Welcome to Lesson 7: Reviewing Official Comments & Conclusion!

Now that we have forwarded the evaluation to the Reviewing Official, we are ready to log in as the Reviewing Official, add comments, sign, and close the evaluation.

At this point, in the CPARS workflow, the Reviewing Official provides comments and closes the evaluation. The evaluation must be closed within 120 days of the end of the evaluation period of performance. Once the evaluation is closed, it will be updated and the “Pending” marking will be removed. We will note that Reviewing Official comments are required if the evaluation is contentious, meaning that the Contractor Representative has indicated that they do not concur with the evaluation. The Reviewing Official also has the option to provide comments on evaluations where the Contractor Representative concurred. For instance, local policy may require Reviewing Official comments on all evaluations for high visibility programs, regardless of whether or not they are contentious.

At this point in the process, the Reviewing Official will review the entire evaluation to ensure that it is fair, accurate, and complete. If revisions are required, the Reviewing Official may return the evaluation to the Assessing Official to make changes. The Reviewing Official will acknowledge any discrepancies between the Assessing Official’s ratings and narratives and the Contractor Representative’s comments, and will provide the final comments on the evaluation. The Reviewing Official has 24,000 characters available for their comments. Once they have entered their comments, the Reviewing Official will sign and close the evaluation.

When the Assessing Official sent the evaluation to us as the Reviewing Official we received an email notification letting us know that the evaluation was ready for our review and action. Let’s log in as the Reviewing Official and perform the Reviewing Official Comments step.

We will select Pending Actions in order to see a list of evaluations on our To-Do List awaiting our action. We will find the evaluation on our To-Do List and notice that we have an action to input comments and close the evaluation. We will open our evaluation by clicking on the Document Number.

We are now ready to review the original ratings. We will click on Original Ratings. We will remember that the Contractor Representative had particular concerns with the Management rating. Let’s click on Management. Here we can see the original Management rating of Marginal, the Assessing Official’s narrative, and the Contractor Representative’s comments. If we click on Contractor Rep we can see the Contractor Representative’s statement of non-concurrence and signature. If we click on Assessor we can see the Assessing Official’s original recommendation. Next, we will click on Modified Ratings. Let’s click on Management and see the revised rating. We can see here that the Management rating has been changed to Satisfactory and that the narrative has been revised. If we are satisfied with the Assessing Official’s revisions, we can provide our comments, sign, and close the evaluation. However, if we are not satisfied with the revised evaluation, we can return the evaluation to the Assessing Official for correction. If we wanted to do this, we would click on the Return to the Assessing Official button at the bottom of the screen. If we clicked on that button, the Assessing Official would receive a notification that the evaluation had been returned to them for action, and they would be able to make further modifications. Once the Assessing Official had made modifications and returned the evaluation to us for comment, signature, and closure, we would receive an email notification letting us know that the evaluation was ready for our action. However, let’s say that we are satisfied with the modifications that the Assessing Official has already made and are ready to complete the evaluation. We’ll click on Reviewer. Now we are ready to enter our comments in the Reviewing Official Comments block. We will note that we have a total of 24,000 characters available for our comments. There is a character counter above the Reviewing Official Comments block to indicate how many characters we have entered so far. Once we have completed our comments, we must complete the Name and Title of Reviewing Official signature blocks. The easiest way to do this is to click the Sign Now button. If we do not wish to use the Sign Now button, we can simply manually enter the information in the signature blocks. Now we are ready to close the evaluation. We can do this by clicking the Validate and Close the Evaluation button. We will receive a pop up message notifying us that the evaluation has been closed. The Contractor Representative will receive an email notification letting them know that the evaluation has been completed. The pop up message also gives us the option to view the evaluation.

Let’s click OK to view the evaluation. We will notice we are looking at a view of the modified evaluation, as indicated at the top of the screen. Here, we can see the Assessing Official’s modified ratings and narratives. Let’s look at the rating for Management. We can see that the modified evaluation reflects a rating of Satisfactory for Management, which is consistent with the Assessing Official’s modifications. If we scroll further down the screen, we will notice that the Contractor Comments block indicates that we should see the original evaluation in order to view the contractor comments. We’ll also notice that the Name and Title of Contractor Representative blocks are blank. This is because the contractor comments are displayed with the original evaluation, to which they pertain. At the bottom of the evaluation we can view the Reviewing Official’s comments and signature. Next, let’s take a look at the original evaluation. We can do this by clicking the View Original Evaluation button at the top of the screen. Here we can see the Assessing Official’s original rating of Marginal for Management as well as the contractor’s comments on the original ratings and the contractor’s signature block. When we are finished viewing the evaluation, we’ll click Home at the top of the screen. Since we have completed the Reviewing Official Comments step and closed the evaluation, we are ready to exit CPARS by clicking Log Out.

Once an Interim evaluation is closed by the Assessing Official or Reviewing Official, a follow-on evaluation is automatically generated. The follow-on evaluation appears on the Assessing Official Representative’s To-Do List if there is an Assessing Official Representative assigned to the contract. If not, the follow-on evaluation appears on the Assessing Official’s To-Do List. The Evaluation Type and Period of Performance are automatically determined by the CPARS system, but may be updated by the Assessing Official Representative or Assessing Official if desired. CPARS generates the follow-on evaluation to assist participants in the past performance evaluation process with workload management by ensuring that future evaluations and their due dates are readily visible for workload planning purposes. It is important to note that a follow-on evaluation is only automatically generated when an Interim evaluation is closed. No evaluation is automatically generated when a Final or Addendum evaluation is closed because these types of evaluations do not require a follow-on report.

Let’s login as the Assessing Official Representative and view the follow-on evaluation on our To-Do List. Here, we can see that next year’s evaluation has automatically been entered on our To-Do List. The follow on evaluation will also show on all of the users assigned to the evaluations’ status report. If the evaluation has an AOR assigned, it will have an Evaluation status of Initiated. If no AOR is assigned, the evaluation status will show as Drafted.

Next, let’s take a look at the Update Profile Option. Update Profile functions the same way for all CPARS access levels. For purposes of demonstration, we’ll remain logged in as the Assessing Official Representative. We can use Update Profile to update our user information such our Name and Phone Number. We will be prompted to review and update our information on an annual basis. Once we have made any necessary changes, we will click Save User Information. We will click OK at the pop up.

Next, let’s click Change Password. We can use Change Password to update our Login Password. Users with a PKI certificate will not have to update their password. If we do not have a PKI certificate, we will be required to change our password every 60 days. If we need to change our password, we would enter our Current Password, our New Password, and Confirm our New Password. The specifications for passwords are noted at the bottom of the screen. Once we had made our changes, we would click Save Password. At this point, we are ready to exit CPARS by clicking Log Out.

Now, let’s discuss a few helpful hints for using CPARS, and learn the next steps in implementing the CPARS process. Throughout the preceding lessons, we have learned that CPARS provides many different automatic email notifications. Let’s review some of the major notifications that the system provides. Automatic email notifications are sent at each step of the CPARS workflow to the individual who is responsible for the next action. For example, when an Assessing Official Representative forwards an evaluation to an Assessing Official, that Assessing Official receives an email notification to inform them that the evaluation is ready for their action. Automatic email notifications are also provided when an evaluation is due or overdue, when contractor comments are due, when the contractor comment period has expired, when an evaluation is completed, and when the Focal Point or Alternate Focal Point assigns an individual access to a specific contract number.

If we have questions regarding CPARS, the Customer Service Desk is a ready resource to assist us. The Customer Service Desk can be reached at phone number 207-438-1690 or email cpars-helpdesk@us.navy.mil. Customer service is available Monday through Friday from 6:30 am through 6:00 pm Eastern Time. The CPARS website also contains much information to assist us including the CPARS Guidance document, the CPARS User Manual, and information on additional training. The CPARS website is located at https://www.cpars.gov.

Now that we have learned the CPARS guidance and workflow, it is time to take the next steps in order to implement the CPARS process for our contracts. We need to begin evaluating all eligible contracts and orders. We also must complete our evaluations in a timely manner and ensure that we are writing detailed and quality evaluations where the ratings and narratives are credible and justified. We should always remember that the time and effort we take to write a quality evaluation has a direct impact on our contractor’s performance under our current contract and on the source selection process where we’re procuring goods and services for the future. When we generate evaluations that are well written, accurate, timely, and comprehensive, it helps ensure that we spend taxpayer dollars wisely on the best value goods and services available to meet our agency’s mission.

Congratulations! You have completed Lesson 7: Reviewing Official Comments and Conclusion. In this lesson, we logged in to CPARS as the Reviewing Official and reviewed the original and modified evaluation. We had the option to return the evaluation to the Assessing Official for additional changes, if desired. We provided comments, signed, and closed the evaluation. Additionally, we learned how to use the user profile and change password options, discussed the automatic email notifications in CPARS, and learned the next steps ahead. You have now completed CPARS Overview training.