Welcome to the Contractor Performance Assessment Reporting System, or CPARS, Processing Times Report Tutorial. During this tutorial you will learn how to run and interpret the Processing Times Report. This tutorial is designed for all CPARS Department Points of Contact (DPOCs), Agency Points of Contact (APOCs), and Focal Points (FP).

The Processing Times Report can be used to help users monitor the evaluation processing times for evaluations completed within their organization. The Processing Times Report can help determine if the evaluation processing times are increasing or decreasing over time. The report can also be used to help determine if evaluations are being completed within the 120 day requirement and, if not, how long the evaluations are taking to be processed. Additionally, the report can help the user to identify which stage of the evaluation workflow is creating the bottleneck, allowing for changes to be made to ensure evaluations are completed within the 120 day requirement.

Let’s take a look at the differences between the reports for the different user roles.

For DPOCs, the Processing Times Report will display the processing times for completed evaluations for the entire agency. For example, a DPOC for the Health and Human Services (HHS) will see all the HHS records for the last 12 months. This does not include archived evaluations or evaluations completed within the current month.

For APOCs, the Processing Times Report will display the processing times for completed evaluations for the organization(s) to which the APOC is assigned. For example, an APOC that has access to the NIH CC organization will only see NIH CC records for the last 12 months. This does not include archived evaluations or evaluations completed within the current month.

For Focal Points and Alternate Focal Points, the Processing Times Report will display the processing times for evaluations completed within the last 12 months for the contract(s) to which the Focal Point is assigned. This does not include archived evaluations or evaluations completed within the current month.

The Processing Times Report functions the same way for all CPARS access levels. For purposes of demonstration, we’ll log in as the DPOC and run the report.

At the Home screen, we will click on Dashboard.

It’s important to note, the examples used in this demo are fictitious and do not represent an actual agency or organization.

Next, we are presented with the Dashboard. The Dashboard defaults to Contract Based Registration Report. We will click on Processing Times under Evaluation Based Reports. As we can see, the Processing Times Report defaults to display in the Counts Matrix format.

Now, let’s take a look at the report options available to us to display, group, and filter the data.

First, we could choose to see the Processing Times report in the Bar Chart, Counts Matrix, or List format. We will leave the default of Counts Matrix selected.

Next, we have the Group By options. We can see that we have the ability to group the results by All, Contract Activity, or Organization. APOCs and DPOCs also have the ability to group by Focal Point.

Next are our Filter By options. It is important to note that the report defaults to Include All mode which only displays processing times information for evaluations to which we have been assigned access. If we do not have access to a particular contract, it will not be included in the report. If we do not wish to use Include All mode, we can choose to filter the information displayed by using the Filter By options section of the screen. The Filter By options allow us to choose to limit our report based on a Date or Organization. APOCs and DPOCs also have the ability to filter by Focal Point. We will leave the Processing Times Report in Include All mode.

Let’s take a look at our Processing Times Report. This report was run on July 27th, 2023, as indicated at the top of the screen. Notice that the report only includes completed evaluations through June 2023. The evaluations completed during July 2023 will not be visible on the report until the following month which begins August 1st, 2023.

Let’s start by looking at the Month column. This column displays the last 12 months of data that is available.

Next, we have the Number of Evaluations column. This column displays the total number of evaluations completed by the Assessing Official (AO) or Reviewing Official (RO) in that month. It is important to note that if a completed evaluation is updated by the CPARS Customer Support Desk, the evaluation will be included under the month that it was modified by the Customer Support Desk.

Next, we have the less than or equal to 120 Days column. This column displays the total number of evaluations closed in 120 days or less for the adjacent month. An evaluation will show in this column if the period of performance end date plus one day, subtracted from the date the evaluation was closed by the AO or RO, is less than or equal to 120 days. For example: if we have an evaluation with a period of performance end date of 01/01/2019, the Processing Times Report begins calculating based on the period of performance end date plus one day: 01/02/2019. If the evaluation is closed by the AO or RO on 03/31/2019, the Processing Times Report calculates based on the date the evaluation is closed, minus the period of performance end date, plus one day: 03/31/2019 – 01/02/2019. So the total processing time is 89 days. So, in this example, the total processing time is less than 120 days.

Next, we have the greater than 120 Days column. This column displays the total number of evaluations closed in more than 120 days for the adjacent month. An evaluation will show in this column if the period of performance end date plus one day, subtracted from the date the evaluation was closed by the AO or RO, is greater than 120 days. For example: if we have an evaluation with a period of performance end date of 05/08/2019, the Processing Times Report begins calculating based on the period of performance end date plus one day: 05/09/2019. If the evaluation is closed by the AO or RO on 01/28/2020, the Processing Times Report calculates based on the date the evaluation is closed, minus the period of performance end date, plus one day: 01/28/2020 – 05/09/2019. So the total processing time is 265 days. So, in this example, the total processing time is greater than 120 days.

Let’s move on. Next, we have the Average Processing Times (Days) section. This section displays the processing time for the total number of days during the month, divided by the total number of evaluations completed during the month. It’s important to note that the smallest unit of measure of processing time is one day. CPARS rounds partial days of processing time up to the nearest full day. For example, if an evaluation was Rated, Finalized, and Reviewed all in the same day, the total processing times for the individual steps of Rated, Finalized, and Reviewed will each show as one day, because the partial day taken for each step is rounded to the nearest full day for each step.

The first column under the Average Processing Times section is Total. The Total column displays the number of days it took to complete the evaluation. It is calculated based on the date the evaluation is closed by the AO or RO, minus the period of performance end date, plus one day.

Next, we have the Rate column. The Rate column displays the number of days it took for the AO to send the evaluation to the contractor. It is calculated based on the date the AO signed the evaluation and sent it to the contractor, minus the period of performance end date, plus one day.

Next, we have the Contractor Comments column. The Contractor Comments column displays the number of days it took for the contractor to provide comments and return the evaluation to AO, or the number of days for the contractor comment period to expire if no contractor comments were received. In the case where the contractor responded, it is calculated based on the date the contractor signed the evaluation and sent it to the AO, minus the date the AO signed the evaluation and sent it to the contractor, plus one day. If the contractor comment period expired, it is calculated based on the date the contractor comment period expired, minus the date the AO signed the evaluation and sent it to the contractor, plus one day. It is important to note that the report will always show 60 days in this case.

Next, we have the Finalize column. The Finalizecolumn displays the number of days it took for the AO to either close the evaluation or send the evaluation to the RO. In the case where the AO has closed the evaluation, it is calculated based on the date the AO closed the evaluation, minus the date the evaluation was returned to the AO from the contractor, plus one day. It is important to note that this applies whether the contractor signed and returned the evaluation to the AO or the contractor comment period expired. In the case where the AO has sent the evaluation to the RO, it is calculated based on the date the AO sent the evaluation to the RO, minus the date the evaluation was returned to the AO from the contractor, plus one day. It is important to note that this applies whether the contractor signed and returned evaluation to the AO or the contractor comment period expired.

Finally, we have the Review column. The Review column displays the number of days it took for the RO to close the evaluation. It is calculated based on the date the RO closed the evaluation, minus the date the AO sent evaluation to the RO, plus one day.

Since we now know what the Processing Times Report displays, let’s look at the report in greater detail. Let’s say we want to look at the month of July 2022 in greater detail. We will select July 2022 from the Filter By Date drop down.

As we can see, during July 2022, a total of 86 evaluations were completed. 67 of those evaluations were completed in 120 calendar days or less and 19 were completed in over 120 calendar days. On average, it took 142 days for the AO to process an evaluation to completion during July 2022. On average it took 117 days for the AO to send the evaluation to the contractor, 9 days for the contractor to provide comments, 16 days for the AO to either close the evaluation or send the evaluation to the RO, and one days for the RO to close the evaluation. Notice that the sum of the average days in the columns for Rate (117), Contractor Comments (9), Finalize (16), and Review (1) adds up to a total of 143 days. This is because partial days in the Rate, Contractor Comments, Finalize, and Review columns were rounded up to the next full day.

If we want to see the counts matrix displayed in a graphical Bar Chart format, we click on Bar Chart under Report Format. As we can see the selections we made to limit the report, have transferred over to the Bar Chart Report Format.

Now, let’s say that we want to see the individual evaluations that contributed to the July 2022 processing times. We will click on List under Report Format. We can see that during July 2022, the evaluation for Contract Number U9960717C0246 for the Period of Performance 07/14/2021-07/13/2022, took a total of 10 days to process. It took 9 days for the AO to send the evaluation to the contractor, one day for the contractor to provide comments, and one day for the AO to close the evaluation. The Focal Point for this evaluation is Joseph Butler. We should remember that numbers in the Rate, Contractor Comments, Finalize, and Review columns are rounded up to the nearest full day. It is also important to remember that the numbers in this detailed report are actual processing times for this evaluation, as opposed to averages.

Let’s take a look at the remaining Dashboard Options. First, we can download any of our reports into a Spreadsheet. When we click the Spreadsheet function, our Processing Times Report will be displayed as a spreadsheet. It’s important to note, if downloading the bar chart, only the counts matrix—not the bar chart—will display in the spreadsheet.

If we want to save this report, or any other reports, to run again in the future, we enter a report name in the Report Name block and click the Save icon. The Dashboard screen will refresh and a Select Saved Report drop-down will appear. To run the saved report in the future, we would select the report name from the drop-down. To delete a saved report, select the Report Name from the drop-down and click the Delete button.

Since we are done running our Dashboard Processing Times Report, we are ready to exit CPARS by clicking Log Out.

This concludes the CPARS Dashboard Processing Times Tutorial. Congratulations on completing the tutorial and thank you for participating!