

CPARS: Time Has Come for a Change

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CPARS: Time Has Come for a Change

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Melissa Waefler

Ray Savoy

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Speaker / Moderator

Col. Sal Nodjoman, P.E., USAF (Ret.)

CEO Matrix Design Group

- Not Mike Blount
- Ohio State fan! All Sports
- Former SAME National President



Speaker

Melissa Waefler

Federal Marketing Manager
RS&H

- SAME Hampton Roads Young Professional's Chair
- Mom to two wonderful children
- Enjoys horseback riding, going to the beach, and Peloton workouts



Speaker

Ray Savoy

Executive Assistant

Office of Facilities Acq

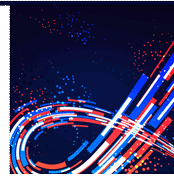
Office of Construction and Facilities Mgmt

U.S. Department of Veteran Affairs

- Former Seabee
- Enjoys scuba diving & golf

What is a CPARS?

FAR 42.15



A Contractor Performance Assessment Report (CPAR) is a Government Report Card for a contractor's work.

1. The **Contractor Performance Assessment Reporting System (CPARS)** is the electronic evaluation system the Gov't uses to rate Prime Contractor performance.
2. Depending on the dollar value (above the simplified acquisition threshold for services, \$750K for construction, and \$35K for A/E) evaluations are required to be performed by the Gov't at least **annually OR upon completion of the contract/task order**.
3. Contractors use this site to comment on and view ONLY their performance ratings received by the Government; access to CPARS is linked to a company's unique entity identifier.
4. All Gov't agencies can access CPARS reports and may be used for source selection to mitigate risk to the Gov't on contractor's performance during proposal evaluations.
5. These report cards are accessible **for up to 6 years from project (not contract) completion date**.

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Poll: Do you feel CPARS are applied consistently within an agency?

Live Content Slide

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Poll: Do you feel CPARS are applied consistently between agencies?

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Poll: Do you collaborate closely with the agency on your CPARS?

CPARS ISSUES

Government is supposed to rate a CPAR within 120 days of end of PoP before it shows overdue. Through Q1 FY22, Government is overdue on **43,539 of 154,398 CPARS in process (28%)**.

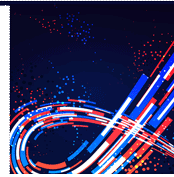
Anecdote:

- Company “A” has nearly **\$367M (280 CPARS) in ‘OVERDUE’ CPARS (old as 2013)**, that Gov’t has not rated
- Of those, \$77M (60 CPARS, 54 of which are overdue) that have not been completed by the Gov’t (comments have been uploaded but still waiting for the Reviewing Official to close it out)
- This happens mostly but not solely with non-concurs
- **Gov’t can still review/evaluate these non-completed CPARS during source selection**

There is **no deadline** for the Gov’t to complete their process.

CPARS Industry / Government Engagement

CPARS Reform?



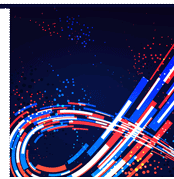
Issue:

Through discussion at SAME/AGC/DBIA events, discovered an **undercurrent of dissatisfaction** with the Contractor Performance Assessment Reporting System (CPARS) process by A/E/C industry. Many of the **complaints revolved around the consistency of the ratings and lack of collaboration in the process**. The taxpayers should benefit from a consistent and reliable performance rating system to incentivize performance and support future acquisition decisions.

SAME Tasking:

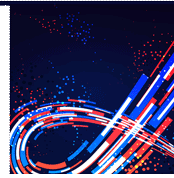
1. SAME appointed an Industry Government Engagement (IGE) team to evaluate the issues related to CPARS; initial tasking:
 - a) Investigate and recommend an adjudication process of adverse interim and final CPARS ratings.
 - b) How CPARS is currently used and identification of any gaps or inconsistencies
 - c) Enhance understanding of CPARS
 - d) This project will focus on results not requiring changes to the Federal Acquisition Regulations.

CPARS Reform: Industry – Government Engagement Group



Name	Organization	
Michael Blount	SAME	Professional Society
Rob Biederman	SAME	Professional Society
Sal Nodjomian	SAME	Professional Society
Jordan Howard	AGC	Professional Society
Laura Stagner	DBIA	Professional Society
Bob Schlesinger	Prime AE	Architect/Engineer Company
John Alberghini	Michael Baker	Architect/Engineer Company
Greg Bowman	Siemens Government	Architect/Engineer Company
Mary Anne Bernard	AECOM	Architect/Engineer Company
Melissa Waefler	RS&H	Architect/Engineer Company
Lee Hopson	AECOM	Architect/Engineer Company
Lacey Craven	NAVFAC	Government DCA
Kimberly Armstrong	NAVFAC	Government DCA
Darrick Godfrey	USACE	Government DCA
Judy Biddle	AFCEC	Government DCA
Ray Savoy	VA	Government DCA
Shea DeLutis	Clark Construction	General Contractor
Chip Scott	Grunley Construction	General Contractor

CPARS Reform?



Discussion:

The IGE Team identified five focus areas to review:

1. Drive for consistency within an Agency and across all Agencies
2. Drive for incorporation of CPARS rating [sub]factors definitions and understanding into Partnering (written into Partnering and "Kickoff" documents/direction) with periodic follow up
3. Support a dispute resolution process for low ratings prior to recording in CPARS.
4. Drive for correlation between meaning of CPARS ratings given for a project/contract and interpretation by future source selection boards.
5. Promulgate and support CPARS training for contractor.

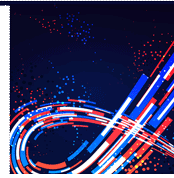
Recommendation:

Have IGE address following; report back at JETC 2022:

1. Liaison with GSA regarding development of CPARS modules on Construction and Architectural Services that provide more consistent rigor and detail in the rating process (similar to the rigor of the old CCASS and ACASS). If GSA is not amenable to a change, develop tri-service (DCAs) sub-factors for consistent application for construction and AE contracts.
2. Incorporate CPARS rating [sub]factors definitions and understanding into the DCA's Partnering Directives
3. Develop a plan to promulgate and support CPARS training for all contractors via Society/Association educational forums, DCA outreach and other vehicles.

Recommendation 1: CPARS Consistency

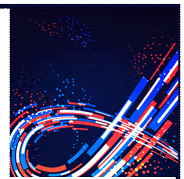
CPARS Consistency Recommendation



For the three DoD Design and Construction Agents (DCAs) and the VA, develop consistent modules for Construction and Architectural/Engineering Services CPARS like the preexisting CCASS and ACASS and informed by NAVFAC worksheets. These modules will add guidance and rigor in the reporting process by providing subfactors to the Quality, Schedule, Management, Cost Control and Small Business rating categories defined by FAR 42.15.

Once developed, the above DCAs will use this system on all CPARS for Construction and AE Services.

CPARS Consistency



Evaluation Areas	Past Rating	Rating
Quality:	N/A	Exceptional
Schedule:	N/A	Exceptional
Cost Control:	N/A	Exceptional
Management:	N/A	Exceptional
Small Business Subcontracting:	N/A	Exceptional
Regulatory Compliance:	N/A	Exceptional
Other Areas:		

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PART III EVALUATION OF PERFORMANCE ELEMENTS

N/A = NOT APPLICABLE O = OUTSTANDING A = ABOVE AVERAGE S = SATISFACTORY M = MARGINAL U = UNSATISFACTORY

15. QUALITY CONTROL		N/A	O	A	S	M	U	16. EFFECTIVENESS OF MANAGEMENT		N/A	O	A	S	M	U
a.	QUALITY OF WORKMANSHIP							a.	COOPERATION AND RESPONSIVENESS						
b.	ADEQUACY OF THE CQC PLAN							b.	MANAGEMENT OF RESOURCES/ PERSONNEL						
c.	IMPLEMENTATION OF THE CQC PLAN							c.	COORDINATION AND CONTROL OF SUBCONTRACTORS						
d.	QUALITY OF QC DOCUMENTATION							d.	ADEQUACY OF SITE CLEAN-UP						
e.	STORAGE OF MATERIALS							e.	EFFECTIVENESS OF JOB-SITE SUPERVISION						
f.	ADEQUACY OF MATERIALS							f.	COMPLIANCE WITH LAWS AND REGULATIONS						
g.	ADEQUACY OF SUBMITTALS							g.	PROFESSIONAL CONDUCT						
h.	ADEQUACY OF QC TESTING							h.	REVIEW/RESOLUTION OF SUBCONTRACTOR'S ISSUES						
i.	ADEQUACY OF AS-BUILTS							i.	IMPLEMENTATION OF SUBCONTRACTING PLAN						
j.	USE OF SPECIFIED MATERIALS							17. COMPLIANCE WITH LABOR STANDARDS							
k.	IDENTIFICATION/CORRECTION OF DEFICIENT WORK IN A TIMELY MANNER							a.	ADEQUACY OF INITIAL PROGRESS SCHEDULE						
17. TIMELY PERFORMANCE								b.	ADHERENCE TO APPROVED SCHEDULE						
a.	ADEQUACY OF INITIAL PROGRESS SCHEDULE							c.	RESOLUTION OF DELAYS						
b.	ADHERENCE TO APPROVED SCHEDULE							d.	SUBMISSION OF REQUIRED DOCUMENTATION						
c.	RESOLUTION OF DELAYS							e.	COMPLETION OF PUNCHLIST ITEMS						
d.	SUBMISSION OF REQUIRED DOCUMENTATION							f.	SUBMISSION OF UPDATED AND REVISED PROGRESS SCHEDULES						
e.	COMPLETION OF PUNCHLIST ITEMS							g.	WARRANTY RESPONSE						
f.	SUBMISSION OF UPDATED AND REVISED PROGRESS SCHEDULES							18. COMPLIANCE WITH LABOR STANDARDS							
g.	WARRANTY RESPONSE							a.	CORRECTION OF NOTED DEFICIENCIES						
20. REMARKS (Explanation of unsatisfactory evaluation or criteria to justify the evaluation. These data must be responsibility. Continue on separate sheet(s), if needed.)								b.	PAYROLLS PROPERLY COMPLETED AND SUBMITTED						
								c.	COMPLIANCE WITH LABOR LAWS AND REGULATIONS WITH SPECIFIC ATTENTION TO THE DAVIS-BACON ACT AND REQ REQUIREMENTS						

15. QUALITY CONTROL		N/A	O	A	S	M	U
a.	QUALITY OF WORKMANSHIP						
b.	ADEQUACY OF THE CQC PLAN						
c.	IMPLEMENTATION OF THE CQC PLAN						
d.	QUALITY OF QC DOCUMENTATION						
e.	STORAGE OF MATERIALS						
f.	ADEQUACY OF MATERIALS						
g.	ADEQUACY OF SUBMITTALS						
h.	ADEQUACY OF QC TESTING						
i.	ADEQUACY OF AS-BUILTS						
j.	USE OF SPECIFIED MATERIALS						
k.	IDENTIFICATION/CORRECTION OF DEFICIENT WORK IN A TIMELY MANNER						

TYPICAL USAGE CONTRACTOR PERFORMANCE EVALUATION STANDARDS & WORKSHEET

Outstanding	Above Average	Satisfactory	Not Satisfactory
<p>15. QUALITY CONTROL</p> <p>a. Quality of workmanship. Inspectors/observers indicate all work is performed in accord with approvals without prompting/unnecessary remark.</p> <p>b. Adequacy of CQC Plan. Includes all QC and testing requirements in accordance with the contract and submitted timely.</p> <p>c. Implementation of CQC Plan. Applies 3-Phase control system, per contract specifications, with little Government prompting.</p> <p>d. Quality of QC documentation. Very thorough, accurate, timely and complete for all operations.</p> <p>e. Storage of materials. All materials stored as required by the contract with no Government prompting.</p> <p>f. Adequacy of materials. Without Government prompting verifies materials compliance before use.</p> <p>g. Adequacy of submittals. 95% or more of QA submittals receive Action Codes (A or B) & are always made on or before scheduled date.</p> <p>h. Adequacy of QC testing. Does not have to be reminded to perform QC testing as specified in the contract.</p> <p>i. Adequacy of As-Builts. Not updated and regularly reviewed for accuracy with Government personnel.</p> <p>j. Use of specified materials. Materials are in accordance with the contract.</p> <p>k. Identification/correction of deficient work. Is promptly reviewed. Promptly identifies/communicates deficiencies without prompting.</p>	<p>15. QUALITY CONTROL</p> <p>a. Quality of workmanship. Inspectors/observers indicate all work is performed in accordance with plans and specs with minimal number of follow back and rework.</p> <p>b. CQC plan was sufficiently complete, according to the contract, required revision and resubmitted timely.</p> <p>c. Applies 3-Phase control system, per contract specifications, with little Government prompting.</p> <p>d. QC documentation is accurate, timely and complete for all operations.</p> <p>e. All materials stored as required by the contract with little Government prompting.</p> <p>f. Verifies materials are in compliance before incorporation with little Government prompting.</p> <p>g. Mostly percent or more of submittals requiring Government approval receive Action Codes (A or B) and are generally made as scheduled.</p> <p>h. Some have to be reminded to perform testing as specified in the contract.</p> <p>i. As-builts are kept updated and available for review by Government personnel.</p> <p>j. Review materials are in accordance with the contract.</p> <p>k. Routinely identifies, tracks and corrects deficiencies with minimal Government prompting.</p>	<p>15. QUALITY CONTROL</p> <p>a. Quality of workmanship. Inspectors/observers indicate all work is performed in accordance with contract specifications.</p> <p>b. CQC plan is complete according to the contract, requires assistance and not submitted timely.</p> <p>c. Applies 3-Phase control system per contract specifications.</p> <p>d. QC documentation frequently requires review due to incompleteness/accuracy. Reports not timely.</p> <p>e. Government frequently requires instructions to store materials per contract and repeatedly requests corrections.</p> <p>f. Frequently has to be reminded to check compliance of materials.</p> <p>g. Submittals frequently require rework or contractor's failure to identify variances and are late than scheduled.</p> <p>h. Frequently has to be reminded to perform testing as specified in the contract.</p> <p>i. As-builts are not kept updated either are not available for review by Government personnel.</p> <p>j. Review materials frequently required for non-specified/non-approved materials. Prompted often to use specified materials.</p> <p>k. Government frequently points out deficiencies and has to be reminded to correct.</p>	<p>15. QUALITY CONTROL</p> <p>a. Quality of workmanship. Inspectors/observers indicate all work is performed in accordance with contract specifications.</p> <p>b. CQC plan is incomplete according to the contract, requires assistance and not submitted timely.</p> <p>c. Applies 3-Phase control system per contract specifications.</p> <p>d. QC documentation frequently requires review due to incompleteness/accuracy. Reports not timely.</p> <p>e. Government frequently requires instructions to store materials per contract and repeatedly requests corrections.</p> <p>f. Frequently has to be reminded to check compliance of materials.</p> <p>g. Submittals frequently require rework or contractor's failure to identify variances and are late than scheduled.</p> <p>h. Frequently has to be reminded to perform testing as specified in the contract.</p> <p>i. As-builts are not kept updated either are not available for review by Government personnel.</p> <p>j. Review materials frequently required for non-specified/non-approved materials. Prompted often to use specified materials.</p> <p>k. Government frequently points out deficiencies and has to be reminded to correct.</p>
SUMMARY: [] OUTSTANDING [] [] SATISFACTORY [] [] UNSATISFACTORY			

Quality

NEW CPARS Policy for NAVFAC Construction Contracts

January 2019



DEPARTMENT OF THE NAVY

NAVAL FACILITIES ENGINEERING COMMAND
1322 PATTERSON AVENUE, 3E, SUITE 1000
WASHINGTON NAVY YARD, DC 20374-5005

4335
Ser CI/001
31 JAN 2019

From: Commander, Naval Facilities Engineering Command
Subj: CONSTRUCTION CONTRACTOR PERFORMANCE ASSESSMENT REPORTING SYSTEM

Ref: (a) FAR Subpart 42.15-Contractor Performance Information
(b) FAR 15.305 Proposal Evaluation

Encl: (1) NAVFAC CPARS Ratings Process
(2) NAVFAC CPARS Ratings Matrix
(3) Summary Ratings and Narrative Tool

1. **Purpose.** To promulgate updated policy to improve the preparation, timeliness, and consistency of construction Contractor Performance Assessment Reporting System (CPARS) documentation and ratings.

2. **Background.** Reference (a) provides requirements for contractor past performance evaluations, including contract thresholds, definitions (i.e. ratings), and application (i.e. use of CPARS at <http://www.cpars.gov/>). Reference (b) establishes the use of past performance information in source selection evaluations.

3. **Policy.** This instruction applies to all construction contracts and task orders.

(a) Interim and/or final performance ratings must not be a surprise to the construction contractor. Fair treatment and professionalism requires open, two-way communications with the contractor throughout the performance of the contract.

(b) Past performance evaluations must be provided in a timely manner to support on-going or future source selections.

(c) Fair rating standards must be consistently applied to all past performance information and must accurately reflect actual contractor performance. Rating standards should be mutually understood by the Government and the Contractor.

(d) Past performance information must include performance details of prime contractor safety as well as key sub-contractors (subs) and architect-engineers (AEs).

4. **Action.** Per Enclosure (1) and as appropriate, the contract Assessing Official (typically the construction manager) shall perform the following functions:

Subj: CONSTRUCTION CONTRACTOR PERFORMANCE ASSESSMENT REPORTING SYSTEM

(a) Review enclosure (2) with the Contractor at each pre-construction conference (precon) or post-award kick-off meeting (PAK). Note, this ratings matrix was developed with input from various industry groups as an acceptable standard. Ensure documentation of contractor performance in accordance with the established Business Operations Plan and leverage existing tools, such as standard NAVFAC QA forms and/or tools and checklists within the NAVFAC Electronic Construction and Facility Support Contract Management System (eCMS).

(b) For all construction contracts or task orders greater than \$700,000:


(1) Submit annual evaluations to the Reviewing Official (typically the Contracting Officer) within 30 days for every 12-month period of contract performance. An interim evaluation may also be prepared any time an unsatisfactory rating is warranted.

(2) Submit a final evaluation covering the entire contract performance to the Reviewing Official within 30 days after the contract is completed (or after any termination for default, regardless of contract amount).

(c) If an evaluation is required, select the appropriate rating for each sub-factor in enclosure (3). If a sub-factor does not apply or is not observed, select the "N/A" rating. Copy the auto-generated narrative from enclosure (3), then within CPARS select the appropriate rating for each factor and paste the copied narrative and provide example(s), where required. Incorporate contractor performance feedback from key parties (e.g. design manager, small business specialist, site safety manager, engineering technician, etc.). Note, all contracts terminated for default shall be issued an unsatisfactory rating using the appropriate factor (e.g. Quality, Schedule, Management).

(d) Provide the name of company, DUNS number, and description of services of the key sub(s) and AE under "Key Subcontractors and Effort Performed" section in the "NAFAC Information" tab in CPARS. Include a rating and narrative for the prime contractor safety program, as well as key sub(s) and AE, using separate "Other Areas" sub-tabs.

5. The NAVFAC Business Management System (BMS) process B-1.7.5 will be updated to reflect these changes. Training and questions will be addressed by Herman Pablo, at 202-685-9270, or herman.pablo@navy.mil.


JOSEPH E. GOTT, P.E.
Chief Engineer and
Assistant Commander, Capital
Improvements

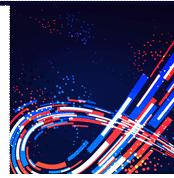
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		RATINGS:	EXCEPTIONAL	VERY GOOD	SATISFACTORY	MARGINAL	UNSATISFACTORY	N/A
1	QUALITY	OVERALL RATING	The overall QUALITY performance was EXCEPTIONAL, exceeding MANY contractual requirements with FEW MINOR DEFICIENCIES and immediate HIGHLY EFFECTIVE corrective actions.	The overall QUALITY performance was VERY GOOD, exceeding SOME contractual requirements with SOME MINOR DEFICIENCIES and immediate EFFECTIVE corrective actions.	The overall QUALITY performance was SATISFACTORY, MEETING contractual requirements with SOME MINOR DEFICIENCIES and SATISFACTORY corrective actions in a mutually	The overall QUALITY performance was MARGINAL, NOT MEETING SOME contractual requirements with SERIOUS problems and MODERATELY EFFECTIVE or NOT YET IDENTIFIED	The overall QUALITY performance was UNSATISFACTORY, NOT MEETING MOST contractual requirements with SERIOUS problems and INEFFECTIVE corrective actions.	Not Applicable
1.1	DQC Plan/Documentation & Bid Document Clarity	Adherence to the Design QC Plan was HIGHLY EFFECTIVE and the composition of the bid documents were NOTABLY clear, which resulted in little to no re-work that was immediately addressed. EXAMPLE(S) INCLUDE:	Adherence to the Design QC Plan was EFFECTIVE, and the composition of the bid documents were MOSTLY clear, which resulted in FEW MINOR DEFICIENCIES that were immediately addressed or identified in the re-work.	Adherence to the Design QC Plan was SATISFACTORY, composition of bid documents were REASONABLY clear, and/or resulted in SOME MINOR DEFICIENCIES that were SATISFACTORYLY addressed in an agreed	A Design QC Plan was NOT FULLY IMPLEMENTED, composition of bid documents were MARGINALLY CLEAR, which resulted in SERIOUS PROBLEMS and corrective actions were MARGINALLY EFFECTIVE and/or NOT	A Design QC Plan FAILED TO BE IMPLEMENTED and/or DOES NOT MEET contractual requirements, bid documents FAILED to be clearly developed, which resulted in EXCESSIVE PROBLEMS and corrective actions were	Not Applicable	
1.2	Design Adherence to Scope, Criteria, Constructability & Regional/Local Practicality	Architect-Engineer provided a SUPERIOR basis for the design through adherence to the project scope, design criteria and incorporating regional/local practices and/or constructability factors. THOROUGH and ACCURATE design documentation was provided. Architect-Engineer	Architect-Engineer provided a VERY GOOD basis for the design through adherence to the project scope, design criteria and incorporating regional/local practices and/or constructability factors. ACCURATE design documentation was provided with SOME MINOR PROBLEMS identified	Architect-Engineer provided a SATISFACTORY basis for the design through adherence to the project scope, design criteria and incorporating regional/local practices and/or constructability factors. SATISFACTORY design documentation was provided with SOME MINOR PROBLEMS	Architect-Engineer provided a SUB-STANDARD basis for the design with MARGINAL design documentation. The design solution was MARGINAL in adhering to the project scope, and/or design criteria and/or regional/local practices and/or constructability factors that presents a SERIOUS PROBLEM.	Architect-Engineer provided an INFERIOR basis for the design with UNSATISFACTORY design documentation. The design solution FAILED to adhere to the project scope, and/or to important design criteria, and/or did not consider regional/local practices, and/or constructability	Not Applicable	
1.3	Design Drawings	Design drawings by the Architect-Engineer were of SUPERIOR quality. Design drawings were EXCEPTIONALLY accurate, EXTREMELY well organized, and HIGHLY EFFECTIVE for contractor comprehension of the technical design. There were VERY FEW PPIs/RFIs during the bidding and/or construction phases	Design drawings by the Architect-Engineer were of VERY GOOD quality. Design drawings were MOSTLY accurate and ADEQUATELY developed to convey the technical design with FEW MINOR PROBLEMS that were immediately addressed with EFFECTIVE corrective actions. There were some PPIs/RFI's	Design drawings by the Architect-Engineer were of SATISFACTORY quality. Design drawings accuracy and development were SUFFICIENT to convey the technical design and CONSISTENT WITH the standard of care. SOME MINOR PROBLEMS were identified during the development of	Design drawings by the Architect-Engineer were of SUB-STANDARD quality. Design drawings were MARGINALLY accurate and LACKING development to convey the technical design. SERIOUS PROBLEMS were identified during the development of the design drawings. CORRECTIVE	Design drawings by the Architect-Engineer were of INFERIOR quality. Design drawings were SIGNIFICANTLY INACCURATE and LACKING development to convey the technical design. SERIOUS PROBLEMS were identified during the development of the design drawings. CORRECTIVE	Not Applicable	
1.4	Design Specifications	Design specifications by the Architect-Engineer were of SUPERIOR quality compared to the standard of care. Design specifications were EXCEPTIONALLY developed, EXTREMELY well organized, and HIGHLY EFFECTIVE for contractor comprehension of the technical design. There were VERY FEW PPIs/RFIs during	Design specifications by the Architect-Engineer were of VERY GOOD quality compared to the standard of care. Design specifications were MOSTLY accurate and ADEQUATELY developed to convey the technical design with FEW MINOR PROBLEMS that were immediately addressed with EFFECTIVE corrective actions. There were some	Design specifications by the Architect-Engineer were of SATISFACTORY quality. Design specifications accuracy and development were SUFFICIENT to convey the technical design and CONSISTENT WITH the standard of care. SOME MINOR PROBLEMS were identified during the development of the design specifications that were	Design specifications by the Architect-Engineer were of SUB-STANDARD quality compared to the standard of care. Design specifications were MARGINALLY accurate and LACKING development to convey the technical design. SERIOUS PROBLEMS were identified during the development of the design specifications. CORRECTIVE	Design specifications by the Architect-Engineer were of INFERIOR quality compared to the standard of care. Design specifications were SIGNIFICANTLY INACCURATE and LACKING development to convey the technical design. SERIOUS PROBLEMS were identified during the development of the design specifications.	Not Applicable	
1.5	Cost Estimate and Risk Assessment Documents	Architect-Engineer Cost Estimates and Risk Assessment documents were HIGHLY ACCURATE with respect to the award amount, even at early stages of design enabling the Gov't and Architect-Engineer to OPTIMIZE the scope and design solution and MITIGATE risks. Basis of Cost Estimate VERY CLEARLY showed derivation of contractor markups and sources of material, equipment and labor cost data behind	Architect-Engineer Cost Estimates and Risk Assessment documents were ACCURATE with respect to the award amount. Basis of Cost Estimate CLEARLY showed derivation of contractor markups and sources of material, equipment and labor cost data backed by industry data and calculations – accuracy of individual line items was ADEQUATE and presented in AGGREGATE	Architect-Engineer Cost Estimates and Risk Assessment documents were SATISFACTORY, enabling the Gov't and Architect-Engineer to award the project. There were MINOR PROBLEMS with cost accuracy and risk assessment identified that were SATISFACTORYLY addressed in an agreed upon timeframe without major issues. Basis of Cost Estimate showed derivation of contractor	Architect-Engineer Cost Estimates and Risk Assessment documents were of MARGINAL ACCURACY. Scope and design solution development were NEGATIVELY IMPACTED by accuracy of cost estimating and risk assessments. Basis of Cost Estimate minimally addressed derivation of contractor markups and sources of material, equipment and labor cost data.	Architect-Engineer Cost Estimates and Risk Assessment documents were UNSATISFACTORY including INACCURATE, assumptions, accounting ERRORS and INACCURATE quantities. Overall project execution was SERIOUSLY IMPACTED by accuracy of cost estimating and risk assessment. Basis of Cost Estimate did not address derivation of contractor markups and	Not Applicable	

Recommendation 2: CPARS Integration into Partnering

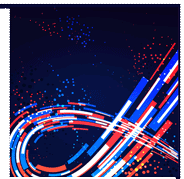
Integration of CPARS into Partnering Recommendation



As part of the Agency's existing Partnering (Formal and Informal) and Collaborative Working programs/directives/instructions, insert the following:

- CPARs Training and Understanding
 - Partnering together at Project Kick Off
- Agency/Field Office CPARS Rating Definitions
 - Set expectations upfront!
- Explanation of Agency/Field Office CPARS processes
- Frequency of Reports

Why incorporate CPARS into Partnering?

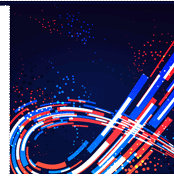


- Partnering early leads to successful project outcomes
- Clear and Defined CPARS ratings
- CPARS ratings have a great impact. Contractors want a successful project
- Internal CPARS Process

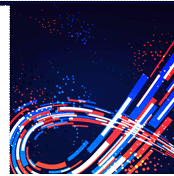
Deliverable	Issue/Problem	Contract Reference	Contract Requirement Changes	RS&H Solution	Benefit
<i>*PM may edit submittal names based on contractual deliverables & may add construction milestones if applicable</i>	Identify an issue or problem on the project to which RS&H provided a solution.	Where possible, identify an exact contract requirement to which the issue being discussed relates.	If applicable, summarize any changes to the referenced contract requirement.	What did the RS&H team do to overcome these design/construction challenges and resolve any issues? Identify significant events.	How did our proactive solutions & significant events benefit the Government directly?
	Expedited schedule due to client expiring funds	Schedule of Deliverables/Bid Schedule Contract clause XYZ requiring Phase I design deliverable 445 days after Notice to Proceed and Pre-design meeting minutes dated XX/YY/ZZZ with user request for consideration of expediting initial building design	Although a formal change was not initiated, the client funding considerations were discussed and there was a clear benefit to the government if two facility designs could be expedited.	Site investigations focused on the critical need areas first. Additional resources were brought in to work on these first two facilities. Although efficiencies in design were lost by breaking out two facilities from the rest of the design package, RS&H was able complete the design of the first two facilities six months ahead of schedule. The remainder of the facility designs were submitted as per the contractually required schedule.	Through this expedited design effort, the Government was able to accommodate early funding opportunities that presented themselves after the award of this design contract. This effort further allowed additional and creative construction phasing opportunities of the remaining project work to more efficiently allow the SUBASE to plan their operations and facility shutdowns around the fleet activities.



What should be discussed in Partnering WRT CPARS



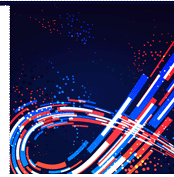
- What categories beyond the required will be evaluated?
- What will it take to get a Very Good / Exceptional rating?
- What will be the frequency of reports? Once a year?
- Who is the Assessing Official (AO)?
- What is the escalation process for disagreement on scores/ratings? An informal and formal (FAR cited) process should be discussed.
- Any specific concerns from the client that will drive the evaluations?
- Can the contractor prepare a draft CPARS and see the Government's draft prior to submitting in the system?



Government Rating Example

AHU design review **comments** at the 50% and 100% design reviews **did not get addressed in the contract documents**. As a result several coordination meetings were necessary during construction performance to redesign the fire alarm system and gain approval. The **AE reaction time to resolve was slow** resulting in a building that lacked protection during much of construction and added time requirement to address the issue.

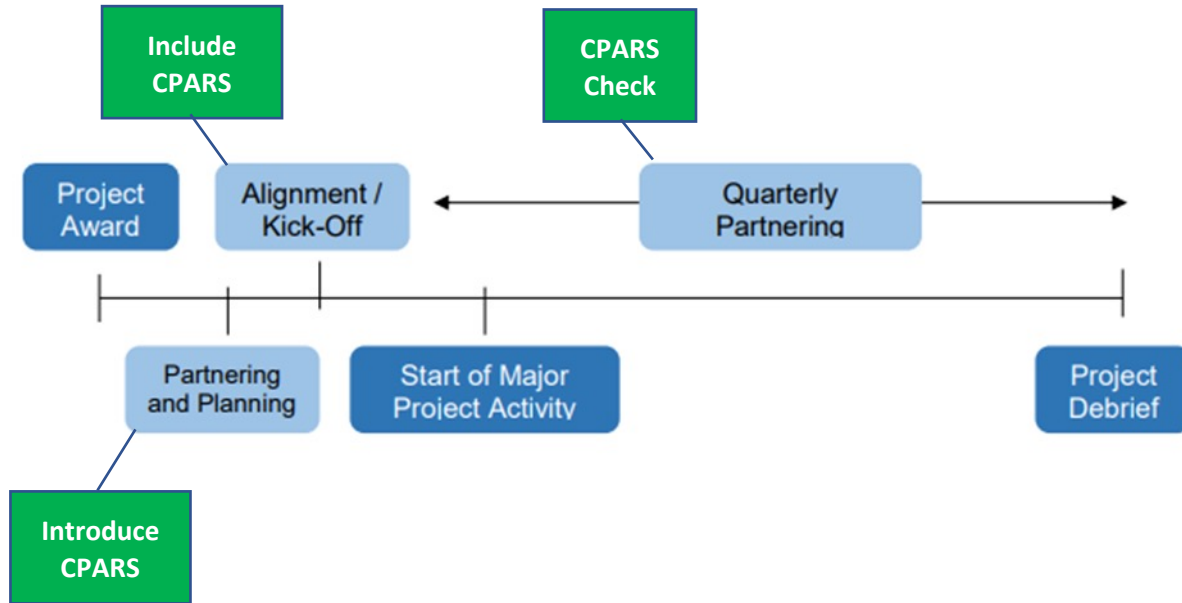
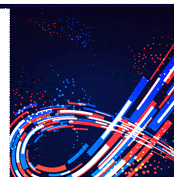
Contractor Response



We respectfully disagree that 50% and 100% comments from the Government Agency Fire Protection reviewer were not addressed. We followed the direction received from the Authority Having Jurisdiction (Tyndall AFB Fire Department AHJ) during early site visits and discussions related to fire alarm systems as follows:

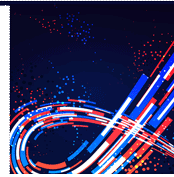
- 2/12/21 - Direction during scoping phase
 - Jane Doe, Tyndall Fire Department, directed the design team ...
- 5/23/21 - Comment provided at 50%
 - John Smith, acting as Agency reviewer, commented that the new system should have ...
- 8/3/21 – Comment provided at 50%
 - Sally Green, Tyndall Fire Department, commented that ...
- 11/20/21 - Comments at 100% design and Final
- The 100% and final design was submitted with a system that

How to incorporate CPARS into Partnering



Recommendation 3: CPARS Training and Understanding

Training and Understanding Recommendations



1. Gov't to implement consistency across agency websites for CPARS references.
 - Include a link that directs to CPARS.gov training site
2. Gov't to develop more/better training for rating officials (housed with other training on CPARS.gov website)
 - Training exists for how to enter ratings into CPARS.gov, but now how or what criteria to use to evaluate the contractor
 - (Engage IGE to help promote)
3. IGE to seek training opportunities at professional organizations/associations.
 - Examples: COAA, DBIA, SAME, ACEC, AGC, AIA, CMAA
4. Gov't to stress importance of robust, on-time reviews to lessen 'overdue' CPARS.
 - Overdue CPARS tend to affect the integrity of the ratings/narrative (i.e., Gov't staff turnover, contractor performance not tracked)

Nuts and Bolts of the CPAR Evaluation

Red highlights = Key Government fields to complete

Green highlights = Contractor fields

FOR OFFICIAL USE ONLY / SOURCE SELECTION INFORMATION - SEE FAR 2.101, 3.104, AND 42.1503

CONTRACTOR PERFORMANCE ASSESSMENT REPORT (CPAR)

Architect-Engineer

Name/Address of Contractor:

Vendor Name: CONTRACTOR, INC.

Division Name:

Street: XX

City: XX

State: Zip: XX

Country: XX CAGE Code:

Unique Entity ID (DUNS): XX Unique Entity ID (SAM):

Product/Service Code: XX Principal NAICS Code: XX **Evaluation Type:** Interim

Contract Percent Complete: 47

Period of Performance Being Assessed: 08/21/2019 - 08/19/2020

Contract Number: XXXXX XXX **Business Sector & Sub-Sector:** Nonsystems - Facilities Services **Contracting Office:** XX

Contracting Officer: XX **Phone Number:** XX

Location of Work:

XX

Date Signed: 09/15/2017 **Effective Date:** 09/15/2017

Est. Ultimate Completion Date/Last Date to Order: 09/14/2020 **Estimated/Actual Completion Date:** 09/24/2021

Base and All Options Value : \$XX **Action Obligation:** \$XX

Complexity: High **Termination Type:** None

Extent Competed: Full and Open Competition **Type of Contract:** Firm Fixed Price

Key Subcontractors and Effort Performed:

Unique Entity ID (DUNS): **Unique Entity ID (SAM):**

Effort:

Unique Entity ID (DUNS): **Unique Entity ID (SAM):**

Effort:

Unique Entity ID (DUNS): **Unique Entity ID (SAM):**

Effort:

Project Number:

Project Title:

XX

Contract Effort Description:

This is a compliance cleanup (CC) project.

Small Business Subcontracting:

Does this contract include a subcontracting plan? No

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

Evaluation Areas

Quality: Satisfactory
Schedule: Satisfactory
Cost Control: N/A
Management: Satisfactory
Small Business Subcontracting: N/A
Regulatory Compliance: Satisfactory

Past Rating

Satisfactory
Satisfactory
N/A
Satisfactory
N/A
Satisfactory

Rating

Satisfactory
Satisfactory
N/A
Satisfactory
N/A
Satisfactory

Other Areas:

(1): N/A
(2): N/A
(3): N/A

Variance (Contract to Date):

Current Cost Variance (%): Variance at Completion (%):

Current Schedule Variance (%):

Assessing Official Comments:

QUALITY: Contractor Inc. furnished all required deliverables on schedule. All work was completed in accordance with the SOW and prior to the Period of Performance end date.

SCHEDULE: Performance to date has met the contract requirements.

COST CONTROL: The contract is firm fixed price.

MANAGEMENT: Contractor Inc. exhibited exemplary customer service with the Government and maintained a high level of professionalism in its working relationships with all parties involved. Provided timely and responsive services to effectively support the Government in the accomplishment of its mission.

REGULATORY COMPLIANCE: The contractor has performed in accordance with the contract for excavation and performing the pilot test. No significant weaknesses have been identified.

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

Name and Title of Assessing Official:

Name: John J. Smith

Title: xx

Organization: US Army Corps of Engineers

Phone Number: xx Email Address: xx

Date: 09/01/2020

Contractor Comments:

ADDITIONAL/OTHER: Contractor, Inc. would like to thank the Government for the opportunity to participate in this project and we look forward to working together in the future.

CONCURRENCE: I concur.

OR

ADDITIONAL/OTHER: Contractor, Inc. would like to thank the Government for the opportunity to participate in this project. We believe higher ratings would more accurately reflect our performance for Management and request reevaluation. We worked closely with the Government and the Task Manager to provide prompt and effective support to meet the Government's needs and requirements. Our Project Manager reached out to the Government's Operations Managers and Task Team Lead on a regular basis. We were very supportive of the Government's efforts and routinely received positive feedback. Per the Assessing Official's comments, "Contractor Inc. exhibited exemplary customer service with the Government and maintained a high level of professionalism in its working relationships with all parties involved. Provided timely and responsive services to effectively support the Government in the accomplishment of its mission." Based on this positive feedback and the significant benefits provided to the Government stemming from our outstanding project management, we respectfully request consideration of an Exceptional rating for Management.

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

Name and Title of Contractor Representative:

Name: Jana Smith

Title: Project Manager

Phone Number: 703-555-1212

Email Address: jana.smith@company.com

Date: 09/21/2020

Review by Reviewing Official:

Name and Title of Reviewing Official:

Name:

Title:

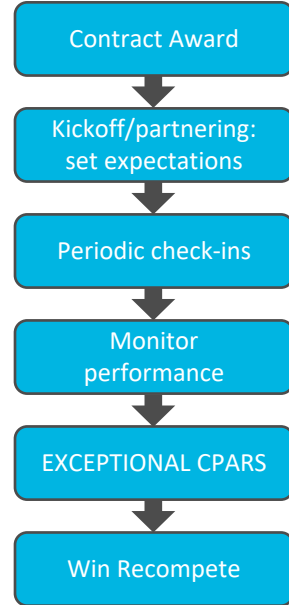
Organization:

Phone Number: Email Address:

Date:

CPARS Best Practices

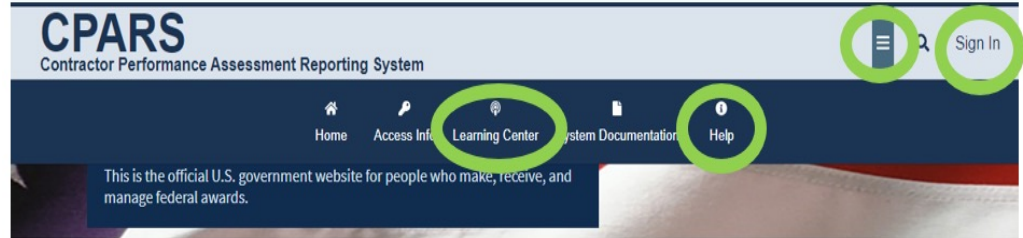
1. **Lay the foundation at contract award and follow through with exceptional performance.**
2. **Understand the Gov't's expectations** at kickoff and what it will take to get exceptional ratings. By simply having open communications with the Gov't, you can **be involved** throughout the entire process and **help set the stage** for higher performance ratings.
3. **Hold periodic performance check-ins** with the Gov't to ensure both the Gov't and the Contractor are in agreement towards successful project completion. Ensure that the work being performed is meeting or **exceeding the Gov't's expectations.** (See FAR Table 42-1 for definitions.)
4. **Develop CPAR input throughout the period of performance.** The Gov't may only remember the last few months of work, which could negatively affect the CPAR for the entire period of performance.
5. **Consider** including a CPARS checklist or self-evaluation as part of the regular check-in procedure to proactively track project success.
 - It is recommended to use the CPAR format to build your self-evaluation and complete each applicable evaluation area in detailed paragraphs not bullets. (Blank areas or minimal information could cost you a good rating in those areas.)
 - Include recommended ratings of your performance based on the FAR definitions with supporting details showing key examples of how your performance met or exceeded the requirements and the resulting benefit to the Gov't.



Don't let CPARS become an afterthought.

Resources

- FAR Subpart 42.15
 - <https://www.acquisition.gov/far/subpart-42.15>
- CPARS Guidance
 - <https://www.cpars.gov/pdfs/CPARS-Guidance.pdf>
- CPARS Training
 - https://www.cpars.gov/lc_function.htm



What is included here?



Performance evaluations contain both government and contractor comments to provide a balanced view of performance, allowing source selection officials to look beyond contractor references.

Integrity records contain: federal contractor criminal, civil, and administrative proceedings in connection with federal awards; suspensions and debarments; administrative agreements issued in lieu of suspension or debarment; non-responsibility determinations; terminations for cause or default; defective pricing determinations; termination for material failure to comply; subcontractor payment issues; information on trafficking in persons; and recipient not qualified determinations.

Live Content Slide

When playing as a slideshow, this slide will display live content

**Poll: Of the three recommendations,
which do you feel is most important?**

**CPARS: Time Has
Come for a Change**

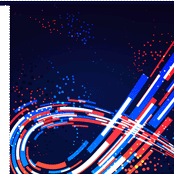
Q&A

CPARS 101

SAME JETC 2022

What is a CPAR?

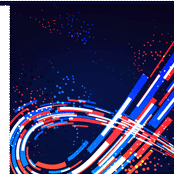
FAR 42.15



A Contractor Performance Assessment Report (CPAR) is a Government Report Card for a Contractor's work.

1. The **Contractor Performance Assessment Reporting System (CPARS)** is the electronic evaluation system the Gov't uses to rate Prime Contractor performance.
2. Depending on the dollar value (above the Simplified Acquisition Threshold for services, \$750K for construction, and \$35K for A/E) evaluations are required to be performed by the Gov't at least **annually OR upon completion of the contract/task order**.
3. Contractors use this site to comment on and view ONLY their performance ratings received by the Government; access to CPARS is linked to a Contractor's unique entity identifier.
4. All Gov't agencies can access CPARS reports and may be used for source selection to mitigate risk to the Gov't on Contractor's performance during proposal evaluations.
5. These report cards are accessible **for up to 6 years from project (not contract) completion date**.

Projects that Qualify for a CPARS



Business Sector

Systems & Non-Systems (Simplified Acquisition Threshold) – 3 years

Architect-Engineer – 6 years

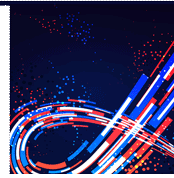
Construction – 6 years

Reporting Requirements

- For Civilian agencies, contracts over Simplified Acquisition Threshold
 - For DOD, contracts over \$1M*
-
- Civilian or DoD agencies
 - Contracts valued over \$35K
 - All Terminations for Default
-
- Civilian or DoD agencies
 - Contracts valued over \$750K
 - All Terminations for Default

*See FAR 42.1502

CPARS Evaluation Areas and Ratings



Evaluation Areas for performance of specific aspects of work, with supporting with narrative.

Adjectival Ratings indicate the degree to which the Contractor met the standard for each evaluation area.

Recommendation for future similar work

Evaluation Areas ↓ Ratings →	Exceptional	Very Good	Satisfactory	Marginal	Unsatisfactory
Quality					
Schedule					
Cost Control					
Management					
Small Business Subcontracting					
Regulatory Compliance					

CPARS Layout

The Nuts and Bolts of the CPAR Evaluation

Red highlights = Key Gov't fields (Contractor, review for accuracy); Non-concur response will include additional signature and remarks from Reviewing Official.

Green highlights = Contractor fields to populate

CPARS are confidential in nature.

From the CPARS Guidance manual: "Evaluations may contain information that is proprietary to the contractor. Information contained on the evaluation, such as trade secrets and protected commercial or financial data obtained from the contractor in confidence, must be protected from unauthorized disclosure."

9/25/2020 CPARS

Print Close

FOR OFFICIAL USE ONLY / SOURCE SELECTION INFORMATION - SEE FAR 2.101, 3.104, AND 42.1503
CONTRACTOR PERFORMANCE ASSESSMENT REPORT (CPAR)

Architect-Engineer

Name/Address of Contractor:
Vendor Name: CONTRACTOR, INC.
Division Name:
Street: XX
City: XX
State: Zip: XX
Country: XX CAGE Code:
Unique Entity ID (DUNS): XX Unique Entity ID (SAM):
Product/Service Code: XX Principal NAICS Code: XX Evaluation Type: Interim

Contract Percent Complete: 47
Period of Performance Being Assessed: 08/21/2019 - 08/19/2020
Contract Number: XXXXX XXX Business Sector & Sub-Sector: Nonsystems - Facilities Services Contracting Office: XX
Contracting Officer: XX Phone Number: XX

Location of Work:
XX
Date Signed: 09/15/2017 Effective Date: 09/15/2017
Est. Ultimate Completion Date/Last Date to Order: 09/14/2020 **Estimated/Actual Completion Date:** 09/24/2021
Base and All Options Value: \$XX Action Obligation: \$XX
Complexity: High Termination Type: None
Extent Competed: Full and Open Competition **Type of Contract:** Firm Fixed Price

Key Subcontractors and Effort Performed:
Unique Entity ID (DUNS): Unique Entity ID (SAM):
Effort:
Unique Entity ID (DUNS): Unique Entity ID (SAM):
Effort:
Unique Entity ID (DUNS): Unique Entity ID (SAM):
Effort:
Project Number:
Project Title:
XX

Contract Effort Description:
This is a compliance cleanup (CC) project.

FOR OFFICIAL USE ONLY
<https://cpars.cpars.gov/cpars/>

9/25/2020

CPARS

FOR OFFICIAL USE ONLY / SOURCE SELECTION INFORMATION - SEE FAR 2.101, 3.104, AND 42.1503

Small Business Subcontracting:

Does this contract include a subcontracting plan? No

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

Evaluation Areas

Past Rating

Rating

Quality:	Satisfactory	Satisfactory
Schedule:	Satisfactory	Satisfactory
Cost Control:	N/A	N/A
Management:	Satisfactory	Satisfactory
Small Business Subcontracting:	N/A	N/A
Regulatory Compliance:	Satisfactory	Satisfactory

Other Areas:

- (1): N/A
- (2): N/A
- (3): N/A

Variance (Contract to Date):

Current Cost Variance (%): Variance at Completion (%):

Current Schedule Variance (%):

Assessing Official Comments:

QUALITY: Contractor Inc. furnished all required deliverables on schedule. All work was completed in accordance with the SOW and prior to the Period of Performance end date.

SCHEDULE: Performance to date has met the contract requirements. T

COST CONTROL: The contract is firm fixed price.

MANAGEMENT: Contractor Inc. exhibited exemplary customer service with the Government and maintained a high level of professionalism in its working relationships with all parties involved. Provided timely and responsive services to effectively support the Government in the accomplishment of its mission.

REGULATORY COMPLIANCE: The contractor has performed in accordance with the contract for excavation and performing the pilot test. No significant weaknesses have been identified.

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

Name and Title of Assessing Official:

Name: John J. Smith

Title: xx

Organization: US Army Corps of Engineers

Phone Number: XX Email Address: xx

Date: 09/01/2020

Contractor Comments:

ADDITIONAL/OTHER: Contractor, Inc. would like to thank the Government for the opportunity to participate in this project and we look forward to working together in the future.

CONCURRENCE: I concur.

OR

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

Name and Title of Contractor Representative:

Name: Jana Smith

Title: Project Manager

Phone Number: 703-555-1212

Email Address: jana.smith@company.com

Date: 09/21/2020

Review by Reviewing Official:

Name and Title of Reviewing Official:

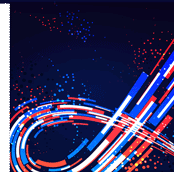
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Title:

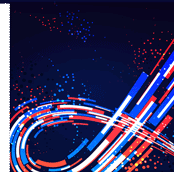
Organization:

Phone Number: Email Address:

Date:



CPARS Evaluation Areas + Criteria



Quality

- Product Performance Relative to Contract's Performance Parameters
- Performance in Terms of Contract's Quality Objectives
- Use Quantitative Indicators Wherever Possible
- Contractor's Management of the Quality Control Program
- Quality of the Work or Service



Schedule

- Timeliness of Delivery
- Timely Completion of Contract/Order
- Milestones
- Timely Completion of Administrative Requirements



Cost Control

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



Management

- Integration and Coordination of Activity
- Problem Identification
- Corrective Action Plans
- Reasonable and Cooperative Behavior
- Customer Satisfaction
- Subcontract Management
- Program Management
- Management of Key Personnel



Utilization of Small Business

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



Regulatory Compliance

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

CPARS Evaluation Ratings Definitions

FAR 42.1503(h)(4)

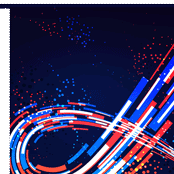


TABLE 42-1. EVALUATION RATINGS DEFINITION

RATING	DEFINITION	NOTE
(a)Exceptional	Performance meets contractual requirements and exceeds many to the Government's benefit. The contractual performance of the element or sub- element being evaluated was accomplished with few minor problems for which corrective actions taken by the contractor were highly effective.	To justify an Exceptional rating, identify multiple significant events and state how they were of benefit to the Government. A singular benefit, however, could be of such magnitude that it alone constitutes an Exceptional rating. Also, there should have been NO significant weaknesses identified.
(b)Very Good	Performance meets contractual requirements and exceeds some to the Government's benefit. The contractual performance of the element or sub- element being evaluated was accomplished with some minor problems for which corrective actions taken by the contractor were effective.	To justify a Very Good rating, identify a significant event and state how it was a benefit to the Government. There should have been no significant weaknesses identified.]
(c)Satisfactory	Performance meets contractual requirements. The contractual performance of the element or sub- element contains some minor problems for which corrective actions taken by the contractor appear or were satisfactory.	To justify a Satisfactory rating, there should have been only minor problems, or major problems the contractor recovered from without impact to the contract/order. There should have been NO significant weaknesses identified. A fundamental principle of assigning ratings is that contractors will not be evaluated with a rating lower than Satisfactory solely for not performing beyond the requirements of the contract/order.
(d)Marginal	Performance does not meet some contractual requirements. The contractual performance of the element or sub- element being evaluated reflects a serious problem for which the contractor has not yet identified corrective actions. The contractor's proposed actions appear only marginally effective or were not fully implemented.	To justify Marginal performance, identify a significant event in each category that the contractor had trouble overcoming and state how it impacted the Government. A Marginal rating should be supported by referencing the management tool that notified the contractor of the contractual deficiency (e.g., management, quality, safety, or environmental deficiency report or letter).

CPARS Workflow Process

7. Gov't Source Selection Officials

Reviews Evaluations During Source Selection Process



6. Reviewing Official (RO)

Reviews to resolve disputes, as applicable



1. Gov't "Focal Point" / PM

Registers Contracts, Assigns Users, Provides Support (within 30 days)



2. Assessing Official Rep (AOR)

Assists AO in Preparing Evaluations (day 365-485)

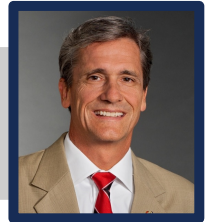


3. Assessing Official (AO):

Sends Evaluation to Contractor Rep

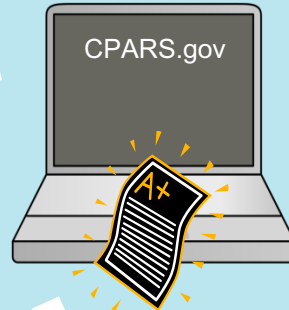
4. Contractor Representative (CR)

Provides and Uploads Comments (within 60 days)

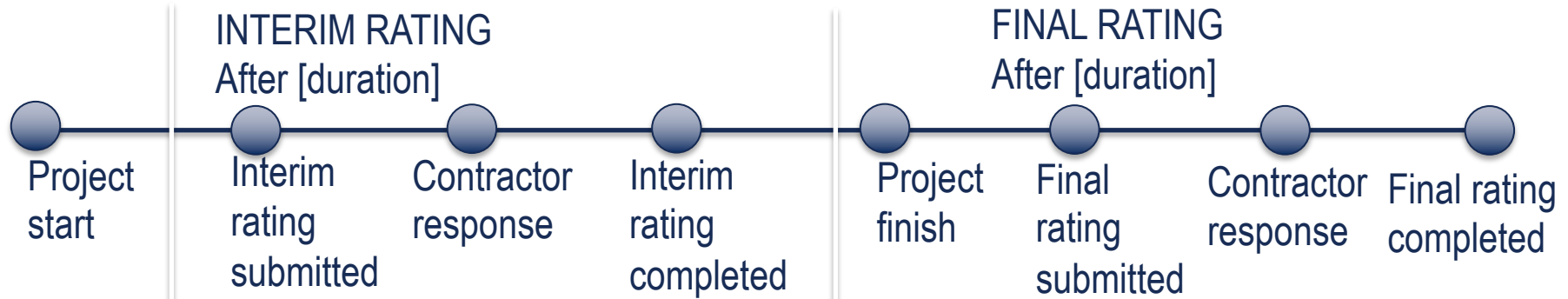
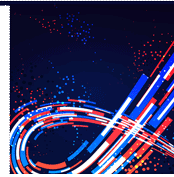


5. Assessing Official (AO):

Reviews Contractor Comments



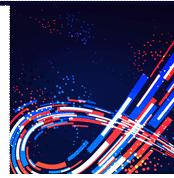
Frequency of CPARS in the Life of Project



Repeat these steps for projects continuing for [duration]

**ALL CPARS STAY IN THE SYSTEM;
FINAL CPAR REPRESENTS FINAL
PERIOD OF PERFORMANCE, NOT
ENTIRE PROJECT LIFE.**

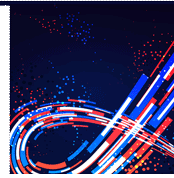
CPARS Evaluation Timeline – Government



- Day 0-30** Basic contract information is registered in Gov't systems
- Day 335** Evaluation appears on AOR/AO To-Do list
- Day 365-485** AOR/AO enters Evaluation ratings and narratives and sends to Contractor Rep's "To-Do" list for comment

↓ clock starts for Contractor

CPARS Evaluation Timeline – Contractor

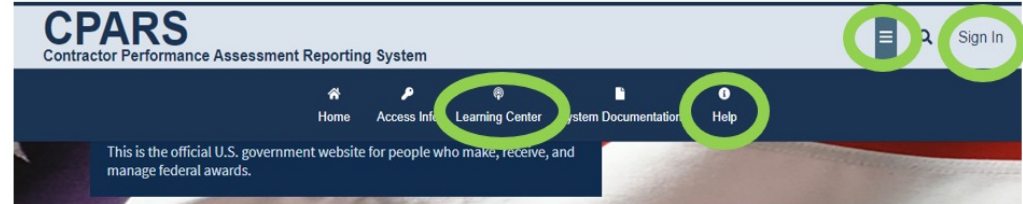


- Day 1** CPARS evaluation notification is received on Contractor’s “To-do” list; evaluation period begins. *The clock starts ticking for Contractor to respond!*
- Day 15** Evaluation is migrated to CPARS *with or without Contractor’s response*. Source Selection Committee reviewers will see, “*INCOMPLETE; AWAITING CONTRACTOR COMMENTS,*” if Contractor has not submitted their response.
- Day 61** Contractor comment period ends; further response is no longer allowed.

Evaluations remain in CPARS system for up to 6 years from completion date (not POP).

CPARS Resources

- **FAR Subpart 42.15 -**
<https://www.acquisition.gov/far/subpart-42.15>
- **CPARS Guidance -**
<https://www.cpars.gov/pdfs/CPARS-Guidance.pdf>
- **CPARS Training -**
https://www.cpars.gov/lc_function.htm



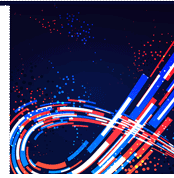
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Performance evaluations contain both government and contractor comments to provide a balanced view of performance, allowing source selection officials to look beyond contractor references.

Integrity records contain: federal contractor criminal, civil, and administrative proceedings in connection with federal awards; suspensions and debarments; administrative agreements issued in lieu of suspension or debarment; non-responsibility determinations; terminations for cause or default; defective pricing determinations; termination for material failure to comply; subcontractor payment issues; information on trafficking in persons; and recipient not qualified determinations.

CPARS.gov “Senior” Contractor Rep Capabilities

Must request access from CPARS.gov helpdesk; may include more options than Contractor Rep Access



CPARS

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View Performance Records
Reports (Admin)
Ad Hoc Report
Ratings Metrics Report
View Contractor Reps
View/Print Evaluations
View/Print Completed Evaluations

Welcome

Last Successful Login: 11/05/2019 11:12:52

Pending Actions(46)

**** Important Information / News ****
 Your opinion matters to us. Please use the Fe

CPARS

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Ra

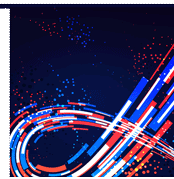
DATA: Period of Performance: 10/01/2018 - 09/30/2019; DUNS: ALL;

	Would	Would Not
AO Recommendation		

Ratings	Exceptional	Very Good	Satisfactory	Marginal	Unsatisfactory
Quality					
Schedule					
Cost Control					
Management					
Small Business Subcontracting					
Regulatory Compliance					

Run Another Ratings Metrics Report

CPARS.gov Reporting Features



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Ad Hoc Report

Select Saved Report:

Report Name: (Only req

Select Report Type:

Select Data Element(s):

AE ConField Consult Rating

AE Con Acc Plans Spec Rating

AE Con Coop Response Rating

AE Con Design Ques Rating

AE Con Design Rating

AE Con Drawings Rating

AE Con Equip Avail Rating

AE Con Plan Rating

AE Con Submittal Rating

AE Con Sup Discip 1 Rating

Agency

Assessment Start Date

Assessment End Date

Assessing Official Name

Assessing Official Organization

Company Name

Contract Completion Date

Contract Effort Description

Contract Number

Contract Order Number

Logical Condition

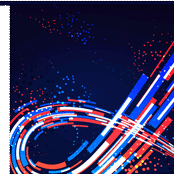
Data Element

Comparison

Where(s)

Logical Condition	Data Element	Compare Condition	Data Value	
	DUNS	NOT EQUALS	999	<input type="button" value="Delete"/>

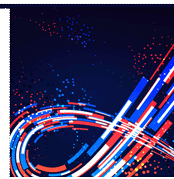
CPARS.gov Reporting Output Example



ASSESSMENT START DATE	ASSESSMENT END DATE	CONTRACT COMPLETION DATE	QUALITY RATING	SCHEDULE RATING	COST CONTROL RATING	MANAGEMENT RATING	SMALL BUSINESS
9/30/2011	9/30/2014	9/30/2014	EXCEPTIONAL	VERY GOOD	N/A	EXCEPTIONAL	N/A
9/28/2011	9/26/2012	6/30/2014	VERY GOOD	VERY GOOD	EXCEPTIONAL	EXCEPTIONAL	N/A
9/25/2012	2/27/2015	3/31/2015	EXCEPTIONAL	EXCEPTIONAL	VERY GOOD	EXCEPTIONAL	N/A
9/28/2013	9/27/2014	9/30/2014	EXCEPTIONAL	VERY GOOD	VERY GOOD	VERY GOOD	N/A
9/29/2013	9/28/2014	4/24/2015	VERY GOOD	VERY GOOD	N/A	VERY GOOD	N/A
		3/31/2014					
3/29/2014	5/15/2014	5/15/2014	VERY GOOD	VERY GOOD	VERY GOOD	VERY GOOD	VERY GOOD
3/29/2014	5/25/2014	5/25/2014	VERY GOOD	VERY GOOD	VERY GOOD	VERY GOOD	VERY GOOD
9/29/2014	2/14/2017	12/15/2015	VERY GOOD	EXCEPTIONAL	VERY GOOD	VERY GOOD	N/A
2/12/2015	2/11/2016	3/31/2016	SATISFACTORY	SATISFACTORY	SATISFACTORY	VERY GOOD	N/A
9/29/2013	9/28/2014	2/9/2015	VERY GOOD	SATISFACTORY	VERY GOOD	SATISFACTORY	N/A
9/29/2014	8/9/2016	2/9/2015	VERY GOOD	EXCEPTIONAL	N/A	EXCEPTIONAL	N/A
9/9/2014	4/30/2017	4/30/2015	SATISFACTORY	SATISFACTORY	N/A	SATISFACTORY	N/A
9/29/2014	9/28/2015	10/15/2016	EXCEPTIONAL	VERY GOOD	VERY GOOD	EXCEPTIONAL	N/A
9/30/2013	9/29/2014	9/30/2014	VERY GOOD	VERY GOOD	EXCEPTIONAL	VERY GOOD	N/A

CPARS.gov Contractor Rep Capabilities

Access to Upload the CPARS Response



Notice

You currently have a pending action(s), would you like to go to this action(s) now?

Snooze for: 1 day ▼

Yes, View To-Do List

No, Snooze and Continue

CPARS

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Dashboard

Evaluations/Contract Status Report

View Performance Records

Reports (Admin)

View/Print Evaluations

View/Print Completed Evaluations

Include All

Document Number:

User:

(Select from List) ▼

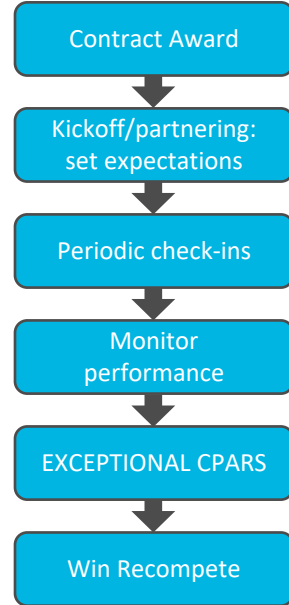
Unique Entity ID (SAM):

(Select from List) ▼

Show To-Do List

CPARS Best Practices

1. **Lay the foundation at contract award and follow through with exceptional performance.**
2. **Understand the Gov't's expectations** at kickoff and what it will take to get exceptional ratings. By simply having open communications with the Gov't, you can **be involved** throughout the entire process and **help set the stage** for higher performance ratings.
3. **Hold periodic performance check-ins** with the Gov't to ensure both the Gov't and the Contractor are in agreement towards successful project completion. Ensure that the work being performed is meeting or **exceeding the Gov't's expectations.** (See FAR Table 42-1 for definitions.)
4. **Develop CPAR input throughout the period of performance.** The Gov't may only remember the last few months of work, which could negatively affect the CPAR for the entire period of performance.
5. **Consider** including a CPARS checklist or self-evaluation as part of the regular check-in procedure to proactively track project success.
 - It is recommended to use the CPAR format to build your self-evaluation and complete each applicable evaluation area in detailed paragraphs not bullets. (Blank areas or minimal information could cost you a good rating in those areas.)
 - Include recommended ratings of your performance based on the FAR definitions with supporting details showing key examples of how your performance met or exceeded the requirements and the resulting benefit to the Gov't.



Don't let CPARS become an afterthought.