

**BY ORDER OF THE COMMANDER  
309TH MAINTENANCE WING**

**309TH MAINTENANCE WING  
INSTRUCTION 64-101**



**20 OCTOBER 2011**

**Contracting**

**CONTRACTOR PERFORMANCE  
ASSESSMENT REPORT (CPAR)**

**COMPLIANCE WITH THIS PUBLICATION IS MANDATORY**

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This 309th Maintenance Wing (309 MXW) instruction defines policies, procedures, and responsibilities applicable to the development, coordination, and approval of Contractor Performance Assessment Report (CPARs) for the 309 MXW. This instruction applies to all military and civilian personnel in the 309 MXW; including 309th Aerospace Maintenance and Regeneration Group. This is a new document and must be completely reviewed. Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with (IAW) Air Force Manual (AFMAN) 33-363, *Management of Records*, and disposed of IAW Air Force Records Disposition Schedule (RDS) located at <https://www.my.af.mil/afrims/afrims/afrims/rims.cfm>. Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR) using the Air Force Information Management Tool (AF IMT) 847, *Recommendation for Change of Publication*; route AF IMTs 847 from the field through the appropriate functional chain of command.

**1. General Information.** The requirement for preparing CPARs is identified in the Federal Acquisition Regulation (FAR) Part 42.15, *Contractor Performance Information*, located at <http://farsite.hill.af.mil/vffara.htm>. The Contractor Performance Assessment Reporting System (CPARS) is a paperless contracting initiative developed by the Navy. The use of this system is directed by the Department of Defense (DoD). The website for CPARS is <http://www.cpars.csd.disa.mil/>. The primary purpose of CPARS is to ensure that accurate data on contractor performance is current, and available for use in source-selections through the Performance Informational Retrieval System. Performance assessments will be used as a resource in awarding best value contracts and orders to contractors that consistently provide

quality, on-time products and services, within cost constraints that conform to contractual requirements. CPARS can be used to effectively communicate contractor strengths and weaknesses to source selection officials. Senior DoD and contractor officials, may also use information derived from CPARS for other management purposes consistent with DoD guidance and policy. The CPAR assesses a contractor's performance during a specified period of time beginning from contract award. A CPAR shall be accomplished on all contracting actions that meet applicable dollar thresholds.

## **2. Responsibilities.**

2.1. The contracting office will provide notification of all newly awarded contracts to the 309 MXW CPAR focal point at the time of contract distribution, in order to identify and track contracts requiring CPARs.

2.2. The 309 MXW CPAR Focal Point will:

2.2.1. Act as the single focal point for CPARs within the 309 MXW. The CPAR focal point will grant access (user ID's and passwords) for CPARS to appropriate personnel.

2.2.2. Monitor 309 MXW contracts to ensure CPARs are accomplished on all contracts requiring CPARs. Track and monitor all CPAR suspense/milestones, and will notify the applicable group commander of any reports more than 30 days overdue. CPAR requirements will be tracked in the program management office database.

2.2.3. Provide the assessing official representative (AOR) a 45-60-day notice, prior to the end of the rating period, to begin drafting the CPAR in CPARS, and inform the AOR of the due date.

2.2.4. Meet with the AOR and provide guidance, training, and assistance as needed with preparation of a CPAR. The CPAR focal point will ensure the CPAR is written and processed in compliance with the DoD CPARS Policy Guide located at <http://www.cpars.csd.disa.mil/cparsfiles/pdfs/DoD-CPARS-Guide.pdf>, and make certain narratives meet rating criteria.

2.2.5. Review and coordinate on all CPARs, and ensure they are processed properly and completely through the entire system.

2.2.6. Review all documentation pertaining to negative ratings; to ensure contractor non-performance is documented completely, and feedback is provided to the contractor.

2.2.7. Facilitate CPAR protests and ensure timelines are met.

2.3. The AOR will:

2.3.1. Prepare CPARs with correct and valid information, and submit into CPARS within timelines provided by the CPAR focal point. A working document draft can be created in the CPARS, and finalized just prior to submission.

2.3.2. Work closely with the CPAR focal point, to ensure CPARs are properly processed and completed.

2.3.3. Obtain necessary coordination/approvals, and also coordinate with the CPAR focal point prior to official validation in CPARS.

2.3.4. For 309 MXW-level contracts, the applicable group AOR will be responsible to ensure CPARs are input for their delivery orders.

2.4. The Assessing Official (AO) will:

2.4.1. Review all CPARs prior to validating and forwarding to the contractor representative (CR), or the reviewing official (RO).

2.4.2. Complete all CPARs when returned from the CR, or the RO.

2.4.3. Provide direction to the AOR, and the CPAR focal point in the event of significant disagreements between the AOR and the CR. **NOTE:** If requested by the CR, within 7 days of receipt of the CPAR, the AO will facilitate a meeting to discuss CPAR ratings.

2.4.4. Forward CPARs to the RO if required.

### 3. Procedures.

3.1. The CPAR focal point will meet with the AOR 45-60 days prior to the end of the rating period, to discuss CPAR processes and timelines. After coordinating with their chain of command, the AOR will submit a draft CPAR into CPARS, and then notify the CPAR focal point that it is ready for review. The CPAR focal point will review the CPAR for proper format, clarification, and will ensure narratives match CPAR rating criteria.

3.2. After the AO has approved the CPAR, the AO will officially validate and send the CPAR via CPARS to the CR for review and comments. The CR has 30 days to respond.

3.3. Once the CR has returned the CPAR and concurred with the ratings, the AO will validate and complete the CPAR. If the CR non-concurs, the AO will assess the comments from the CR and determine if the CPAR should be adjusted. If no adjustment needs to be made, the AO will forward to the RO for review.

3.4. The AOR will provide the RO the necessary details, history, and documentation needed to analyze and understand the reasons for non-concurrence. The RO will review and determine if the CPAR should be changed, or remain as stated, hold a meeting with AO and CR if necessary, and then validate to finalize in CPARS.

### 4. Training.

4.1. CPARS training can be found at the CPARS website <http://www.cpars.csd.disa.mil/>. There are two types of CPARS training; both of which are on-line.

4.1.1. The practice system is an application that allows users to experience the functionality of CPARS, prior to entering real data in the production database.

4.1.2. Web based training is the other type of online training for CPARS. This is an interactive online classroom that delivers live training via telephone and computer link. There are several courses available from an overview, to narrative writing. Course summaries and schedules can be viewed at the CPARS website. Students can also sign up for training classes at the website.

4.2. [//www.cpars.csd.disa.mil/cparsfiles/pdfs/CPARS User Manual.pdf](http://www.cpars.csd.disa.mil/cparsfiles/pdfs/CPARS_User_Manual.pdf), provides working-level procedures for entering, updating, revising, and viewing information in the CPARS Automated Information System. The user manual translates business process requirements into detailed step-by-step procedures, for individuals utilizing the automated CPARS process.

## 5. Policies.

5.1. The 309 MXW Business Office has a CPAR focal point that will assist with all CPARs. Each CPAR shall be prepared IAW the DoD CPARS Policy Guide. The type of acquisition and dollar thresholds that determine if a CPAR is required are:

5.1.1. Systems (includes new development and major mods) >\$5M (total contract cost);

5.1.2. Operations Support (spares and repairs on existing systems) >\$5M (total contract cost);

5.1.3. Services >\$1M (total contract cost);

5.1.4. Information Technology >\$1M (total contract cost).

5.2. A CPAR can be accomplished on any contract, for any amount, at the discretion of the government.

5.3. The DoD CPARS Policy Guide mandates that a CPAR is accomplished within 120 days after the end of the rating period. In order to consistently meet that time frame, Ogden Air Logistics Center (OO-ALC) Contracting Directorate has established a 90-day goal to accomplish all CPARs; making a CPAR due 90 days after the end of the rating period. Rating periods are normally on an annual basis beginning at contract award. The first CPAR is the initial report; all subsequent reports are called intermediate reports; upon contract completion a final report is written. **NOTE:** The OO-ALC CPAR focal point reports all CPARs that are 30 days or more overdue to the OO-ALC Commander on a quarterly basis.

5.3.1. All CPAR information shall be transmitted/handled IAW source selection sensitive data guidelines. CPARs will be identified as "Source Selection Sensitive", and may not be released without prior approval from the CPAR focal point, and must contain the legend "FOR OFFICIAL USE ONLY – SOURCE SELECTION INFORMATION".

5.4. The CPAR assesses a contractor's performance and provides a record, both positive and negative, on a given contract during a specific period of time. Each assessment must be based on objective facts, and be supported by program and contract management data such as: cost performance reports, customer complaints, quality reviews, technical interchange meetings, financial solvency assessments, production management reviews, contractor operations reviews, functional performance evaluations, award fee determinations, and earned contract incentives. CPARs are not cumulative; they assess only performance occurring after the prior assessment period.

5.5. It's important to document information during the year that will be pertinent to the CPAR. Information may include: status reports, monthly certificates of service, award fee evaluations, program reviews, and earned contract incentives.

5.6. The RO only reviews CPARs that are greater than \$100M (total contact cost), CPARs that are returned from the CR with a non-concurrence, or that have significant differences, disagreements, or if the contractor does not respond. CPARs greater than \$100M must be approved by the RO, prior to being officially sent to the contractor. If a disagreement is anticipated, the AO and RO must be notified in writing, prior to officially submitting to the contractor through CPARS.

5.7. It is highly encouraged by DoD to share draft CPARs with the contractor, prior to formal submission. This promotes dialog/communication, and many times alleviates CPAR protests. CPAR ratings should not be a surprise if there is a good government/contractor relationship, and in most cases through discussion, ratings, and narratives can be agreed upon. This practice is mandatory in the 309 MXW.

5.8. Final CPARs are maintained in the Past Performance Information Retrieval System for 3 years after the contract terminates.

ALLAN E. DAY, Col, USAF  
Commander, 309th Maintenance Wing

**Attachment 1****GLOSSARY OF REFERENCE AND SUPPORTING INFORMATION*****References***

User Manual, *Contractor Performance Assessment Reporting System (CPARS)*, January 2011

Federal Acquisition Regulation (FAR) Part 42.15, *Contractor Performance Information*, March 2005

DoD, *Contractor Performance Assessment Reporting System (CPARS) Policy Guide*, October 2010

***Prescribed Forms***

There are no forms prescribed in this publication.

***Adopted Forms***

AF Form 847, *Recommendation for Change of Publication*, 22 September 2009

***Abbreviations and Acronyms***

**AF IMT**—Air Force Information Management Tool

**AFMAN**—Air Force Manual

**AO**—Assessing Official

**AOR**—Assessing Official Representative

**CPAR**—Contractor Performance Assessment Report

**CPARS**—Contractor Performance Assessment Reporting System

**CR**—Contractor Representative

**DoD**—Department of Defense

**FAR**—Federal Acquisition Regulation

**IAW**—In Accordance With

**OO**—ALC – Ogden Air Logistics Center

**OPR**—Office of Primary Responsibility

**RDS**—Records Disposition Schedule

**RO**—Reviewing Official

**309 MXW**—Maintenance Wing

***Terms***

**CPAR:**—A document required by the FAR, that accurately provides contractor past performance history to source selection officials. The document should be an objective report of performance, during a specific period of time, measured against contract requirements.

**CPARS:**—Mandatory system used to record and transmit CPARs.

**FAR:**—The regulation for use by federal executive agencies for acquisition of supplies, and services with appropriated funds. The FAR is supplemented by DoD and Military Departments.

**Wing CPAR Focal Point:**—An individual within the 309 MXW Business Office, whose responsibility is to monitor CPAR requirements and the CPAR process. This person will provide guidance, training to the 309 MXW personnel, and ensure CPARs are completed on all contracts as required, in a timely manner, and in compliance with DoD regulations.

**Assessing Official Representative (AOR):** **The working**—level program manager, or personnel who has submitted the requirement to contracting, and is responsible for managing the program on a daily basis. The AOR in coordination with quality assurance personnel, rates the contractor's performance in the CPAR, and provides narratives to support ratings.

**Assessing Official (AO):**—The 309 MXW Group Commanders, or otherwise delegated individuals responsible for execution of programs within the group.

**Contractor Representative (CR):**—The person designated by the contractor who officially reviews and provides comments on the CPAR.

**Reviewing Official (RO):** **A senior**—level manager, who is at least one level above the AO. The 309 MXW Commander/Director is the RO for all CPARs with AO at the group level. The Hill AFB Executive Director is the RO for all CPARs, when the 309 MXW Commander/Director, or equivalent is the AO.