

**PRELIMINARY DRAFT
ACQUISITION MANAGEMENT
HARPERS FERRY CENTER
ADMINISTRATIVE GUIDELINE NUMBER 9
CONTRACTOR PERFORMANCE ASSESSMENT REPORTING SYSTEM
DECEMBER 2010**

I. BACKGROUND

The Federal Acquisition Regulation (FAR) Part 42 requires that contractor performance information be collected and used in source selection evaluations in accordance with FAR Part 15. On April 19, 2010, Department of the Interior Acquisition Policy Release 2010-14 (Attachment A) was released which established Departmental policy regarding the use and reporting of contractor performance information. On August 1, 2010, the National Park Service (NPS) Washington Contracting Office designated the Contractor Performance Assessment Reporting System (CPARS) as the Agency's solution for collecting contractor performance information. The Contractor Performance Assessment Reporting System collects contractor performance information and passes it to the Past Performance Information Retrieval System (PPIRS), the Government wide performance information repository where it can be retrieved by Federal Government Agencies including NPS.

In August 2010, the NPS released the CPARS Policy Guide (Attachment B) which establishes procedures for the collection and use of Past Performance Information (PPI) for all contracts entered into that are greater than or equal to Simplified Acquisition Threshold (SAT), or less as elected by the Contracting Officer. Usage of the automated CPARS collection capability is aimed at reducing reliance on paper, improving the business process, and being more efficient.

II. PURPOSE

The purpose of this Administrative Guideline is to establish and outline the policies and procedures for using the CPARS for completing contractor performance reports at Harpers Ferry Center.

III. POLICY

Harpers Ferry Center collects and maintains contractor performance reports and routinely uses this information, in conjunction with past performance information obtained from other sources, in making contract award decisions.

Federal Acquisition Regulation Part 42.15 - Contractor Performance Information, provides policies and establishes responsibilities for recording and maintaining contractor performance reports. Federal Acquisition Regulation Part 42.1502(a) requires agencies to prepare an evaluation of contractor performance for each contract that exceeds the SAT at the time the work under the contract is completed or annually if the contract extends beyond one year. Harpers Ferry Center's policy is to obtain performance reports for contracts over \$25,000, all task orders issued under indefinite delivery indefinite quantity contracts, requirements contracts (with the exception of the servicewide uniform program requirements contract) and GSA, bureau and other agency contracts.

To ensure that consistent and comprehensive past performance information is collected, the Contracting Officer's Representative (COR) is required to complete a Contractor Performance Assessment Report. The report should be based only on the current contract or period.

Potential problems or poor performance should be documented and reported to the Contracting Officer (CO) immediately. Open lines of communication and early identification of concerns leads to constructive dialogue. This can improve performance and avoid distaste on the part of the government or the contractor which might otherwise develop if potential misunderstandings are ignored until late into contract performance.

IV. **PROCEDURES FOR REGISTERING AND COMPLETING A CONTRACTOR PERFORMANCE ASSESSMENT REPORT**

- A. At the time of award of a new contract over the SAT, the contract information is submitted to CPARS through the FPDS-NG Report. It is then approved by the CPARS coordinator and is then registered in CPARS.
- B. For all contracts under the SAT which include task orders issued under indefinite delivery indefinite quantity contracts, requirements contracts (with the exception of the servicewide uniform program requirements contract) and GSA, bureau and other agency contracts, the CO or the responsible person will complete Items 1 through 6 of the Contractor Performance Evaluation as shown in Attachment C. In addition to this form, the CO or the responsible person must attach the appropriate "Evaluation Ratings Definitions", one is for Small Business Utilization and the other is for the exclusion of Small Business Utilization. The definitions are contained in Attachment E. The form and definitions will then be sent to the COR for completion of Items 7 through 9.

Once received back from the COR, the CO will review and sign. If there is a negative response, the issue should be resolved before the CO signs the Evaluation Form.

- C. Upon completion of a contract or annual performance period, the Contracting Officer or the responsible person will complete Items 1 through 17 of the "Services, Information Technology, and Operations Support CPAR Form", contained in Attachment D. Additionally, due to the form not allowing any increase in space for the "comments" blocks, it is suggested that this form be completed as a Microsoft Word attachment.
- D. After the CPAR form has been completed by the CO or the responsible person, it will then be sent via e-mail to the COR who will be required to complete Items 18 through 21. In addition to this form, the CO or the responsible person must attach the appropriate "Evaluation Ratings Definitions", as contained in Attachment E. Once the COR has completed their portion and signed, this can be scanned and e-mailed back to the CO or the responsible person.

- E. Once the signed form is received from the COR, the CO or the responsible person will review the evaluation, and if acceptable, e-mail to CPARS@nps.gov. If the responsible person is not the CO, the CO must concur prior to the form being e-mailed. At the same time the e-mail is sent to CPARS, notification must be sent to the contractor informing them of the evaluation in process. A sample letter is contained in Attachment F. Once the form is received by CPARS, the information will be input into the CPARS Automated Information System (AIS), and an e-mail will be generated and sent to the contractor. The contractor has 30 days to review, comment, and return the evaluation to CPARS. If no response is received within 30 days, the evaluation is considered to be complete.
- F. If the signed form is received from the COR and a negative evaluation is indicated, the CO must attempt to resolve the issue prior to the form being sent to CPARS. If the evaluation remains negative, the contractor will have the opportunity to request a meeting with the CO and the COR. If the contractor requires a meeting to discuss the CPAR it must be requested, in writing, no later than seven calendar days from the receipt of the CPAR. This meeting will be held during the contractor's 30 calendar day review period. If any changes are to be made to the CPAR, the CO is able to make changes.
- G. Once an evaluation has been signed by the contractor, the CO will sign in Block 25 as the Reviewing Official. The final signed CPAR must be sent via e-mail to CPARS@nps.gov and it will become a final report in the CPARS AIS.

V. **BEST PRACTICES**

Current performance assessment is a basic “best practice” for good contract administration, and is one of the most important tools available for ensuring good contractor performance. Past performance evaluations should be considered prior to any contract award, exercise of contract option, or modification. This information is used to make decisions pertaining to contract extensions or new competition. Evaluation of past performance before consideration of the intent to exercise a contract option may also be used to reward quality contractors.

Past performance information is requested in a distinct section of a negotiated solicitation over \$150,000 and is the highest weighed criteria to increase the offeror's awareness of the importance of past performance.

Attachments

- A. Department of the Interior Acquisition Policy Release 2010-14 including Amendment 1, 8 Pages
- B. National Park Service CPARS Policy Guide, 30 Pages
- C. Contractor Performance Evaluation Report, 1 Page
- D. Services, Information Technology, and Operations Support CPAR Form, 2 Pages
- E. Evaluation Ratings Definitions, 3 Pages
- F. Sample Notification Letter to Contractor, 2 Pages