

TMA Procedures, Guidance, and Information (PGI)

TMA PGI 242 – CONTRACT ADMINISTRATION AND AUDIT SERVICES

(Revised May 21, 2012)

242.15 – Contractor Performance Information

242.15-90 - Contractor Past Performance Procedures

- (1) TRICARE Acquisition Directive 42-01 establishes the policy for the collection of Contractor Past Performance Information (PPI).
- (2) Overview – The collection of contractor PPI provides a valuable source of input into source selection processes across the Government. Contractor PPI is assessment information related to a contractor’s performance under an active or completed contract. Because evaluators rely on PPI during source selection, it is critical PPI be current, reliable, and widely-available across the Government.
- (3) The Department of Defense (DoD) has published the [DoD Contractor Performance Assessment Reporting System \(CPARS\) Policy Guide](#) and identified CPARS as the official tool to capture contractor PPI.
- (4) CPARS can be accessed by U.S. Government personnel with valid credentials at the following address: <http://www.cpars.gov/cparsmain.htm>. Access to CPARS is restricted to Government personnel responsible for completing CPAR assessments as well as registered Contractor Representatives (CR).
- (5) To request a CPARS account, TRICARE Management Activity (TMA) personnel should contact the TMA CPARS Focal Point. The TMA CPARS Focal Point is the Acquisition Information Systems Manager, Acquisition Management and Support (AM&S) Directorate. Once an account is created, the TMA employee will receive a system-generated message with instructions on how to access CPARS.
- (6) The [DoD CPARS Policy Guide](#) requires completion of a CPAR for all contract actions with an aggregate value above specified thresholds. The dollar thresholds vary based on the type of supply or service procured. Table 1 lists the thresholds for contracts within business sectors applicable to TMA procurements.

Business Sector	Dollar Threshold	Reviewing Official
Systems (includes new development and major modifications)	≥ \$5,000,000	One level above the AO
Operations Support	≥ \$5,000,000	
Services	≥ \$1,000,000	
Information Technology	≥ \$1,000,000	
Health Care	> \$150,000	

Table 1 – DoD CPARS Policy Guide contract value thresholds

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- (7) At award of a CPARS-eligible contract, the Contracting Officer (CO), or designee, will forward a copy of the Federal Procurement Data System (FPDS) Contract Action Report (CAR) to the TMA CPARS Focal Point for registration. Along with the CAR, the CO, or designee, will provide the full names and email addresses of the Assessing Official (AO), Assessing Official's Representative(s) (AOR), Reviewing Official (RO), and Contractor Representative (CR).
- a. The TMA CPARS Focal Point will register the contract and enter the AO, AOR, RO, and CR information within CPARS.
 - b. If the assigned CO will not be the AO, then the assigned CO will submit a request to the cognizant Contract Operations Division (COD) Chief/Director for concurrence. The request must identify the individual to be designated as the AO and provide explanation regarding why that individual should serve as the AO.
 - c. When an external contracting activity executes an assisted acquisition on behalf of TMA, the AO will be the external contracting activity CO responsible for the acquisition, and the RO will be at least one level above the AO. Upon award of the CPARS-eligible contract by the external contracting activity, the CO responsible for the acquisition will send a copy of the FPDS CAR to the TMA CPARS Focal Point for registration.
 - d. When an external contracting activity executes an assisted acquisition, the TMA Contracting Officer's Representative (COR) should contact the external contracting activity CO, as identified in the contract, for any questions regarding the preparation or submittal of CPARS.
 - e. When the CPARS record is established, all applicable users will be notified via system-generated email with account information for the registered contract action. When the CPAR is ready to be reviewed by the contractor, CPARS will send an email notice to the CR.
- (8) AOs, with assistance from AORs, are responsible for completing CPARS and ensuring the integrity of the PPI.
- a. The AO will use CPARS and ensure the assessment is completed within 120 days of the date of physical completion ([Federal Acquisition Regulation \(FAR\) 4.804-4](#)) of the contract. If the contract period of performance is greater than one year, an assessment will be completed within 120 days of the conclusion of the first annual period and within 120 days of the end of any subsequent option period under the contract.

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- b. In accordance with the [DoD CPARS Policy Guide](#), CPARS information is defined as source selection information and must be labeled as “For Official Use Only” and “Source Selection Sensitive Information.” Only the contractor being assessed should be allowed to view CPARS content related to the contracts being assessed.
- c. The AO will work with the AOR to rate contractor performance using a scale comprised of: Exceptional, Very Good, Satisfactory, Marginal, or Unsatisfactory as defined in [A Guide to Collection and Use of Past Performance Information, Appendix F](#). Each rating must also be supported by clear, concise, and complete narrative rationale. In practice, the AORs typically draft the ratings and narratives and provide them to the AO for review.
- d. Ratings are mandatory in certain fundamental categories such as, Quality, Schedule, Cost Control, Business Relations, Key Personnel and Small Business Utilization. Table 2 below identifies a representative list of mandatory and optional categories and sub-categories. This list is not intended to be exhaustive.

CPARS Rating Category	
Mandatory sub-category	Optional sub-category
1. Quality of Product or Service	
<ul style="list-style-type: none"> • Statement of Overall Performance • Quality Assurance Activities • Customer Service • Other Specific Contract Requirements 	<ul style="list-style-type: none"> • Claims Processing • Enrollment • Resource Sharing • Medical Management • Provider Networks • Marketing
2. Schedule	
<ul style="list-style-type: none"> • Submission of Contract Deliverables • Timeliness of establishing/updating interfaces with DoD systems • Schedule of Phase In/Out of Specific Programs 	<ul style="list-style-type: none"> • Timeliness of Referrals/Appointments, telephone standards, priority and routine correspondence standards (quantitative)
3. Cost Control	
<ul style="list-style-type: none"> • Change Order Costs • Cost Containment • Business Systems (e.g. Estimating, Accounting, Purchasing) 	<ul style="list-style-type: none"> • Optimize the MTF
4. Business Relations	
<ul style="list-style-type: none"> • Partnership with Government • Identification/Solution of Contract Issues • Action on Contract Deficiencies • Responsiveness to Government Inquiries • Timeliness of Change Order Proposals and definitizations • Responsiveness to TMA Requests (Timeliness and Quality) • Oversight of Subcontractors 	<ul style="list-style-type: none"> • Partnership with Government (TMA or MTF)

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CPARS Rating Category	
Mandatory sub-category	Optional sub-category
5. Management of Key Personnel	
<ul style="list-style-type: none">No identified sub-categories	
6. Utilization of Small Business	
<ul style="list-style-type: none">No identified sub-categories	

Table 2 – CPARS evaluation categories and sub-categories.

- e. Per the [DoD CPARS Policy Guide](#), the CR has 30 calendar days from receipt of email notification that a draft CPAR is available to review and respond. CRs may concur or non-concur with the CPAR and may provide responses or additional information in support of their position. After the CR renders a decision of concurrence or non-concurrence, the CPAR is sent to the AO.
- f. As provided in the [DoD CPARS Policy Guide](#), if the CR does not respond within 30 days of receiving the CPAR notification email, the AO may grant an extension or send the CPAR to the RO for review.
- g. In response to comments from the CR, the AO may choose whether or not to revise the CPAR. If the CR does not concur with the final draft CPAR the AO will send the non-concurred CPAR, original or revised if applicable, to the RO. The RO will review the CPAR and related information, provide comments, if warranted, and exercise the authority to make a final decision.
- h. The AO closes the CPAR when all steps are completed. The CPAR is then automatically uploaded into the Past Performance Information Retrieval System.
- i. Figure 1, on the next page, provides an overview of the CPARS assessment process.

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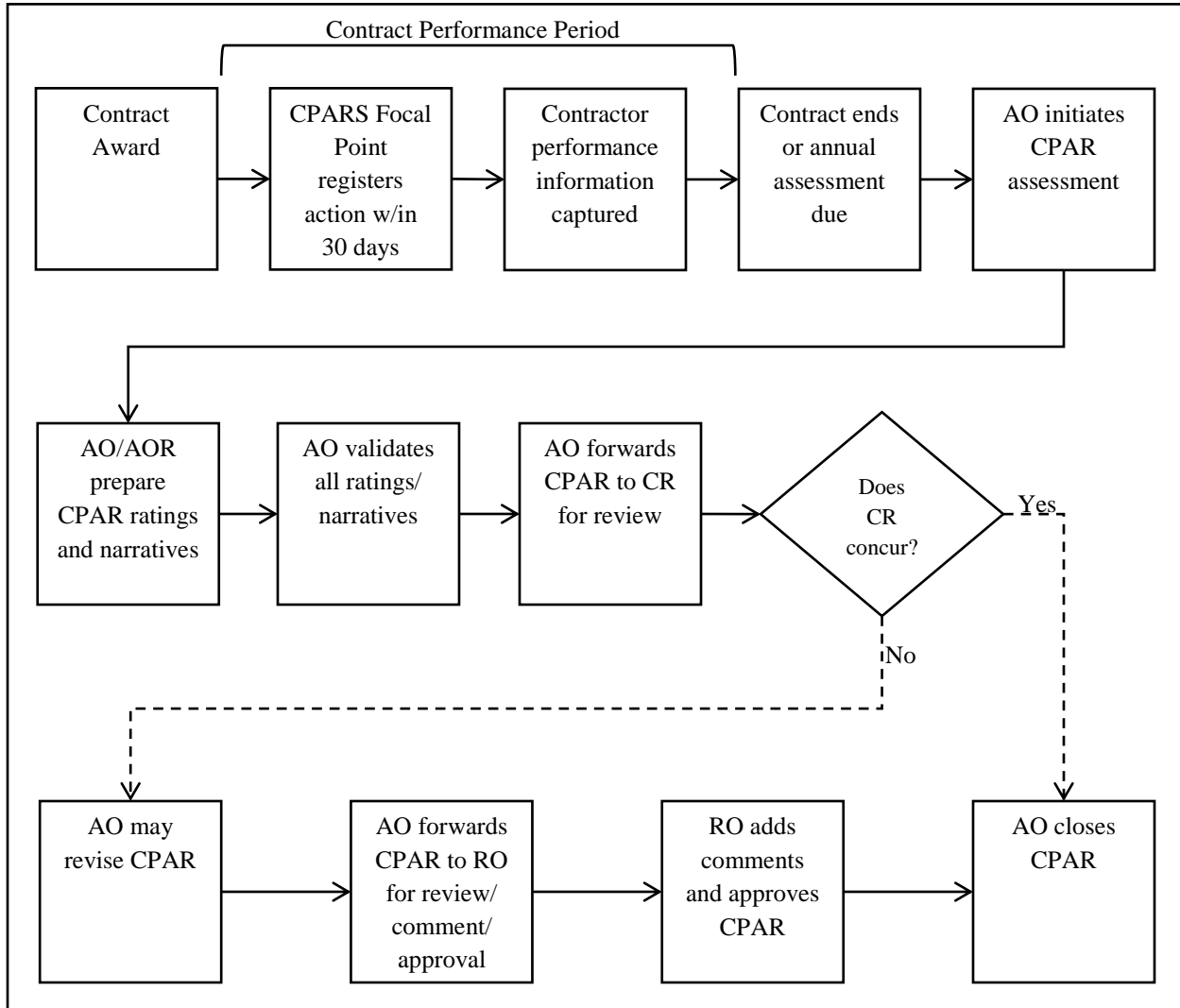


Figure 1 – Basic CPARS workflow

- (9) Recording contractor performance information throughout the entire period of performance will facilitate the completion of CPARs. Any applicable method or system – such as the Performance Assessment Tracking system – can be used to capture this information. See TAD 42-02, “Monitoring Contractor Performance,” for more information.
- (10) TMA COs will access and submit information through the [Federal Awardee Procurement Integrity Information System](#) when significant performance issues arise and punitive steps are implemented including, but not limited to, terminations, non-responsibility determinations, and defective cost or pricing data.