

# CPAR Quality Checklist

(updated December 2014)

This checklist will guide you in creating a quality CPAR which allows a reader, with no personal knowledge of your program/effort, to gain a complete understanding of the Contractor's performance.

For a complete step by step instruction please refer to the Guidance for CPARS document, Attachment 3 "[Instructions for Completing a CPAR](#)"

***Taking the time to prepare an accurate and complete CPAR helps ensure better quality in the products and services we buy now and those we plan to buy in the future!***

**Name:**

**Date:**

**Schedule # (for GSA/VA orders):**

**Contract Number:**

**Order Number:**

## Ensure Registered Information is Accurate & Complete

### Contractor Name/Address Tab

\_\_\_ **Contract Number:** Use the contract number as identified on the contract, except in the case of BOAs, BPAs, GSA or US Department of Veterans Affairs (VA) schedules, GWACs/MACs and other agency orders. If an order/call is issued under a BOA, BPA, GSA or VA schedule, GWAC/MAC or other agency contract/agreement, the contract number in CPARS should match the master contract number. The order number field should be used to reflect the contract/schedule/agreement number for the order/call. For orders issued against BPAs placed against Federal Supply Schedules, the Contract Number should be the BPA number and the Order Number should be number of the individual order/call.

**Remarks:** Contract & Order number should be consistent with contract/order # found in Federal Procurement Data System (FPDS).

\_\_\_ **DUNS, PSC and NAICS:** DUNS, PSC and NAICS codes are correct. If auto-registration is used, DUNS, PSC and NAICS will be pre-populated for you from FPDS.

**Remarks:** Verify using “lookups” in CPARS or via System for Award Management (SAM) (<http://www.sam.gov/>). Your Contracting Officer can assist you if you have questions.

### **Contract Information Tab**

\_\_\_ **Evaluation Type:** Selected CPAR Evaluation Type (i.e., Interim, Final Report, Addendum) is correct.

**Remarks:** See the CPAR Evaluation Type definitions in the [CPARS Guidance Attachment 3](#).

\_\_\_ **Contract Percent Complete:** Enter Percent Complete

**Remarks:** Enter the percent of the contract/order which has been completed for the period of performance being evaluated.

\_\_\_ **Business Sector/Sub-Sector:** Business Sector is correct in accordance with the Business Sector definitions in the CPARS online help and in the [CPARS Guidance Attachment 1](#). If auto-registration is used, Business Sector and Subsector will be pre-populated for you.

**Remarks:** Identify the top level Business Sector as either: Systems, Non-Systems, Architect-Engineer, or Construction. See the CPAR Business Sector/Sub-Sector definitions in the [CPARS Guidance Attachment 1](#).

\_\_\_ **Location of Work:** Location of Contract Performance is entered if work is not performed at Contractor’s address. Include specific geographical location.

**Remarks:** Some services require performance in severe weather conditions; specifying a geographical location (e.g., F.E. Warren Air Force Base, Cheyenne, Wyoming) allows the reader to take performance under such conditions into account.

\_\_\_ **Contracting Officer, Dates & Values:** Contracting Officer, Award Date, Effective Date, Contract Completion Date, Awarded Value, and Current Contract Dollar Value are up to date. If auto-registration is used, Contracting Officer may be pre-populated from Army Contracting Business Intelligence System (ACBIS). If

auto-registration is used, Award Date, Effective Date, Contract Completion Date, Awarded Value, and Current Contract Dollar Value will be pre-populated from FPDS.

**Remarks:** Contract Completion Date and Awarded Value should include **all** option periods, even if the options have not yet been exercised.

\_\_\_ **Actual Completion Date:** Actual Completion Date reflects the date work was completed & accepted by Government.

**Remarks:** Actual Completion Date is required on all final evaluations. If the contract/order was terminated, enter the date that the termination became effective.

\_\_\_ **Complexity:** Describe contract/order technical complexity.

**Remarks:** See the CPAR Complexity definitions in the [CPARS Guidance Attachment 3](#).

\_\_\_ **Termination Type:** Indicate one of the following to describe if the contract/order has been terminated: None, Default, Convenience, or Cause.

**Remarks:** Termination Type should be consistent with FPDS.

\_\_\_ **Competition Type:** Identify the extent to which the award was competed.

**Remarks:** See the CPAR Competition Type definitions in the [CPARS Guidance Attachment 3](#). Competition Type should be consistent with FPDS

\_\_\_ **Contract Type:** Identify the contract/order type. For mixed contract/order types, select the predominant contract/order type based on the aggregate of all Contract Line Item Numbers.

**Remarks:** See the CPAR Contract Type definitions in the [CPARS Guidance Attachment 3](#). Contract Type should be consistent with FPDS.

\_\_\_ **Organization:** Identify the Government organization responsible for the procurement.

### Misc Information Tab

\_\_\_ **Contract Effort Description:** [Contract Effort Description](#) is comprehensive. All acronyms are spelled out when first used. The introductory paragraph of your Statement of Work or Statement of Objectives is a good starting point for identifying the general scope of the contract/order.

**Remarks:** This section is of critical importance to future source selection officials. The description should be detailed enough so that it can be used in determining the relevance of this program or project to future source selections. It is important to address the complexity of the contract/order effort and the overall technical risk associated with accomplishing the effort. Ensure acronyms are identified. Provide a complete description of the contract/order effort that identifies key technologies, components, subsystems, and requirements. If the description is incomplete, you may be contacted to answer numerous questions. A good source for this description can be found in the statement of work or statement of objectives, requirements document, the acquisition plan, etc.

\_\_\_ **Key Subcontractors and Effort:** Identify subcontractors, including DUNS +4 number, performing either a critical aspect of the contracted effort or more than 25 percent of the dollar value of the effort.

**Remarks:** This block is not a place to assess subcontractor performance. Due to privity of contract, the Government can only write a performance evaluation for a prime Contractor.

### Small Business Tab

\_\_\_ **Small Business:** The question "Does this contract include a subcontracting plan?" is completed.

**Remarks:** Any Contractor receiving a contract greater than \$650K (\$1.5M for construction) must agree to submit a subcontracting plan for small business. (per FAR 19.702)

\_\_\_ **Date of Last ISR/SSR:** Date of last Individual Subcontracting Report (ISR) / Summary Subcontracting Report (SSR) is completed.

**Remarks:** An Individual Subcontracting Report (ISR) shall be submitted semi-annually during contract performance for the periods ending March 31 and September 30. Summary Subcontract Reports (SSRs) shall be submitted semi-annually for the six months ending March 31 and the twelve months ending September 30. Reports are due 30 days after the close of each reporting period, unless otherwise directed by the Contracting Officer.

### Ratings Tab

\_\_\_ **Ratings are Consistent:** Ratings are consistent with adjective definitions in FAR 42.1503 Table 42-1 and Table 42-2 and the [CPARS Guidance Attachment 2](#). View [CPAR rating definitions](#) below.

Rating definitions are available in the CPARS online help function, the [CPARS Guidance Attachment 2](#) and are located below.

\_\_\_ **Ratings Mandatory:** Each evaluation area is rated or "N/A" is selected.

**Remarks:** In order to validate and send the CPAR, you must rate each evaluation area, or select "N/A". If the contract has a subcontracting plan, Utilization of Small Business cannot be "N/A".

\_\_\_ **Ratings are Consistent:** Ratings are consistent with other program metrics. [View sample narrative showing consistency.](#)

**Remarks:** Ensure ratings are consistent with metrics such as award fee, cost performance reports, earned value management, program reviews.

\_\_\_ **Assessing Official Comments:** Narrative is provided to support each evaluation area which has been rated. Even if the rating is "Satisfactory", you must provide supporting narrative. [View sample Satisfactory Narrative.](#)

**Remarks:** See the evaluation area definitions in the CPARS online help or the [CPARS Guidance Attachment 3](#) for examples to consider when writing the evaluation.

\_\_\_ **Assessing Official Comments:** Narrative is fully detailed. It provides solid examples of specific accomplishments and problems. The narrative **must** address

the benefit/impact that the Contractor's performance has had on the Government. [View sample CPAR narrative showing importance of including details.](#)

**Remarks:** The narrative is the most critical part of the CPAR. Source Selection Officials rely on this narrative, not the ratings, in evaluating past performance. If the narrative is not clear and complete, you may receive numerous questions from Source Selection Officials.

\_\_\_ **Assessing Official Comments:** Narrative is consistent with rating definitions. ([view rating definitions](#)). Narrative for Utilization of Small Business is consistent with rating definitions for this rating element. ([view small business rating definitions](#))

**Remarks:** It may be helpful to write the narrative first, and then assign a rating based on the rating definitions.

\_\_\_ **Assessing Official Comments:** The Narrative documents and explains resolution of previous and current problems. [View Sample Narrative Addressing Previous and Current Problems](#)

\_\_\_ **Assessing Official Comments:** Narrative does not include statements which could result in an equitable adjustment or constructive change to the contract/order. Narrative statements are not personal, subjective, or vague. [View sample narrative statements to avoid.](#)

**Remarks:** Do not use phrases such as "out-of-scope", "Contractor will lose business", "in our opinion", or "appeared". Do not use phrases which tell the Contractor how to do their job (e.g., "The Contractor should hire more people").

\_\_\_ **Small Business Comments:** Narrative for Utilization of Small Business addresses the Contractor's efforts to meet small business subcontracting goals. [View sample narrative for Utilization of Small Business.](#)

**Remarks:** Assess whether the Contractor provided maximum practicable opportunity for Small Business to participate in contract performance consistent with efficient performance of the contract.

### Assessor Tab

\_\_\_ **Recommendation:** Recommendation of whether you (would or would not) award to this Contractor again is consistent with the CPAR ratings and narrative.

## Completing the CPAR

\_\_\_ **Contractor Representative Notified:** Contractor Representative is notified when the CPAR is available for comment. While CPARS provides an automatic email notification to the Contractor, it is always advisable to contact the Contractor via phonecon to let them know the CPAR is awaiting comment.

**Remarks:** You must provide your CPARS Focal Point with the name and email address for your Contractor Representative in order to send the CPAR to the Contractor. If you have not provided the Focal Point with a Contractor name and email address, the system will not allow you to release the CPAR.

\_\_\_ **Contractor Comments:** Upon receipt of Contractor comments, all evaluation areas indicated with a red checkmark are reviewed.

**Remarks:** If Contractor comment period has expired with no contractor comments provided, Assessing Official closes CPAR or sends to Reviewing Official.

\_\_\_ **AO or RO:** Assessing Official or Reviewing Official (as appropriate) selects option to "Close CPAR" upon CPAR completion.

**Remarks:** In order for your CPAR to be completed and made available for use in source selections, you must select "**Accept the Ratings and Close the Evaluation**" rather than simply selecting "Save".

[View: CPARS Best Practices](#)

[View: CPARS/Past Performance Tools & References](#)

## **CPAR Sample Effort Description and Narratives**

### **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

### **A Better Way to Write This**

#### **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.

#### **Sample Narrative Showing Consistency with Other Program Metrics**

Schedule: Excellent The Contractor has done an excellent job in keeping the program on schedule. The Contractor has implemented a new project management system which allows for advanced placement of subcontracts to ensure early

subcontract delivery. Since the kits being produced by the Contractor rely heavily on the cables and radios provided by the subcontractors, this new project management system has resulted in a major positive impact to the program. Component parts are received at the Contractor early, thus allowing for early discovery of any component defects and prompt part replacement, as well as early starts on production runs. The Contractor's efforts have resulted in a Schedule Performance Index (SPI) of 1.10. In addition, the Contractor was commended for this effort at the most recent program review.

### **Sample Satisfactory Narrative**

Quality: 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.*

### **Sample CPAR Narrative Showing Importance of Including Details**

#### **Insufficient Narrative:**

Management: Exceptional – Contractor has exhibited exceptional business relations with all customers during this reporting period. The Contractor has a positive history of reasonable and cooperative behavior with this office. They have assessed the proposal submittals and initiated corrective action plans in an adequate manner. The integration and coordination activities that the Contractor has taken to execute the contract have been exceptional. All deliverables have been on time.

The example above clearly conveys that the Government was very pleased with the Contractor's performance. However, it fails to provide specific examples of performance and does not detail single or multiple events of benefit to the Government as required by the Exceptional definition. This narrative would be of limited direct use in a source selection.

### **A Better Way To Write This:**

Management: Exceptional – The Contractor has exhibited exceptional management and business relations with all customers during this reporting period; this is evident in the

Contractor's communications with Government personnel, its own employees, and its vendors/subcontractors. This is, in part, due to the Contractor instituting a monthly team meeting between all evaluators of the mission team. In addition to the monthly team meeting, the Contractor implemented semi-monthly working group meetings at the functional levels which have garnered an exchange of information which has been of benefit to the Government in allowing issues to be discussed and resolved at the functional level. As a result, the Government has seen quicker notification of issues and resolution of problems. The Contractor has a positive history of reasonable and cooperative behavior with this office. They have assessed the proposal submittals (23 submittals in 12 months) and initiated corrective action plans (within 7 days of receipt) in an adequate manner. The integration and coordination activities that the Contractor has taken to execute the contract have been excellent. All 17 deliverables have been on time with no need for rework or clarification, which has allowed the Government to distribute them to their users in a timely fashion, thereby meeting the mission needs.

## **Sample CPAR Narrative Showing Importance of Details, Documentation & Metrics**

### **Insufficient Narrative:**

Quality: Exceptional - The Contractor is exceptional. They continue to provide high quality support and database services.

### **Missing:**

- Detail to support the rating.
- Detail to tell the entire story.
- Supporting documentation and metrics

### **A Better Way to Write This:**

Quality: 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 Addressing Work Scope & Subjective Phrases**

### **Insufficient Narrative:**

Schedule: 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 the rating.
- Detail to tell the entire story.
- Supporting documentation and metrics
- In addition, it uses an individual's name & addresses work outside the contract scope. This narrative also uses subjective phrases, which should be avoided.

### **A Better Way to Write This:**

Schedule: 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.

## Five Sample Narratives for Utilization of Small Business

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

**Very Good:** Contractor met their subcontracting goal of 22% for SB, 5% for SDB and 6% for WOSB. Contractor also met the 3% goal for SDVOSB. Contractor was able to enter into a Mentor-Protégé agreement that included a WOSB. Contractor awarded a subcontract to SB for the manufacturing of the GPS instrumentation which is critical to this missile program. Subcontracts were also awarded in the R&D portion of the contract. Contractor submitted all required reports on time.

**Satisfactory:** Contractor applied a good faith effort to achieve all Small Business goals; however, was unable to meet their subcontracting goal, because of the unforeseen closure of a company that had been identified to supply a critical element of the program in their proposal. They complied with all Small Business participation requirements included in the contract and submitted accurate subcontracting reports on time.

**Marginal:** Contractor did not meet any of their subcontracting goals, even though they had proposed a goal of 25% for Small Business. In addition, the Contractor has not identified the individual in the corporation that will administer the subcontracting program. They also did not provide a description of the efforts that would be used to assure Small Businesses would have an equitable opportunity to compete for subcontracts. A notice to the Contractor was submitted by the ACO of this deficiency. A corrective action plan has been requested.

**Unsatisfactory:** Contractor has not demonstrated a good faith effort in fulfilling the requirements of the subcontracting plan, and has willfully failed to perform in

accordance with the requirements of the subcontracting plan. This has resulted in no subcontracts awarded to Small Businesses for this period of performance. The Contractor has been notified of this deficiency and the Contracting Officer has notified the Contractor that liquidated damages will be required.

### **Sample Narrative Addressing Previous and Current Problems**

XYZ Services has received a Very Good rating for Cost Control. While the Contractor aggressively managed site supplies and equipment and continually looked for ways to reduce costs and expenses, during the onset of this evaluation period, the Contractor failed to identify items in the warehouse which could have been disposed of through Defense Reutilization Marketing Offices. This oversight resulted in additional funds being expended (\$27,000) for warehouse storage fees. This problem was identified in a random property audit and, although the additional storage funds had already been expended, the Contractor worked over the weekend to ensure the items were ready for disposal by the following week. This Contractor has since initiated its own audit/self-inspection schedule and inventory control log to prevent this problem from occurring.

### **Three Sample Narratives and Statements to Avoid**

The Contractor's performance in this area was exemplary. They were proactive in satisfying Electrical Kit Product Performance requirements. They produced a superior product for the customer. In many instances, they performed engineering tasks **outside the scope of the contract.**

**"Outside the scope of the contract"** – This phrase should not be in a CPAR narrative. It implies that the Contractor performed work not legally required and is eligible for an equitable adjustment to the contract. An equitable adjustment means that the program office/customer will have to come up with additional funds to pay for the additional tasks.

**In our opinion**, the Contractor's performance in the systems engineering area was very poor. Kit hardware deficiencies were observed and it **appeared** that the Contractor lacked systems engineering knowledge and expertise. **We believe** that some of the contractual kit requirements will not be met. **It is our hope** that additional factory testing will eliminate these hardware deficiencies. If management had responded in a timely manner, the requirement might have been satisfied. Additionally, **we were not happy** with the initial factory testing, and **did not like** their "fly and fix" philosophy of testing.

"**In our opinion**" – This is a subjective phrase which gives the impression that there is no firm evidence to prove poor performance.

"**Appeared**" – This is a speculative remark which does not prove that they lacked systems engineering knowledge.

"**We believe**" – This is also a speculative remark. It does not prove that they did not satisfy some kit requirements.

"**It is our hope**" – This statement does not belong in a CPAR narrative. The issue is whether the Contractor will correct the deficiencies using factory testing. If so, the narrative should indicate the pending corrections. If not, justification should be provided as to why the factory testing failed to correct the problems.

"**We were not happy**" – This is an emotional and subjective statement which should be avoided. The CPAR should reflect justification for the successes/failures from the factory test.

"**We did not like**" – The customer should evaluate the results of the fly and fix tests in detail, not their testing technique.

The Contractor was late in delivering all of the 100 electric kits. **We think** that one reason is that their systems engineering effort was poor due to several electrical component deficiencies. Another reason **could be** that their ability to manage the electrical subcontracts left much to be desired. We established a 6 month extension to the contract. **We hope** they can deliver the 100 kits without significant discrepancies.

**"We think"** – This phrase implies that the customer has not proven the Contractor's poor performance with evidence.

**"Could be"** – This phrase indicates that the customer is not sure that the reason for the deficiencies is poor management. There is no proof of poor management here.

**"We hope"** – This phrase implies that the delivery of the kits without deficiencies in the time period allotted is a desire, not a contractual requirement.

## **CPARS Best Practices**

### **Prior to the Start of the Evaluation Period**

- Discuss performance expectations with the Contractor.
- Provide the Contractor and CPAR evaluators with a copy of the [CPARS Guidance](#). Discuss the areas to be evaluated and the rating definitions.
  - Can be done at post-award conference for new contract awards.
  - Can be done during annual program/evaluation meetings for existing contracts.
- While it is good to give your Contractor a general idea of the performance you're expecting in order to achieve the various ratings, you should avoid entering into a "set in stone" agreement stating that if the Contractor does X, you will automatically assign rating Y. Keep in mind that changes in contract/order scope or mission emphasis may require you to reprioritize your needs.

### **During the Evaluation Period**

- Communicate with your Contractor! Be sure to provide feedback on Contractor performance throughout the evaluation period, rather than waiting until you send them the CPAR. Continuous communication gives the Contractor the opportunity to make corrections as necessary, which will

result in improved contract /order performance. The Government evaluation of Contractor performance should not be a mystery to the Contractor!

- Document contract/order performance regularly. Documentation methods include status reports, Earned Value Management data, monthly Certificates of Service, award fee evaluations, program review meeting minutes, etc. This will ensure that you have accurate and complete information available when it is time to write the CPAR, and should make the process much easier. Supporting documentation also helps follow-on evaluators in the event of personnel turnover.

### Preparing the CPAR Ratings & Narrative

- Ensure that the ratings are consistent with the rating definitions ([view rating definitions](#)). Inconsistent ratings are one of the greatest sources of Contractor and Source Selection Official confusion. Following the rating definitions helps ensure that your CPAR is consistent with those written by other Assessing Officials.
- The CPAR narrative should reflect an integrated assessment from the entire program team, such as Program Managers and Deputies, IPT Leads and Deputies, Contracting Officer's Representatives, Contracting Officers and Specialists, Engineering experts, Logistics experts, Small Business Specialists, ACO or PCO, and external customers.
- The narrative is the most important part of the CPAR; Source Selection Officials rely most heavily on the narrative when evaluating a Contractor's past performance and assessing the level of risk. Keep in mind that they may be unfamiliar with your program; your narrative should be detailed enough to enable them to understand the work being performed under your contract/order.
- Ensure that your narrative:
  - Is provided for each performance area you assess.
  - Is consistent with the rating definitions.
  - Is consistent with other methods of evaluating Contractor performance (e.g., Earned Value Management, Program Reviews, Informal Performance Assessment Reports, and Award Fee Determinations).
  - Addresses changes in the ratings from prior reports.
  - Recognizes the Government's role in the Contractor's inability to meet requirements.
  - Recognizes the risk inherent in the contract/order effort.
  - Is based on objective data.
  - Indicates which strengths/weaknesses were major/minor.
  - Tells the "whole story".
  - Documents resolution of problems identified in previous evaluations.
  - Is accurate, fair, and comprehensive.

### Completing the CPAR

- Review the Contractor's comments thoroughly and take the time to acknowledge their concerns. Addressing these issues in a modified CPAR or

in the Reviewing Official comments will help Source Selection Officials understand both viewpoints.

- If the Government and Contractor disagree on the CPAR ratings and narrative, consider holding a meeting to discuss. There is no substitute for good, face-to-face communication.
- If no Contractor comments are received, document the fact that the Government took reasonable steps to notify the Contractor that the CPAR was available for comment. This can be done by keeping a copy of the electronic email notification provided to the Contractor when the CPAR was released, documenting a telephone conversation in which the Contractor was notified that the CPAR was ready for comment, or including the efforts made to contact the Contractor in the Reviewing Official narrative.

*Taking the time to prepare an accurate and complete CPAR helps ensure better quality in the products and services we buy now and those we plan to buy in the future!*

## Evaluation Ratings Definitions<sup>1</sup>

| Rating              | Definition  | Note   |
|---------------------|---|--|
| <b>Exceptional</b>  | Performance meets contractual requirements and exceeds many to the Government's benefit. The contractual performance of the element or sub-element being evaluated was accomplished with few minor problems for which corrective actions taken by the contractor were highly effective. | To justify an Exceptional rating, identify multiple significant events and state how they were of benefit to the Government. A singular benefit, however, could be of such magnitude that it alone constitutes an Exceptional rating. Also, there should have been NO significant weaknesses identified.   |
| <b>Very Good</b>    | Performance meets contractual requirements and exceeds some to the Government's benefit. The contractual performance of the element or sub-element being evaluated was accomplished with some minor problems for which corrective actions taken by the contractor was effective.        | To justify a Very Good rating, identify a significant event and state how it was a benefit to the Government. There should have been no significant weaknesses identified.   |
| <b>Satisfactory</b> | Performance meets contractual requirements. The contractual performance of the element or sub-element contains some minor problems for which corrective actions taken by the contractor appear or were satisfactory.  | To justify a Satisfactory rating, there should have been only minor problems, or major problems the contractor recovered from without impact to the contract/order. There should have been NO significant weaknesses identified. A fundamental principle of assigning ratings is that contractors will not be evaluated with a rating lower than Satisfactory solely for not performing beyond the requirements of the contract/order. |

<sup>1</sup> Reference FAR 42.1503, Table 42-1

|                       |   |  |
|-----------------------|---|--|
| <b>Marginal</b>       | Performance does not meet some contractual requirements. The contractual performance of the element or sub-element being evaluated reflects a serious problem for which the contractor has not yet identified corrective actions. The contractor's proposed actions appear only marginally effective or were not fully implemented. | To justify Marginal performance, identify a significant event in each category that the contractor had trouble overcoming and state how it impacted the Government. A Marginal rating should be supported by referencing the management tool that notified the contractor of the contractual deficiency (e.g., management, quality, safety, or environmental deficiency report or letter).   |
| <b>Unsatisfactory</b> | Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance of the element or sub-element contains a serious problem(s) for which the contractor's corrective actions appear or were ineffective.  | To justify an Unsatisfactory rating, identify multiple significant events in each category that the contractor had trouble overcoming and state how it impacted the Government. A singular problem, however, could be of such serious magnitude that it alone constitutes an unsatisfactory rating. An Unsatisfactory rating should be supported by referencing the management tools used to notify the contractor of the contractual deficiencies (e.g., management, quality, safety, or environmental deficiency reports, or letters). |

NOTE 1: N/A (not applicable) should be used if the ratings are not going to be applied to a particular area for evaluation.

**Evaluation Ratings Definitions<sup>2</sup> (For the Small Business Evaluation Factor, when 52.219-9 is used)**

| <b>Rating</b>      | <b>Definition</b>  | <b>Note</b>  |
|--------------------|--|--|
| <b>Exceptional</b> | Exceeded all statutory goals or goals as negotiated. Had exceptional success with initiatives to assist, promote, and utilize small business (SB), small disadvantaged business (SDB), women-owned small business (WOSB), HUBZone small business, veteran-owned small business (VOSB) and service disabled veteran owned small business (SDVOSB). Complied with FAR 52.219-8, Utilization of Small Business Concerns. Exceeded any other small business participation requirements incorporated in the contract/order, including the use of small businesses in mission critical aspects of the program. Went above and beyond the required elements of the subcontracting plan and other small business requirements of the contract/order. Completed and submitted Individual Subcontract Reports and/or Summary Subcontract Reports in an accurate and timely manner. | To justify an Exceptional rating, identify multiple significant events and state how they were a benefit to small business utilization. A singular benefit, however, could be of such magnitude that it constitutes an Exceptional rating. Small businesses should be given meaningful and innovative work directly related to the contract, and opportunities should not be limited to indirect work such as cleaning offices, supplies, landscaping, etc. Also, there should have been no significant weaknesses identified. |
| <b>Very Good</b>   | Met all of the statutory goals or goals as negotiated. Had significant success with initiatives to assist, promote and utilize SB, SDB, WOSB, HUBZone, VOSB, and SDVOSB. Complied with FAR 52.219-8, Utilization of Small Business Concerns. Met or exceeded any   | To justify a Very Good rating, identify a significant event and state how they were a benefit to small business utilization. Small businesses should be given meaningful and innovative opportunities to participate as subcontractors for work directly related to the contract, and opportunities should not be limited to indirect work such as cleaning offices,   |

<sup>2</sup> Reference FAR 42.1503 Table 42-2

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|                     | <p>other small business participation requirements incorporated in the contract/order, including the use of small businesses in mission critical aspects of the program. Endeavored to go above and beyond the required elements of the subcontracting plan. Completed and submitted Individual Subcontract Reports and/or Summary Subcontract Reports in an accurate and timely manner.</p>  | <p>supplies, landscaping, etc. There should be no significant weaknesses identified.</p>   |
| <b>Satisfactory</b> | <p>Demonstrated a good faith effort to meet all of the negotiated subcontracting goals in the various socio-economic categories for the current period. Complied with FAR 52.219-8, Utilization of Small Business Concerns. Met any other small business participation requirements included in the contract/order. Fulfilled the requirements of the subcontracting plan included in the contract/order. Completed and submitted Individual Subcontract Reports and/or Summary Subcontract Reports in an accurate and timely manner.</p> | <p>To justify a Satisfactory rating, there should have been only minor problems, or major problems the contractor has addressed or taken corrective action. There should have been no significant weaknesses identified. A fundamental principle of assigning ratings is that contractors will not be assessed a rating lower than Satisfactory solely for not performing beyond the requirements of the contract/order.</p> |
| <b>Marginal</b>     | <p>Deficient in meeting key subcontracting plan elements. Deficient in complying with FAR 52.219-8, Utilization of Small Business Concerns, and any other small business participation requirements in the contract/order. Did not submit Individual Subcontract Reports and/or Summary Subcontract Reports in an accurate or timely manner. Failed to satisfy one or</p>   | <p>To justify Marginal performance, identify a significant event that the contractor had trouble overcoming and how it impacted small business utilization. A Marginal rating should be supported by referencing the actions taken by the government that notified the contractor of the contractual deficiency.</p>   |

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more requirements of a corrective action plan currently in place; however, does show an interest in bringing performance to a satisfactory level and has demonstrated a commitment to apply the necessary resources to do so. Required a corrective action plan.

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| <b>Unsatisfactory</b> | Noncompliant with FAR 52.219-8 and 52.219-9, and any other small business participation requirements in the contract/order. Did not submit Individual Subcontract Reports and/or Summary Subcontract Reports in an accurate or timely manner. Showed little interest in bringing performance to a satisfactory level or is generally uncooperative. Required a corrective action plan. | To justify an Unsatisfactory rating, identify multiple significant events that the contractor had trouble overcoming and state how it impacted small business utilization. A singular problem, however, could be of such serious magnitude that it alone constitutes an Unsatisfactory rating. An Unsatisfactory rating should be supported by referencing the actions taken by the government to notify the contractor of the deficiencies. When an Unsatisfactory rating is justified, the contracting officer must consider whether the contractor made a good faith effort to comply with the requirements of the subcontracting plan required by FAR 52.219-9 and follow the procedures outlined in FAR 52.219-16, Liquidated Damages-Subcontracting Plan. |
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NOTE 1: Generally, zero percent is not a goal unless the Contracting Officer determined when negotiating the subcontracting plan that no subcontracting opportunities exist in a particular socio-economic category. In such cases, the contractor shall be considered to have met the goal for any socio-economic category where the goal negotiated in the plan was zero.

*CPARS/Past Performance Tools and References*

Contractor Performance Assessment Reporting System (CPARS) Home Page:  
<https://www.cpars.gov>

Federal Past Performance Information Retrieval System: <https://www.ppirs.gov/>

Guidance for the Contractor Performance Assessment Reporting System:  
<https://www.cpars.gov/cparsfiles/pdfs/CPARS-Guidance.pdf>

Various CPARS Policy Letters: <https://www.cpars.gov/main/refmatl.htm>