



U.S. Small Business
Administration

CPARS

- PAST PERFORMANCE REPORTING
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SBA Procurement Center Representative

CPARS Overview

- Contract Performance Assessment Reporting System
- Government-wide Past Performance Information Application
- Both government and contractor comments to provide a balanced view of performance

Thresholds

- Single CPARS Application to Evaluate All Types of Contracts
 - **Civilian Agencies**
 - **Systems** SAT (\$250,000)
 - **Non-Systems**
(Services, Operations Support, IT) SAT (\$250,000)
 - **Architect-Engineer** \$35,000 (+ Termination for default)
 - **Construction** \$700,000 (+ Termination for default)
 - **DoD**
 - **Systems** \$5M
 - **Non-Systems**
 - **Operations Support** \$5M
 - **Services** \$1M
 - **IT** \$1M
 - **Ship repair/overhaul** \$500,000
 - **Architect-Engineer** \$35,000 (+ Termination for default)
 - **Construction** \$700,000 (+ Termination for default)

Interim and Final Reports

- Report done at conclusion of PoP
- Annual interim reports if contract is more than 1 year

CPARS Roles



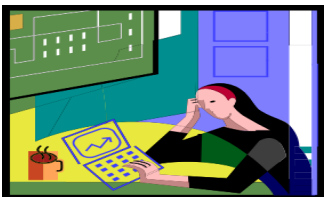
Focal Point/Alternate Focal Point (FP/AFP): Registers Contracts, Assigns Users, Provides Support



Assessing Official Rep
(AOR):
Assists Assessing Official in
Preparing Evaluation



Contractor Rep
(CR): Provides
Comments



Assessing Official (AO):
Sends Evaluation to
Contractor Rep; Reviews
Contractor Comments



Reviewing Official
(RO): Resolves
Disputes

Contractor Rep (CR)

The contractor should designate representatives to whom the evaluations will be sent automatically and electronically.

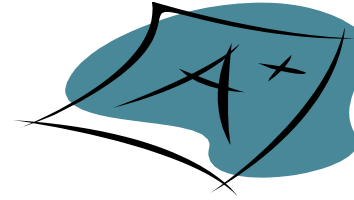
The name, title, e-mail address and phone number of the designated CR shall be obtained by the Focal Point for authorization access.

The designated contractor representative has the authority to:

- Receive the Government evaluation from the Assessing Official (AO)
- Review/comment/return the evaluation to the AO within 60 calendar days.
- Request a Reviewing Official (RO) review

CPARS Workflow Summary

Process must be completed within 120 days after end of period of performance.



Contract Registration



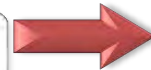
Enter Proposed Ratings/Narratives



Validate Ratings/Narratives



Contractor Comments



Following AO Signature:

- Day 15: Sent to PPIRS ("Pending" if no CR Comments), Updated in PPIRS Daily
- Day 61: Contractor Comment Period Ends; Eval Returned to AO (CR Locked Out)



Review Contractor Comments/Close



Updated in PPIRS When:

- AO Modifies/Sends to RO/Closes
 - RO Closes
- "Pending" Marking Removed when AO/RO Closes



Reviewing Official Comments/Close



What Does the Evaluation Form Look Like?

Tabs For:

- Contractor Name/Address
- Contract Information
- Miscellaneous Information
- Small Business Utilization
- Ratings
- Assessor
- Contractor Rep
- Original Ratings
- Modified Ratings
- Reviewer



Contractor Name/Address Tab

- Company Name
- Division Name
- Street Address
- City
- State/Province
- Zip Code
- Country
- DUNS Number
- PSC
- NAICS Code

The screenshot shows a web application interface for entering contractor information. At the top, there is a header bar with a teal background. Below the header, the text "Contract/Schedule Number: N4511212D0003" and "Order Number:" is displayed. A note below this text says "(Click on a tab below to view/enter the related information; fields identified with)". There are three tabs: "Contractor Name/Address" (which is highlighted in green), "Contract Information", and "Misc Information". Below the tabs, the "Name/Address of Contractor" section contains several input fields: "Company Name", "Division Name", "Street Address", "City", "State/Province" (a dropdown menu showing "(Select)"), "Zip Code", "Country" (a dropdown menu showing "(Select)"), "DUNS Number", "PSC" (with a "Look Up" button), and "NAICS Code" (with a "Look Up" button). At the bottom of the form, there are four buttons: "Save Data", "Validate and Send to the Assessing Official", "View/Print the Evaluation", and "Return to the Main Menu".

- Information pulled in via Federal Procurement Data System (FPDS) or System for Award Management (SAM)

Contract Information Tab

- Evaluation Type
 - Interim
 - Final
 - Addendum
- Period of Performance Being Assessed
- Business Sector-Subsector
 - Systems
 - Non-System (Services, Operations Support, IT)
 - Architect-Engineer
 - Construction
- Contracting Office
- Location of Work



Contract Information Tab (cont.)

- Contracting Officer
- Contracting Officer Phone Number
- Contract Awarded Date
- Contract Effective Date
- Contract Completion Date
- Actual Completion Date
- Contract Percent Complete
- Total Dollar Value
- Current Dollar Value
- Complexity
 - Low
 - Medium
 - High

• Complexity

- Low: Proven Technology; Simple, Routine Tasking; Low Degree of Management Effort
- Medium: Moderately Complex Technology; No New Technology Development or Application; Moderate Degree of Management Oversight
- High: New Technology; New Application of Technology; State of the Art; High Degree of Management Oversight

Contract Information Tab (cont.)

- Termination Type
 - None
 - Cause
 - Convenience
 - Default
- Competition Type
- Contract Type
- Organization

The screenshot shows a web application interface for a contract information tab. At the top, there's a header bar with a green and blue gradient. Below it, a text area displays 'Contract/Schedule Number: N4511212D0003' and 'Order Number:'. A note below states '(Click on a tab below to view/enter the related information; fields identified with * are required)'. A row of tabs is visible: 'Contractor Name/Address', 'Contract Information' (which is active), 'Misc Information', 'Small Business Utilization', 'Ratings', and 'A'. The main form area contains several fields, many marked with a red asterisk to indicate they are required. These include: 'Evaluation Type' (a dropdown menu), 'Period of Performance being Assessed' (with 'From' and 'To' date pickers), 'Business Sector-Subsector' (a dropdown menu), 'Contracting Office' (a text field), 'Location of Work' (a text field with a note '(if other than Contractor Address, 300 character limit)'), 'Contracting Officer' (a text field), 'Phone Number' (a text field), 'Contract Dates' (a text field with a note '(mm/dd/yyyy)'), 'Awarded' (a date picker), 'Effective' (a date picker), 'Completion' (a date picker), 'Actual Completion' (a date picker), 'Contract Percent Complete' (a text field), 'Dollar Values' (a text field with a note '(numbers only, do not enter \$.)'), 'Total' (a text field), 'Current' (a text field), 'Complexity' (a dropdown menu), 'Termination Type' (a dropdown menu), 'Competition Type' (a dropdown menu), 'Contract Type' (a dropdown menu), and 'Organization' (a dropdown menu). At the bottom left of the form is a 'Save Data' button.

**Majority of the Information on this Tab
Populated during Auto Register Process**

Miscellaneous Information Tab

- Number
- Project Title
- Contract Effort Description
- Key Subcontractors and Effort Performed
- DUNS (Subs)
- Effort

The screenshot shows a web application interface for the 'Miscellaneous Information Tab'. At the top, there is a header bar with a green background and a blue bar below it. The main content area has a white background. At the top of the content area, there is a text field for 'Contract/Schedule Number: N4511212D0003' and a text field for 'Order Number:'. Below these fields, there is a note: '(Click on a tab below to view/enter the related information; fields identified with * are required)'. There are five tabs: 'Contractor Name/Address', 'Contract Information', 'Misc Information' (which is selected), 'Small Business Utilization', and 'Ratings'. Below the tabs, there are several text fields: 'Project Number: []', '* Project Title: []' (with a note '(2000 character limit)'), '* Contract Effort Description: []' (with a note '(Highlight key components, technologies, requirements, milestones and major modifications. 3000 character limit; 0 used)'), and 'Key Subcontractors and Effort Performed: []' (with a note '(1000 character limit for each subcontractor effort)'). Below the last field, there are three rows of text fields for 'DUNS:' and 'Effort:'. Each row has a small red 'X' icon to the right of the 'Effort' field.

Small Business Utilization Tab

- Does this contract include a subcontracting plan?
- Date of last Individual Subcontracting Report (ISR) /
 - Summary Subcontracting Report (SSR)

Contract/Schedule Number: N4511212D0003 ⓘ Order Number:
 (Click on a tab below to view/enter the related information; fields identified with * are required)

Contractor Name/Address **Contract Information** **Misc Information** **Small Business Utilization** **Ratings**

Small Business Utilization ⓘ

* Does this contract include a subcontracting plan? (Select) ▼

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

Ratings Tab

0

- Quality
 - Schedule
 - Cost Control
 - Management
 - Small Business
 - Regulatory Compliance
 - Other Areas
-
- **24,000 Character Limit for Each Rating Area**

The screenshot shows a web application interface for the 'Ratings Tab'. At the top, there is a header bar with a teal background. Below it, a dark blue bar contains the text 'Contract/Schedule Number: N4511212D0003' and 'Order Number:'. A note below this text says '(Click on a tab below to view/enter the related information; fields identified with * are required)'. There are five tabs: 'Contractor Name/Address', 'Contract Information', 'Misc Information', 'Small Business Utilization', and 'Ratings'. The 'Ratings' tab is selected. Below the tabs, there is a section titled 'Evaluate the following Areas:' with a note '(rate or select N/A for all major areas)'. There are seven buttons: 'Quality', 'Schedule', 'Cost Control', 'Management', 'Small Business', 'Regulatory', and 'Other Areas'. The 'Quality' button is highlighted. Below this, there is a section titled 'Utilization of Small Business' with a note '(?)'. It shows 'Past Rating: N/A' and 'Rating: (Select)' with a dropdown arrow. Below that is a text area for 'Assessing Official Comments (24000 character limit)'. At the bottom, there are two buttons: 'Save Data' and 'Validate and Send to the Approving Official'.

Grading Scale

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

Evaluation Ratings Definitions¹⁷

Rating	Definition	Note
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.
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 was effective.	To justify a Very Good rating, identify a significant event and state how it was a benefit to the Government. There should have been no significant weaknesses identified.
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.
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).
Unsatisfactory	Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance of the element or sub-element contains a serious problem(s) for which the contractor's corrective actions appear or were ineffective.	To justify an Unsatisfactory rating, identify multiple significant events in each category that the contractor had trouble overcoming and state how it impacted the Government. A singular problem, however, could be of such serious magnitude that it alone constitutes an unsatisfactory rating. An Unsatisfactory rating should be supported by referencing the management tools used to notify the contractor of the contractual deficiencies (e.g., management, quality, safety, or environmental deficiency reports, or letters).

Assessor Tab

CPARS
Evaluation Data

Contract/Schedule Number: N4511212D0003- [X] Order Number: [X]
(Click on a tab below to view/enter the related information; fields identified with [X] are required)

Contractor Name/Address Contract Information Misc Information Small Business Utilization Ratings Assessor

Assessing Official Comments [X] (24,000 character limit)
(Use this area for general comments not directly related to an evaluation area)

24,000 Character Limit

☒ Given what I know today about the contractor's ability to perform in accordance with this contract or order's most significant requirements, I (recommendation) [X] recommend them for similar requirements in the future.

Name and Title of Assessing Official [X] [Sign Now]

☒ Name: [X]
Title: [X]
☒ Organization: [X]
Phone Number: [X]
Email Address: [X]

- Assessing Official Comments
- Recommendation

“Given what I know about the contractor’s ability to perform in accordance with this contract or order’s most significant requirements, I (would/would not) recommend them for similar requirements in the future.”

Assessing Official Comments: A factual, detailed narrative is required for all evaluations regardless of rating (e.g., even “satisfactory” ratings require narrative support).

Cross-reference the comments in the Assessing Official Narrative to their corresponding evaluation area. Each detailed narrative statement in support of the area evaluation must contain clear and concise objective information that accurately reflects the contractor’s performance under the contract or order. It is also important for the information reported to include current, accurate, and complete statements about the contractor’s performance because this information will be used to assist, inform, and influence future source selection and award decisions.

Contractor Rep Tab

CPARS
Evaluation Data Entry

Contract/Schedule Number: N4511212D0003 Order Number:

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

Contractor Name/Address Contract Information Misc Information Small Business Utilization Ratings Assessor Contractor Rep

Contractor Representative Comments (24000 character limit; 0 used)
(Use this area for general comments not directly related to an evaluation area)

24,000 Character Limit for Each Rating Area & 24,000 Character Limit for General Comments

* Concurrence (Select Concurrence)

Name and Title of Contractor Representative (Sign Now)

* Name:

* Title:

Phone Number:

Email Address:

- Contractor Representative Comments
- Concur/Do Not Concur Statement
- Contractor Rep Signature

Contractor Comments

The CR has the option to provide comments on the evaluation, indicate if they concur or do not concur with the evaluation, sign, and then return the evaluation to the AO.

The CR has a total of 60 days following the AO's evaluation signature date to send comments. If the CR sends comments within the first 14 days following the AO's signature date and the AO or RO closes the evaluation, the evaluation will become available within 1 day.

On day 15 following the AO's evaluation signature date, the evaluation will become available for source selection with or without CR comments and whether or not it has been closed by the AO or RO.

If no CR comments have been sent and the evaluation has not been closed, it will be marked as "Pending". If the CR sends comments at any time prior to 61 days following the AO's evaluation signature date, those comments will be reflected within 1 day. On day 61 following the AO's evaluation signature date, the CR will be "locked out" of the evaluation and may no longer send comments.

Narratives

Ratings and Narratives



**Narratives are the Most
Important Part of the
Evaluation!**

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Ratings and Narratives

Narrative Guidelines



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

Elements Evaluated

- Quality
- Schedule
- Cost Control
- Management
- Small Business
- Regulatory Compliance
- Other Areas



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Rating Areas

Quality

- Assess Conformance to:
 - Contract Requirements
 - Specifications
 - Standards of Good Workmanship
- Are reports/data accurate?
- Does the product or service meet the specifications of the contract?
- What degree of Government technical direction was required to solve problems that arose during performance?



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Rating Areas

Schedule

➤ Assess Timeliness of Completion Against:

- Contract
- Task/Delivery Orders
- Milestones
- Delivery Schedules
- Administrative Requirements



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Rating Areas

Cost Control

- Forecasting Cost
- Managing Cost
- Controlling Cost
- Overrun?
- Underrun?
- Not Required for Fixed Price Contracts/Orders



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Rating Areas

Management

- Assess Integration and Coordination of All Activity Needed to Execute Contract
 - Integration and Coordination of Activity
 - Problem Identification
 - Corrective Action Plans
 - Reasonable and Cooperative Behavior
 - Customer Satisfaction
 - Subcontract Management
 - Program Management
 - Management of Key Personnel



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Rating Areas

Small Business Subcontracting

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



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Rating Areas

Regulatory Compliance

- Compliance with Contract Terms and Conditions
 - Contract Clause Requirements
 - Quality Assurance Surveillance Plan (QASP)
 - Compliance with Regulations and Codes
 - Financial
 - Environmental
 - Labor
 - Safety
 - Reporting Requirements
 - Subcontractor Payment
 - Trafficking Violations

**Rate in Accordance with
Definitions in FAR 42.1503
Table 42-1**

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Sample Contract Effort Description



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

Sufficient? Yes or No

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Sample Contract Effort Description



Sufficient

The Contractor provides maintenance and technical support for General Services Administration's **Very Fancy Engine Database (VFED)**. VFED manages **24,000 engines** and **nearly 2 million serially tracked, life-limited, critical engine parts and components** supported and maintained on a daily basis. This database is used for asset tracking, inventory management, tracking hours in flight, maintenance and repair records, warranty information, parts lists, and engine configuration. The Contractor is **responsible for maintenance of the Oracle database and Apache software**. VFED was developed by the previous incumbent. The Contractor is responsible for **requirements analysis, upgrades, configuration management, and help desk technical support**. Support during this evaluation period included **two system upgrades** and approximately **5000 help desk requests**.

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Sample Evaluation Narrative

NOT Sufficient

Quality – Rating: Exceptional

The Contractor is exceptional. They continue to provide high quality support and database services.

Missing:

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



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In order to justify a rating of Exceptional, the narrative should specify the way in which the contractor exceeded contract requirements,

Sample Evaluation Narrative



Sufficient

Quality – Rating: Exceptional

The Contractor has provided exceptional quality in support of VFED. The contract required a system backup and disaster recovery plan that was put to the test after a malicious code/virus attack. The Contractor was proactive with a successful recovery, implemented an innovative solution to prevent future attacks, and enhanced system security. The Contractor also initiated a system analysis identifying a security loophole previously overlooked at the time of database development by the previous incumbent. The Contractor was able to recommend a Commercial-Off-The-Shelf (COTS) product to resolve security issues saving custom development time and cost. The Contractor staff assisted in conducting an analysis of alternatives, market research, and application acquisition package recommendations in finding the COTS bolt-on. The Contractor experienced report generation errors resulting in unscheduled downtime after a three week period, however, they resolved the performance issue by scheduling report runtime during times of minimal system usage and optimized the reports to require less memory.

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Sample Evaluation Narrative

Element Evaluated: Schedule



Schedule – Rating: Very Good

In our opinion, the Contractor has done really well in terms of schedule. The Systems Security Manager, Jack Jones, is pleasant and easy to work with. He adapts to our schedule changes amazingly and never complains. He also went above and beyond and assembled our smart board and projector without charging the Government and he continued to meet all the contract objectives in the interim. Great job!

Sufficient? Yes or No

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Sample Narrative

Statements to Avoid

- ❌ Outside Contract Scope
- ❌ In Our Opinion
- ❌ It Appeared
- ❌ We Believe
- ❌ We Hope
- ❌ We Were Not Happy
- ❌ We Did Not Like
- ❌ We Think



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Sample Evaluation Narrative



Schedule – Rating: Very Good

The Contractor successfully executed the system recovery, exceeding requirements. Deployments of new releases were on schedule for this period. Per the Continuity of Operations Plan (COOP), the contractor had a **7 day timeframe for full system restoration** after sustaining the attack. However, the Contractor was able to recover and bring the system online **within 4 days**, resulting in **cost and time benefits** for not having to manually track data during the downtime. This early recovery **eliminated a work stoppage on engine configuration management at the customer sites**. The Contractor experienced a **turnover of the senior developer** during the development phase of the first upgrade. However, due to **replacement with a highly skilled senior developer** who was able to program **more quickly and efficiently** the Contractor was able to bring the final release deployment back on track with no impact to the schedule.

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Sample Evaluation Narrative



Sufficient

Management – Rating: Marginal

The Contractor has exhibited marginal management performance during this reporting period. The subcontract for Tier 1 Help Desk support was awarded 4 weeks later than required during the 30 day transition period between the previous incumbent and the Contractor. This resulted in funding increases while utilizing junior developers to provide Tier 1 Help Desk support during the time lag. The Help Desk experienced a high turnover in personnel with insufficient time to adequately train new hires. In addition, per the contract, the maximum response time for customer calls and emails is ½ day for Tier 1 support. Monthly statistics provided by the Contractor indicated a 3-4 day average. This issue was addressed in the quarterly program review and corrective actions to date have been marginally successful. Six months after the review, the Contractor implemented an aggressive recruiting and training program, thus reducing response time to 2-3 days. While this is a noted improvement, the response time is still not within contract requirements.

Contains:

- Quantifiable Accomplishments
- Comparison to Plan Goals
- Type of Work Performed by Small Business



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Sample Evaluation Narrative



NOT Sufficient

Regulatory Compliance– Rating: Satisfactory

The Contractor works well on regulatory items and only encountered minimal issues with cost reporting. They always do a great job working with the Government.

Missing:

- Detail of Support Rating
- Supporting Documentation/Metrics

Additional Issues:

- Subjective Phrases



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Sample Evaluation Narrative



Sufficient

Regulatory Compliance – Rating: Satisfactory

The Contractor has experienced some cost allocation **issues in complying with the Cost Accounting Standards as required by contract clause 52.230-2**. The Contractor is required to provide funds and man-hour expenditure reports for preceding monthly activity by the 10th of each month. The Contractor's accounting system experienced **cost allocation issues** with senior developer charges while working multiple programs. The Government observed an **unusually high burn rate for the senior developers** and requested a Contractor internal audit. Audit findings proved that **during a 2 month period, hours** were improperly allocated to this contract while the performance was conducted on a different contract. **Corrective actions** have been successful as **senior developers were retrained on proper charging procedures**, modifications were done to the Contractor's accounting system to track cost with an increased level of granularity, and **invoices were corrected to reflect actual work time**. An audit performed within the last month verified that all contract charges are **now appropriately allocated as required by the Cost Accounting Standards**.

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Ratings and Narratives

Low risk Activities

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



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In some cases, the type of work that we are procuring under our contract may naturally lend itself to Satisfactory as the highest achievable

Sample Evaluation Narrative

Low Risk Activities



Quality– Rating: Satisfactory

This contract is for the collection of refuse at XXX Air Force Base located near Anytown, USA. As part of its services, the Contractor is required to pick up 87 dumpsters across an approximate 30 square mile area, 12 hazardous waste containers, and 7 bio-hazardous waste material containers at the Medical Clinic located at the base. **Given the nature of the services performed for this contract and the schedule for refuse collection, it would be difficult to obtain above a Satisfactory rating for performance on this contract.** During this evaluation period, the Contractor met all of its refuse collection requirements on time as stated in the contract. Further, the Contractor ensured that all of the tops of the dumpsters were closed after dumping to ensure that no foreign object debris (FOD) entered the flight line area despite the locale being in an area prone to high winds. There were no incidents of improper storage or disposal of the hazardous waste or bio-hazardous waste material during this reporting period. **Therefore, the rating of Satisfactory indicates performance within the requirements of the contract and that there were no problems encountered during this reporting period.**

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Narrative Hints

- Communication
 - Throughout the Performance Period
 - With Contractor and Within Government
- Documentation
 - Record Significant Metrics/Events Throughout the Performance Period
 - “The CPAR Should Write Itself”
- Create a Working CPAR
 - Draft Online
 - Draft Offline Document
 - Use Copy and Paste



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Helpful Hints

After Performance Period



- Provide Contractor Draft Evaluation
- Contractor May Provide Self-Assessment
- Take Time to Acknowledge Contractor Concerns
 - Face to Face Meetings
- Document File if No Contractor Comments Received
 - Transmittal Email
 - Phone Conversation
 - Efforts to Contact Contractor

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Some contractors also find it helpful to provide a self assessment to the government in order to facilitate communication.

Original Ratings Tab

The screenshot shows the CPARS Evaluation Data Entry interface. At the top, there's a teal header with 'CPARS' and a dark blue sub-header with 'Evaluation Data Entry'. Below this, contract and order numbers are displayed. A row of tabs includes 'Contract Name/Address', 'Contract Information', 'Misc Information', 'Small Business Utilization', 'Modified Ratings', 'Original Ratings' (which is selected), 'Assessor', and 'Contractor Rep'. Under the 'Original Ratings' tab, there's a section for 'Original Evaluation' with sub-tabs for 'Quality', 'Schedule', 'Cost Control', 'Management', 'Small Business', 'Regulatory', and 'Other Areas'. The 'Quality' sub-tab is active, showing a 'Rating: N/A' and a large yellow text area for 'Assessing Official Comments' containing the text 'xxxxx'.

CPARS
Evaluation Data Entry

Contract/Schedule Number: N4511212D0003 Order Number:
(Click on a tab below to view/enter the related information; fields identified with * are required)

Contractor Name/Address Contract Information Misc Information Small Business Utilization Modified Ratings Original Ratings Assessor Contractor Rep

Original Evaluation:

Quality Schedule Cost Control Management * Small Business Regulatory Other Areas

Quality (Original)
Rating: N/A
Assessing Official Comments
xxxxx

- Assessing Official May Revise Ratings if Desired
- Original Ratings Remain Part of Evaluation

Reviewer Tab

The screenshot shows the 'Reviewer Tab' in the CPARS system. At the top, a teal header bar contains the text 'CPARS' and a dark blue bar below it contains 'Evaluation Data Entry'. Below these, the 'Contract/Schedule Number: N4511212D0003' and 'Order Number:' are displayed. A note states: '(Click on a tab below to view/enter the related information; fields identified with * are required)'. A row of tabs includes 'Contractor Name/Address', 'Contract Information', 'Misc Information', 'Small Business Utilization', 'Modified Ratings', 'Original Ratings', 'Assessor', and 'Reviewer' (which is highlighted). The main content area features a large text box for 'Reviewing Official Comments' with a '(24000 character limit)' note. Below this is a 'Name and Title of Reviewing Official' field with a 'Sign Now' button. At the bottom, there are input fields for 'Name:', 'Title:', 'Organization:', 'Phone Number:', and 'Email Address:', each preceded by a red asterisk indicating they are required.

CPARS
Evaluation Data Entry

Contract/Schedule Number: N4511212D0003 Order Number:
(Click on a tab below to view/enter the related information; fields identified with * are required)

Contractor Name/Address Contract Information Misc Information Small Business Utilization Modified Ratings Original Ratings Assessor Reviewer

* Reviewing Official Comments ? (24000 character limit)

Name and Title of Reviewing Official ? Sign Now

* Name: _____
* Title: _____
* Organization: _____
Phone Number: _____
Email Address: _____

- Reviewing Official Comments
- Reviewing Official Signature

Best Practices

- Keep track of reportable contracts and timelines
- Provide AO with input (timely)
- Add comments to all CPAR reports
- It's ok to Non Concur on negative reports
- CPAR/past performance can be requested below the thresholds

CPARS

Contractor Performance Assessment Reporting System

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This is the official U.S. government website for people who make, receive, and manage federal awards.

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.

What can Government officials do here?

- Objectively evaluate performance
- Review relevant performance and integrity information before making an award decision



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CLASSES & TUTORIALS

Training by Function or Role



Function



Role

CLASSES & TUTORIALS

Training by Roles

Government User Roles

Assessing Official, Assessing Official Representative, or Reviewing Official

Focal Point or Alternate Focal Point

Agency Point of Contact or Department Point of Contact

View Performance (Owner, Manager, and Access)

FAPIIS Data Entry

Entity User Roles

Contractor Representative

Corporate Senior Contractor Representative

**Note: Training is not restricted by User Role*

Questions?

- If you have any further questions, please feel free to contact
 - randall_miller@sba.gov
 - (907) 229-6939

THANK YOU!