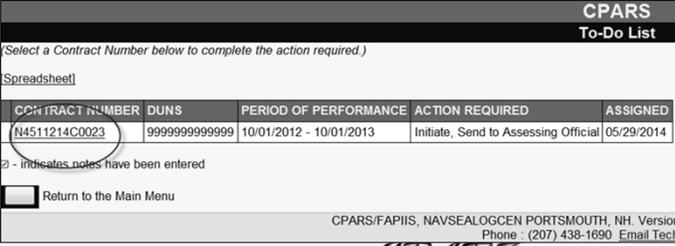


- Register/Update a Contract
- Initiate an Evaluation
- Delete an Incomplete Evaluation
- View/Print Evaluations
- To-Do List
- Status Report
- Change User Profile/Switch Access Level
- Submit Suggestion
- Switch Modules
- Logoff



1. Select To-Do List

2. Click on Contract Number



The screenshot shows the CPARS To-Do List interface. It includes a table with columns: CONTRACT NUMBER, DUNS, PERIOD OF PERFORMANCE, ACTION REQUIRED, and ASSIGNED. The first row is highlighted, with the contract number N4511214C0023 circled. Below the table, there is a checkbox for 'Return to the Main Menu' and contact information for CPARS/FAPIIS.

<https://www.cpars.gov>

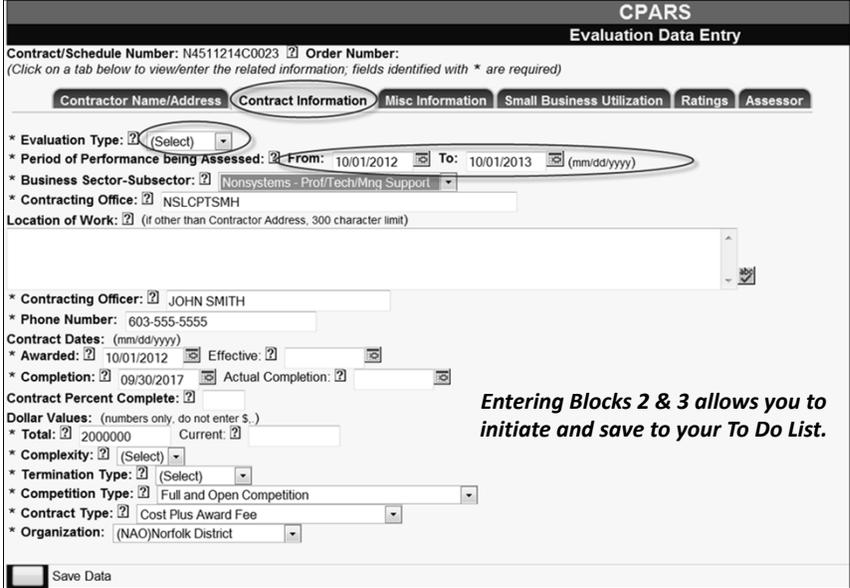


111



Enter Proposed Ratings





The screenshot shows the CPARS Evaluation Data Entry form. It contains various fields for contract information, including Evaluation Type, Period of Performance, Business Sector, Contracting Office, and Contract Dates. The 'Contract Information' tab is selected. A text box for 'Location of Work' is visible. At the bottom, there is a 'Save Data' button.

Entering Blocks 2 & 3 allows you to initiate and save to your To Do List.

<https://www.cpars.gov>



112



Enter Proposed Ratings



CPARS
Evaluation Data Entry

Contract/Schedule Number: N4511214C0023 Order Number:
(Click on a tab below to view/enter the related information; fields identified with * are required)

Project Number:

* Project Title:
(2000 character limit)

A brief description of the program.

* Contract Effort Description:
(Highlight key components, technologies, requirements, milestones and major modifications. 3000 character limit)

Key Subcontractors and Effort Performed: (1000 character limit for each subcontractor effort)

DUNS: <input type="text"/>	Effort: <input type="text"/>	
DUNS: <input type="text"/>	Effort: <input type="text"/>	
DUNS: <input type="text"/>	Effort: <input type="text"/>	

<https://www.cpars.gov>



113



Enter Proposed Ratings



CPARS
Evaluation Data Entry

Contract/Schedule Number: N4511214C0023 Order Number:
(Click on a tab below to view/enter the related information; fields identified with * are required)

Small Business Utilization

* Does this contract include a subcontracting plan?

Date of last Individual Subcontracting Report (ISR) / Summary Subcontracting Report (SSR): N/A

Save Data
 Validate and Send to the Assessing Official
 View/Print the Evaluation
 Return to the Main Menu

<https://www.cpars.gov>



114



Enter Proposed Ratings



CPARS Evaluation Data Entry

Contract/Schedule Number: N4511214C0023 Order Number:
(Click on a tab below to view/enter the related information; fields identified with * are required)

- Contractor Name/Address
- Contract Information
- Misc Information
- Small Business Utilization
- Ratings**
- Assessor

* Evaluate the following Areas: (rate or select N/A for all major areas)

- Quality
- Schedule
- Cost Control
- Management
- Small Business
- Regulatory
- Other Areas

Quality

Past Rating: N/A Rating: (Select)

Assessing Official Comments (24000 character limit)

- Save Data
- Validate and Send to the Assessing Official
- View/Print the Evaluation
- Return to the Main Menu

<https://www.cpars.gov>



115



Enter Proposed Ratings



CPARS Evaluation Data Entry

Contract/Schedule Number: N4511214C0023 Order Number:
(Click on a tab below to view/enter the related information; fields identified with * are required)

- Contractor Name/Address
- Contract Information
- Misc Information
- Small Business Utilization
- Ratings
- Assessor**

Assessing Official Comments (24000 character limit)
(Use this area for general comments not directly related to an evaluation area)

* Given what I know today about the contractor's ability to perform in accordance with this contract or order's most significant requirements, I recommend them for similar requirements in the future.

- Save Data
- Validate and Send to the Assessing Official
- View/Print the Evaluation
- Return to the Main Menu

<https://www.cpars.gov>



116

4



365 – 485 Days
After Contract
Award

AO Sends Evaluation
to CR

Assessing Official Requirements

- Review Admin Info
- Validate Ratings & Narratives
 - Modify Ratings & Narratives (if necessary)
 - Return to AOR for Corrections
 - 24,000 Character Limit per Evaluation Area and General Comments

Name and Title

Send to Contractor Rep

Perform Quality Review Prior to
Sending



Validate Proposed Ratings



- Register/Update a Contract
- Initiate an Evaluation
- Delete an Incomplete Evaluation
- View/Print Evaluations
- To-Do List
- Status Report
- Change User Profile/Switch Access Level
- Submit Suggestion
- Switch Modules
- Logoff

Login

1. Select To Do List
2. Select Contract from To Do List

CPARS To-Do List					
<i>(Select a Contract Number below to complete the action required.)</i>					
[Spreadsheet]					
	CONTRACT NUMBER	DUNS	PERIOD OF PERFORMANCE	ACTION REQUIRED	ASSIGNED
[Notes]	N4511214C0023	9999999999999	10/01/2012 - 10/01/2013	Rate, Send to Contractor	06/12/2014

- indicates notes have been entered

<https://www.cpars.gov>



119



Validate Proposed Ratings



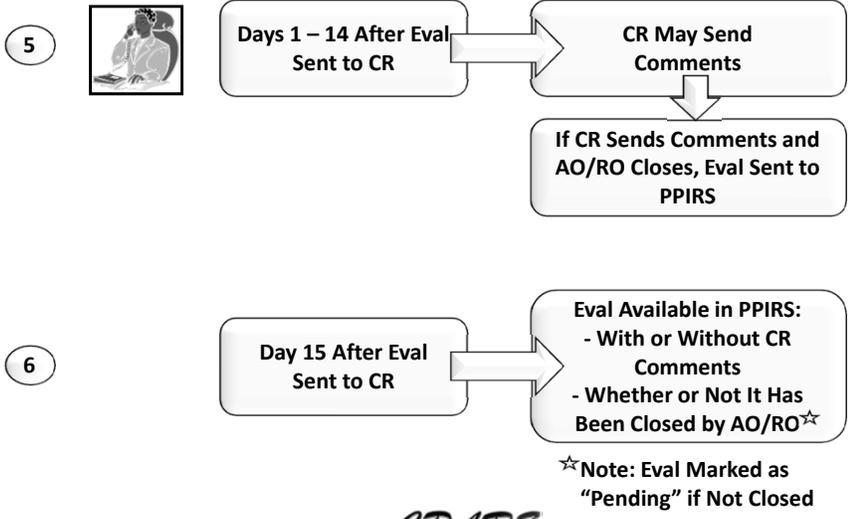
CPARS Evaluation Data Entry	
Contract/Schedule Number: N4511214C0023 <input checked="" type="checkbox"/> Order Number: <input type="checkbox"/>	
<i>(Click on a tab below to view/enter the related information; fields identified with * are required)</i>	
<div style="display: flex; justify-content: space-between; border-bottom: 1px solid black; padding-bottom: 5px;"> Contractor Name/Address Contract Information Misc Information Small Business Utilization Ratings Assessor </div>	
Assessing Official Comments <input checked="" type="checkbox"/> (24000 character limit) (Use this area for general comments not directly related to an evaluation area) <div style="border: 1px solid gray; height: 100px; width: 100%; margin-top: 5px;"></div>	
* Given what I know today about the contractor's ability to perform in accordance with this contract or order's most significant requirements, I (recommendation) <input type="checkbox"/> recommend them for similar requirements in the future.	
Name and Title of Assessing Official <input checked="" type="checkbox"/> <input type="button" value="Sign Now"/>	
* Name: <input type="text"/>	
Title: <input type="text"/>	
* Organization: <input type="text"/>	
Phone Number: <input type="text"/>	
Email Address: <input type="text"/>	
<input type="checkbox"/> Save Data <input type="checkbox"/> Return to the Assessing Official Representative <input checked="" type="checkbox"/> Validate and Send to the Contractor (<input checked="" type="checkbox"/> Receive a copy of the Contractor transmittal letter email) <input type="checkbox"/> View/Print the Evaluation <input type="checkbox"/> Return to the Main Menu	

<https://www.cpars.gov>



120

CPARS Workflow

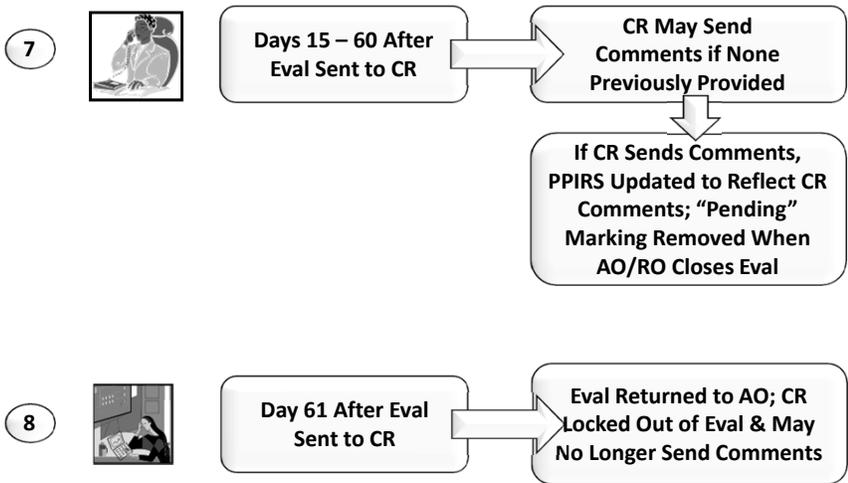


<https://www.cpars.gov>



121

CPARS Workflow



<https://www.cpars.gov>



122

Contractor Comments Requirements

- 60 Calendar Days to Respond
 - System Generated Email Notifications
- 7 Calendar Days to Request Meeting to Discuss CPAR
- Review Admin Info, Ratings and Narratives
- Provide Clear and Concise Responses
 - 24,000 Character Limit per Evaluation Area and General Comments
- Provide Concurrence / Non-Concurrence, Name & Title
- Send to Assessing Official

Contractor Comments Contractor Guidance Included in Transmittal Email

- Protect the CPAR
 - Handle as “Source Selection Information”
- Prohibited Use
 - Advertising
 - Promotional Material
 - Pre-Award Surveys
 - Production Readiness Reviews
- Advise Contractor to
 - Acknowledge Receipt
 - Comment
 - Respond Within 60 Calendar Days
 - Evaluation goes to PPIRS on day 15 after AO’s evaluation signature date





Contractor Comments



- View/Print Evaluations
- To-Do List
- Status Report
- Change User Profile
- Submit Suggestion
- Switch Modules
- Logoff

Login

1. Select To Do List
2. Select Contract from To Do List

CPARS

To-

(Select a Contract Number below to complete the action required.)

[Spreadsheet]

CONTRACT NUMBER	DUNS	PERIOD OF PERFORMANCE	ACTION REQUIRED	ASSIGNED
N4511214C0023	9999999999999	10/01/2012 - 10/01/2013	Input Comments	06/12/2014

Return to the Main Menu

<https://www.cpars.gov>



125



Contractor Comments



CPARS

Evaluation Data Entry

Contract/Schedule Number: N4511214C0023 Order Number:

(Click on a tab below to view/enter the related information; fields identified with * are required)

Evaluate the following Areas: (please review areas marked by ☑)

Quality
 Schedule
 Cost Control
 Management
 Small Business
 Regulatory
 Other Areas

Quality ☑

Past Rating: N/A Rating: Exceptional

Assessing Official Comments

Contractor has provided exceptional quality in support of VFED. Contract required a system backup and disaster recovery plan that was put to test after a malicious code/virus attack. Contractor was proactive with a successful recovery, implemented an innovative solution to prevent future attacks, and enhanced system security. The contractor also initiated a system analysis identifying a security loophole previously overlooked at the time of database development by the previous incumbent. The contractor was able to recommend a Commercial-Off-The-Shelf (COTS) product to resolve security issues saving custom development time and cost. The contractor staff assisted in conducting analysis of alternatives, market research, and application acquisition package recommendations in finding the COTS bolt-on. Contractor experienced report generation errors resulting in unscheduled down time after a three week period.

Contractor Representative Comments (24000 character limit)

<https://www.cpars.gov>



126



Contractor Comments



CPARS
 Evaluation Data Entry

Contract/Schedule Number: N4511214C0023 **Order Number:**
*(Click on a tab below to view/enter the related information; fields identified with * are required)*

Contractor Name/Address
Contract Information
Misc Information
Small Business Utilization
Ratings
Assessor
Contractor Rep

Contractor Representative Comments (24000 character limit)
 (Use this area for general comments not directly related to an evaluation area)

If concur, AO may close.
If non-concur, RO must close.

* **Concurrence** (Select Concurrence) ▼

Name and Title of Contractor Representative ? Sign Now

* **Name:**

* **Title:**

Phone Number:

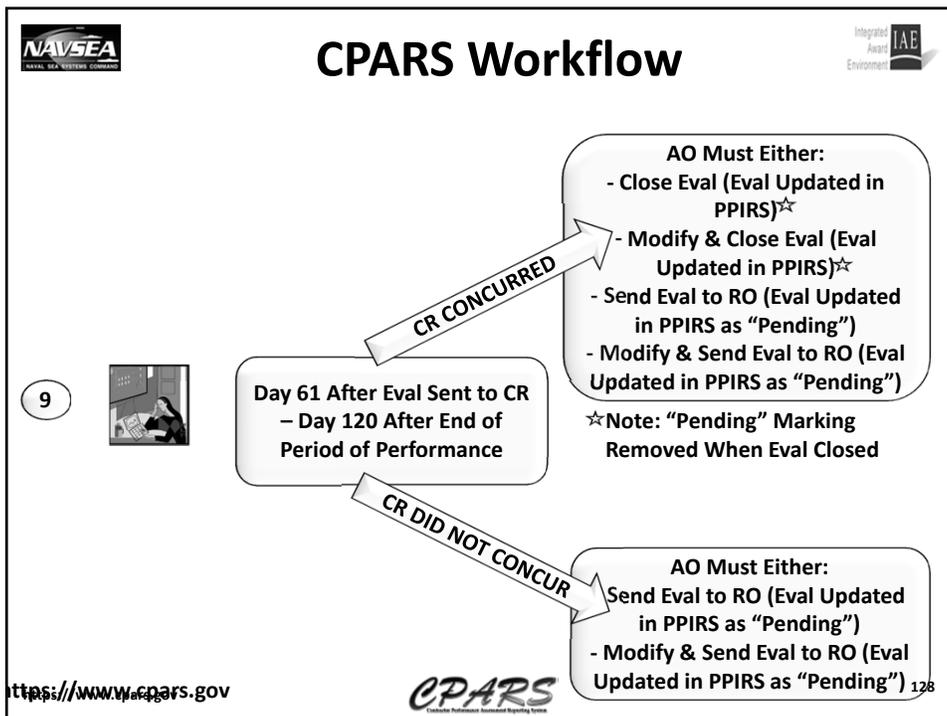
Email Address:

Save Data
 Validate and Send to the Assessing Official
 View/Print the Evaluation
 Return to the Main Menu

<https://www.cpars.gov>



127

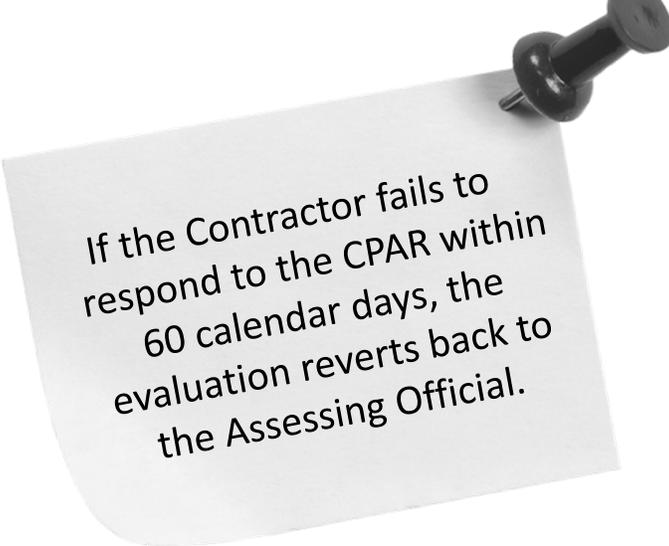


Review Contractor Comments

Assessing Official Requirements

- Review Contractor Comments
- Close CPAR
- Modify CPAR
- Send to Reviewing Official (if applicable)

Review Contractor Comments



If the Contractor fails to respond to the CPAR within 60 calendar days, the evaluation reverts back to the Assessing Official.

Review Contractor Comments

Login

- Register/Update a Contract
- Initiate an Evaluation
- Delete an Incomplete Evaluation
- View/Print Evaluations
- To-Do List
- Status Report
- Change User Profile/Switch Access Level
- Submit Suggestion
- Switch Modules
- Logoff

1. Select To Do List
2. Select Contract from To Do List

CPARS
To-Do List

(Select a Contract Number below to complete the action required.)

[Spreadsheet]

	CONTRACT NUMBER	DUNS	PERIOD OF PERFORMANCE	ACTION REQUIRED	ASSIGNED
[Notes]	N4511214C0023	9999999999999	10/01/2012 - 10/01/2013	Finalize Ratings	06/13/2014

⊗ - indicates notes have been entered

Return to the Main Menu

Review Contractor Comments

Evaluation Data Entry

Contract/Schedule Number: N4511214CCPARSOV88 Order Number:
(Click on a tab below to view the related information)

- Contractor Name/Address
- Contract Information
- Misc Information
- Small Business Utilization
- Ratings
- Assessor
- Contractor Rep**

Contractor Representative Comments

Contractor agrees with the ratings assigned.

Contractor concurs. AO may close, modify or send to the RO.

Concurrence: I concur with this evaluation.

Name and Title of Contractor Representative

Name: JOHN SMITH
Title: Manager
Phone Number: 603-555-5555
Email Address: john.smith@fakecompany.com
Date: 12/09/2014

- Send the Existing Ratings to the Reviewing Official
- Accept the Ratings and Close the Evaluation
- Modify the Ratings
- Return to the Main Menu



Review Contractor Comments



Evaluation Data Entry

Contract/Schedule Number: N4511214CCPARSOV88 Order Number:
(Click on a tab below to view the related information)

Contractor Name/Address Contract Information Misc Information Small Business Utilization Ratings Assessor **Contractor Rep**

Contractor Representative Comments

Contractor does not concur. AO may modify or send to RO.

Concurrence: I do not concur with this evaluation and request that it be reevaluated.

Name and Title of Contractor Representative
 Name: JOHN SMITH
 Title: Manager
 Phone Number: 603-555-5555
 Email Address: john.smith@fakecompany.com
 Date: 12/09/2014

Send the Existing Ratings to the Reviewing Official
 Modify the Ratings
 Return to the Main Menu

<https://www.cpars.gov>



133



Modify Ratings



CPARS
Evaluation Data Entry

Contract/Schedule Number: N4511213CO055 Order Number:
(Click on a tab below to view/enter the related information, fields identified with * are required)

Contractor Name/Address Contract Information Misc Information Small Business Utilization **Modified Ratings** Original Ratings Assessor Contractor Rep

Name/Address of Contractor

* **Company Name:** TEST COMPANY LLC

Division Name: _____

Street Address: 80 DANIEL STREET

City: PORTSMOUTH

State/Province: NEW HAMPSHIRE

Zip Code: 03801

Country: UNITED STATES

* **DUNS Number:** 9999999999999

* **PSC:**

* **NAICS Code:**

Revised ratings appear on the Modified Ratings tab. Original ratings appear on Original Ratings tab.

Save Data
 Validate and Send to the Reviewing Official
 View/Print the Evaluation
 Return to the Main Menu

<https://www.cpars.gov>



134



Modify Ratings

CPARS Evaluation Data Entry

Contract/Schedule Number: N4511213C0055 Order Number:
(Click on a tab below to view/enter the related information; fields identified with * are required)

- Contractor Name/Address
- Contract Information
- Misc Information
- Small Business Utilization
- Modified Ratings
- Original Ratings**
- Assessor
- Contractor Rep

Original Evaluation:

- Quality**
- Schedule
- Cost Control
- Management
- Small Business
- Regulatory
- Other Areas

Quality (Original)

Rating: Exceptional

Assessing Official Comments

Contractor has provided exceptional quality in support of VFED. Contract required a system backup and disaster recovery plan that was put to test after a malicious code/virus attack. Contractor was proactive with a successful recovery, implemented an innovative solution to prevent future attacks, and enhanced system security. The contractor also initiated a system analysis identifying a security loophole previously overlooked at the time of database development by the previous incumbent. The contractor was able to recommend a Commercial-Off-The-Shelf (COTS) product to resolve security issues saving custom development time and cost. The contractor staff assisted in conducting analysis of alternatives, market research, and application acquisition package recommendations in finding the COTS bolt-on. Contractor experienced report generation errors resulting in unscheduled down time after a three week period.

Original Ratings are Read-Only

- Save Data
- Validate and Send to the Reviewing Official
- View/Print the Evaluation
- Return to the Main Menu

<https://www.cpars.gov>



135



Modify Ratings

CPARS Evaluation Data Entry

Contract/Schedule Number: N4511213C0055 Order Number:
(Click on a tab below to view/enter the related information; fields identified with * are required)

- Contractor Name/Address
- Contract Information
- Misc Information
- Small Business Utilization
- Modified Ratings
- Original Ratings**
- Assessor
- Contractor Rep

* Evaluate the following Areas: (rate or select N/A for all major areas)

- Quality**
- Schedule
- Cost Control
- Management
- Small Business
- Regulatory
- Other Areas

Quality

Past Rating: N/A Rating: EXCEPTIONAL

Assessing Official Comments (24000 character limit)

a malicious code/virus attack. Contractor was proactive with a successful recovery, implemented an innovative solution to prevent future attacks, and enhanced system security. The contractor also initiated a system analysis identifying a security loophole previously overlooked at the time of database development by the previous incumbent. The contractor was able to recommend a Commercial-Off-The-Shelf (COTS) product to resolve security issues saving custom development time and cost. The contractor staff assisted in conducting analysis of alternatives, market research, and application acquisition package recommendations in finding the COTS bolt-on. Contractor experienced report generation errors resulting in unscheduled down time after a three week period, however, resolved the performance issue by scheduling report runtime during times of minimal system usage and optimized the reports to require less memory.

Modified Ratings can be edited

Contractor Representative Comments

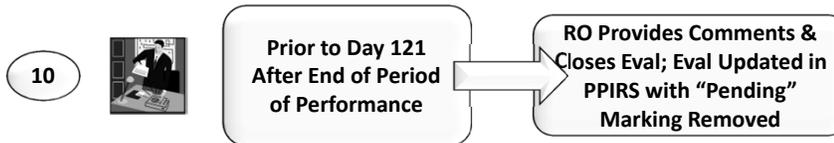
- Save Data
- Validate and Send to the Reviewing Official
- View/Print the Evaluation
- Return to the Main Menu

<https://www.cpars.gov>



136

CPARS Workflow



The entire CPARS evaluation process must be completed within 120 days of the end of the period of performance!

Reviewing Official Comments

Required

- If the CPAR is Contentious
- If Local Policy Mandates

Note: Be sure to review local policy guidance regarding assignment of the Reviewing Official function.



Reviewing Official Comments Requirements

- Review CPAR
- May Return to AO for Correction
- Input Comments
 - Acknowledge Discrepancies Between Government Ratings / Narratives and Contractor Comments
 - 24,000 Character Limit
- Name and Title
- Close CPAR

Government Only!

<https://www.cpars.gov>



139



Reviewing Official Comments

- View/Print Evaluations
- To-Do List
- Status Report
- Change User Profile/Switch Access Level
- Submit Suggestion
- Switch Modules
- Logoff

Login

1. Select To Do List
2. Select Contract from To Do List

CPARS
To-Do List

(Select a Contract Number below to complete the action required.)

[Spreadsheet]

	CONTRACT NUMBER	DUNS	PERIOD OF PERFORMANCE	ACTION REQUIRED	ASSIGNED
[Notes]	N4511213C0055	9999999999999	10/01/2012 - 10/01/2013	Input Comments, Close Evaluation	06/13/2014

- indicates notes have been entered

Return to the Main Menu

<https://www.cpars.gov>



140




Reviewing Official Comments

CPARS
 Evaluation Data Entry

Contract/Schedule Number: N4511213C0055 Order Number:
 (Click on a tab below to view/enter the related information; fields identified with * are required)

Contractor Name/Address
Contract Information
Misc Information
Small Business Utilization
Modified Ratings
Original Ratings
Assessor
Reviewer

* Reviewing Official Comments (24000 character limit)

Name and Title of Reviewing Official Sign Now

* Name:

* Title:

* Organization:

Phone Number:

Email Address:

Save Data

Return to the Assessing Official

Validate and Close the Evaluation

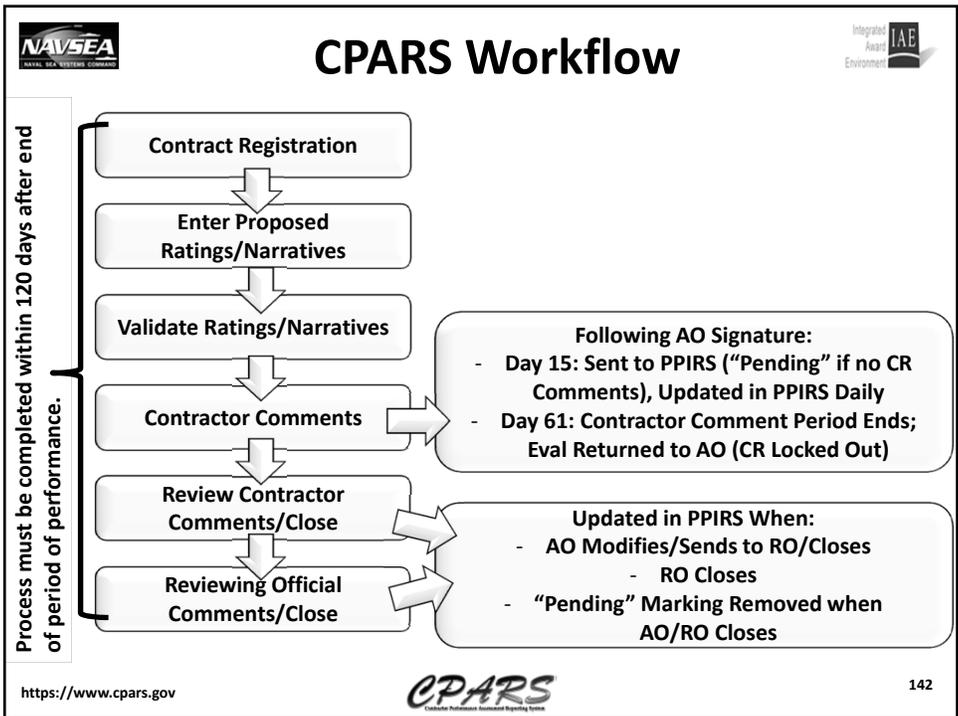
View/Print the Evaluation

Return to the Main Menu

<https://www.cpars.gov>



141





Automatic Email Notices



- Each Step of Workflow
- System Reminders
 - Evaluation Due (Assessing Official, Assessing Official Rep, Alt./Focal Point)
 - 30 Days Prior
 - Helps Ensure Reports Completed On Time
 - Evaluation Overdue (Assessing Official, Alt./Focal Point, Reviewing Official (if finalized))
 - Contractor Comments Due (Assessing Official, Contractor)
 - Contractor Comments/Review Period Expired (Assessing Official)
 - Evaluation Complete (Contractor)
 - Access Assignment (All Roles)



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143



Additional Roles



- Department Point of Contact -
CPARS Change Control Board
- Agency Point of Contact -
Higher Level for Monitoring
- Contractor Corporate Senior Management Representative -
CEO, President, CFO
Access Granted by DUNS Number



<https://www.cpars.gov>



144



Change Control Board

- Controls System Configuration & Policy
- Evaluates User Suggested Changes & Enhancements
- “Submit Suggestion” in CPARS
- Contact webptsmh@navy.mil

All suggestions will be considered!

<https://www.cpars.gov>



145



Report

- Keep Qualifiers / Parameters Simple
- Use Report to Monitor Process
- User List
- Activity Log
- Spreadsheet

Login

**Combined
CPARS &
Contract
Status
Report!**

<https://www.cpars.gov>



146



Status Report



- Register/Update a Contract
- Edit an Evaluation
- Delete Record
- View/Print Evaluation
- To-Do List
- Access Authorization
- Auto Register Contract
- Status Report**
- Evaluation Metrics
- Ratings Metrics Report
- Processing Times
- Change User Profile
- Submit Suggestion
- Switch Modules
- Logoff

Status Report Parameters

Business Sector:

 Architect-Engineer
 Construction
 Nonsystems
 Systems

Evaluation Type:

 Interim
 Final
 Addendum
 None

Contract Number:

Contract Activity: (1st six positions of the Contract Number)

Selected Activity(s):

Contract Status:

 Current
 Due
 Overdue
 Final

Evaluation Status:

 Registered
 Initiated
 Drafted
 Rated

Reviewed
 Finalized
 Completed

Report Options- Use to include additional columns

Counts (options display when selected)

List of Contracts (select optional data elements to include)

Contract Data:

 Award Date
 Business Sector
 Company Name
 Completion Date
 Current Value
 DUNS
 Effective Date
 Organization
 Total Value

Evaluation Data:

 Assessor Date
 Assessor Office
 Closed Date
 Contractor Due Date
 Due Date
 Evaluation Type
 Update Date

User Roles:

 Focal Point
 Alternate Focal Point
 Assessing Official Rep
 Assessing Official
 Contractor Rep
 Reviewing Official

<https://www.cpars.gov>



147



Status Report



CPAR Status & Contract Status on Same Report

Spreadsheet

CPARS
Status Report - 01/28/2014

DATA: All

Viewed	Contract Number	Contract Status	Contract Due Date	Period of Performance	Evaluation Status	Evaluation Due Date	User Name	User Role	Phone Number	Email Address	Access Granted Date	Activity Log
<input type="checkbox"/>	045112130001000	OVERDUE	04/29/2012	01/01/2011 - 12/31/2011	Rated	04/29/2012	STEPHEN ALMEDA	Assessing Official	401-841-3752	steve.almeda@navy.mil	12/14/2011	[Log]
<input type="checkbox"/>	045112130002000	OVERDUE	05/31/2013	02/01/2012 - 01/31/2013	Finalized	05/31/2013	STEPHEN ALMEDA	Assessing Official Rep	401-841-3752	steve.almeda@navy.mil	05/03/2012	[Log]
<input type="checkbox"/>	045112130003000	OVERDUE	05/31/2013	02/01/2012 - 01/31/2013	Finalized	05/31/2013	STEPHEN ALMEDA	Assessing Official	401-841-3752	steve.almeda@navy.mil	03/05/2012	[Log]
<input type="checkbox"/>	045112130004000	OVERDUE	05/31/2013	02/01/2012 - 01/31/2013	Finalized	05/31/2013	STEPHEN ALMEDA	Contractor Rep	111-111-2222	steve.almeda@navy.mil	01/23/2014	[Log]
<input type="checkbox"/>	045112130005000	OVERDUE	05/31/2013	02/01/2012 - 01/31/2013	Finalized	05/31/2013	STEPHEN ALMEDA	Reviewing Official	003-431-9400	steve.almeda@navy.mil	01/23/2014	[Log]
<input type="checkbox"/>	045112130006000	OVERDUE	05/31/2013	02/01/2012 - 01/31/2013	Finalized	05/31/2013	STEPHEN ALMEDA	Focal Point	003-431-9400	steve.almeda@navy.mil	01/23/2014	[Log]
<input type="checkbox"/>	045112130007000	OVERDUE	05/31/2013	02/01/2012 - 01/31/2013	Finalized	05/31/2013	STEPHEN ALMEDA	Alternate Focal Point	003-431-9400	steve.almeda@navy.mil	01/23/2014	[Log]

Count: 2

Ⓜ - indicates the record has been selected for viewing
Ⓜ - indicates notes have been entered

CONTRACT STATUS
Current: All required Evaluations for this contract have been completed or are not yet due.
Overdue: The latest Evaluation for this contract should be in progress at this time.
Final: The latest Evaluation for this contract has not been completed within the 120 day period.
Final: The Final Evaluation for this contract has been completed, no further Evaluations are due.

EVALUATION STATUS
Registered: The contract is registered, no Evaluations have been initiated.
Initiated: Evaluation initiated, waiting for Assessing Official Rep to send to Assessing Official.
Drafted: Evaluation initiated, waiting for Assessing Official signature.
Rated: Signed by Assessing Official, waiting for Contractor Rep comments.
Reviewed: Signed by Contractor Rep, waiting for Assessing Official to finalize.
Finalized: Ratings finalized, waiting for Reviewing Official comments.
Completed: The Evaluation has been completed.

Status Definitions

<https://www.cpars.gov>



148



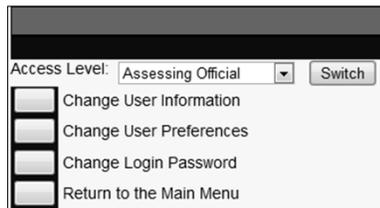
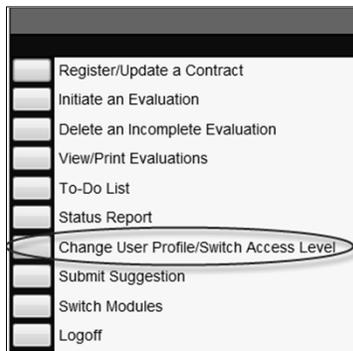
User Profile Menu/ Switch Access Level



- Change User Information
 - Update User Profile/Email
 - Required Annually
- Change User Preferences
 - Select or De-Select Optional Email Notifications
- Change Login Password (Non-PKI)
 - Forgot Password Button
 - May be Reset by Focal Point or CPARS Help Desk
 - Expire Every 60 Days and Must be Changed at Next Login
- Switch Access Level



User Profile Menu



Switch Modules

<input type="checkbox"/>	Register/Update a Contract
<input type="checkbox"/>	Initiate an Evaluation
<input type="checkbox"/>	Delete an Incomplete Evaluation
<input type="checkbox"/>	View/Print Evaluations
<input type="checkbox"/>	To-Do List
<input type="checkbox"/>	Status Report
<input type="checkbox"/>	Change User Profile/Switch Access Level
<input type="checkbox"/>	Submit Suggestion
<input checked="" type="checkbox"/>	Switch Modules
<input type="checkbox"/>	Logoff

Select a Module:	
<input type="checkbox"/>	CPARS - Contractor Performance Assessment Reporting System
<input type="checkbox"/>	FAPIS - Federal Awardee Performance and Integrity Information System
<input type="checkbox"/>	Logoff

<https://www.cpars.gov>



151

Helpful Hints

Prior to Performance Period

- Be Up Front
 - Identify Expectations
 - Discuss Areas to be Evaluated
- Provide CPARS Guide to Contractors and Evaluators
 - During Post-Award Conference
 - Prior to Annual Evaluation
- Leave Yourself Flexibility

Don't wait until the annual evaluation to make your contractor aware of performance!

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152

Helpful Hints

During Performance Period

- Communicate with Contractor
 - Provide Feedback

- Document Performance Regularly
 - Status Reports
 - Earned Value Management Data
 - Monthly Certificates of Service
 - Award Fee Evaluations
 - Program Reviews
 - Earned Contract Incentives
 - COR Documentation



Helpful Hints

After Performance Period

- Provide Contractor Draft Evaluation

- Contractor May Provide Self Assessment

- Take Time to Acknowledge Contractor Concerns
 - Face to Face Meetings

- Document File if no Contractor Comments Received
 - Transmittal Letter Email
 - Phone Conversation
 - Efforts to Contact Contractor



Helpful Hints

Characteristics of a Lose-Lose CPAR

- Use as a “Big Stick”
- Solicit Out of Scope Work
- Establish a Negotiation Position
- Rate Government Program Manager
- “Nobody Grades as Hard as I Do”
- Document Performance Outside of Contract



Helpful Hints

Characteristics of a Win-Win CPAR

- Fair
- Relevant
- Comprehensive
- Repeatable Process
- Timely
- Accurate
- Consistent





Federal Awardee Performance & Integrity Information System (FAPIIS)



- Contracting Officers Enter:
 - Non-Responsibility Determinations
 - Terminations for Cause
 - Terminations for Default
 - Defective Pricing
 - DoD Determination of Contractor Fault
- Grant Officers Enter:
 - Recipient Not Qualified Determinations
 - Terminations for Material Failure to Comply
- Suspension/Debarment Officials Enter:
 - Administrative Agreements
- For Additional Information Reference FAR 9.105, 9.406-3, 9.407-3, 42.1503 and DFARS 209.105-2

<https://www.cpars.gov>



157



Retrieve FAPIIS Records



Access PPIRS to: (www.ppirs.gov)

- Support Source Selections
- Access Integrity and Performance Information
- Obtain Proceedings Information from the System for Award Management (SAM)
- Obtain Suspension/Debarment Information from SAM
- For Contractors, Enter Comments on FAPIIS Records

FAPIIS Public Website (www.fapiis.gov)

- Excludes Performance Assessments
- Includes Data After April 15, 2011
- 14 Day Data Delay, Excludes Grant Records (per FAR 9.105-2)
- Proceedings and Suspension/Debarment Info from SAM Available

<https://www.cpars.gov>



158

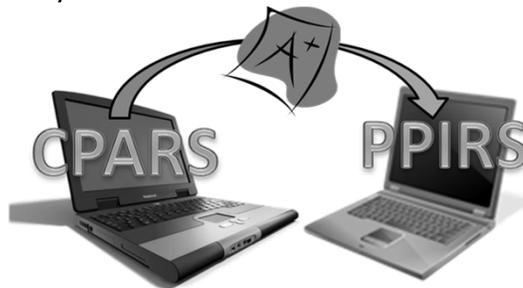
PPIRS



PPIRS

Federal Repository for Completed Assessments

- Contains Historical Evaluations from Prior Past Performance Systems
- Updated Daily from CPARS





PPIRS

Access



- Government
 - Go to www.ppirs.gov & Select “PPIRS Application Logon”
 - Create an Account
 - Provide Justification for Access
 - Join Your “Group”
- Contractor
 - Controlled through System for Award Management (SAM)
 - Identify a Marketing Partner Identification Number (MPIN)
 - Enter DUNS and MPIN to create USER ID and Password
 - View Completed Evaluations at www.ppirs.gov
 - Select “PPIRS Application Logon”

<https://www.cpars.gov>



161



PPIRS



PAST PERFORMANCE INFORMATION RETRIEVAL SYSTEM - REPORT CARD

ASSESSMENT REPORTS

Logon: Account Menu Items
 Modify Account
 Request Membership
 Assessment Reports
 Group Menu Items
 Group Memberships
 Pending Group Memberships
 View Groups
 Services Menu Items
 Help
 Feedback

Instructions:
 1. Enter one or more of the following qualifiers.
 2. Click Submit to list report cards for the qualifiers entered.

Enter Contract Activity/DODAAC, Contract Number and/or Delivery Order Number.
 Contract Activity/DODAAC:
 Contract Number:
 Delivery Order Number:

Enter Assessment End Dates After or Before or use both for inclusive.
 Assessment End Dates - After: and/or Before: mm/dd/yyyy

Select one item from the Agency list (the agency that submitted the record).
 Agency: ALL

Select one item from the Business Sector or Subsector list.
 Business Sector: ALL
 Business Subsector: ALL Include null Business Subsectors

Enter Contractor Name, CAGE Code or DUNSPlus4.
 Contractor Name: Begins with
 CAGE Code: Look Up
 DUNSPlus4: Look Up

Enter either the FSC, SIC or NAICS.
 FSC: Look Up Include null FSCs
 SIC: Look Up Include null SICs
 NAICS: Look Up Include null NAICS

Enter Awarded Values Above or Below or use both for inclusive.
 Awarded Value - Above \$: and/or Below \$:

Full Text Search: Enter a search string.
 Search String:

Select Sort Option(s).
 Sort by: (1): Assessment End Date
 (2): (none)

Submit

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162



PPI & Source Selections

- Solicitation Should Address
 - Relevance (PPI for Similar Work)
 - Areas of Consideration (i.e., Technical, Management, Schedule, etc.)
 - Timeframe (Consider Last 3 Years, 6 Years for A-E and Construction)
 - Sources
 - Relative Importance
- PPIRS
 - Contractor was Afforded Opportunity to Comment
 - Individual Agencies to Determine how to Consider Pending PPI
 - Rely if Believe PPI is Valid
 - Contractor Ensures Accuracy

**Golden Rule:
Evaluate PPI
IAW Solicitation!**

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163



Additional Information

- Customer Service Desk (Mon-Fri 6:30am- 6:00pm EST)
Commercial: 207-438-1690
- Email: webptsmh@navy.mil
- CPARS Web Site: (<https://www.cpars.gov>)
 - FAQs
 - Policy Guidance
 - Quality Checklist
 - User Manual
 - Training Information



<https://www.cpars.gov>

[Home](#) |
 [Access Forms](#) |
 [Contacts](#) |
 [FAQs](#) |
 [Guidance](#) |
 [Release History](#) |
 [Related Links](#)

Next Steps

- Evaluate All Eligible Contracts and Orders
- Complete CPARs in a Timely Manner
- Improve Detail and Quality of Narratives
 - Ratings Credible and Justified



Why Evaluate Contractor Performance?



Kie Kie **ευχαριστώ** **obrigado**
danke **спасибо**

THANK YOU

Grazie **ありがとうございます。** **Merci**
tersektu' ceterim

Focal Point Session

Focal Point Session Agenda

- Functions Overview
- Automatic Contract Registration
- User Access Matrix
- Access Assignment
- Modifying Access
- Account Maintenance
- Access Transfers
- Alternate Focal Points



User Profile: Select Organization

(fields identified with * are required)

* User Name: John Doe

* Email Address: john.doe@usa.gov

* Title: Focal point

Select all Organization(s) over which you have cognizance.

Select Organization(s) (Select Organization) Add

* Selected Organization(s): (NAO)Norfolk District

Remove Remove All

* Citizenship: UNITED STATES

* Street Address: xx

* City, State, Zip: xx

* Phone Number: xx

Save User Information

Return to the User Profile Menu

Return to the Main Menu

For New Focal Point Accounts:
You will be required to select the Organization(s) over which you have cognizance.



Contract Registration (Automated) Requirements



Login

- Focal Point Only
- Auto Register Within 30 Calendar Days of Contract Award
- Auto Register ONCE per Contract Duration
- Must Complete Organization Field



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171



Contract Registration (Automated)



- Register/Update a Contract
- Edit an Evaluation
- Delete Record
- View/Print Evaluations
- To-Do List
- Access Authorization
- Auto Register Contracts
- Status Report
- Evaluation Metrics Report
- Ratings Metrics Report
- Processing Times Report
- Change User Profile
- Submit Suggestion
- Switch Modules
- Logoff

Contract Office Code:
Enter Contract Office Code from FPDS-NG
Selected Office Code(s):

 or
Full or Partial Contract Number:
List minimum of first six characters of Contract Number
 Include Removed Contracts
Sort By:

1. Select Auto Register Contracts
2. Enter Contract Office Code(s) or Full/Partial Contract #

<https://www.cpars.gov>



172



Contract Registration (Automated)



Auto Register Contracts

[Spreadsheet]
Only register and/or remove contracts that are under your cognizance/area of responsibility.
To register a contract(s) from the list, select an Organization, place a check next to the contract(s) and click Register Selected Contracts.
To remove a contract(s) from the list, place a check next to the contract(s) and click Remove Selected Contracts.
* - The base indefinite Delivery Vehicle (IDV) contract is registered.

Organization: 1

CONTRACT NUMBER	SELECT	CONTRACT OFFICE CODE	CONTRACT OFFICE	DOLLAR VALUE	AWARD DATE	COMPLETION DATE	AVAILABLE DATE	PREPARED BY
DP432114C0001	<input type="checkbox"/>	DP4321	DOREENS CONTRACTING SHOP	\$7,000,000	03/01/2014	01/01/2020	09/10/2014	
DP432114C0002	<input type="checkbox"/>	DP4321	DOREENS CONTRACTING SHOP	\$7,000,000	03/01/2014	01/01/2020	09/10/2014	
DP432114C0003 DP12345	<input type="checkbox"/>	DP4321	DOREENS CONTRACTING SHOP	\$7,000,000	03/01/2014	01/01/2020	09/10/2014	
DP432114C0004 DP12345	<input checked="" type="checkbox"/> 2	DP4321	DOREENS CONTRACTING SHOP	\$7,000,000	03/01/2014	01/01/2020	09/10/2014	
DP432114C0005	<input type="checkbox"/>	FA4417	DOREENS ALTERNATE DOD CONTRACTING SHOP	\$7,000,015	03/01/2014	01/01/2029	11/06/2014	DOREEN@CPARS.GOV
DP432114C0006 0001	<input type="checkbox"/>	FA4417	DOREENS ALTERNATE DOD CONTRACTING SHOP	\$7,000,015	03/01/2014	01/01/2029	11/06/2014	DOREEN@CPARS.GOV
DP432114C0007	<input type="checkbox"/>	00263P	DOREENS ALTERNATE NONDOD CONTRACTING SHOP	\$7,000,015	03/01/2014	01/01/2029	11/06/2014	DOREEN@CPARS.GOV
DP432114C0008 0001	<input type="checkbox"/>	00263P	DOREENS ALTERNATE NONDOD CONTRACTING SHOP	\$7,000,015	03/01/2014	01/01/2029	11/06/2014	DOREEN@CPARS.GOV
DP432114C0010	<input type="checkbox"/>	FA8627	DOREENS AF CONTRACTING SHOP	\$7,000,000	03/01/2014	01/01/2020	11/06/2014	DOREEN@NSLC.GOV

Register Selected Contracts 3
 Remove Selected Contracts
 Return to the Auto Register Contracts Parameters
 Return to the Main Menu

1. Select Organization 2. Select Contract(s) 3. Click Register

<https://www.cpars.gov>



173



Contract Registration (Automated)



Q. There are Orders Showing up on my Auto-Register Report for an Indefinite Delivery Vehicle (IDV) and we are Reporting on the Base Contract level. What Should I do?

A. In This Case, you can Remove These Orders From Your Auto-Register Report Using Remove Selected Contracts.



Word to the Wise

Removing a Contract/Order Removes it From Every Focal Point's View.

Only Remove Contracts That are Under YOUR Cognizance.

<https://www.cpars.gov>



174



Contract Registration (Automated)



Auto Register Contracts

[Spreadsheet]

Only register and/or remove contracts that are under your cognizance/area of responsibility.

To register a contract(s) from the list, select an Organization, place a check next to the contract(s) and click Register Selected Contracts.

To remove a contract(s) from the list, place a check next to the contract(s) and click Remove Selected Contracts.

® - The base (supplier/vendor) VENDOR ID# is registered.

Organization (Select an Organization) 1



	CONTRACT NUMBER	SELECT	CONTRACT OFFICE CODE	CONTRACT OFFICE	DOLLAR VALUE	AWARD DATE	COMPLETION DATE	AVAILABLE DATE	PREPARED BY
VIEW	DP432114C0001	<input type="checkbox"/>	DP4321	DOREENS CONTRACTING SHOP	\$7,000,000	03/01/2014	01/01/2020	09/10/2014	
VIEW	DP432114C0002	<input type="checkbox"/>	DP4321	DOREENS CONTRACTING SHOP	\$7,000,000	03/01/2014	01/01/2020	09/10/2014	
VIEW	DP432114C0003 DP12345	<input type="checkbox"/>	DP4321	DOREENS CONTRACTING SHOP	\$7,000,000	03/01/2014	01/01/2020	09/10/2014	
VIEW	DP432114C0004 DP12345	<input checked="" type="checkbox"/>	DP4321	DOREENS CONTRACTING SHOP	\$7,000,000	03/01/2014	01/01/2020	09/10/2014	
VIEW	DP432114C0005	<input type="checkbox"/>	FA4417	DOREENS ALTERNATE DOD CONTRACTING SHOP	\$7,000,015	03/01/2014	01/01/2029	11/06/2014	DOREEN@CPARS.GOV
VIEW	DP432114C0006 0001	<input type="checkbox"/>	FA4417	DOREENS ALTERNATE DOD CONTRACTING SHOP	\$7,000,015	03/01/2014	01/01/2029	11/06/2014	DOREEN@CPARS.GOV
VIEW	DP432114C0007	<input type="checkbox"/>	00263P	DOREENS ALTERNATE NONDOD CONTRACTING SHOP	\$7,000,015	03/01/2014	01/01/2029	11/06/2014	DOREEN@CPARS.GOV
VIEW	DP432114C0008 0001	<input type="checkbox"/>	00263P	DOREENS ALTERNATE NONDOD CONTRACTING SHOP	\$7,000,015	03/01/2014	01/01/2029	11/06/2014	DOREEN@CPARS.GOV
VIEW	DP432114C0010	<input type="checkbox"/>	FA8627	DOREENS AF CONTRACTING SHOP	\$7,000,000	03/01/2014	01/01/2020	11/06/2014	DOREEN@NSLC.GOV

- Register Selected Contracts
- Remove Selected Contracts 3
- Return to the Auto Register Contracts Parameters
- Return to the Main Menu

1. Select Organization 2. Select Contract(s) 3. Click Remove

<https://www.cpars.gov>



175



Contract Registration



Weekly Email Notifications

- Contracts Registered (Auto and Manual) With no Assessing Official and/or Contractor Representative Assigned
- Users Assigned to Contract Which is Available for Auto-Register

Helpful Hint: Auto register contracts
and assign users concurrently.

<https://www.cpars.gov>



176



Contract Registration

From: web@cmh-ops@navy.mil Sent: Mon 11/24
 To: Powell, Doreen F CM NAVSEALOGCCEN-Portsmouth
 Cc:
 Subject: CPARS Notification

CPARS NOTIFICATION
<https://www.cpars.gov>

You have registered the following contract(s) and have not yet granted the required access to these contracts. Please use the Access Authorization feature to grant the required access to these contracts.

CONTRACT NUMBER	REGISTERED DATE	REQUIRED ACCESS
AF123413C0061	12/13/2013	Assessing Official, Contractor Rep
AF123413C0067	12/13/2013	Assessing Official, Contractor Rep
AF123413C0070	12/13/2013	Assessing Official, Contractor Rep
DP000014C0165	03/11/2014	Contractor Rep
DP000014C0166	03/11/2014	Assessing Official, Contractor Rep
DP000014C0167	03/11/2014	Assessing Official, Contractor Rep
DP432114C0009	11/13/2014	Assessing Official, Contractor Rep
DP432114C0011	11/13/2014	Assessing Official, Contractor Rep
DP432114C0012	11/13/2014	Assessing Official, Contractor Rep
DP432114C0013	11/13/2014	Assessing Official, Contractor Rep

<https://www.cpars.gov>



177



User Access Matrix

- Determine Process Participants
 - Names
 - Email Addresses
- Minimum Required Roles
 - Assessing Official
 - Contractor Representative
 - Reviewing Official (If Contentious)
- Optional Roles
 - Assessing Official Representative
 - Reviewing Official (If Not Contentious)

Helpful Hint:
 Ask Contracting Office or Requiring Office to provide User Access Matrix.

<https://www.cpars.gov>



178

Access Assignment

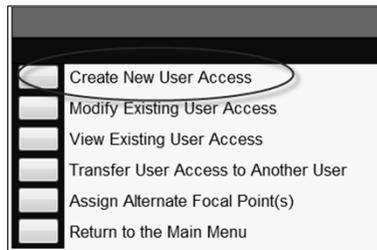
- Access Authorization
 - Create New User Access
- Enter or Select Contract(s)
- Select User Role
- Enter User Name
 - Enter New User Name & Email Address
 - Select Existing User
- Create User Access Matrix
- Automatic Email Notifies Users of Access Assignment
 - User ID
 - Use Forgot Password Function if New User (Non-PKI)
 - Synopsis of User Role

Helpful Hint: If user(s) need access to multiple contracts, give access to all the contracts at the same time.

Access must be granted in correct module!



Access Assignment



Access Assignment

CPARS

Create New User Access

1. Enter New Contract(s): Order:

or
 Select Existing Contract(s): (Select Contract)
 and
 Click Add Button
 Selected Contract(s): (None Selected)

2. Select User Role: (Select User Role)

3. Enter New User Name: (enter alpha characters only; first and last name only)
 Email Address: (required for new users only)
 or Select Existing User:

4. Add User:

Remove	User Role	User Name	User Email	User ID	Contracts	User Type
<input type="checkbox"/>						

Create User Access Matrix
 Clear All Data
 Return to the Access Authorization Menu
 Return to the Main Menu

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181

Access Assignment

CPARS

User Access Authorization Matrix

X

Access has been authorized for the following users and associated contracts.

A system-generated email has been sent informing users of their User ID, responsibilities and resources, and providing instructions on how to a

User Role	User Name	User Email	User ID	Status*	Contracts	User Type
Assessing Official Rep	CAPTAIN POWERS	john.powers@navy.mil	CPOWE	Authorized	N4511214C0065	New
Assessing Official	PARKER PETER	peter.parker@navy.mil	PPETE	Authorized	N4511214C0065	New
Reviewing Official	SAMANTHA JONES, M.D.	samantha.jones@navy.mil	SJONE	Authorized	N4511214C0065	New
Contractor Rep	SUPERMAN INDUSTRIES	supermanindustries@superman.com	SINDU	Authorized	N4511214C0065	New

* Note: If the Status indicates Failed, please contact the customer support desk for assistance.

Return to the Access Authorization Menu
 Return to the Main Menu

What NOT to do:

- Anything After Name
- Last Name First
- Create User ID
- Company
- Rank or Title

What to do:

- First and Last
- Use Middle Initial if Necessary
- Enter an individual

CPARS

User Access Authorization Matrix

✓

Access has been authorized for the following users and associated contracts.

A system-generated email has been sent informing users of their User ID, responsibilities and resources, and providing instructions on h

User Role	User Name	User Email	User ID	Status*	Contracts	User Type
Assessing Official Rep	JOHN POWERS	john.powers@navy.mil	JPOWE	Authorized	N4511214C0067	New
Assessing Official	PETER PARKER	peter.parker@navy.mil	PPARK	Authorized	N4511214C0067	New
Contractor Rep	CLARK KENT	clark.kent@supermanindustries.com	CKENT	Authorized	N4511214C0067	Existing
Reviewing Official	SAMANTHA JONES	samantha.jones@navy.mil	SJONE	Authorized	N4511214C0067	Existing

* Note: If the Status indicates Failed, please contact the customer support desk for assistance.

Return to the Access Authorization Menu
 Return to the Main Menu

<https://www.cpars.gov>



182

Modifying Access

- Access Authorization
 - Modify Existing User Access
- Modify by Contract
 - List of All Users with Access to Specific Contract
 - Change User's Role for Specific Contract
 - Remove User From Contract
 - Delete User
- Modify by User
 - List of All User's Contracts
 - Change User's Role on Contract(s)
 - Remove User From Contract(s)
 - Delete User

Login

Remove Access
Can No Longer Access
Specific Contract; User
Account Still Exists

Delete User
Can No Longer Access Any
Contracts; User Account No
Longer Exists

Modifying Access

- Register/Update a Contract
- Edit an Evaluation
- Delete Record
- View/Print Evaluations
- To-Do List
- Access Authorization
- Auto Register Contracts
- Status Report
- Evaluation Metrics Report
- Ratings Metrics Report
- Processing Times Report
- Change User Profile
- Submit Suggestion
- Switch Modules
- Logoff

- Create New User Access
- Modify Existing User Access
- View Existing User Access
- Transfer User Access to Another User
- Assign Alternate Focal Point(s)
- Return to the Main Menu



Modifying Access

CPARS
Modify Existing User Access

Select a Contract: or User:

Users Authorized by You:

User Name	User ID	User Role	Contracts	Remove Access	Actions
CLARK KENT	CKENT	Contractor Rep	N4511214C0067	<input checked="" type="checkbox"/>	[Reset Password] [Change Profile] [Delete User]
JOHN POWERS	JPOWE	Assessing Official Rep	N4511214C0067	<input type="checkbox"/>	[Reset Password] [Modify Access] [Change Profile] [Delete User]
PETER PARKER	PPARK	Assessing Official	N4511214C0067	<input type="checkbox"/>	[Reset Password] [Modify Access] [Change Profile] [Delete User]
SAMANTHA JONES	SJONE	Reviewing Official	N4511214C0067	<input type="checkbox"/>	[Reset Password] [Modify Access] [Change Profile] [Delete User]

Return to the Access Authorization Menu
 Return to the Main Menu



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185



Modifying Access

CPARS
Modify Existing User Access

Select a Contract: or User:

Users Authorized by You:

User Name	User ID	User Role	Contracts	Remove Access	Actions
CLARK KENT	CKENT	Contractor Rep	N4511214C0067	<input type="checkbox"/>	[Reset Password] [Change Profile] [Delete User]
JOHN POWERS	JPOWE	Assessing Official Rep	N4511214C0067	<input type="checkbox"/>	[Reset Password] [Modify Access] [Change Profile] [Delete User]
PETER PARKER	PPARK	Assessing Official	N4511214C0067	<input type="checkbox"/>	[Reset Password] [Modify Access] [Change Profile] [Delete User]
SAMANTHA JONES	SJONE	Reviewing Official	N4511214C0067	<input type="checkbox"/>	[Reset Password] [Modify Access] [Change Profile] [Delete User]

Return to the Access Authorization Menu
 Return to the Main Menu

Confirm Password Change

User ID: CKENT
 Name: CLARK KENT
New Password: Mr_fq9nt\$ygskA4
 Organization:
 Address:
 City/State/Zip:
 Email Address: clark.kent@supermanindustries.com
 Phone Number:

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186



Modifying Access



CPARS
Modify Existing User Access

Select a Contract:
 or User:

Users Authorized by You:

User Name	User ID	User Role	Contracts	Remove Access	Actions
CLARK KENT	CKENT	Contractor Rep	N4511214C0067	<input type="checkbox"/>	[Reset Password] [Change Profile] [Delete User]
JOHN POWERS	JPOWE	Assessing Official Rep	N4511214C0067	<input type="checkbox"/>	[Reset Password] [Modify Access] [Change Profile] [Delete User]
PETER PARKER	PPARK	Assessing Official	N4511214C0067	<input type="checkbox"/>	[Reset Password] [Modify Access] [Change Profile] [Delete User]
SAMANTHA JONES	SJONE	Reviewing Official			

Return to the Access Authorization Menu
 Return to the Main Menu

CPARS
Modify Existing User Access

User Name: JOHN POWERS
User ID: JPOWE
Current User Role: Assessing Official Rep

1. To modify the user's access, select one or more contracts below and click [Add] or click [Add All].

Current Contract(s): **Selected Contract(s):**

2. Select the user's new role.

New User Role:

Modify User Access
 Return to Modify Existing User Access
 Return to the Access Authorization Menu
 Return to the Main Menu

<https://www.cpars.gov> 187



Modifying Access



CPARS
Modify Existing User Access

Select a Contract:
 or User:

Users Authorized by You:

User Name	User ID	User Role	Contracts	Remove Access	Actions
CLARK KENT	CKENT	Contractor Rep	N4511214C0067	<input type="checkbox"/>	[Reset Password] [Change Profile] [Delete User]
JOHN POWERS	JPOWE	Assessing Official Rep	N4511214C0067	<input type="checkbox"/>	[Reset Password] [Modify Access] [Change Profile] [Delete User]
PETER PARKER	PPARK	Assessing Official	N4511214C0067	<input type="checkbox"/>	[Reset Password] [Modify Access] [Change Profile] [Delete User]
SAMANTHA JONES	SJONE	Reviewing Official	N4511214C0067	<input type="checkbox"/>	[Reset Password] [Modify Access] [Change Profile] [Delete User]

Return to the Access Authorization Menu
 Return to the Main Menu

Confirm User Profile Change

*(fields identified with * are required)*

User ID: JPOWE
 * Name:
 Organization:
 Title:
 Address:
 City/State/Zip:
 * Email Address:
 Phone Number:

<https://www.cpars.gov> 188



Modifying Access



CPARS
 Modify Existing User Access

Select a Contract: or User:

Users Authorized by You:

User Name	User ID	User Role	Contracts	Remove Access	Actions
CLARK KENT	CKENT	Contractor Rep	N4511214C0067	<input type="checkbox"/>	[Reset Password] [Change Profile] [Delete User]
JOHN POWERS	JPOWE	Assessing Official Rep	N4511214C0067	<input type="checkbox"/>	[Reset Password] [Modify Access] [Change Profile] [Delete User]
PETER PARKER	PPARK	Assessing Official	N4511214C0067	<input type="checkbox"/>	[Reset Password] [Modify Access] [Change Profile] [Delete User]
SAMANTHA JONES	SJONE	Reviewing Official	N4511214C0067	<input type="checkbox"/>	[Reset Password] [Modify Access] [Change Profile] [Delete User]

Return to the Access Authorization Menu
 Return to the Main Menu

Click **Confirm Delete User** to remove the below CPARS access and delete the user.

The user has the following CPARS access:

User Name	User ID	Contract	User Role
JOHN POWERS	JPOWE	N4511214C0067	Assessing Official Rep

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189



Account Maintenance



- Access Authorization
 - Modify Existing User Access
- Modify by User
- Change User Profile
 - Name, Organization, Title
 - Email Address
 - Phone Numbers
- Reset Password (Non-PKI)
 - New Temporary Password

Update User's Signature Block

Helpful Hint:
 Forgot Password Button is Preferred Way of Resetting Passwords

<https://www.cpars.gov>



190

Access Transfers

- Access Authorization
 - Transfer User Access to Another User
- Transfer From User
 - Retain Account Following Transfer
 - Delete Account Following Transfer
- Transfer Contracts
 - Specific Contract(s)
 - All Contracts
- Transfer To
 - New User
 - Existing User

Login

Retain Account	Delete Account
User will still access CPARS, but will use different contracts.	User will no longer access CPARS.

Helpful Hint: Access transfers are a quick way to reassign a large number of contracts when a user leaves the organization.

<https://www>

Access Transfers

- Register/Update a Contract
- Edit an Evaluation
- Delete Record
- View/Print Evaluations
- To-Do List
- Access Authorization
- Auto Register Contracts
- Status Report
- Evaluation Metrics Report
- Ratings Metrics Report
- Processing Times Report
- Change User Profile
- Submit Suggestion
- Switch Modules
- Logoff

- Create New User Access
- Modify Existing User Access
- View Existing User Access
- Transfer User Access to Another User
- Assign Alternate Focal Point(s)
- Return to the Main Menu

<https://www.cpars.gov>

NAVSEA
NAVAL SEA SYSTEMS COMMAND

Integrates
Aware
Environment

CPARS
Transfer User Access to Another User

1. Select From User:

2. Select User Role:

3. Select Contract(s):

Selected Contract(s):

4. To User, Select Existing User:
 or Enter a New User:
 Name: (enter alpha characters only; first and last name only)
 Email Address: (required, new users only)

5. Delete User After Transfer? Yes No

Transfer Access
 Return to the Access Authorization Menu
 Return to the Main Menu

Delete User if they no longer need CPARS access.

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CPARS
Customer Performance Integrated Reporting System

193

NAVSEA
NAVAL SEA SYSTEMS COMMAND

Integrates
Aware
Environment

CPARS
Alternate Focal Points

- Access Authorization
 - Assign Alternate Focal Point
 - Only Focal Point May Assign Alternates (i.e., Alternate Cannot Have Alternates)
- Assign Up To Five Alternates
- Enter User Name
 - New User
 - Existing User
- Alternate Focal Point
 - Assign
 - Delete
 - Reset Password (Non-PKI)

Helpful Hint: If you have a lot of users and contracts to manage, you can have a full time alternate(s).

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CPARS
Customer Performance Integrated Reporting System

194

Alternate Focal Points

- Register/Update a Contract
- Edit an Evaluation
- Delete Record
- View/Print Evaluations
- To-Do List
- Access Authorization
- Auto Register Contracts
- Status Report
- Evaluation Metrics Report
- Ratings Metrics Report
- Processing Times Report
- Change User Profile
- Submit Suggestion
- Switch Modules
- Logoff

- Create New User Access
- Modify Existing User Access
- View Existing User Access
- Transfer User Access to Another User
- Assign Alternate Focal Point(s)
- Return to the Main Menu

Alternate Focal Points

CPARS

Assign Alternate Focal Point(s)

1. Enter New User: Name:
 Email Address: (required, new users only)

or Select Existing User: (Select User)

Current Alternate Focal Point(s):

Name	User ID	Password	Delete	Phone Number	Email Address
MARIA SANCHEZ	MSANC	[Reset]	[Delete]		maria.sanchez@navy.mil

- Assign Alternate Focal Point
- Return to the Access Authorization Menu
- Return to the Main Menu

Edit an Evaluation

- Register/Update a Contract
- Edit an Evaluation
- Delete Record
- View/Print Evaluations
- To-Do List
- Access Authorization
- Auto Register Contracts
- Status Report
- Evaluation Metrics Report
- Ratings Metrics Report
- Processing Times Report
- Change User Profile
- Submit Suggestion
- Switch Modules
- Logoff



Enter the following:

*Contract Number: Order Number:
(fields identified with * are required)

Edit an Evaluation

(Select a Contract Number below to view the Evaluation, click the Edit link to change the)

Contract Number	DUNS	Period of Performance	Evaluation Type
N4511214C0070	99999999999999	10/01/2012 - 09/30/2013	Interim <input type="button" value="Edit"/>

Contract/Schedule Number: N4511214C0070 Order Number:

Evaluation Type:

Period of Performance (Select): 10/01/2012 To: 09/30/2013

Status: Drafted

DUNS Number: 9999

Contract Dates:

Awarded: 10/01/2012
 Completion: 09/30/2017

Delete a Record

- Register/Update a Contract
- Edit an Evaluation
- Delete Record
- View/Print Evaluations
- To-Do List
- Access Authorization
- Auto Register Contracts
- Status Report
- Evaluation Metrics Report
- Ratings Metrics Report
- Processing Times Report
- Change User Profile
- Submit Suggestion
- Switch Modules
- Logoff

• Focal Points can only delete the following:

- Contracts at a Registered status
- Evaluations at Initiated or Drafted status
- To delete an Evaluation click on the Delete link

Contract Number	Period of Performance	Report Type	Current Status	Delete
N4511214C0070	10/01/2012 - 09/30/2013	Interim	Drafted	<input type="button" value="Delete"/>

R

Warning! You are about to delete the following Evaluation:

Contract Number: N4511214C0070
Period of Performance: 10/01/2012 - 09/30/2013

Additional Information

- Help Desk (Mon-Fri 6:30am- 6:00pm EST)
Commercial: 207-438-1690
- Email: webpmsmh@navy.mil
- CPARS Web Site: (<https://www.cpars.gov>)
 - FAQs
 - Policy Guidance
 - Quality Checklist
 - User Manual
 - Training Information

Contractor Performance As

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