

CGM Customer Quick Reference Guide: Contractor Performance Assessment Reporting System (CPARS)

I. Background. MCC had previously used the NIH Contractor Performance System to capture Contractor Performance Information (CPI). Recent shifts in OFPP policy in May 2010, the phasing out of the NIH CPS in August 2010, and also recent updates to the FAR in FAC 2006-022 have necessitated a shift away from the NIH CPS toward the NAVSEA **Contractor Performance Assessment Reporting System (CPARS)**. While the guidelines in FAR 42.1502 and 42.1503 do not currently specify CPARS as the required system for entering CPI, use of the Past Performance Information Retrieval System (PPIRS) is specified and mandated. The established method for publishing information in PPIRS is through CPARS. The Acquisition Committee for e-Government and OFPP have directed that no new systems for capturing CPI should be developed and that agencies should not invest any further resources in developing other capabilities for past performance reporting outside of CPARS and PPIRS.

II. CPARS: Roles and Overview. CPARS is a role and web-based system that allows individual contracts and/or task orders to be registered into the system, assigned to Assessing Official (AO), shared with the contractor who is the subject of a given Contractor Performance Assessment Report (CPAR), and then disputed and reconciled with a Reviewing Official (RO). Table 1: CPARS Roles and Responsibilities, depicts the roles and responsibilities of different users of CPARS at the MCC. CGM personnel fulfill all roles required in CPARS except for the roles Designated Contractor Representative, which is a role fulfilled by contractors receiving and commenting on reports filed about their firm on CPARS, and Assessing Official Representative (AOR). **Assessing Official Representative is the key role for MCC's CORs and Project Monitors.** AORs provide the needed technical inputs and narrative descriptions of a contractor's performance so that the Assessing Official, usually an MCC CGM Contracting Officer, can complete the evaluation of a particular contractor. As CORs and PMs have the most direct knowledge of the contractor's performance, they are most suited to serve as AOR and provide direct assistance to the AO.

III. ACASS – Architect-Engineer Contract Administration Support System (ACASS) ACASS is a related system to CPARS specifically for Architect-Engineer services. It follows the same business processes as the CPARS system with the following key differences:

- **ACASS Evaluation Format.** ACASS evaluations utilize the format of the DD Form 2631, a different format than CPARS. **NOTE: For purposes of entering data into ACASS, all MCC requirements fit into the Engineering Services type of ACASS entry, instead of the design and/or construction types.**
- **Reviewing Official.** Unlike CPARS, the Reviewing Official (RO) must always approve the evaluation regardless of whether the contractor concurs or non-concurs with it.

Accounts to ACASS and CPARS are managed through the same system and access point, so there is no separate process for obtaining an ACASS account as opposed to a CPARS account and both systems have a "single sign-on" process. The CGM Focal point can register individuals for roles and assign contracts in either system.

IV. MCC Process. In fulfilling the necessary AOR role, MCC has two options available for COTRs and PMs. They may either utilize the manual process using a form CGM has developed, or follow the automated process through CPARS itself. The process will be initiated one of the two following ways:

- AO or AOR Contacts the CGM Focal Point to have the AOR registered in CPARS so that they can enter data directly into the system (automated CPARS process);

- AO distributes the relevant score sheet (see CPARS and ACASS Evaluation Forms including on the CGM sharepoint site) to the AOR for completion (manual form-based process)

HELPFUL HINT for CORs/PMs: The COTR/PM performing the AOR role should keep in mind that while an emailed form may seem more convenient for completing an evaluation at first, CPARS and ACASS both have automated tools such as routing and to-do lists to track pending evaluations and provide them to the AO in CGM more efficiently than via email. This may be especially useful for COTRs and PMs that are assigned to a large number of contracts at once where these automated tools can help manage and complete the evaluation workload.

V. Report Types and Timelines. There are several different types of evaluations to be filed in CPARS. After the first year of performance, the evaluation is the “initial” report. For the last option year, the evaluation is the “final” report. Reports for years between the first and last year are “intermediate” or “interim” reports. If a contract is only one year or less long, it will have only a “final” report, if two, only an “initial” and a “final.”

VI. Other Resources. Several different sets of resources are available for COTRs and PMs to greater understand CPARS and how to successfully fulfill their role as AORs. These include:

- [CPARS Practice System](#) - Enables users to enter practice data into the system and become familiar with how CPARS and ACASS operate. Follow NAVSEA procedures for [registering in the practice system](#).
- [DoD Policy Guides and User Manuals](#) - DoD has also established several policy and user manuals for governance and use of the CPARS and ACASS systems. The policy guides contain guidance regarding the governance of the CPARS system, including business sectors (types of requirements), handling different types of contract actions, roles and responsibilities within the system, reporting frequency, and administrative issues. The guides and manuals can be found at the following sites:
 - [CPARS FAQs](#)
 - [CPARS Policy Guide](#)
 - [CPARS User Manual](#)
 - [ACASS User Manual](#)
 - [ACASS FAQs](#)
- [NAVSEA Training Briefings](#) - NAVSEA also offers several training sessions on a rolling basis for different aspects of CPARS and ACASS. While these training sessions are at no cost to those enrolling and are in high demand, any MCC personnel can contact NAVSEA to enroll in available trainings. The MCC CPARS Focal point will facilitate any MCC personnel who wish to enroll in said classes by aiding them in locating information about the training and contacting NAVSEA personnel and system administrators to request additional slots for classes if demand among MCC personnel is high. The following trainings are available through the [CPARS Training portal](#):
 - [ACASS Overview](#)
 - [CPARS Overview](#)
 - [Online Trainings](#)

VII. Conclusion - While CPARS may be a challenge for MCC to implement, it is a Government-wide requirement that MCC must comply with. Many resources are available to assist MCC users of CPARS, and more training and additional resources will be made available in the future. Contact CGM (hamletjc@mcc.gov or @ x13584) if you have any further questions about CPARS.

Table 1 – CPARS Roles and Responsibilities

Role	Responsibilities
CPARS Focal Point- CGM Procurement Analyst	<ul style="list-style-type: none"> • Registering the contract in CPARS • Training • Assigning access authorization for Government and contractor personnel • CPARS account management and maintenance (e.g., access changes) • Control and monitoring of CPARS, including the status of overdue evaluations. The CPARS Focal Point at each activity is responsible for monitoring the status of late reports. • Establishing processes to monitor the integrity (e.g., quality) of the report
Assessing Official (AO) - CGM Team Lead	<ul style="list-style-type: none"> • Ensuring that the contract is registered in CPARS • Ensuring performance input from program management, technical, functional, quality assurance, contracting and other end users of the product or service is included in the evaluation • Reviewing evaluation information provided by the AORs • Input of evaluation information • Quality review of the entire evaluation • Forwarding the Government evaluation information to the contractor • Reviewing comments from the designated contractor representative once the evaluation has been returned by the contractor or after 30 calendar days have lapsed • Modifying the CPAR comments and/or ratings after review of contractor comments, as determined by the AO. After receiving and reviewing the contractor’s comments on the CPAR, the AO may revise the assessment, including the narrative. The AO will notify the contractor of any revisions made to a report as a result of the contractor’s comments. Such a revised report will not be sent to the contractor for further comment. The contractor will have access to both the original and revised reports in the CPARS AIS when the Government finalizes the evaluation. • Forwarding evaluations to the RO which are in disagreement or when requested by the contractor or when the contractor fails to respond to the assessment
Assessing Official Representative (AOR) – MCC COTR or PM	<ul style="list-style-type: none"> • Providing a timely and quality narrative via either manual process (using form provided by CGM) or through direct input into the CPARS system • Coordinating, off-line, to determine which AOR will select “Validate and Send to the Assessing Official” • Assisting the AO or RO, as necessary
Designated Contractor Representative (DCO) - CONTRACTOR	<ul style="list-style-type: none"> • Receive the Government evaluation from the AO • Review/comment/return evaluation to AO within 30 calendar days. If the contractor desires a meeting to discuss the CPAR, it must be requested, in writing, no later than seven calendar days from the receipt of the CPAR. • Request RO review
Reviewing Official (RO) – CGM Managing Director	<ul style="list-style-type: none"> • Provides the check-and-balance when there is disagreement between the AO and the contractor. • Review and sign the assessment when the contractor indicates non-concurrence with the CPAR or when the contractor is non-responsive. • Provide narrative comment (the RO’s comments supplement those provided by the AO; they do not replace the ratings/narratives provided by the AO) • Sign the CPAR (at this point, it is considered final and is posted in the CPARS AIS and is available for source selection official use in the PPIRS)