



MILLENNIUM  
CHALLENGE CORPORATION

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UNITED STATES OF AMERICA



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# CPARS

Contractor Performance Assessment Reporting System

Training

# Agenda

- Policy
- CPARS Objectives and Overview
- Workflow: Contract Registration
- Ratings and Narratives
- Workflow: CPAR Initiation - Closure
- Reports, Helpful Hints & CPAR Strategies

# Why Evaluate Contractor Performance?

**Office of Federal Procurement Policy and Federal Acquisition Regulations (FAR) Require Collection and Maintenance of Past Performance Information (PPI) for Use in the Award Decisions for Competitive Acquisitions**

- FAR 42.1502: Agencies Shall Prepare an Evaluation of Contractor Performance
- FAR 15.304: Past Performance Shall be Evaluated in All Source Selections for Negotiated Competitive Acquisitions
- As it is a FAR regulation, only MCC-issued contracts require it, not MCA contracts

# Assessment Tools



➤ Contractor Performance Assessment Reporting System (CPARS)



➤ Architect-Engineer Contract Administration Support System (ACASS)



# ACASS FAR Requirements

Source Selections and Offeror  
Past Performance Information

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

FAR 36.602: Selection of Firms for Architect-Engineer Contracts (Agency Must Consider Offeror Past Performance)

Collection of Contractor Past  
Performance Information

FAR 36.604: Contracting Activities Shall Evaluate Contractor Performance & Prepare Performance Reports for Architect-Engineer Contracts

# Transition From CPS to CPARS

- MCC transitioned from the Contractor Performance System (CPS) to DOD's Contractor Performance Assessment Reporting System (CPARS)
  - Improved functionality
  - Improved reporting capability
  - Cost avoidance
- CPS retired (offline)

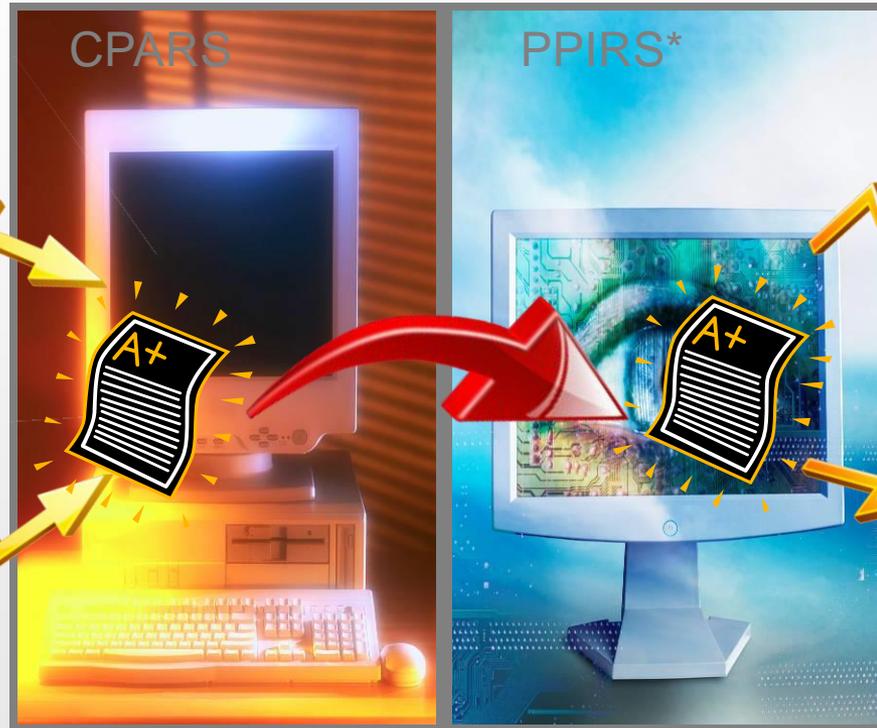
# Need for Improvement

- Ongoing OMB and GAO interest in past performance report collection and data
  - Eligible Contracts Not Being Registered
  - Performance Reports Not Timely
  - Incomplete, Non-Existent, or Untimely Performance Reports May Negatively Impact the Source Selection Process
  - Narratives of Insufficient Detail to Show that Ratings are Credible and Justified
  - Now has to be addressed in Agency Data Certification (new in FY12)

# Past Performance Process Overview

Gov't Program Manager  
/Contracting Officer

Gov't Source  
Selection Officials



Contractor  
Representative

Contractor Senior  
Management

# CPARS Primary Objectives

- Support Best Value Source Selection Decisions – Awards for Proven Performers (FAR 15 & 36)
- Provide Up-To-Date Documentation of Contractor's Ability to Meet Requirements (FAR 36)
- Motivate Improved Performance
- Facilitate Government - Contractor Communication

# CPAR Assessments

Treated as Source Selection Information in accordance with 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
- Closed Assessments Completed in CPARS
  - Retained in CPARS for 1 Year After Contract Completion Date and in PPIRS for 3 Years
- Assessments Completed Through ACASS
  - Retained in ACASS for 1 Year After Final or Amended Final Assessment Completion Date and for 6 Years in PPIRS

# CPARS & Communication

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



Government



Contractor



# Business Sectors

- Services – CPARS
- Information Technology - CPARS
- Operations Support – CPARS
- Architect-Engineering – ACASS

If a contract contains a mixture of categories, the contracting officer will determine which business sector is appropriate based upon the contract dollar value of the preponderance of the effort.

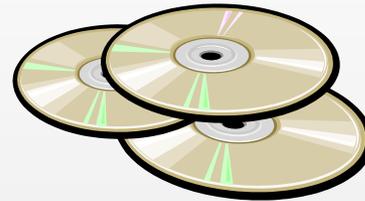
# Business Sectors

- Services – generally all services except as noted elsewhere – most applicable to MCC. Specifically includes all MCC Management/Support Contracts



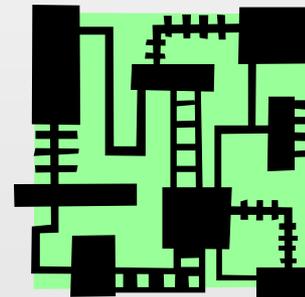
# Business Sectors

- Information Technology – FAR 2.101 definition, applies to many MCC projects
  - Software
  - Hardware
  - Telecommunications



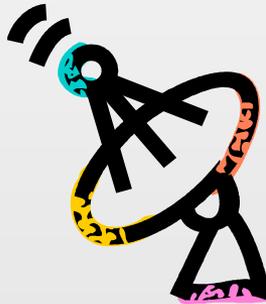
# Business Sectors

- Operations Support – spares and repair parts for existing systems, commercial off the shelf or non-developmental. Basically, all supplies.



# Business Sectors

- Systems- products that require a significant amount of new engineering or development work – **Not applicable to MCC**



# Architect-Engineer Contracts



## - ACASS

- Architect-Engineer Defined by State Law (if applicable)
- Must be Performed by Person Licensed, Registered, Certified
- Examples:
  - Research
  - Planning
  - Development
  - Design
  - Incidental Services (e.g., studies, investigations, surveys, mapping)

# Important!

- Evaluate **Prime Contractor Performance ONLY – CPARS/PPIRS record filed by PRIME DUNS Number**
  - Do Not Evaluate Subcontractor Performance (including MBO Consultants), Prime is the subject of the CPAR
  - Privity of Contract Between Prime-Sub, so MCC has no contractual relationship with sub
- Acknowledge Subcontractor Effort
  - Significant Amount of Work
  - Impacts Prime's Ability to Perform
  - Address in Remarks
  - Include Sub's Name and DUNS in Text

# Reporting Thresholds



**Supplies &  
Services**  
**FAR Part 42.15**

**Simplified Acquisition  
Threshold (\$150,000)**

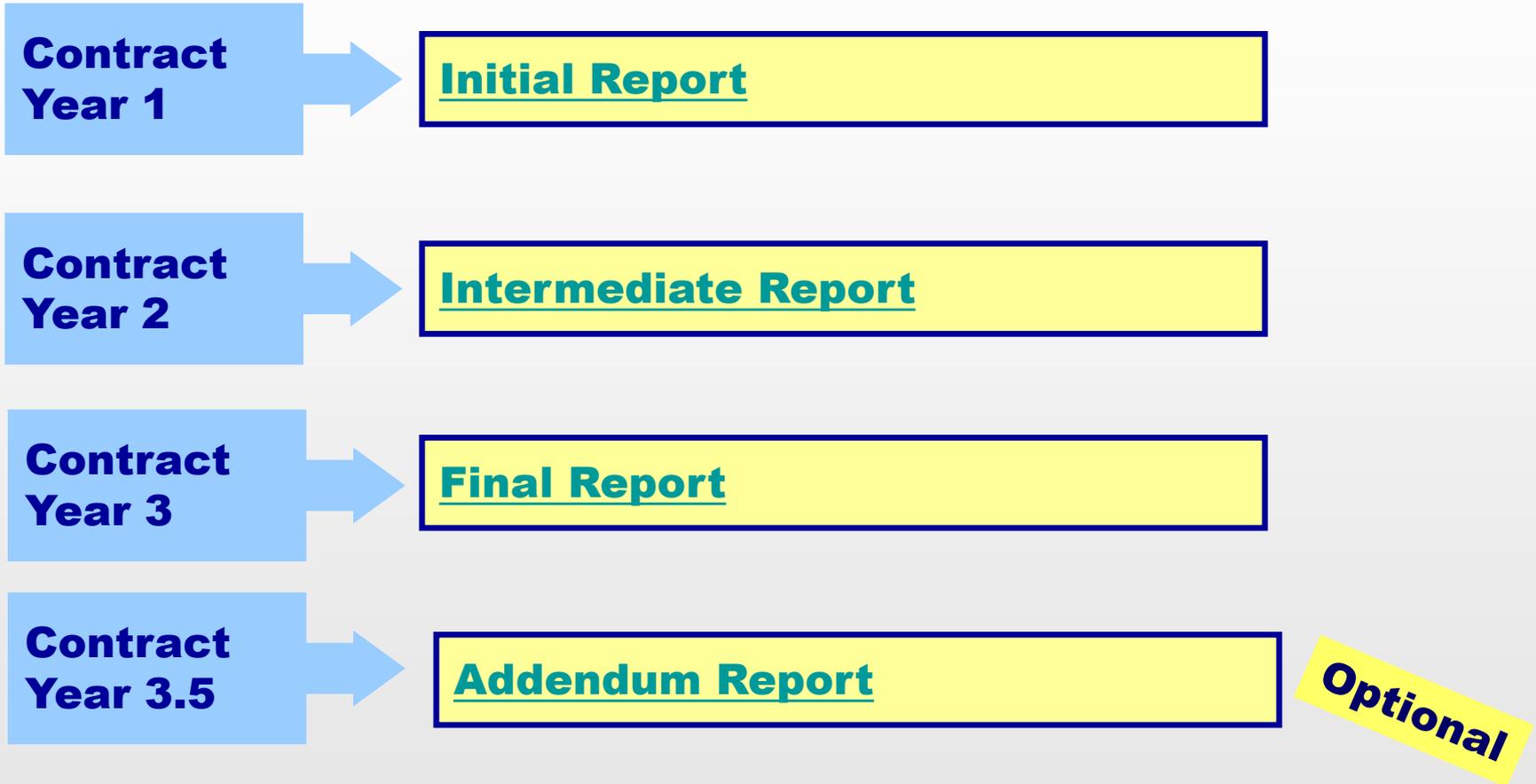


**A&E Contracts**  
**FAR Part 36.604**

**\$30,000**  
**All Terminations**

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

# Reporting Frequency (3-Year Contract)



# Reporting Frequency - Initial

- Required if Period of Performance > 365 Days
- Not Required if Period of Performance < 365 Days
  - Write Final CPAR Only
- Covers No More Than 12 Months of Actual Performance
- Assessment Period May Begin After Contract Award Date (if Protests or Delayed Starts)
  - Note Effective Date if after award date

# Reporting Frequency - Intermediate

- Required Every 12 Months minimum
- Complete with Other Reviews such as Option Exercise package
- ***Not Cumulative***: Assess Only Performance Occurring After Last Assessment Period
- Can also Be Written if Significant Change in Performance, But No More than 2 in a 12 Month Period
  - Written at Government's Discretion as a Performance Improvement Motivator
  - Contractor May Request

# Reporting Frequency - Final

- Required at Contract Completion
  - Final Deliverable
  - End of Period of Performance
  - Can be combined with contract closeout process
- Required Upon Contract Termination (Default or Convenience)
- **Not Cumulative**: Assess Only Performance Occurring After Last Assessment Period

# Reporting Frequency - Addendum

- Evaluate Contract Close-Out (if occurs significantly later than period of performance completion)
- Evaluate Warranty Performance or Final Audit Findings (if applicable)
- Evaluate Performance With Respect To Other Administrative Requirements
- Written at Government's Discretion



# ACASS - Interim

- **MANDATORY** If Overall Performance is Unsatisfactory
- As Applicable to Any Exceptional or Poor Performance Worth Noting
- Replaces Any Prior Interim Evaluation



# ACASS - Interim

## Unsatisfactory Interim Evaluation?

- Assessing Official Must Note in Remarks of **Final** or **Amended Final** Evaluation:
  - Circumstances Surrounding Unsatisfactory Performance
  - Contractor's Corrective Actions

This is **CRITICAL** to ensure that a thorough history of contractor past performance is captured and maintained!



# ACASS - Final

- ACASS
  - Final Acceptance of A-E Work
  - Contract Termination

Note: Replaces Prior Interim or Final Evaluation. If an Amended Final Evaluation is Required, Simply Complete Another Final Evaluation

# Reporting Frequency

**All Evaluations Are Due  
Within 120 Days After the  
End of the Assessment  
Period**

# Considerations for Special Contract Types

- Indefinite-Delivery-Indefinite-Quantity (IDIQ) and Blanket Purchase Agreements (BPAs)
- Federal Supply Schedules/GSA Orders
- Joint Ventures
- Canadian Commercial Corporation (CCC)
- Classified & Special Access Programs

# Contract Types – IDIQ and BPAs

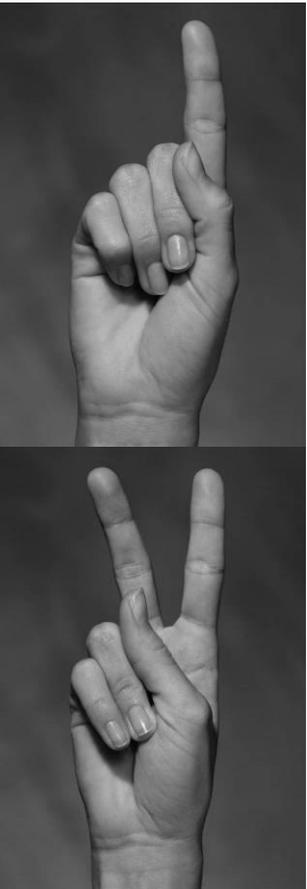
- One CPAR can be done at Basic Contract/BPA Level Covering All Orders/Calls under Contract
  - CGM will seek input from COTRs and PMs, but separating task orders will create extra workload for all, so should be justified by significant differences in task order/call scopes
  - 16,000 characters (several pages) available for each narrative, so there is sufficient space to discuss each task order individually and separately to make overall assessment
  - Once task order separated, cannot be reversed and will need to remain a separate CPAR until award

# Contract Types - GSA Orders

- Each Order is Reported Individually
- The Threshold is \$150,000 (no A&E under GSA Schedules)

Note: The Requiring Activity / Ordering Agency Prepares the CPAR for the Schedule / GSA Order, not GSA

# Contract Types - Joint Venture



- **Single** CPAR Prepared if **Unique** DUNS Number Code Assigned
- **Multiple** Identical CPARs Prepared if **Separate** DUNS Numbers Codes Assigned

# Logging In Screen

**CPARS/ACASS/CCASS Practice System**

[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 web site.  
[Click here to determine if you have a valid DoD PKI Certificate](#)

- User ID Required
- Password Required
- PKI requirements for DoD only (not MCC)

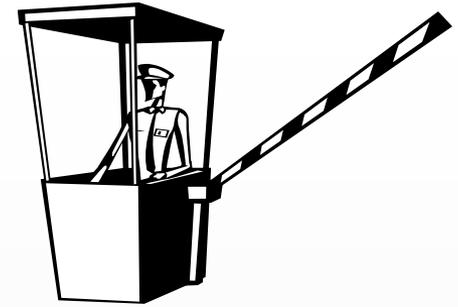
**CPARS/ACASS/CCASS Practice System**

User ID:  Password:  Clear

**This System is for UNCLASSIFIED USE ONLY!**

CGM  
Procurement  
Analyst

# Focal Point



- Administers User Access
  - Configures System Access to Contracts by Role
- May Determine Contracts Requiring CPARs
- Registers Contracts
- Educate and Assist the Users
- May Provide Guidance to Contractors

Contract #:	
<input type="checkbox"/>	Register a Contract
<input type="checkbox"/>	Delete a Registered Contract
<input type="checkbox"/>	View/Print CPARs
<input type="checkbox"/>	To-Do List
<input type="checkbox"/>	Access Authorization
<input type="checkbox"/>	Auto Register Contracts
<input type="checkbox"/>	CPAR Status Report
<input type="checkbox"/>	Contract Status Report
<input type="checkbox"/>	Ratings Metrics Report
<input type="checkbox"/>	Processing Times Report
<input type="checkbox"/>	Change User Profile
<input type="checkbox"/>	User Feedback
<input type="checkbox"/>	Logoff

# Additional User Roles



Assessing Official (AO) – Writes Evaluation, Reviews Contractor Comments – CGM Contracting Officer



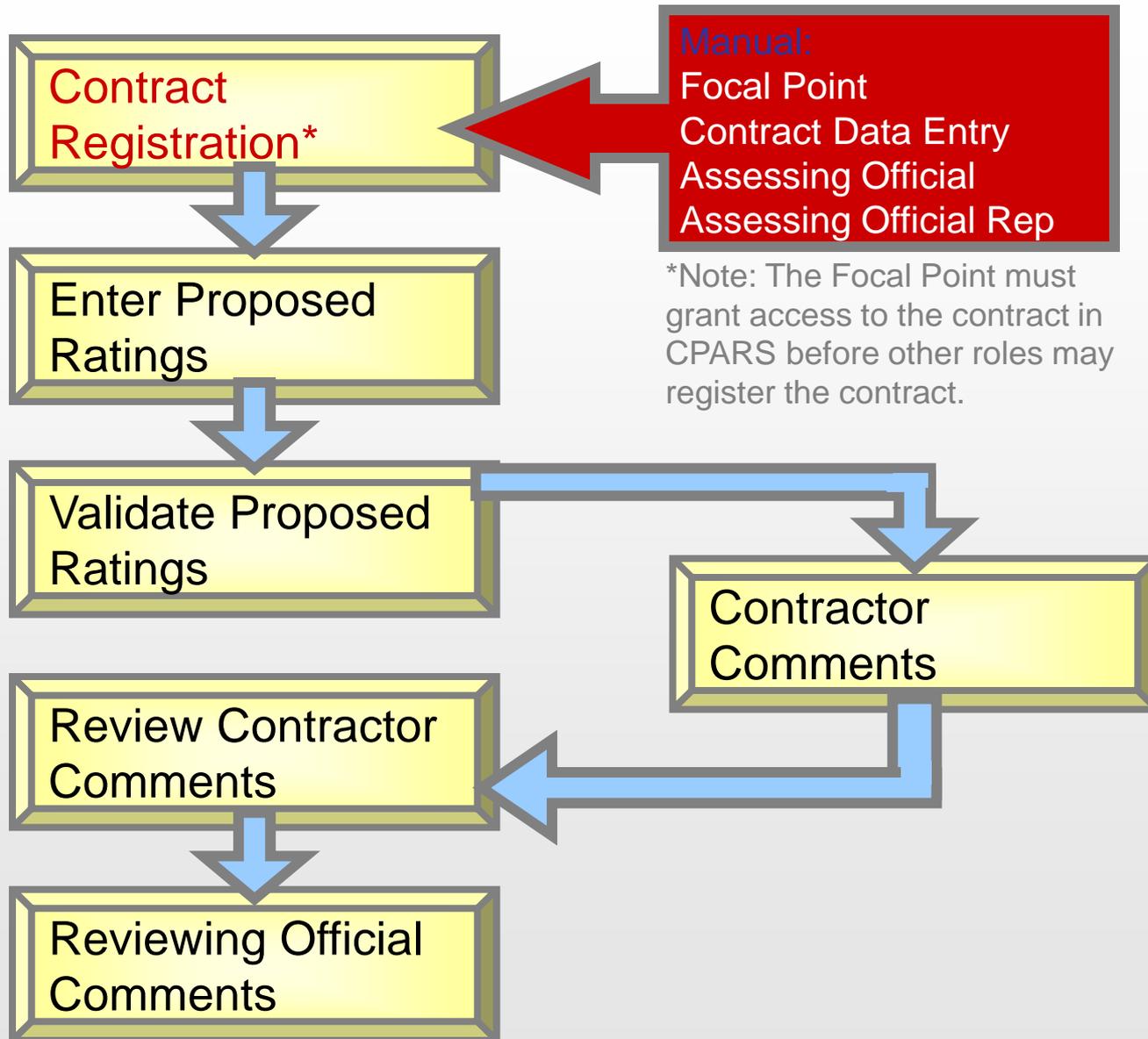
Reviewing Official (RO) – Resolves Disputes – MCC SPE, Managing Director of CGM



Assessing Official Rep (AOR) – Assists AO in Drafting Evaluation – MCC CORs and PMs



# CPARS Workflow

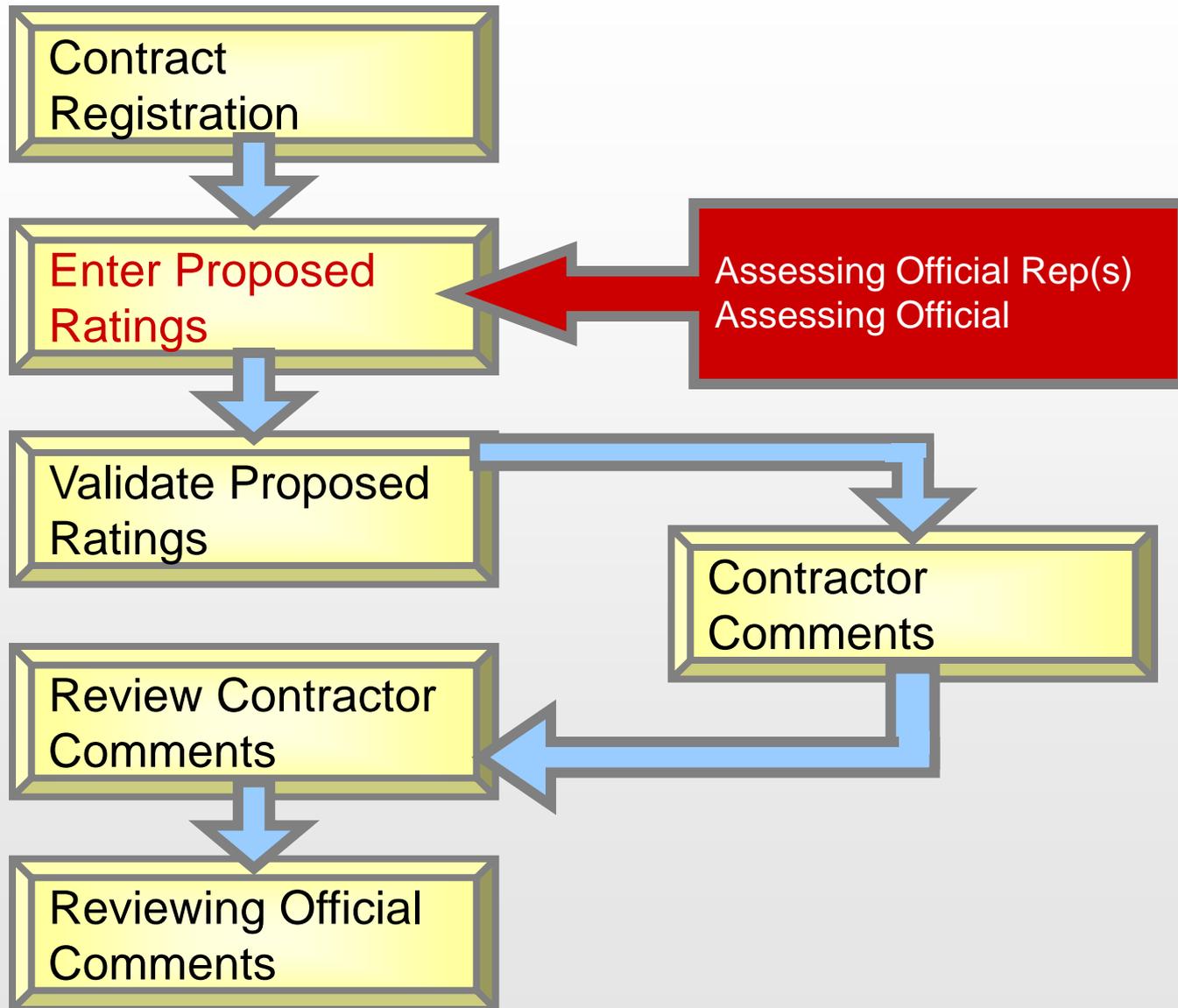


# Requirements

- ✓ Register Within **30** Days of Contract Award
- ✓ Register **ONCE** per Contract or Order
- ✓ Enter Basic Contract Information – if manual process

The Focal Point must grant access to the contract in CPARS before other roles may register the contract.

# CPARS Workflow



# Enter Proposed Ratings -Requirements

- Develop a Comprehensive Contract Effort Description (Block 17)
  
- Enter Proposed Ratings & Narratives (Blocks 18 & 20)
  - **16,000 Character Limit – Several Pages**
  - Current Ratings
  - Changes from Past Ratings
  - Trends

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

<b>Contractor Name/Address</b>	<b>Contract Information</b>	<b>Misc Information</b>	<b>Small Business Utilization</b>	<b>Ratings</b>	<b>Assessor</b>	
<b>18. * Evaluate the following Areas:</b> ? (rate or select N/A for all major areas, a - f)						
<b>a. Quality</b>	<b>b. Schedule</b>	<b>c. Cost Control</b>	<b>d. Business Relations</b>	<b>e. Management</b>	<b>f. Small Business</b>	<b>g. Other Areas</b>
<b>a. Quality of Product or Service</b> ?						
Past Rating: N/A	Rating: (Select) ▾	Trend: N/A ▾				
20. Assessing Official Narrative (16000 characters remaining for all Assessing Official Narrative fields)						

# Contract Effort Description

- Complete Effort Description Identifying:

- Key Tasks
- Deliverables
- Complexity of Contract
- Acronyms
- Technical Terms

Contractor Name/Address	Contract Information	Misc Information	Small Bu
<b>15. Key Subcontractors and Effort Performed:</b>			
CAGE:	Effort:		
CAGE:	Effort:		
CAGE:	Effort:		
<b>16. Program Title and Phase of Acquisition</b>			
Provide a short descriptive narrative of the program. Spell out abbreviations. Identify overall program phase and production concept development, engineering and manufacturing development initial production, or full-rate production (Lot 1)). Identify phases, if applicable.			
<b>17. Contract Effort Description</b>			
Provide a complete description of the contract effort that includes technologies, components, subsystems, and requirements. The			

- Critical to Future Performance Risk Assessment Groups and Source Selection Authorities
- Note Scope Changes Since Prior Assessment

# Sample Contract Effort Description

## Contract Effort Description

The contractor is to complete a rigorous impact evaluation of the Water Sector Project of the Compact

Sufficient? Yes or No

# Sample Contract Effort Description

## NOT Sufficient

The contractor is to complete a rigorous impact evaluation of the Water Sector Project of the Compact

### Missing:

- Detail of Scope
- Complexity of Contract
- Subcontractor Effort
- Definitions of Acronyms and Technical Terms



# Sample Contract Effort Description



## Sufficient

The scope of this task order was to complete a rigorous impact evaluation of the Water Sector Project of the Compact that re-estimated the project economic rate of return and assessed the impact of the Activities on economic growth and poverty reduction. The Contractor was responsible for full design and implementation of the evaluations but needed to work closely with MCC, MCA-Tanzania, implementers, and key stakeholders to obtain agreement on the proposed approach, and to incorporate relevant evaluation elements into the implementation of the relevant activities. The Contractor was required to review available data, and propose additional data collection required for the evaluation. The Contractor could collect data directly, or provide substantial guidance, input, and oversight of survey firms hired to collect data for the evaluation, or other entities that might have existing data that can be used for the evaluation. Where necessary in order to capture accurate measurement of results, the Contractor may propose data collection and analysis that extends beyond the 5 years of the Compact.

# Ratings & Narratives

**Narratives  
are the most important  
part of the CPAR!**

# Elements Assessed – Non Systems

## Services / IT/ Operations Support (Supplies)



- Quality of Product or Service
- Schedule
- Cost Control (if not FFP)
- Business Relations (i.e. Customer Service, Subcontract Management)
- Small Business Utilization (if applicable)
- Other Areas (such as Management of Key Personnel)



# ACASS Evaluation Areas

- Quality of A-E Services by Discipline
  - Architectural
  - Structural
  - Civil
  - Mechanical
  - Electrical
- **Design Phase or Engineering Services – MCC applicable**
  - Attributes Include: Cost Limitations, Suitability of Design, Management & Adherence to Schedules, Plans Clear & Detailed
- Narratives in ACASS only required at **overall assessment**, not for each element

Assess For:  
Design/Services

# Ratings & Narratives - Rating Definitions

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

# Ratings & Narratives - Guidelines

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

Must Be:

-Accurate

-Fair

-Comprehensive

# Ratings & Narratives - Guidelines

- **Narrative Required for Each Rated Element** – Repeating language is acceptable, but the rating of each element should stand alone
- **Critical to address:**
  - Rating Changes From Prior Reports to get at problem resolution and quality control
  - Benefit / Impact to Government – Especially when making case for any rating other than “Satisfactory”
- **Recognize**
  - Risk Inherent in Effort
  - Government’s Role in Contractor’s Inability to Meet Requirements – acknowledge any difficulties or delays caused by Government action/inaction
- **Indicate Major / Minor Strengths / Weaknesses**

# Ratings & Narratives - Guidelines

- Consistent with 
  - Program Objectives
  - Contract Objectives
- Document Problems & Solutions
- Contain Non-Personal & Objective Statements, describe programmatic events, results, and achievements or lack thereof

# Sample Narratives

## Elements Assessed

- ✓ Cost Control
- ✓ Business Relations

# Sample Narrative - Cost Control

Cost Control - Rating: **Satisfactory**

No cost control problems have been noted.

Sufficient? Yes or No

# Sample Narrative

## NOT Sufficient

Cost Control - Rating: **Satisfactory**  
No cost control problems have been noted.

### Missing:

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



# Sample Narrative



## Sufficient

### Cost Control - Rating: **Satisfactory**

The contractor has adequately maintained cost controls on the impact evaluation of the Water Sector Project of the Tanzania Compact. Despite delays caused by subcontractor in data collection, aggressive management of the data analysis process has kept the project at or near budget projections. Monthly reports and quarterly invoice reviews indicated 5% cost overruns for the data analysis component of the impact evaluation, but the contractor initiated a project management process which dramatically improved resource allocation to ensure cost controls remain within budget when the project moved to data analysis.

Note: Actual narratives should go into even greater detail!

# Sample Narrative

## Element Assessed: Business Relations

### Business Relations – Rating: **Satisfactory**

In our opinion, the contractor has done an admirable job keeping on track despite continued delays in data collection from the subcontractor. Hopefully, the subcontractor can complete data analysis in an expedited manner to keep the impact evaluation on schedule.

# Sufficient? Yes or No

# Sample Narrative

## NOT Sufficient

Business Relations – Rating: **Satisfactory**

In our opinion, the contractor has done an admirable job keeping on track despite continued delays of optics delivery from the subcontractor. Hopefully, the subcontractor can increase production to meet delivery shortfalls.

### Missing:

- Detail to Support Rating
- Supporting Documentation / Metrics
- Impact to Government – Failing to address prime responsibility for subcontractor performance
- Corrective Actions
- Additional Issue:  
Contains Subjective Phrases



# Sample Narrative



## Sufficient

Business Relations – Rating: **Marginal**

The contractor has exhibited marginal management of the subcontractor's data collection process during this reporting period. This is evidenced by progress reports and contractor communications with Government personnel and subcontractor. Specifically, for several tasks related to data collection, the subcontractor was more than 30 days late, including survey team training and field implementation of the survey. In addition, the data quality audit findings revealed significant data quality issues with the subcontractors survey. Contractor has made repeated complaints to subcontractor regarding delays and is soliciting alternate sources for future surveys and a revised schedule to get the impact evaluation back on schedule, however to date the impact evaluation remains behind schedule due to the subcontractor's inability to get data collection completed on time.

# 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

# Ratings & Narratives - Guidelines

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



# Sample Narrative

Quality of Product or Service - Rating: **Satisfactory**

This contract is for facility maintenance services as MCC Headquarters. As part of its services, Contractor XXX is required to empty 87 trash and recycling receptacles throughout the Bowen and City Center Buildings. Given the nature of the services performed for this contract and the schedule, 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. 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.

# 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

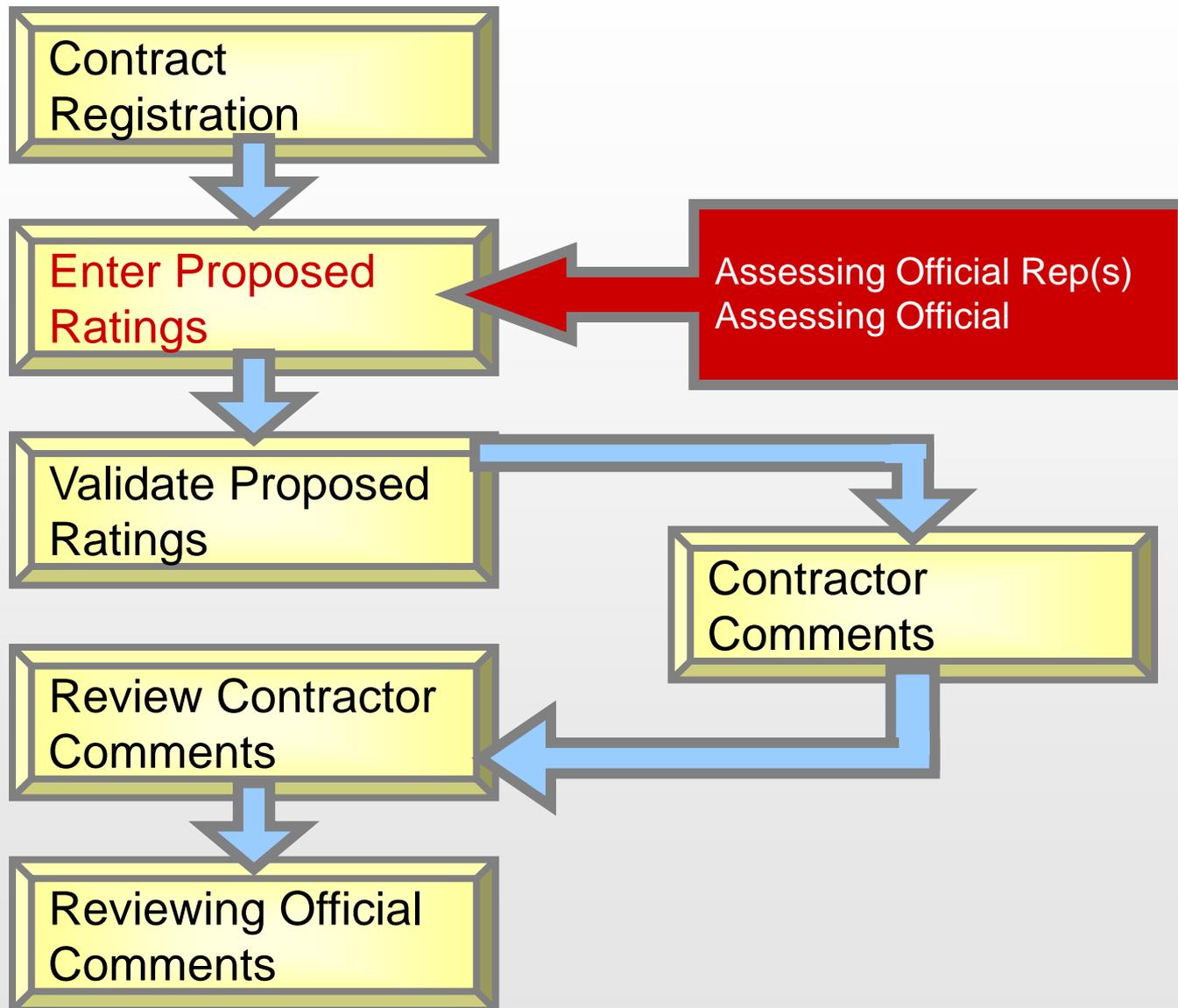


# Ratings & Narratives

## **Bottom Line:**

Accurate and Complete  
CPARs Help Ensure Better  
Quality Products & Services!

# CPARS Workflow



# Assessing Official Representative Requirements

- Review Admin Info (Blocks 1 – 17)
  - Enter “Report Type” (Block 2) & Period of Performance (Block 3)
- Input Ratings & Narratives (Blocks 18 & 20)
  - 16,000 Character Limit (approximately 3 pages)
- Save and Pass to Another AOR (if applicable)
- Send to Assessing Official

# CPARS Workflow



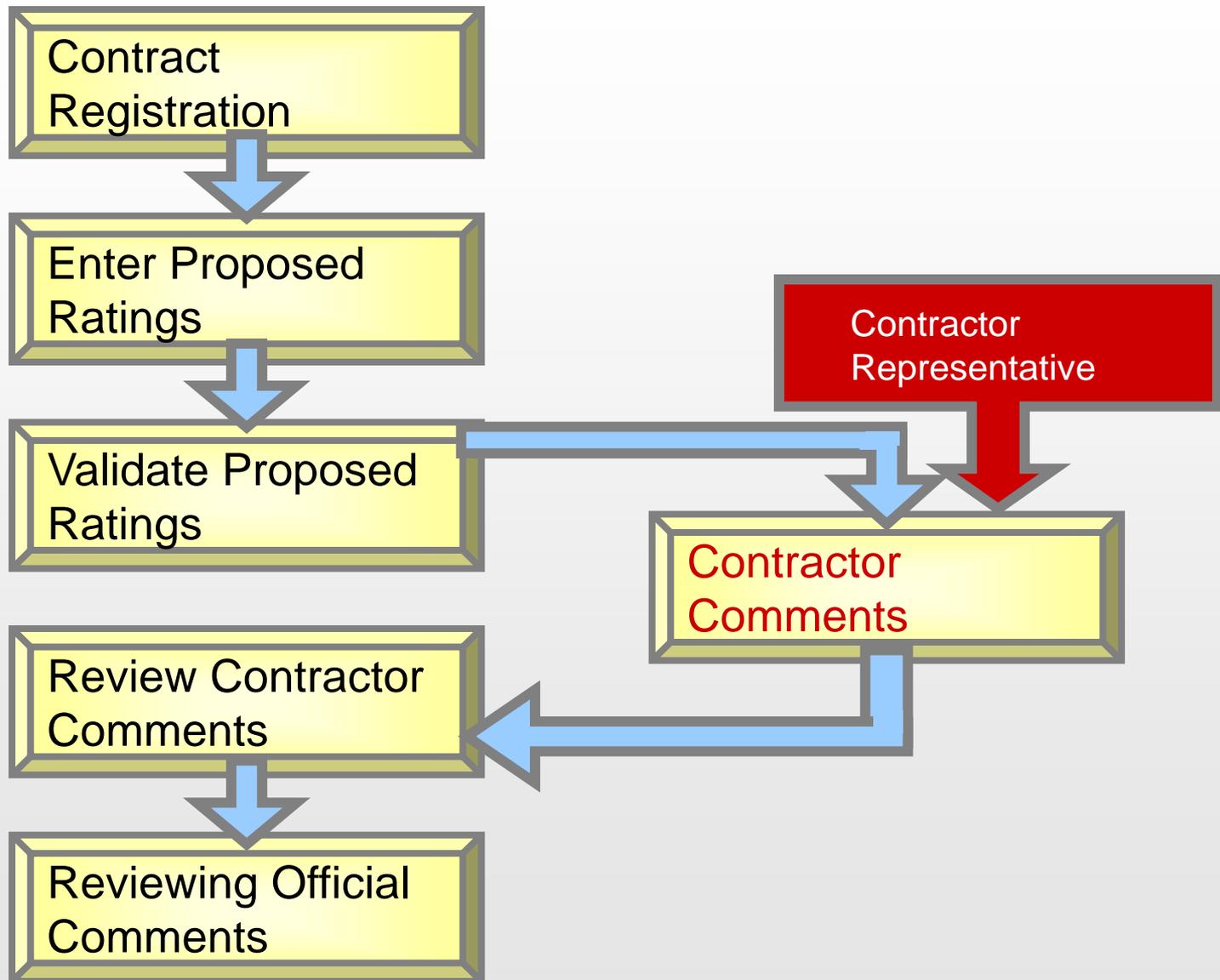
# Assessing Official Requirements

## Review Admin Info (Blocks 1 – 17)

- Validate Ratings & Narratives (Blocks 18 & 20)
  - Modify Ratings & Narratives (if necessary)
  - Return to AOR for Corrections
  - 16,000 Character Limit (approximately 3 pages)
- Name and Title (Block 21)
- Send to Contractor Rep

Perform Quality Review  
Prior to Sending

# CPARS Workflow



# Requirements - Contractor Comments

- 30 Days to Respond
  - System Generated Weekly Email Notifications
- 7 Days to Request Meeting to Discuss CPAR
- Review Admin Info (Blocks 1-17) , Ratings and Narratives
- Provide Clear and Concise Responses (Block 22)
  - 16,000 Character Limit (approximately 3 pages)
- Provide Concurrence / Non-Concurrence, Enter Name & Title (Block 23)
- Send to Assessing Official

# Guidance to Contractors

- Protect your CPAR
  - Handle as “Source Selection Information”
- Prohibited Use – No quoting the CPAR outside of CPARS!
  - Advertising
  - Promotional Material
  - Pre-Award Surveys
  - Production Readiness Reviews
- Do:
  - Acknowledge Receipt
  - Comment
  - Respond Within 30 Days



# CPARS Workflow



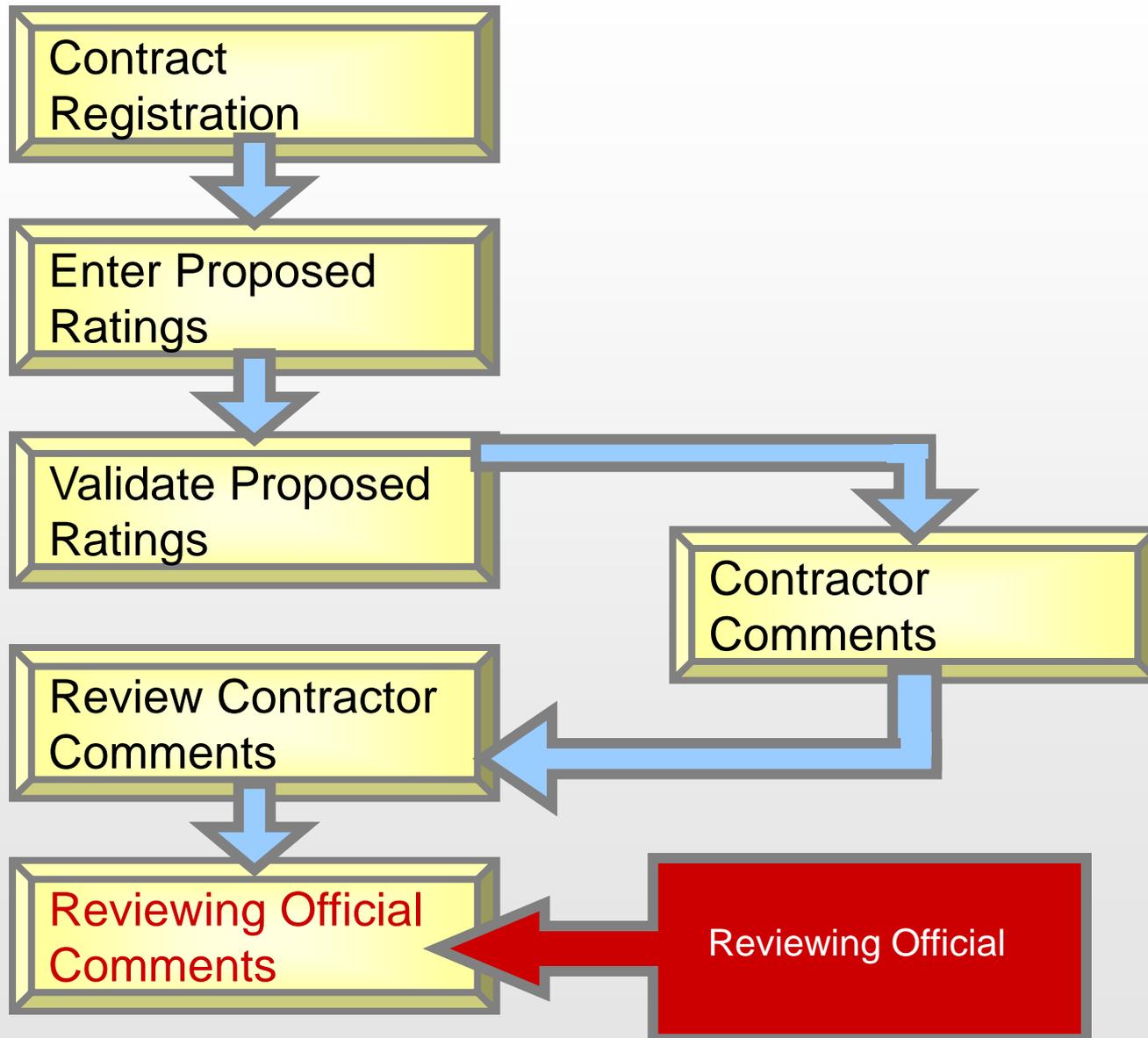
# Assessing Official Requirements - Review Contractor Comments

- Review Contractor Comments
- Close CPAR (only available if Contractor concurs with the CPAR)
- Modify CPAR
- Send to Reviewing Official (if applicable)

# Review Contractor Comments

If the Contractor fails to respond to the CPAR within 30 days, the Assessing Official has the option to pull back the CPAR and continue the process by sending it to the Reviewing Official.

# CPARS Workflow



# Reviewing Official Comments

## Required If:

- The CPAR is Contentious
- The Contractor Does Not Respond

# Reviewing Official Comments - Requirements

## Review CPAR

- Blocks 1-23 (read only format)

## Input Comments (Block 24)

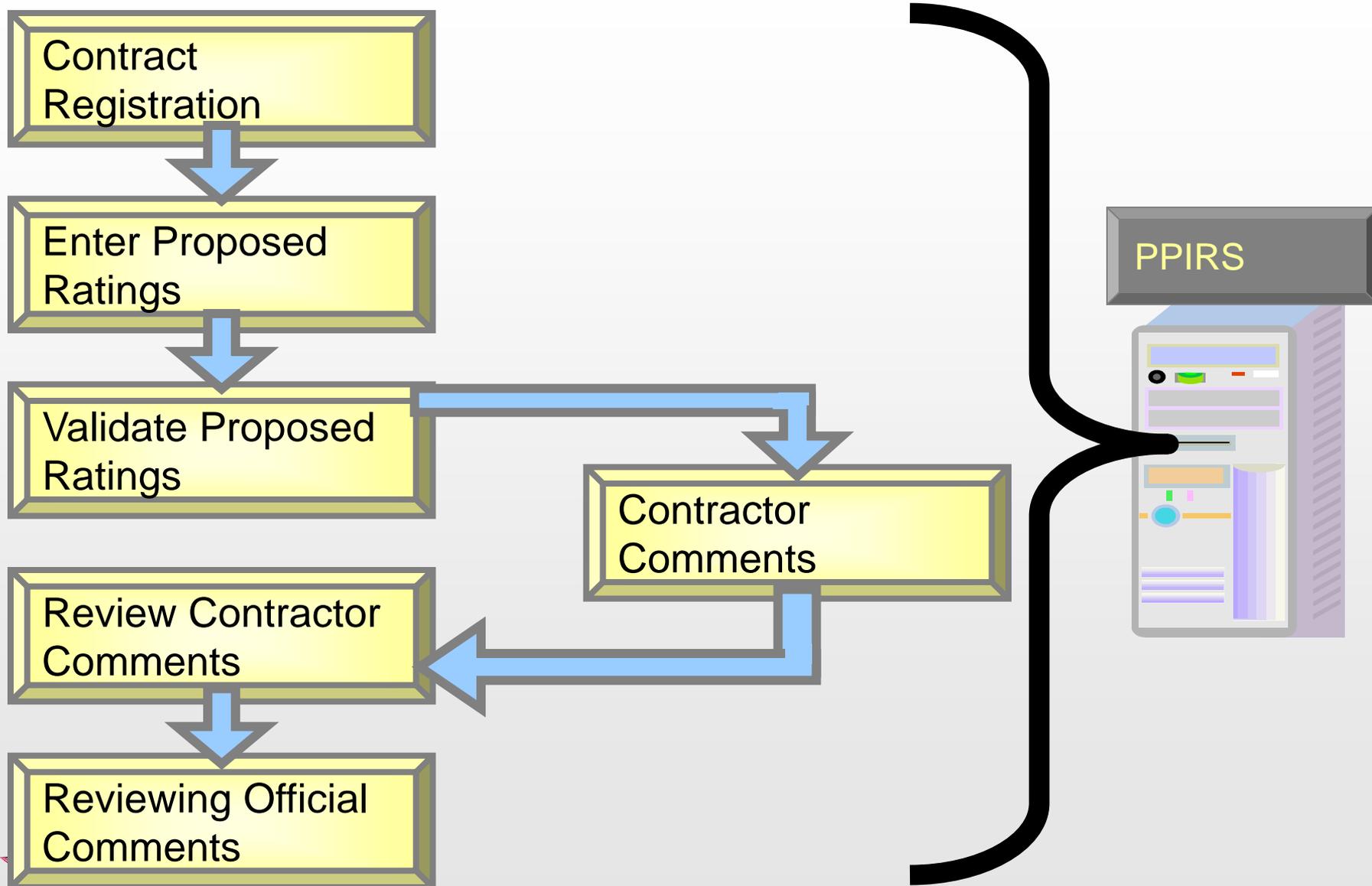
- Acknowledge Discrepancies Between Government Ratings / Narratives and Contractor Comments

- 16,000 Character Limit (approximately 3 pages)

## Enter Name and Title (Block 25)

## Close CPAR

# CPARS Workflow

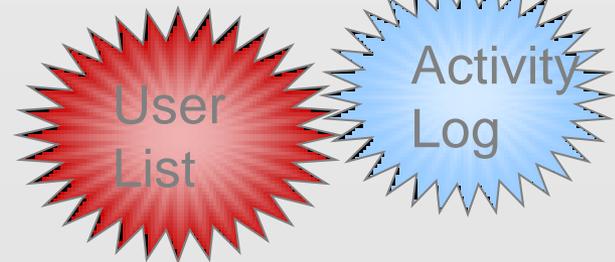


# Automatic Email Notices

- Each Step of Workflow
- System Reminders
  - Access Assignment (All Roles)
  - 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)
  - Contractor Comments Due (Assessing Official, Contractor)
  - Contractor Comments Overdue/Review Period Expired (Assessing Official)
  - Evaluation Complete (Contractor)

# Additional Roles

- Contractor Corporate Senior Management Representative -  
CEO, President, CFO  
Access Granted by DUNS Number
- Agency Point of Contact (CGM Procurement Analyst)-  
Higher Level for Monitoring  
Focal Point who assists Management in reporting metrics



# Reports

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

The screenshot shows a web-based report configuration interface. It is divided into two main sections: "Data Options" and "Report Options".

**Data Options:**

- Include All
- Limit Data
  - Status:
    - Registered
    - Initiated
    - Drafted
    - Rated
    - Reviewed
    - Finalized
    - Completed
  - Form Type:
    - Services/IT/Operations
    - Systems
  - CPAR Phase:
    - Initial
    - Intermediate
    - Final
    - Addendum
    - Out of Cycle
- Contract Activity:  (DODAAC)   
 (None Selected)
- Contract Number:

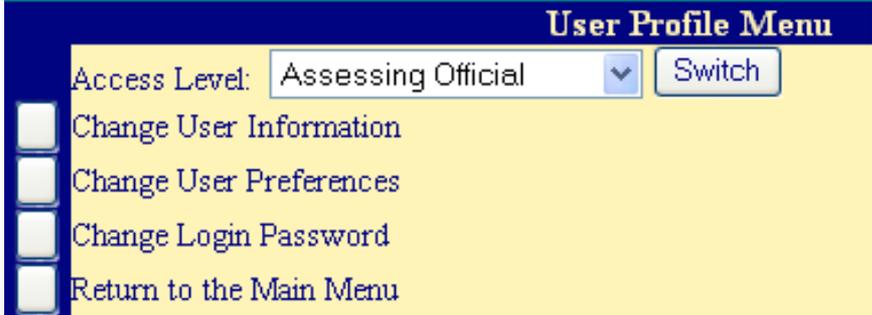
**Report Options:**

- Counts (options display when selected)
- List of CPARS
  - Data Columns to Include:
    - CPAR Phase
    - APM
    - Form Type
    - Current Value
    - Award Value
    - Company Name
    - Focal Point
    - DUNS
    - CAGE Code
    - Update Date
    - Due Date
    - Assessor Date
    - Assessor Office
    - CPAR Closed Date
    - Contractor Due Date
  - Sort by: (1)    
(2)    
(3)

# User Profile Menu

 Change User Profile/Switch Access Level

- Change User Information
  - Update User Profile/Email
  - Required Annually
  - Switch Access Levels (if assigned multiple roles for different contracts)
- 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
  - Must be Modified Every 60 Days



The screenshot shows a web interface titled "User Profile Menu". At the top, it displays "Access Level: Assessing Official" with a dropdown arrow and a "Switch" button. Below this, there are four menu items, each with a checkbox on the left: "Change User Information", "Change User Preferences", "Change Login Password", and "Return to the Main Menu".

# System Time-Out

System Time-Out  
& Auto Save After  
20 Minutes of  
Inactivity

**CPARS - Systems**

Contract/Schedule Number: N4511207C7777 ? 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** **Ratings** **Assessor**

2. \* Report Type: ? (Select) [v]

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

4b. \* DOD Business Sector-Subsector: ? [Systems - Aircraft] [v]

5. \* Contracting Office ? (Organization and Code)  
[NAVAL SEA LOGISTICS CENTER]

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

7a. \* Contracting Officer: ? [JOHN DOE] 7b. \* Phone Number: [555-555-5000]

Contract Dates: (mm/dd/yyyy)

8a. \* Awarded: ? [01/01/2007] [ ] 8b. Effective: [ ] [ ] 9. \* Completion: ? [01/01/2010] [ ]

10. Contract Percent Complete: [20]

Dollar Values: (numbers only, do not enter \$,) 11. \* Awarded: ? [5000000] 12. Current: ? [1000000]

13. \* Type of Buy: ? [Competitive] [v]

14. \* Contract Type: ? [FFP] [v] Mixed/Other (please specify): [ ]

\* Acquisition Manager: [PARK PLACE] [v]

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

Elapsed time = 0:05 (Page times out after 20 minutes)

THE CLOCK IS  
TICKING!

# 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 issues!

# Helpful Hints - After Performance Period

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



# Helpful Hints - Characteristics of a Lose-Lose CPAR

- Use as a “Big Stick” to intimidate contractor
- Solicit Out of Scope Work as incentive for positive CPAR
- Establish a Negotiation Position in conducting contract modifications based on CPAR ratings
- Rate Government Program Manager – not objective of CPAR
- “Nobody Grades as Hard as I Do” – Should be fair
- Document Performance Outside of Contract – Focus only on the contract/order in question even if the contractor may have multiple contract/orders with agency with varying performance

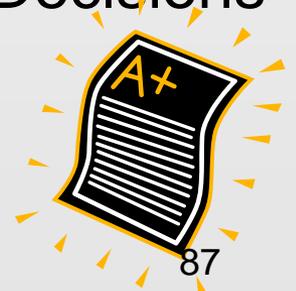
# Helpful Hints - Characteristics of a Win-Win CPAR

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



# CPARS Summary

- ☑ Facilitates Communication / Cooperation Between Government and Industry
- ☑ Provides Past & Current Performance Information
  - Contains Ratings & Narrative by Government
  - Contains Narrative by Industry
- ☑ Motivates Improved Performance
- ☑ Used in Source Selection to Support Best Value Decisions
  - Information Retrieved from PPIRS



# Additional Information

- [CGM Customer Resources and Guidance Sharepoint Site:](#)
  - Quick Guides
  - Forms – CPARS and ACASS
- Practice Application Available:  
(<http://www.cpars.gov/allapps/practiceall.htm>)
- CPARS Web Site: (<https://www.cpars.gov/>)
  - Feedback
  - FAQ
  - Policy Guides
  - Quality Checklist
  - User Manual
  - Training Information
- Help Desk (Mon-Fri 6:30am - 6:00pm EST) Phone: 207-438-1690

## Reducing Poverty Through Growth