3 Ways to Improve Your Agency's Compliance Metrics

1. **Understand what impacts the Compliance Metrics and how the percentages are calculated.**

   - CPARS receives the eligible contract actions from FPDS that fall above the reporting thresholds ($150k base + option for most) and makes them available for registration (based on Contracting Office IDs) in Auto-Register.

   - A Focal Point (FP) registers the action in CPARS and assigns it to an Assessing Official, who logs in and completes the evaluation. Once the evaluation is completed, this count becomes the **numerator** of the metrics calculation.

     NOTE: Removing contracts from Auto-Register in CPARS will **not** remove the contracts from an agency's compliance metric calculation. As a result, this can negatively impact compliance numbers if the actions are not reported on.

   - The Compliance Report obtains the list of available actions from and determines which ones should have a completed evaluation by an Assessing Official.

   - The Compliance Report removes any actions that are 'too young' to have an evaluation and the remaining pool of actions (ones that should have been reported on) becomes the **denominator** in the equation.

   - Compliance Metrics calculation: $$\frac{\text{\# of completed evaluations}}{\text{\# of actions eligible to be reported on}} = \text{Agency Compliance \%}$$

   - Bottom line: the compliance metric calculates the number of completed evaluations against the contract actions that should have had an evaluation completed. This number is displayed as a percentage. (See Figure 1)

2. **Increase the number of registered actions from the Auto-Register section of CPARS.**

   - One of the easiest ways to improve the metric is to ensure that the contract actions identified in Auto-Register are actually registered in CPARS within 30 days of award so that an Assessing Official can create and complete an evaluation on time.

   - If actions are listed in Auto-Register that do not require reporting based on FAR regulations, please contact the CPARS Helpdesk (207.438.1690 or webptsmh@navy.mil) for removal otherwise they will be sent appear on the Compliance Report as part of the eligible pool of contract actions that should have been reported on and will negatively impact your compliance metrics. Removal from the Compliance Metrics must be based on FAR reporting requirements.

   - Delivery Orders (pursuant to the FAR/DFAR) can be evaluated at either the base contract level or the task order (delivery order) level, and are counted in one of two ways:

     o **Base Level:** Delivery order contracts are counted at the base contract level when an evaluation has been completed on the base or if there are no completed evaluations. In this case, delivery orders will not be included in the contract count and compliance will be calculated at the base level only.

- o **IDV roll-up procedures:**
  - Non GSA IDVs and orders placed against them are rolled up as follows:
    - If no completed evaluations found, the metrics count the base contract only, orders are not included
    - If a completed evaluation is done on the base contract, the metrics count the base contract only, orders are not included
    - If no evaluation is completed on the base contract, and one or more evaluations are completed on the order(s), the metrics count the order(s) only.
  - GSA IDVs and orders placed against them are not rolled up. The following logic applies to the compliance metrics:
    - GSA IDVs are not counted in the metrics.
    - Orders that are issued by GSA against GSA IDVs, the metrics count orders only.
    - Orders that are issued by a Non GSA contracting office against a GSA IDV, the metrics count the orders only.

  NOTE: CPARS pulls in all contract actions from FPDS as required by the FAR reporting thresholds. CPARS does not recognize agency-specific thresholds. Conflicts between the FAR and your agency policies would need to be elevated to your respective agency's CPARS CCB (Configuration Control Board) representative to submit an Engineering Change Proposal (ECP).

3. **Ensure registered actions in CPARS are reported on and completed within the mandated timeframes.**
   - Assessing Officials must complete evaluations within the following timeframes:
     - For contracts less than one year duration, a completed evaluation is due 120 days from contract completion.
     - For multiyear contracts, a completed evaluation is due 485 days from the contract award date and every 365 days thereafter through contract completion. Evaluations are required annually for multi-year contracts as either Interim Reports (those leading up to contract completion) or Final Reports (after completion of work). Assessing Officials can also submit Addendum reports, however these are not required, nor do they affect the compliance metrics.

   - Credit is only given to completed CPARS evaluations, not drafted or pending vendor response evaluations still in CPARS.

   - Credit is not given for pending evaluations as a result of "FAR Case 2012-028, Contractor Comment Period" which moves rated evaluations to be viewable for source selection after the evaluation is sent to the contractor for comment. Only completed evaluations will be given credit.

Figure 1: Compliance Metrics Process Flow Diagram

Compliance Metrics

CPARS Status Report / Compliance Report

In CPARS any contract actions that are >3 yrs and haven't been registered are removed from Master / Rollup table. Eligible contracts are supposed to be registered in 30 days. Next, look at dollar threshold values to remove ones that don't require reporting. Remaining are available to be registered from Auto Register by Focal Points.

Auto-Register links to the Rollup Table listing that has actions available for reporting. At this point, it is up to Agency Focal Point to decide whether to register them for reporting. Can remove actions at this point as well. Note: Focal Points have the capability to either report on base contract or task order, their choice.

Assessing officials report on actions assigned to them by Focal Point.

CPARS Status report is solely looking at what actions have been completed in CPARS since the contract has been registered from the Auto-Register list (or manually registered). This report is available to any user in CPARS (role based). Users can see what they are individually responsible for. Focal Points can see what their users are responsible for. APOC/DPOCs can see what their whole agency is responsible for.

10 eligible contracts within threshold

6 contracts are by Focal Point

5 contracts are reported on and evaluations are completed

5 completed evaluations in CPARS / 6 registered contracts in CPARS = 83%

FPDS: Contract Actions

Atom Feed

CPARS: Available actions from FPDS

CPARS: Auto

CPARS: Reports Completed

CPARS: Status Report Generated

Daily Feed of aU contract actions (not just ones above threshold) that have a signed date within the last 3 years and have been updated or modified in last 2 days.

Weekly Thursday night feed of completed CPARS counts.

Compliance Report: Receipt of eligible contract counts

Compliance Report Generated

7 contracts eligible (3 were 'too young')

5 reviewed in CPARS 7 eligible to be reviewed = 71%

Actions are pulled over to the Compliance Report on a weekly basis. Generally, if it's on rollup table, the action requires an evaluation but this step confirms it's old enough for an evaluation to exist. Note: About one-third of actions on the rollup table are too young for a report.

Compliance Report shows amount of completed evaluations divided by ones that are eligible to be reported on. This represents an agency's compliance percentage.