



Welcome to

CPARS
Contractor Performance Assessment Reporting System

Training

<https://www.cpars.gov>



Instructor Information

<https://www.cpars.gov>

- Breaks
- Facilities



<https://www.cpars.gov>

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- Policy
- Workflow: Contract Registration
- Ratings and Narratives
- Workflow: CPAR Initiation - Closure
- Reports, Helpful Hints & CPAR Strategies
- Federal Awardee Performance and Integrity Information System (FAPIIS)
- Past Performance Information Retrieval System (PPIRS)
- Focal Point Session (Optional)



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What is CPARS?



Contractor Performance Assessment Reporting System (CPARS)

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

Four Modules within CPARS

- **CPARS (Services, IT, Operations Support and Systems)**
- **ACASS (Architect - Engineer Evaluations)**
- **CCASS (Construction Evaluations)**
- **FAPIIS (Collects Grantee & Contractor Performance & Integrity Information)**

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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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Regulatory Requirements



Federal Acquisition Regulation
(FAR)

FAR 42.1502 & 42.1503: Agencies Shall Prepare an Evaluation of Contractor Performance and Submit to Past Performance Information Retrieval System (PPIRS)

FAR 15.304: Past Performance Shall be Evaluated in All Source Selections for Negotiated Competitive Acquisitions

Acquisition
Regulation Supplements

CPARS Shall be Used to Prepare Contractor Performance Evaluations

PPIRS Shall be Used as a Source of Past Performance Information in Source Selections

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CPARS Guidance



<https://www.cpars.gov/cparsfiles/cpars/refmatl.htm>

- **Guidance**
- **Applicability and Scope**
- **Responsibilities Assigned**
- **Frequency and Types of Reports**
- **Administrative Information**
- **Reports**
- **References**
- **Business Sectors**
- **Rating Definitions**
- **Instructions for Completing Forms**

Available at CPARS web site under Reference Material link.

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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.

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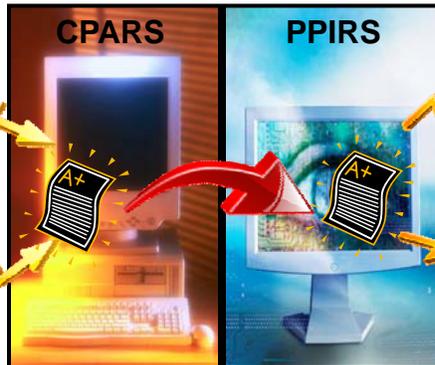


Past Performance Process Overview



Gov't Program Manager
/Contracting Officer

Gov't Source
Selection Officials



Contractor Representative

Contractor Senior
Management

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CPARS Primary Objectives



- Support Best Value Source Selection Decisions – Awards for Proven Performers (FAR 15)**
- Provide Up-To-Date Documentation of Contractor’s Ability to Meet Requirements (FAR 42)**
- Motivate Improved Performance**
- Facilitate Government - Contractor Communication**
- Determine Prospective Contractor Responsibility (FAR 9)**

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CPAR Evaluations



**Treated as Source Selection Information
IAW FAR 3.104**

- **Pre-Decisional in Nature**
- **Protected Throughout Life Cycle**
- **Accessible By:**
 - Government Personnel with Need to Know
 - Contractor who is Subject of Evaluation
- **May Not Be Transmitted Via Email**
- **Retained for 3 Years After Contract Completion in PPIRS**

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Is CPARS an Effective Tool for Improving Government-Contractor Communication?

 **YES!**

Government



Contractor



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Evaluations Required If:	Dollar Threshold
1. Contracts	> SAT* \$150,000
2. Orders (placed against Federal Schedules/GWAC/MAC)	> SAT* \$150,000

* Simplified Acquisition
Threshold

Government may choose to write a CPAR on contracts below the dollar thresholds

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CPARS DoD Reporting Thresholds



Business Sector	Dollar Threshold
Systems	> \$5,000,000
Ship Repair & Overhaul	> \$500,000
Services	> \$1,000,000
Health Care	> \$150,000
Operations Support	> \$5,000,000
Fuels	> \$150,000
Information Technology	> \$1,000,000

Government may choose to write a CPAR on contracts below the dollar thresholds

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Business Sectors



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

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Business Sectors



- **Services**
 - Professional/Technical/Management Support
 - Facilities Services
 - Repair & Overhaul
 - Transportation
 - Science and Technology

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Business Sectors



- **Operations Support**
 - Spares
 - Repair Parts
 - Electronics
 - Ammunition
 - Mechanical
 - Electrical
 - Structural
 - Personnel Support
 - Facilities Supplies
 - Commercial Off the Shelf
 - Vehicles and Related Equipment

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Business Sectors



- **Information Technology**
 - Software
 - Hardware
 - Telecommunications

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Important!

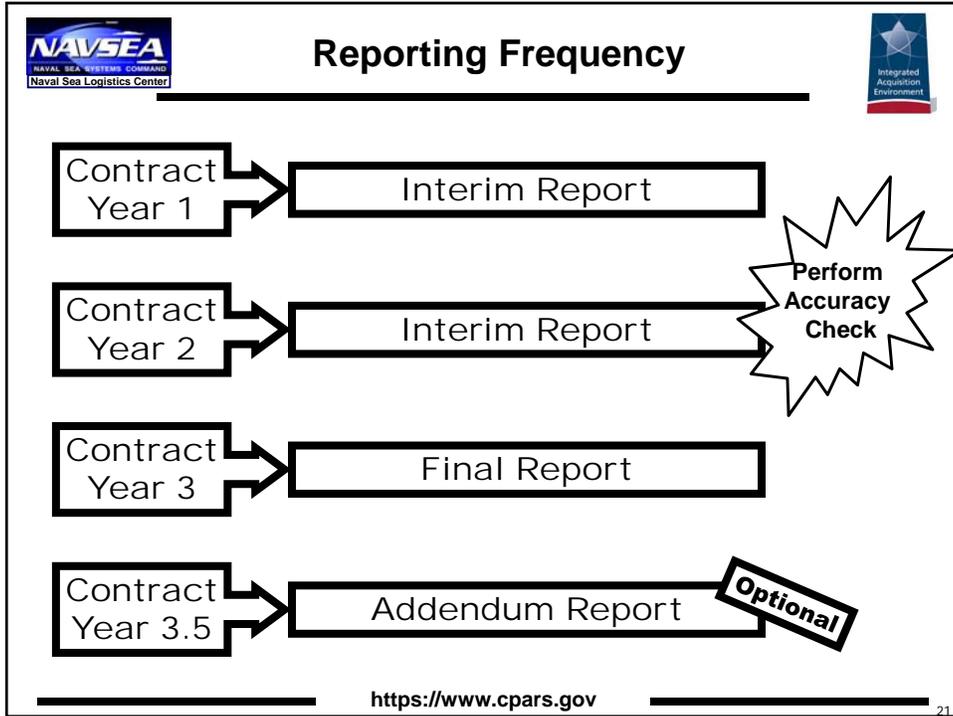


- **Evaluate Prime Contractor Performance ONLY**
 - Do Not Evaluate Subcontractor Performance
 - Privity of Contract Between Prime-Sub

- **Acknowledge Subcontractor Effort**
 - Critical Aspect or 25% or More of Effort
 - Include Sub's Name and DUNS
 - Address in Narrative
 - Subcontract Management (Systems)
 - Business Relations (Nonsystems)

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-
- NAVSEA**
NAVAL SEA SYSTEMS COMMAND
Naval Sea Logistics Center
- Reporting Frequency**
- Integrated Acquisition Environment**
- **First Interim Report**
 - Required if Period of Performance > 365 Calendar Days
 - Not Required if Period of Performance < 365 Calendar Days
 - Write Final CPAR Only
 - No More Than 12 Months of Actual Performance
 - Evaluation Period May Begin After Contract Award Date
 - Protests
 - Delayed Starts (Note in Effective Date)
- <https://www.cpars.gov>
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Reporting Frequency



- **Interim Reports**

- Required Every 12 Months
- 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 AOR or AO
- Not Cumulative: Assess Only Performance Occurring After Last Evaluation Period

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Reporting Frequency



- **Final Report**

- Required at Contract Completion
 - Delivery of Final Major End Item
 - End of Period of Performance
- Required Upon Contract Termination
- Not Cumulative: Assess Only Performance Occurring After Last Evaluation Period

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Reporting Frequency



- **Addendum Report**

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

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Reporting Frequency



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

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Contract Types

Single Agency Indefinite-Delivery Contracts & Blanket Purchase Agreements (BPAs)

- On Each Order

Orders
Not Similar
in Scope

Contract 1 Order 1



→ CPAR 1



Contract 1 Order 2



→ CPAR 2



Contract 1 Order 3



→ CPAR 3



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Contract Types

Single Agency Indefinite-Delivery Contracts & Blanket Purchase Agreements (BPAs)

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

Contract 1 Order 1



→ CPAR 1

Contract 1 Order 2



→ CPAR 1

Contract 1 Order 3



→ CPAR 1



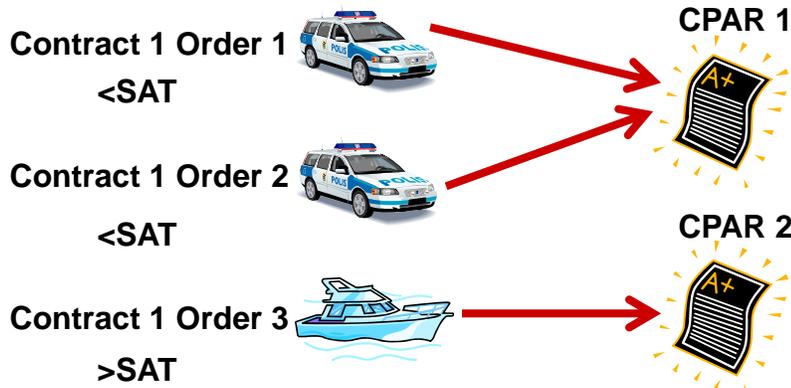
Orders
Similar
in Scope

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Contract Types

Single Agency Indefinite-Delivery Contracts & Blanket Purchase Agreements (BPAs)

- On Each Order Meeting Threshold & Combining All Other Orders Into One CPAR



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Contract Types

Basic Ordering Agreements (BOAs)

- Individual CPAR for Each Order Above Threshold



See Local Policy for Additional Details

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Contract Types



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

- Requiring Activity / Ordering Agency Prepares CPAR
 - Best Position to Evaluate Performance
- Individual CPAR for Each Order Above Threshold
- Each Order Reported Individually

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Contract Types



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

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

Order Number = Local Order Number (Required)

CPARS
Register/Update a Contract

Enter the following:

* Contract #: GS123456789 Order #: N4511212F0001 Reset

(Fields identified with * are required)

Continue
 Return to the Main Menu

<https://www.cpars.gov>

Contract Types

Joint Venture



- **Single CPAR Prepared if Unique DUNS Number / CAGE Code Assigned**

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Contract Types

Science and Technology Research and Development

- **Federal – CPAR Required**
- **DoD – Exempt From CPARS Reporting**
 - R&D Budget Accounts 6.1, 6.2, 6.3



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Canadian Commercial Corporation (CCC)

- **CPAR Written on CCC**
 - CCC is Prime Contractor with Overall Responsibility for Performance
- **List Canadian Subcontractor on CPAR (Block 15)**
 - Canadian Subcontractor Performs Actual Work
 - Include DUNS & CAGE

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AbilityOne Program

- **CPAR Required on Award Under AbilityOne Program if Meets Threshold**
- **DoD – CPAR Required**
- **Federal-Exempt From CPARS**



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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

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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

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Logging In

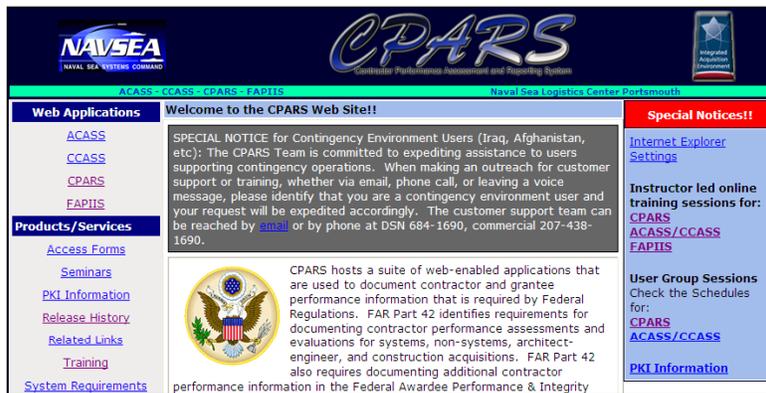
- **DoD Users**
 - User ID Required
 - PKI Certificate Required (CAC Card)
- **Non-DoD Users**
 - User ID Required
 - Password Required
- **Contractor Users**
 - User ID Required
 - PKI Certificate Encouraged
 - Purchase from External Certificate Authority
 - Password Required if No PKI Certificate

NO PKI = PASSWORD

<https://www.cpars.gov>

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Logging In



The screenshot shows the CPARS web application interface. At the top, there is a NAVSEA logo on the left and the CPARS logo in the center. Below the logos, there is a navigation bar with links for ACASS, CCASS, CPARS, and FAPIIS. The main content area is divided into three columns:

- Web Applications:** Contains links for ACASS, CCASS, CPARS, and FAPIIS.
- Products/Services:** Contains links for Access Forms, Seminars, PKI Information, Release History, Related Links, Training, and System Requirements.
- Special Notices!!:** Contains a "Welcome to the CPARS Web Site!!" message, a "SPECIAL NOTICE for Contingency Environment Users" (Iraq, Afghanistan, etc.), and a "User Group Sessions" section with links for CPARS, ACASS/CCASS, and FAPIIS.

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

<https://www.cpars.gov>

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Logging In



2. Select CPARS

<https://www.cpars.gov>

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Logging In



3. Select CPARS Logon

<https://www.cpars.gov>

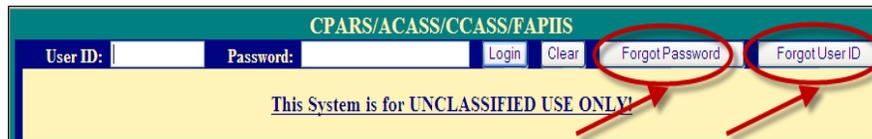
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Logging In



CPARS/ACASS/CCASS/FAPIIS

[DoD Logon](#) [Contractor Logon \(PKI\)](#) [Contractor Logon \(No PKI\)](#) [Federal Logon](#)
All DoD employees must have a DoD PKI certificate to access the CPARS/ACASS/CCASS/FAPIIS web site.
[Click here to determine if you have a valid DoD PKI Certificate](#)



CPARS/ACASS/CCASS/FAPIIS

User ID: Password:

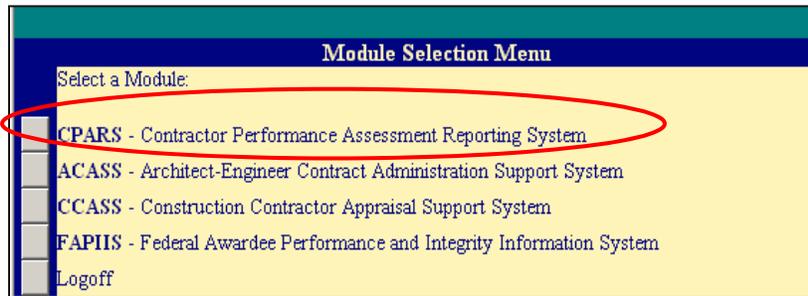
This System is for UNCLASSIFIED USE ONLY!

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 and email with your User ID.

<https://www.cpars.gov>

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Accessing CPARS



Module Selection Menu

Select a Module:

- CPARS - Contractor Performance Assessment Reporting System
- ACASS - Architect-Engineer Contract Administration Support System
- CCASS - Construction Contractor Appraisal Support System
- FAPIIS - Federal Awardee Performance and Integrity Information System
- Logoff

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

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Focal Point / Alternate Focal Point



- Assign User Access
- May Determine Contracts Requiring CPARs
- Registers Contracts
- Educate and Assist Users
- Provide Guidance to Contractors



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Additional User Roles



Assessing Official (AO) – Writes Eval, Reviews Contractor Comments



Contract Data Entry (CDE) – Registers Contract



Contractor Rep (CR) – Provides Comments



Assessing Official Rep (AOR) – Assists AO in Drafting Eval



Reviewing Official (RO) – Resolves Disputes

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Enter Proposed Ratings



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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Enter Proposed Ratings



Assessing Official Examples

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

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

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



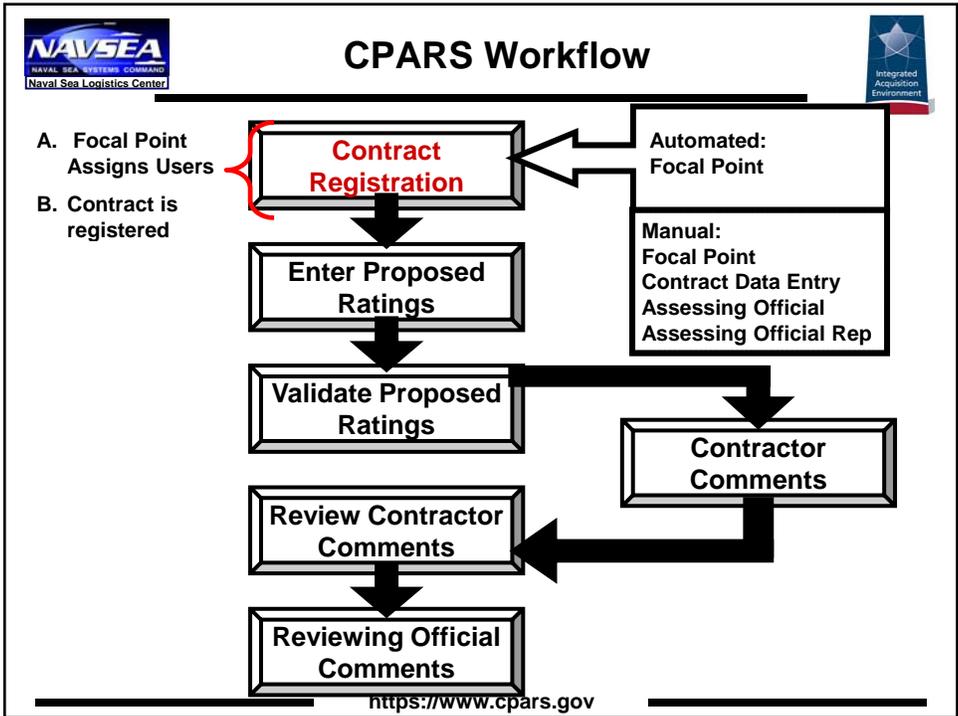
*For Civilian Agencies, generally someone in Contracting.
For DoD, generally someone from Requirements Community.*

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Focal Point			
Assign Users			
Contract Number	Role	Player	E-mail
N4511202C7000	Contract Data Entry	Phil Odendron	p.odendron@navy1.mil
	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
N4511202C8000	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 Roofer	e.roofer@navy3.mil
N4511202C9000	Assessing Official	Mary Givens	m.givens@navy3.mil
	Contractor Rep	Doreen Bunny	d.bunny@acme.com
	Reviewing Official	Maria Lopez	m.lopez@navy6.mil

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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

Primary Method
of Registration

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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.

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Navigating CPARS

ICONS



Mandatory Entry



Help Button



Calendar Button



Lookup Button

Navigation Tab Buttons



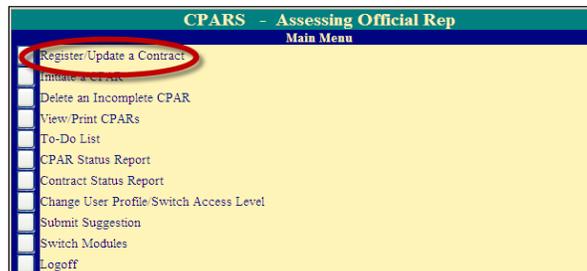
CPARS - Contract Registration
 Contract/Schedule Number: N45112W111111 ? Order Number:
 (Click on a tab below to enter the related information; fields identified with * are required)

Contractor Name/Address Contract Information Misc Information

<https://www.cpars.gov>

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Manual Registration

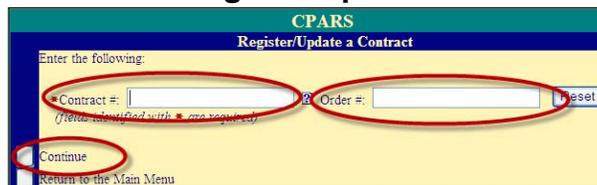


CPARS - Assessing Official Rep
Main Menu

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

Login

1. Select Register/Update a Contract



CPARS
Register/Update a Contract

Enter the following:

*Contract #: Order #: [Reset]

(Fields identified with * are required)

[Continue]

[Return to the Main Menu]

2. Enter Contract Number & Order Number (if applicable) These steps are also used to update contract registration records.

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Manual Registration



CPARS Contract Registration

Enter one of the following:

CAGE Code:

DUNS:

Company Name: Begins with

Continue with Contract Registration

Return to the Main Menu

1. Enter CAGE, DUNS, or Company Name

CPARS - Contract Registration

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

DUNSPlus4	CAGE Code	Company Name	City	State	Country
22222222	CPARS	Marys Major Weapons System	Portsmouth	NH	USA
88888888	CPARS	Southern Corp	NewPort	FL	USA
11111111	CPARS	ZULU INC - EASTERN DIVISION TEST	NEW PORT	RI	USA

Return to the Main Menu

2. Select Company by Clicking on DUNS

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Manual Registration



CPARS - Contract Registration

Contract/Schedule Number: ITALIA12C1025 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 (Division)

Company Name: TEST COMPANY WITH NINE 9'S

Division Name:

Street Address: PRACTICE COMPANY

City, State, Zip Code: PORTSMOUTH NH 03804

Province/Country: USA

CAGE Code: CPAR1

* DUNS+4 Number: 99999999

* PSC:

* NAICS Code:

Validate and Save the Contract Data

Return to the Main Menu

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

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NAVSEA
NAVAL SEA SYSTEMS COMMAND
Naval Sea Logistics Center

Manual Registration



Integrated
Acquisition
Environment

CPARS - Contract Registration

Contract/Schedule Number: ITALIA12C1025 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 Contract Performance *(if other than Contractor Address, 300 character limit)*

Contracting Officer: Phone Number:

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

* Awarded: Effective: * Completion:

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

* Type of Buy:

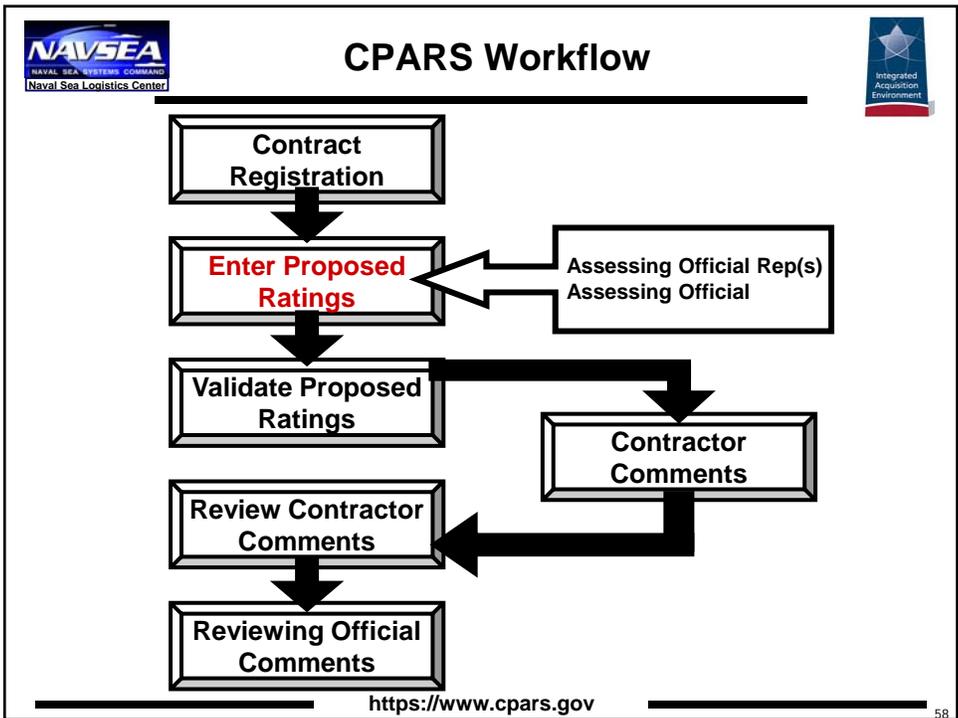
Contract Type: Mixed/Other *(please specify):*

* Organization:

Return to the main menu

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Enter Proposed Ratings

Requirements

- Develop a Comprehensive Contract Effort Description (Block 17)**

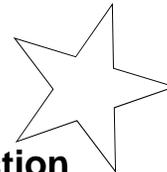


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Contract Effort Description

- **Complete Effort Description Identifying:**
 - Key Technologies
 - Components
 - Subsystem Requirements
 - Complexity of Contract
 - Acronyms
 - Technical Terms
- **Critical to Future Performance Risk Assessment Groups and Source Selection Authorities**
- **Note Scope Changes Since Prior Evaluation**



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Sample Contract Effort Description



Contract Effort Description

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

Sufficient? Yes or No

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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



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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.

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Systems

- **Technical (Quality of Product)**
 - Product Performance
 - System Engineering
 - Software Engineering
 - Logistics Support/ Sustainment
 - Product Assurance
 - Other Technical Performance
- **Schedule**
- **Cost Control**

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Elements Assessed



Systems (Cont.)

- **Management**
 - Management Responsiveness
 - Subcontract Management
 - Program Management & Other Management
- **Small Business Utilization**
- **Other Areas**

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Elements Assessed



Nonsystems

- **Quality of Product or Service**
- **Schedule**
- **Cost Control**
- **Business Relations**
- **Small Business Utilization**
- **Management of Key Personnel**
- **Other Areas**

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Enter Proposed Ratings



Requirements

- ✓ Enter Proposed Ratings & Narratives (Blocks 18 & 20)
 - 24,000 Character Limit
 - Current Ratings
 - Changes from Past Ratings
 - Trends

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Ratings & Narratives



Narratives
are the most important
part of the CPAR!

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Ratings & Narratives



Rating Definitions

Rating	Contract Requirements	Problems	Corrective Actions
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Ratings & Narratives



Rating Definitions

Rating	Contract Requirements	Problems	Corrective Actions
Satisfactory	Meets All	Some Minor	Satisfactory
https://www.cpars.gov			

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Ratings & Narratives



Rating Definitions

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

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Ratings & Narratives



Rating Definitions

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

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Ratings & Narratives



Rating Definitions

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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Ratings & Narratives



Rating Definitions

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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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

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Ratings & Narratives



Narrative Guidelines

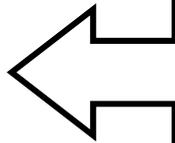
- **Narrative Required for Each Rated Element**
- **Address**
 - Rating Changes From Prior Reports
 - Benefit / Impact to Government
- **Recognize**
 - Risk Inherent in Effort
 - Government's Role in Contractor's Inability to Meet Requirements
- **Indicate Major / Minor Strengths / Weaknesses**

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Narrative Guidelines

- **Consistent with**
 - Program Metrics
 - Ratings
 - Contract Objectives



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

- **Document Problems & Solutions**
- **Contain Non-Personal & Objective Statements**

Elements Assessed

- ✓ Quality
- ✓ Schedule
- ✓ Cost Control
- ✓ Business Relations

Quality of Product or Service

- **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?**



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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

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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



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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.

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Schedule

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



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

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



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.

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Cost Control



- Assess Effectiveness in Forecasting, Managing, Controlling Contract Cost
- Does the Contractor keep within the total estimated cost?
 - Negotiated/Budgeted Costs vs Actuals
- Did the Contractor do anything innovative that resulted in cost savings?
- Were billings current, accurate, and complete?
- Are the Contractor's budgetary internal controls adequate?



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Sample CPAR Narrative



Element Assessed: Cost Control

Cost Control – Rating: Satisfactory

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

Sufficient? Yes or No

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Sample CPAR Narrative



NOT Sufficient

Cost Control – Rating: Satisfactory

The contractor works well on budget 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



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Sufficient

Cost Control – Rating: Satisfactory

The contractor is currently on budget despite some cost allocation issues. 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. The contractor continues to provide required work within the cost ceiling.

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- **Assess Integration and Coordination of All Activity Needed to Execute Contract**
 - Problem Identification
 - Corrective Action Plans
 - Reasonable & Cooperative Behavior
 - Customer Satisfaction
 - Timely Award & Management of Subcontracts



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Sample CPAR Narrative



Element Assessed: Business Relations

Business Relations - 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

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Sample CPAR Narrative



Sufficient



Business Relations - 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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Ratings & Narratives



Utilization of Small Business Rating

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	Noncompliant; Uncooperative	Inaccurate; Untimely	Multiple Significant Problems; Liquidated Damages



Utilization of Small Business



- **Assess Compliance with Small Business Participation Goals**
- **Were small businesses given meaningful, innovative work directly related to the project?**
- **Were Individual Subcontract Reports (ISRs) or Summary Subcontract Reports (SSRs) accurate and timely?**



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Utilization of Small Business

- **Federal Supply Schedule & Multi-Agency Contract**
 - Not Assessed for Individual Orders
- **Single Agency Contract, BPA, BOA**
 - If CPAR is Reported at Delivery/Task Order Level, Not Assessed Unless Required by the Contracting Officer
 - Execution of Subcontract May Be Addressed in Narrative (Block 20)



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Sample 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

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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**



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Sample Service 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.

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Narrative Hints

- **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



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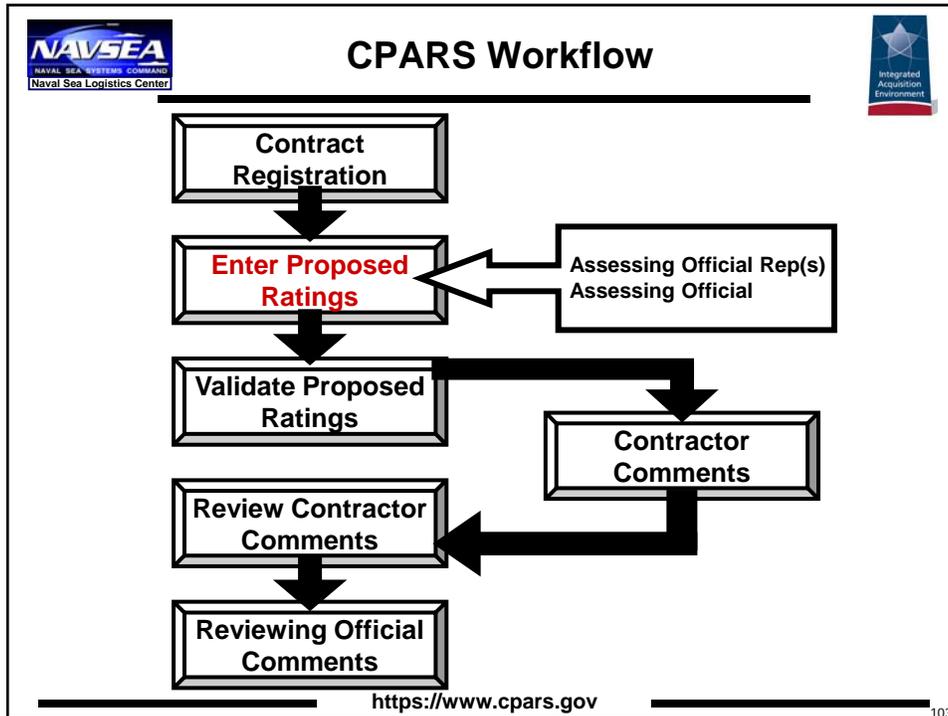
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Ratings & Narratives

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

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Enter Proposed Ratings

Assessing Official Rep Requirements

- Review Admin Info (Blocks 1 – 17)
 - Enter “Report Type” (Block 2) & Period of Performance (Block 3)
- Initiate CPAR and Draft Evaluation (Blocks 18 & 20 Ratings and Narratives)
 - 24,000 Character Limit (approximately 4 pages)
- Save and Notify Another AOR (if applicable)
- Send to Assessing Official

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Enter Proposed Ratings

CPARS - Assessing Official Rep
Main Menu

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

Login

1. Select Initiate a CPAR

CPARS
Initiate a CPAR

Enter the following:

Contract #: Order #:

*(fields identified with * are required)*

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

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Enter Proposed Ratings

CPARS - Nonsystems

Contract/Schedule Number: N4511212C0025 Order Number:

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

Contractor Name/Address | **Contract Information** | **Disc Information** | **Small Business Utilization** | **Ratings** | **Assessor**

2. * Report Type: (Select)

3. * Period of Performance being Assessed: From: To: (mm/dd/yyyy)

4b. * Business Sector-Subsector: Nonsystems - Prof/Tech/Mng Support

5. * Contracting Office:

6. Location of Contract Performance (if other than Contractor Address, 300 character limit)

7a. * Contracting Officer:

7b. * Phone Number:

Contract Dates: (mm/dd/yyyy)

8a. * Awarded: 01/01/2011 8b. Effective: 9. * Completion: 03/31/2013

10. N/A

Dollar Values: (numbers only, do not enter \$.) 11. * Awarded: 1000000 12. Current:

13. * Type of Buy: Competitive

14. * Contract Type: (Select) Mixed/Other (please specify):

* Organization: DOJ/FBI

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Enter Proposed Ratings

CPARS - Nonsystems

Contract/Schedule Number: N4511212C0025 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**

15. Key Subcontractors and Effort Performed: (4000 character limit for each subcontractor effort)

CAGE: Effort:

CAGE: Effort:

CAGE: Effort:

16. * Program Title: (2000 character limit)

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

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Enter Proposed Ratings

CPARS - Nonsystems

Contract/Schedule Number: N4511212C0025 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**

Small Business Utilization

* Does this contract include a subcontracting plan?

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

Save Data

Validate and Send to the Contractor (Receive a copy of the Contractor transmittal letter email)

View/Print the CPAR

Return to the Main Menu

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Enter Proposed Ratings

CPARS - Nonsystems

Contract/Schedule Number: N4511212C0025 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](#)

18. * Evaluate the following Areas: (rate or select N/A for all major areas, a - f)

a. Quality b. Schedule c. Cost Control d. Business Relations e. Management f. Small Business g. Other Areas

a. Quality of Product or Service

Past Rating: N/A Rating: Trend:

20. Assessing Official Narrative (2400 all Assessing Official Narrative fields)

EXCEPTIONAL

VERY GOOD

SATISFACTORY

MARGINAL

UNSATISFACTORY

Save Data
 Validate and Send to the Contractor Receive a copy of the Contractor transmittal letter email
 View/Print the CPAR
 Return to the Main Menu

<https://www.cpars.gov>

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Enter Proposed Ratings

CPARS - Nonsystems

Contract/Schedule Number: N4511212C0025 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](#) | [Rating](#) | [Assessor](#)

19. N/A

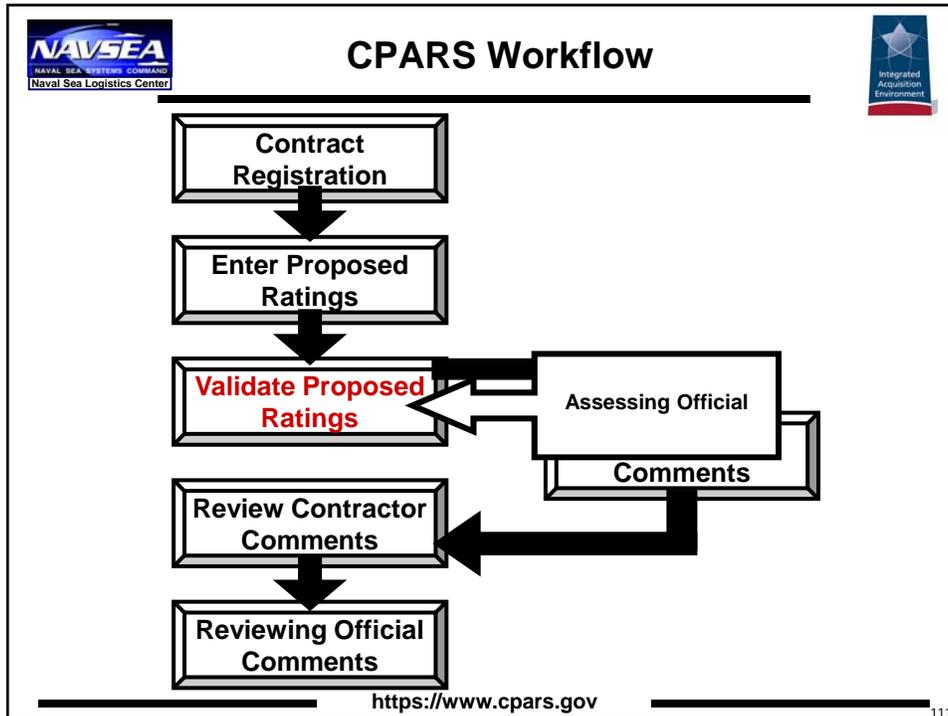
20. Assessing Official Narrative (24000 characters remaining for all Assessing Official Narrative fields)
 (Use this area for narratives covering Other Area ratings or general narratives not directly related to an evaluation area)

* Given what I know today about the Contractor's ability to execute what they promised in their proposal,
 I (recommendation) award to them today given that I had a choice.

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

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Validate Proposed Ratings

Assessing Official Requirements

- Review Admin Info (Blocks 1 – 17)
- Validate Ratings & Narratives (Blocks 18 & 20)
 - Modify Ratings & Narratives (if necessary)
 - Return to AOR for Corrections
 - 24,000 Character Limit (approximately 4 pages)
- Name and Title (Block 21)
- Send to Contractor Rep

Perform Quality Review Prior to Sending

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Validate Proposed Ratings



CPARS - Assessing Official

Main Menu

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

Login

Select To Do List

Select Contract from To Do List

CPARS - To-Do List

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

CONTRACT NUMBER	DUNS	PERIOD OF PERFORMANCE	ACTION REQUIRED	ASSIGNED
[Notes] N4511275C0189	888888888	01/01/2008 - 12/31/2008	Rate, Send to Contractor	06/24/2009

Ⓜ - indicates notes have been entered

Return to the Main Menu

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Validate Proposed Ratings



CPARS - Nonsystems

Contract/Schedule Number: ITALIA12C1000 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](#)
[Rating](#)
[Assessor](#)

19. N/A

20. Assessing Official Narrative (24000 characters remaining for all Assessing Official Narrative fields)
(Use this area for narratives covering Other Area ratings or general narratives not directly related to an evaluation area)

* Given what I know today about the Contractor's ability to execute what they promised in their proposal, I (recommendation) award to them today given that I had a choice.

21. Name and Title of Assessing Official

Name:

Title:

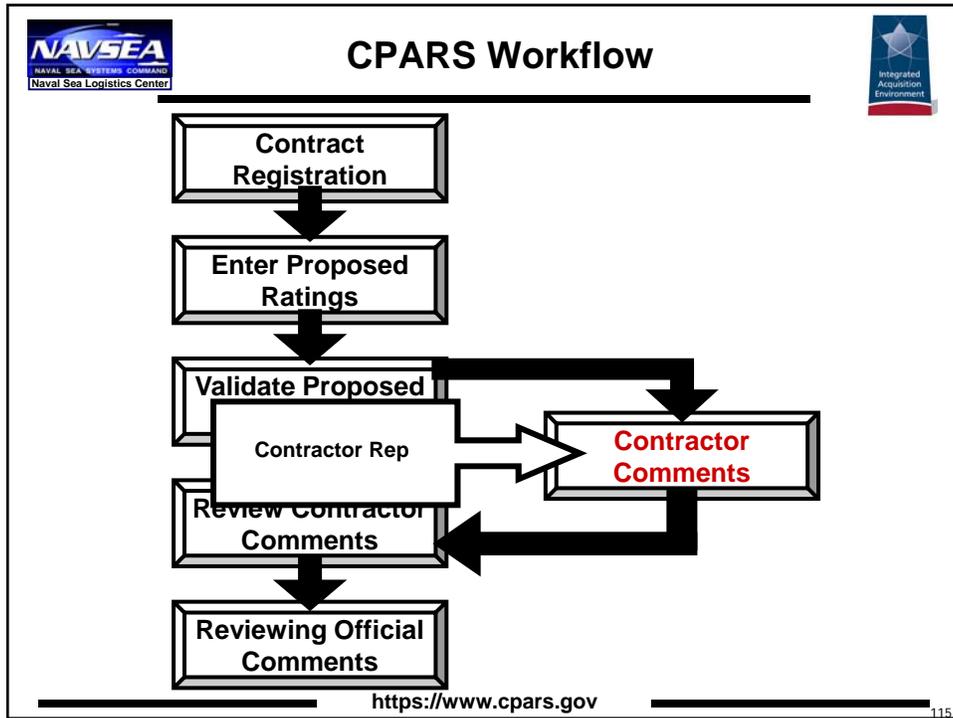
Organization:

Phone Number: Fax Number:

Email:

- Save Data
- Return to the Assessing Official Representative
- Validate and Send to the Contractor (Receive a copy of the Contractor transmittal letter email)
- View/Print the CPAR
- Return to the Main Menu

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Contractor Comments

Requirements

- 30 Calendar Days to Respond**
 - System Generated Weekly Email Notifications
- 7 Calendar Days to Request Meeting to Discuss CPAR**
- Review Admin Info (Blocks 1-17) , Ratings and Narratives**
- Provide Clear and Concise Responses (Block 22)**
 - 24,000 Character Limit (approximately 4 pages)
- Provide Concurrence / Non-Concurrence, Name & Title (Block 23)**
- Send to Assessing Official**

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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 30 Calendar Days



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Contractor Comments

Login

CPARS - Contractor Rep
Main Menu

- View/Print CPARs
- To-Do List
- CPAR Status Report
- Contract Status Report
- Change User Profile
- 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.)

CONTRACT NUMBER	DUNS	PERIOD OF PERFORMANCE	ACTION REQUIRED	ASSIGNED
N4511275C0182	888888888	01/01/2008 - 12/31/2008	Input Comments	06/24/2009

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Contractor Comments



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Acquisition
Environment

CPARS - Nonsystems

Contract/Schedule Number: N4511214C0068 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

18. Evaluate the following Areas: ? (please review areas marked by ?)

a. Quality ? b. Schedule ? c. Cost Control d. Business Relations e. Management f. Small Business g. Other Areas

a. Quality of Product or Service ?

Past Rating: N/A Rating: Exceptional Trend: N/A

20. Assessing Official Narrative

Each area assessment must be based on objective data that will be provided in Block 20. Facts to support specific areas of evaluation must be requested from the contracting officer and other government specialists familiar with the Contractor's performance on the contract under review. Such specialists may, for example include the Contracting Officer's Representative (COR) for the program and may also, be from engineering, manufacturing, quality, logistics (including provisioning), contract administration services, maintenance, security, etc.

22. Contractor Representative Comments (24000 characters remaining for all Contractor Comment fields)

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Contractor Comments



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CPARS - Nonsystems

Contract/Schedule Number: N4511214C0068 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

22. Contractor Representative Comments ? (23958 characters remaining for all Contractor Representative Comment fields)
(Use this area for comments covering Other Area ratings or general comments not directly related to an evaluation area)

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

* Concurrence
 (Select Concurrence)

23. Name and Title of Contractor Representative ?

* Name:

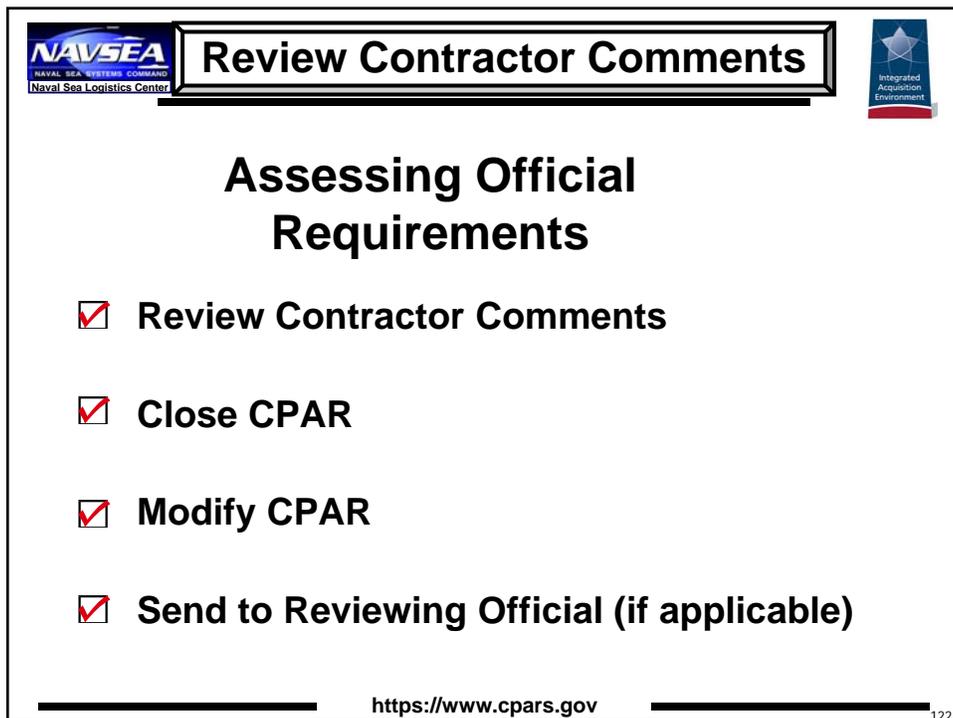
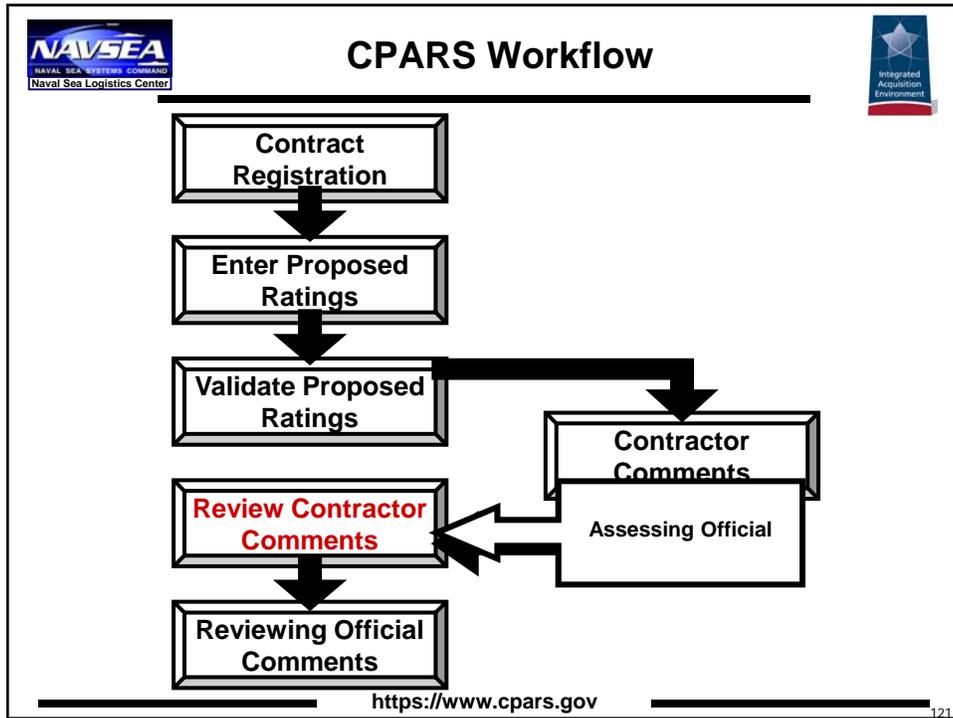
* Title:

Phone Number: Fax Number:

Email:

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Review Contractor Comments

Workflow
Note



If the Contractor fails to respond to the CPAR within 30 calendar days, the Assessing Official has the option to pull back the CPAR and close it.

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Review Contractor Comments

Login

CPARS - Assessing Official
Main Menu

- Register/Update a Contract
- Initiate a CPAR
- Delete an Incomplete CPAR
- View/Print CPARs
- To-Do List
- CPAR Status Report
- Contract 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.)

CONTRACT NUMBER	DUNS	PERIOD OF PERFORMANCE	ACTION REQUIRED	ASSIGNED
[Notes] N4511275C0189	888888888	01/01/2008 - 12/31/2008	Finalize Ratings	06/24/2009

Ⓜ - indicates notes have been entered

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Review Contractor Comments



Integrated
Acquisition
Environment

CPARS - Nonsystems

Contract/Schedule Number: N4511214C0068 Order Number:
(Click on a tab below to view the related information)

[Contractor Name/Address](#) | [Contract Information](#) | [Misc Information](#) | [Small Business Utilization](#) | [Ratings](#) | [Assessment](#) | [Contractor Rep](#)

22. Contractor Representative Comments

Contractor Concur. AO may close, modify, or send to RO.

Concurrence:
 I concur with this assessment.

23. Name and Title of Contractor Representative
 Name: JOHN DOE
 Title: PRESIDENT
 Phone Number: 555-555-5555 Fax Number: 555-555-5556
 Email: john.doe@acme.com
 Date: 05/19/2011

Accept the Ratings and Send to the Reviewing Office
 Accept the Ratings and Close the CPAR
 Modify the Ratings
 Return to the Reviewing Office

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Naval Sea Logistics Center

Review Contractor Comments



Integrated
Acquisition
Environment

CPARS - Nonsystems

Contract/Schedule Number: N4511214C0068 Order Number:
(Click on a tab below to view the related information)

[Contractor Name/Address](#) | [Contract Information](#) | [Misc Information](#) | [Small Business Utilization](#) | [Ratings](#) | [Assessment](#) | [Contractor Rep](#)

22. Contractor Representative Comments

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

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

23. Name and Title of Contractor Representative
 Name: JOHN DOE
 Title: PRESIDENT
 Phone Number: 555-555-5555 Fax Number: 555-555-5556
 Email: john.doe@acme.com
 Date: 05/19/2011

Accept the Ratings and Send to the Reviewing Office
 Modify the Ratings
 Return to the Reviewing Office

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Naval Sea Logistics Center

Modify Ratings



Integrated
Acquisition
Environment

CPARS - Nonsystems

Contract/Schedule Number: N4511214C0068 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 Utilizat](#) |
 [Modified Ratings](#) |
 [Original Ratings](#) |
 [Assessor](#) |
 [Contractor Rep](#)

18. * Evaluate the following Areas: (rate or select N/A for all major areas, a-f)

a. Quality b. Schedule c. Cost Control d. Business Relations e. Management f. Small Business g. Other Areas

a. Quality of Product or Service

Past Rating: N/A Rating: **EXCEPTIONAL** Trend: N/A

20. Assessing Official Narrative (2348 characters remaining for all Assessing Official Narrative fields)

Each area assessment must be based on objective data that will be provided in Block 20. Facts to support specific areas of evaluation must be requested from the contracting officer and other government specialists familiar with the Contractor's performance on the contract under review. Such specialists may, for example include the Contracting Officer's Representative (COR) for the program and may also, be from engineering, manufacturing, quality, logistics (including provisioning), contract administration services, maintenance, security, etc.

22. Contractor Representative Comments

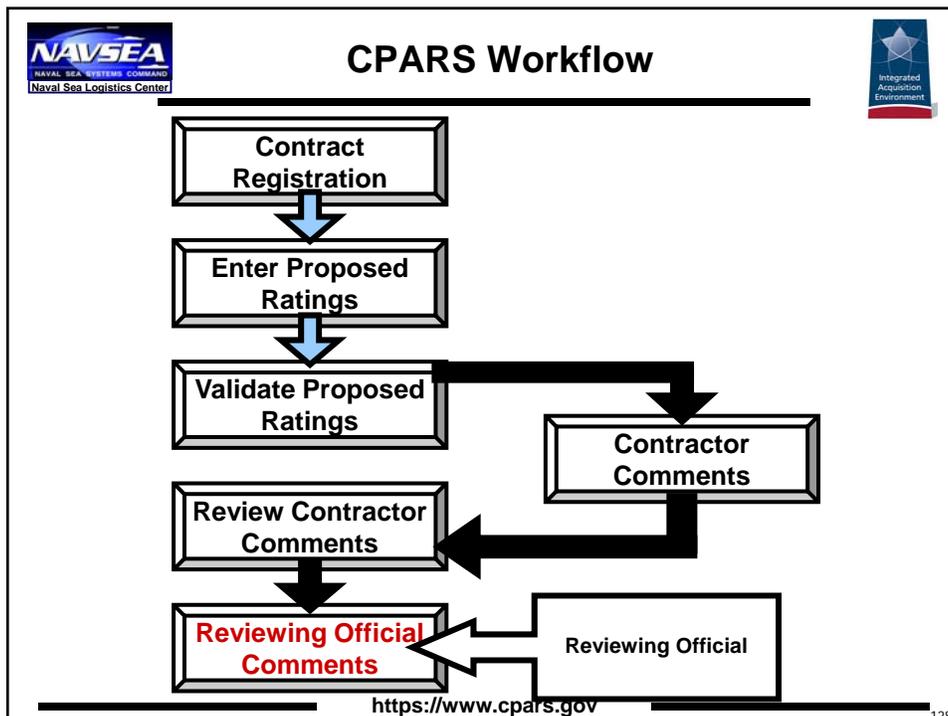
WE DISAGREE WITH THE GOVERNMENT'S RATINGS.

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

Save Draft Validate and Send to the Reviewing Official View/Print the CR/RC Return to the Main Menu

<https://www.cpars.gov>

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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.

<https://www.cpars.gov>

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Reviewing Official Comments

Requirements

- Review CPAR
 - Blocks 1-23 (read only format)
- May Return to AO for Correction
- Input Comments (Block 24)
 - Acknowledge Discrepancies Between Government Ratings / Narratives and Contractor Comments
 - 16,000 Character Limit (approximately 3 pages)
- Name and Title (Block 25)
- Close CPAR

Government
Only!

<https://www.cpars.gov>

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Reviewing Official Comments



CPARS - Reviewing Official
 Main Menu

- View/Print CPARs
- To-Do List**
- CPARS Status Report
- Contract Status Report
- Change User Profile/Switch Access Level
- Submit Suggestion
- Switch Modules
- Logoff

CPARS - To-Do List
 (Select a Contract Number below to complete the action required.)

CONTRACT NUMBER	DUNS	PERIOD OF PERFORMANCE	ACTION REQUIRED	ASSIGNED
[Notes] N4511275C0189	888888888	01/01/2008 - 12/31/2008	Input Comments, Close CPAR	06/24/2009

Ⓞ - indicates notes have been entered

<https://www.cpars.gov>

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



Reviewing Official Comments



CPARS - Nonsystems

Contract/Schedule Number: N4511214C0068 Order Number: [redacted]
 (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

24. * Reviewing Official Comments (16000 character limit)

25. Name and Title of Reviewing Official

* Name:

* Title:

* Organization:

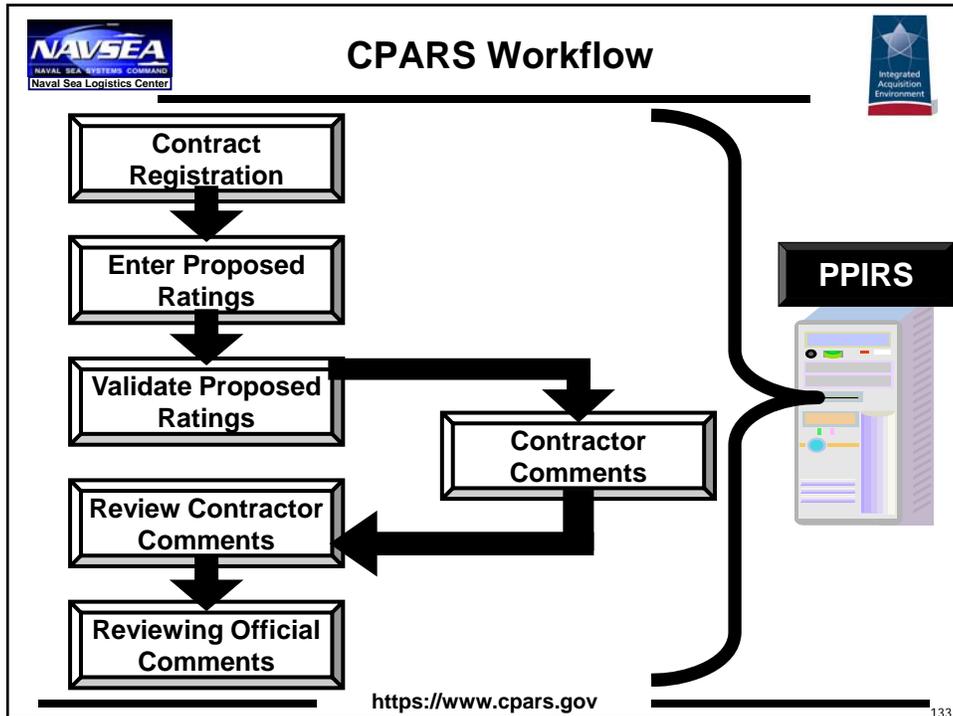
Phone Number: Fax Number:

Email:

-
-
-

<https://www.cpars.gov>

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- 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 Overdue/Review Period Expired (Assessing Official)
 - Evaluation Complete (Contractor)
 - Access Assignment (All Roles)
-
- <https://www.cpars.gov>
- 134



Additional Roles



- **Department Point of Contact -**
CPARS Configuration 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>

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Configuration 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>

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NAVSEA
NAVAL SEA SYSTEMS COMMAND
Naval Sea Logistics Center

Reports



- **Keep Qualifiers / Parameters Simple**
- **Use Reports to Monitor Process**
 - CPAR Status
 - Contract Status
- **User List**
- **Activity Log**
- **Spreadsheet**



**New! List of Users
on Contract
Status Report**

<https://www.cpars.gov>



NAVSEA
NAVAL SEA SYSTEMS COMMAND
Naval Sea Logistics Center

CPAR Status Report



- Register/Update a Contract
- Delete a Registered Contract
- View/Print CPARs
- To-Do List
- Access Authorization
- Auto Register Contracts
- CPAR Status Report**
- Contract Status Report
- Ratings Metrics Report
- Processing Times Report
- Change User Profile
- Submit Suggestion
- Switch Modules
- Logoff

CPARS - CPAR Status Parameters

Data Options	Report Options
<input type="radio"/> Include All <input checked="" type="radio"/> Limit Data Status: <input type="checkbox"/> Registered <input type="checkbox"/> Initiated <input type="checkbox"/> Drafted <input type="checkbox"/> Rated <input type="checkbox"/> Reviewed <input type="checkbox"/> Finalized <input type="checkbox"/> Completed Form Type: <input type="checkbox"/> Nonsystems <input type="checkbox"/> Systems CPAR Phase: <input type="checkbox"/> Interim <input type="checkbox"/> Final <input type="checkbox"/> Addendum Organization: ALL Contract Activity: <input type="text"/> <input type="button" value="Add"/> (1st six positions of the Contract Number) Selected Activity(s): <input type="text" value="(None Selected)"/> <input type="button" value="Remove"/> <input type="button" value="Remove All"/> Contract Number: <input type="text"/>	<input type="radio"/> Counts (options display when selected) <input checked="" type="radio"/> List of CPARS Data Columns to Include: <input type="checkbox"/> CPAR Phase <input type="checkbox"/> Organization <input type="checkbox"/> Form Type <input type="checkbox"/> Current Value <input type="checkbox"/> Award Value <input type="checkbox"/> Company Name <input type="checkbox"/> Focal Point <input type="checkbox"/> DUNS <input type="checkbox"/> CAGE Code <input type="checkbox"/> Update Date <input type="checkbox"/> Due Date <input type="checkbox"/> Assessor Date <input type="checkbox"/> Assessor Office <input type="checkbox"/> CPAR Closed Date <input type="checkbox"/> Contractor Due Date Sort by: (1) <input type="text" value="Contract Number"/> (2) <input type="text" value="Period of Performance"/> (3) <input type="text" value="(None)"/>
<input checked="" type="button" value="Run Report"/> <input type="button" value="Return to the Main Menu"/>	

<https://www.cpars.gov>



CPAR Status Report



CPAR Status Report - 05/19/2011

DATA: FORM TYPE: Nonsystems; Systems; CPAR PHASE: Interim; Final; Addendum; SORTED BY: Contract Number; Period of Performance;

(Click on a column name to re-sort the report.)

Viewed	Contract Number	Period of Performance Being Assessed	Current Status #	User List	Activity Log
	N4511214C0001	01/01/2010 - 01/01/2011	Completed	[Users]	[Log]
	N4511214C0001ABCDEFGHIJKL N4511214C0002ABCDEFGHIJKL	01/01/2010 - 12/31/2010	Completed	[Users]	[Log]
	N4511214C0002	01/01/2010 - 01/01/2011	Completed	[Users]	[Log]
[Notes]	N4511214C0002ABCDEFGHIJKL N4511214C0002ABCDEFGHIJKL -		Registered	[Users]	[Log]
[Notes]	N4511214C0003ABCDEFGHIJKL N4511214C0002ABCDEFGHIJKL	01/01/2009 - 12/31/2009	Finalized	[Users]	[Log]
	N4511214C0004ABCDEFGHIJKL N4511214C0002ABCDEFGHIJKL	01/01/2010 - 12/31/2010	Rated(OD)	[Users]	[Log]
	N4511214C0005	01/01/2010 - 01/01/2011	Completed	[Users]	[Log]
	N4511214C0006	01/01/2010 - 01/01/2011	Completed	[Users]	[Log]
[Notes]	N4511214C0009	01/01/2010 - 06/01/2010	Drafted	[Users]	[Log]
	N4511214C0009	01/01/2010 - 12/31/2010	Completed	[Users]	[Log]
	N4511214C0010	01/01/2010 - 01/01/2011	Completed	[Users]	[Log]
	N4511214C0011	01/01/2000 - 12/31/2000	Completed	[Users]	[Log]
	N4511214C0011	01/01/2001 - 12/31/2001	Completed	[Users]	[Log]
	N4511214C0011	1/2002 - 12/31/2002	Completed	[Users]	[Log]

*** STATUS**

Registered:The contract is registered, no CPARs have been initiated.

Initiated:CPAR initiated, waiting for Assessing Official Rep to send to Assessing Official.

Drafted:CPAR 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 CPAR has been completed.

<https://www.cpars.gov>

View access list View actions taken



Contract Status Report



- Register/Update a Contract
- Delete a Registered Contract
- View/Print CPARs
- To-Do List
- Access Authorization
- Auto Register Contracts
- CPAR Status Report
- Ratings Metrics Report
- Processing Times Report
- Change User Profile
- Submit Suggestion
- Switch Modules
- Logoff

CPARS - Contract Status Parameters

Data Options

Include All

Limit Data

Form Type: Nonsystems
 Systems

Status: Current
 Due
 Overdue
 Final

Organization: ALL

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

Selected Activity(s): (None Selected)
Remove Remove All

Contract Number:

Report Options

Counts (options display when selected)

List of Users

List of Contracts

Data Columns to Include:

Award Date Completion Date
 Form Type Effective Date
 Award Value Current Value
 Focal Point Organization
 CAGE Code DUNS
 Last CPAR Dates Company Name
 Assessor Office Registration Status

Sort by: (1) Contract Number
(2) (None)
(3) (None)

<https://www.cpars.gov>

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Contract Status Report

Contract Status Report - 01/11/2012						
DATA: ALL; SORTED BY: Contract Number;						[Spreadsheet]
<i>(Click on a column name to re-sort the report.)</i>						
Viewed	Contract Number	Status *	Due Date	Contract Award Date	Focal Point	Award Value
	N4511209C9999	OVERDUE	01/28/2011	10/01/2008	DOREEN TESTER7	\$50,000,000
	N4511211C0001	OVERDUE	06/30/2011	01/01/2010	DOREEN TESTER7	\$500,000,000
	N4511211C0002	DUE	04/30/2012	01/01/2011	DOREEN TESTER7	\$1,000,000
	N4511275G0001	OVERDUE	04/30/2008	01/01/2007	DOREEN TESTER7	\$1,000,000
	N4511299C1234	OVERDUE	04/29/2009	01/01/2007	DOREEN TESTER7	\$500,000,000

Count: 5

x- indicates the record has been selected for viewing

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

<https://www.cpars.gov>

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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**

Login

Critical to CPARS
Automated Workflow

<https://www.cpars.gov>

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User Profile Menu

CPARS - Assessing Official
Main Menu

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

CPARS Practice
User Profile Menu

Access Level:

- Change User Information
- Change User Preferences
- Change Login Password
- Return to the Main Menu

<https://www.cpars.gov>

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Switch Modules

CPARS - Assessing Official
Main Menu

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

Module Selection Menu

Select a Module:

- CPARS - Contractor Performance Assessment Reporting System
- ACASS - Architect-Engineer Contract Administration Support System
- CCASS - Construction Contractor Appraisal Support System
- FAPIIS - Federal Awardee Performance and Integrity Information System
- Logoff

<https://www.cpars.gov>

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Helpful Hints

Prior to Performance Period

- **Be Up Front**
 - Identify Expectations
 - Discuss Areas to be Evaluated
- **Provide CPARS Guides 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!

<https://www.cpars.gov>

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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



<https://www.cpars.gov>

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Helpful Hints

After Performance Period

- Provide Contractor Draft Evaluation
- Contractor May Provide Self Assessment
- Take Time to Acknowledge Contractor Concerns
 - Face to Face Meetings
 - Extend 30 Calendar Day Comment Period if Necessary
- Document File if no Contractor Comments Received
 - Transmittal Letter Email
 - Phone Conversation
 - Efforts to Contact Contractor

<https://www.cpars.gov>

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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



<https://www.cpars.gov>

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Characteristics of a Win-Win CPAR

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



<https://www.cpars.gov>

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Federal Awardee Performance & Integrity Information System (FAPIS)

- **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>

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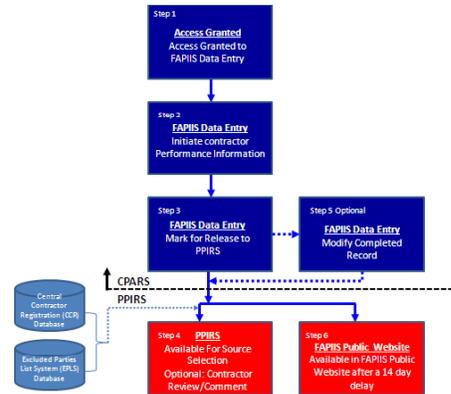
Retrieve FAPIIS Records

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)
- CCR and EPLS Information Available



<https://www.cpars.gov>

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PPIRS



PPIRS
PAST PERFORMANCE
INFORMATION RETRIEVAL SYSTEM

<https://www.ppirs.gov>

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PPIRS



Federal Repository for Completed Assessments

- **Contractor Performance Assessment Reporting System (CPARS)**
 - Architect – Engineer Contract Administration Support System (ACASS)
 - Construction Contractor Appraisal Support System (CCASS)

<https://www.ppirs.gov>

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PPIRS



Access

- **Government**
 - Go to www.ppirs.gov & Select “PPIRS System Logon”
 - Create an Account
 - Provide Justification for Access
 - Join Your “Group”
- **Contractor**
 - Controlled through Central Contractor Registration (CCR) Process
 - Identify a Marketing Partner Identification Number (MPIN)
 - Visit www.ccr.gov for More Information
 - DUNS and MPIN Become User ID and Password for PPIRS
 - View Completed Evaluations at www.ppirs.gov
 - Select “PPIRS System Logon”

www.ppirs.gov

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PIRS



[Logout](#)

[Account Menu Items](#)

[Modify Account](#)

[Request Membership](#)

[Report Menu Items](#)

[Assessment Reports](#)

[Group Memberships](#)

[Pending Group Memberships](#)

[View Groups](#)

[Help](#)

[Feedback](#)

Instructions:

- Enter one or more of the following qualifiers.
- 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: mmm/dd/yyyy

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

Agency:

Select one item from the Business Sector or Subsector list.

Business Sector:

Business Subsector: Include null Business Subsectors

Enter Contractor Name, CAGE Code, DUNSPlus4 or Taxpayer Identification Number (TIN).

Contractor Name:

CAGE Code:

DUNSPlus4:

TIN:

Enter either the FSC, SIC or NAICS.

FSC: Include null FSCs

SIC: Include null SICs

NAICS: 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) (2)

<https://www.ppirs.gov>



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)
 - Sources
 - Relative Importance

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

- **PIRS**
 - Contains Contractor Comments
 - No Need to Re-Address Adverse PPI
 - Rely if Believe PPI is Valid
 - Contractor Ensures Accuracy

<https://www.ppirs.gov>



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>)**
 - Click on CPARS Link
 - FAQ
 - Policy Guidance
 - Quality Checklist
 - User Manual
 - Training Information



*Contractor Performance Assessment
Reporting System (CPARS)*

CPARS - ACASS - CCASS

Naval Sea Logistics Center Detachment Portsmouth



Next Steps



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



<https://www.cpars.gov>

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Why Evaluate Contractor Performance?



<https://www.cpars.gov>

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Μετεια
ευχαριστία
danke
obrigado
спасибо

THANK YOU

Grazie
ありがとうございます。
tesekkür ederim
Gracias
Merci

<https://www.cpars.gov>

Focal Point Session

<https://www.cpars.gov>

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Focal Point Session Agenda

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



<https://www.cpars.gov>

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User Profile: Select Organization

CPARS
User Information
(fields identified with * are required)

* User Name: JOHN DOE
 * Email Address: jdoe@usa.gov
 * Title: Focal Point

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

Select Organization(s): (Select Organization)

* Selected Organization(s): ANG

* Citizenship: UNITED STATES
 * Street Address: 111 Maple Street
 * City, State, Zip: Portsmouth, NH 03801
 * Commercial Phone #: 555-555-5555
 FAX #:

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.**

<https://www.cpars.gov>

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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**

Primary Method
of Registration

<https://www.cpars.gov>

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Contract Registration (Automated)



Weekly Email Notifications

- Contracts Auto Registered With No Users Assigned
- Users Assigned to Contract Which Has Not Been Registered

Helpful Hint: Auto register contracts and assign users concurrently.

<https://www.cpars.gov>

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Contract Registration (Automated)



- Register/Update a Contract
- Delete a Registered Contract
- View/Print CPARS
- To-Do List
- Access Authorization
- Auto Register Contracts
- CPAR Status Report
- Contract Status Report
- Ratings Metrics Report
- Processing Times Report
- Change User Profile
- Submit Suggestion
- Switch Modules
- Logoff

CPARS
Auto Register Contracts

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:

Run Report

Return to the Main Menu

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

<https://www.cpars.gov>

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Contract Registration (Automated)

CPARS - 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: (Select an Organization) **1**

CONTRACT NUMBER	SELECT	CONTRACT OFFICE CODE	CONTRACT OFFICE	DOLLAR VALUE	AWARD DATE	COMPLETION DATE	AVAILABLE DATE
view DP123411C0002	<input checked="" type="checkbox"/> 2	DP1234	NSLC CONTRACTING CENTER	\$150,000	01/01/2011	01/01/2020	09/26/2011
view DP123411C0012	<input type="checkbox"/>	DP1234	NSLC CONTRACTING CENTER	\$150,000	01/01/2011	01/01/2020	09/26/2011
view DP123411C0014	<input type="checkbox"/>	DP1234	NSLC CONTRACTING CENTER	\$150,000	01/01/2011	01/01/2020	09/26/2011
view DP123411C0016	<input type="checkbox"/>	DP1234	NSLC CONTRACTING CENTER	\$150,000	01/01/2011	01/01/2020	09/26/2011
view DP123411C0018	<input type="checkbox"/>	DP1234	NSLC CONTRACTING CENTER	\$150,000	01/01/2011	01/01/2020	09/26/2011
view DP123411C0020	<input type="checkbox"/>	DP1234	NSLC CONTRACTING CENTER	\$150,000	01/01/2011	01/01/2020	09/26/2011
view DP123411C0022	<input type="checkbox"/>	DP1234	NSLC CONTRACTING CENTER	\$150,000	01/01/2011	01/01/2020	09/26/2011
view DP123411C0024	<input type="checkbox"/>	DP1234	NSLC CONTRACTING CENTER	\$150,000	01/01/2011	01/01/2020	09/26/2011
view DP123411C0026	<input type="checkbox"/>	DP1234	NSLC CONTRACTING CENTER	\$150,000	01/01/2011	01/01/2020	09/26/2011
view DP123412C3876	<input type="checkbox"/>	DP1234	NSLC CONTRACTING CENTER	\$1,000,000	01/01/2011	01/01/2020	10/07/2011

3

- Register Selected Contracts
- 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>

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User Access Matrix

- **Determine Process Participants**
 - Names
 - Email Addresses
- **Minimum Required Roles**
 - Assessing Official
 - Contractor Representative
 - Reviewing Official (If Contentious)
- **Optional Roles**
 - Contract Data Entry (If Manual Registration)
 - 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>

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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!

Login

<https://www.cpars.gov>

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Access Assignment

CPARS - Focal Point

Main Menu

- Register/Update a Contract
- Delete a Registered Contract
- View/Print CPARs
- To-Do List
- Access Authorization**
- Auto Register Contracts
- CPAR Status Report
- Contract Status Report
- Ratings Metrics Report
- Processing Times Report
- Change User Profile
- Submit Suggestion
- Switch Modules
- Logoff

CPARS

Access Authorization Menu

- 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>

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Access Assignment



CPARS - Create New User Access

1. Enter New Contract(s): Order:

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

Remove
Remove All

2. Select User Role: (Select User Role) ▼

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

or Select Existing User: Search Delete

4. Add User: Add User

	User Role	User Name	User Email	User ID	Contracts	User Type
<input type="checkbox"/>	Create User Access Matrix					
<input type="checkbox"/>	Clear All Data					
<input type="checkbox"/>	Return to the Access Authorization Menu					
<input type="checkbox"/>	Return to the Main Menu					

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Access Assignment



CPARS Practice - User Access Authorization Matrix

X

Users authorized for the following users and associated contracts.
 A generated email has been sent informing users of their User ID, responsibilities and resources, and providing instructions on how to acquire a temporary password, if applicable.

User Role	User Name	User Email	User ID	Status*	Contracts	User Type
Contract Data Entry	DOUGIE POWERS, M.D.	dougie.powersmd@doctorevil.org	DPOWE	Authorized	N45112INCORRECT DONOTDO	New
Assessing Official Rep	PARKER, PETER	peter.parker@navy1.mil	PPETE	Authorized	N45112INCORRECT DONOTDO	New
Assessing Official	BWAYNE	bruce.wayne@navy1.mil		Failed generating User ID password	N45112INCORRECT DONOTDO	New
Contractor Rep	SUPERMAN INDUSTRIES	supermanindustry@supermancorp.com	SINDU	Authorized	N45112INCORRECT DONOTDO	New
Reviewing Official	CAPT AMERICA	john.america@navy1.mil	CAMER	Authorized	N45112INCORRECT DONOTDO	New

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

What to do:

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

✓

Users authorized for the following users and associated contracts.
 A generated email has been sent informing users of their User ID, responsibilities and resources, and providing instructions on how to acquire a temporary password, if applicable.

User Role	User Name	User Email	User ID	Status*	Contracts	User Type
Contract Data Entry	DOUGIE POWERS	dougie.powersmd@doctorevil.org	DPOWER	Authorized	N45112CORRECT	New
Assessing Official Rep	PETER PARKER	peter.parker@navy1.mil	PPARK	Authorized	N45112CORRECT	New
Assessing Official	BRUCE WAYNE	bruce.wayne@navy1.mil	BWAYN	Authorized	N45112CORRECT	New
Contractor Rep	CLARK KENT	clark.kent@supermancorp.com	CKENT	Authorized	N45112CORRECT	New
Reviewing Official	JOHN AMERICA	john.america@navy1.mil	JAMER	Authorized	N45112CORRECT	New

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

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Modifying Access

- **Access Authorization**

- Modify Existing User Access

Login

- **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

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

- **Modify by User**

- List of All User's Contracts
- Change User's Role on Contract(s)
- Remove User From Contract(s)
- Delete User

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

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Modifying Access

CPARS - Focal Point

Main Menu

- Register/Update a Contract
- Delete a Registered Contract
- View/Print CPARs
- To-Do List
- Access Authorization**
- Auto Register Contracts
- CPAR Status Report
- Contract Status Report
- Ratings Metrics Report
- Processing Times Report
- Change User Profile
- Submit Suggestion
- Switch Modules
- Logoff

CPARS

Access Authorization Menu

- 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>

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Modifying Access

CPARS - Modify Existing User Access

Select a Contract: N4511275C0189
or User: (Select User)

Users Authorized by You:

User Name	User ID	User Role	Contracts	Remove Access	Actions			
BOB WHITE	BWHITE	Contract Data Entry	N4511275C0189	<input type="checkbox"/>	[Reset Password]	[Modify Access]	[Change Profile]	[Delete User]
JANE DOE	JADOE	Assessing Official	N4511275C0189	<input type="checkbox"/>	[Reset Password]	[Modify Access]	[Change Profile]	[Delete User]
JOHN HOWE	JHOWE	Reviewing Official	N4511275C0189	<input checked="" type="checkbox"/>	[Reset Password]	[Modify Access]	[Change Profile]	[Delete User]
MARK SMITH	MSMIT	Contractor Rep	N4511275C0189	<input type="checkbox"/>	[Reset Password]	[Modify Access]	[Change Profile]	[Delete User]
MARY DEAN	MDEAN	Assessing Official Rep	N4511275C0189	<input type="checkbox"/>	[Reset Password]	[Modify Access]	[Change Profile]	[Delete User]



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Modifying Access

CPARS - Modify Existing User Access

Select a Contract: (Select Contract)
or User: BOB WHITE

Users Authorized by You:

User Name	User ID	User Role	Contracts	Remove Access	Actions			
BOB WHITE	BWHITE	Contract Data Entry	N4511275C0189	<input type="checkbox"/>	[Reset Password]	[Modify Access]	[Change Profile]	[Delete User]

Confirm Password Change

User ID: BWHIT
 Name: BOB WHITE
 New Password: DF(xu9s4AU^xj;
 Organization: Navy
 Address: PO Box 2058
 City/State/Zip: Portsmouth, NH 03804
 Email: bwwhite@usnavy.com
 Commercial Voice: 555-555-5555
 FAX:

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Modifying Access



CPARS - Modify Existing User Access

Select a Contract: (Select Contract)
 or User: BOB WHITE
View Access

Users Authorized by You:

User Name	User ID	User Role	Contracts	Remove Access	Actions
BOB WHITE	BWHITE	Contract Data Entry	N4511275C0189	<input type="checkbox"/>	[Reset Password] [Modify Access] [Change Profile] [Delete User]

Return to the Access Authorization Menu
Return to the Main Menu

CPARS - Modify Existing User Access

User Name:
 User ID: BWHITE
 Current User Role: Contract Data Entry

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

Current Contract(s): N4511275C0189	Selected Contract(s):
---------------------------------------	-----------------------

Add >>
Add All >>

<< Remove
<< Remove All

2. Select the user's new role.

New User Role: Contract Data Entry

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

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Modifying Access



CPARS - Modify Existing User Access

Select a Contract: (Select Contract)
 or User: TOM BRADY (TBRADY)
View Access

Users Authorized by You:

User Name	User ID	User Role	Contracts	Remove Access	Actions
TOM BRADY	TBRADY	Assessing Official	ITALIA12C1009	<input type="checkbox"/>	[Reset Password] [Modify Access] [Change Profile] [Delete User]
			ITALIA12C1010	<input type="checkbox"/>	

Return to the Access Authorization Menu
Return to the Main Menu

Confirm User Profile Change

(Fields identified with * are required)

User ID: TBRADY

* Name:

Organization:

Title:

Address:

City-State-Zip:

* Email Address:

Commercial Voice:

FAX:

Print
OK
Cancel

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Modifying Access



CPARS - Modify Existing User Access

Select a Contract: (Select Contract)
 or User: TOM BRADY (TBRADY)
View Access

Users Authorized by You:

User Name	User ID	User Role	Contracts	Remove Access	Actions
TOM BRADY	TBRADY	Assessing Official	ITALIA12C1009	<input type="checkbox"/>	[Reset Password] [Modify Access] [Change Profile] [Delete User]
			ITALIA12C1010	<input type="checkbox"/>	

Return to the Access Authorization Menu

Return to the Main Menu

CPARS - Delete User

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
TEST ROUSER	TROUS	(None Assigned)	Reviewing Official

Confirm Delete User

CPARS - Delete User

The user has the following CPARS access:

User Name	User ID	Contract	User Role
TOM BRADY	TBRADY	ITALIA12C1009	Assessing Official
TOM BRADY	TBRADY	ITALIA12C1010	Assessing Official

Remove User Access from CPARS

Warning if user has access to more than one module

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Account Maintenance



- **Access Authorization**
 - Modify Existing User Access Login
- **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

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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 changes jobs or retires.

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Access Transfers

CPARS - Focal Point
Main Menu

- Register/Update a Contract
- Delete a Registered Contract
- View/Print CPARS
- To-Do List
- Access Authorization
- Auto Register Contracts
- CPAR Status Report
- Contract Status Report
- Ratings Metrics Report
- Processing Times Report
- Change User Profile
- Submit Suggestion
- Switch Modules
- Logout

CPARS
Access Authorization Menu

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

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NAVSEA
NAVAL SEA SYSTEMS COMMAND
Naval Sea Logistics Center

Access Transfers



Integrated
Acquisition
Environment

CPARS - Transfer User Access to Another User

Transfer User Access:

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: (required, new users only)

5. Delete User After Transfer? Yes No

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Delete user if they no longer need CPARS access.

- **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)

Login

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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NAVSEA
NAVAL SEA SYSTEMS COMMAND
Naval Sea Logistics Center

Alternate Focal Points



CPARS - Focal Point

Main Menu

- Register/Update a Contract
- Delete a Registered Contract
- View/Print CPARs
- To-Do List
- Access Authorization
- Auto Register Contracts
- CPAR Status Report
- Contract Status Report
- Ratings Metrics Report
- Processing Times Report
- Change User Profile
- Submit Suggestion
- Switch Modules
- Logoff

CPARS

Access Authorization Menu

- 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

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NAVSEA
NAVAL SEA SYSTEMS COMMAND
Naval Sea Logistics Center

Alternate Focal Points



CPARS - Assign Alternate Focal Point(s)

1. Enter New User: Name:

 Email: *(required, new users only)*

or Select Existing User:

Current Alternate Focal Point(s):

Name	User ID	Password	Delete	Phone Number	Email Address
MARY GIVENS	MGIVE	[Reset]	[Delete]	207-438-1690	m.givens@navy3.mil

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

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Additional Information



- **Help Desk (Mon-Fri 6:30am- 6:00pm EST)**
Commercial: 207-438-1690

- **Email: webptsmh@navy.mil**

- **CPARS Web Site: (<https://www.cpars.gov>)**
 - Click on CPARS Link
 - FAQ
 - Policy Guidance
 - Quality Checklist
 - User Manual
 - Training Information



*Contractor Performance Assessment
Reporting System (CPARS)*

CPARS - ACASS - CCASS

Naval Sea Logistics Center Detachment Portsmouth