

Subpart 542.15 - Contractor Performance Information

Parent topic: [Part 542 - Contract Administration and Audit Services](#)

542.1500 Scope of subpart.

This subpart provides supplemental policies and procedures for FAR subpart 42.15.

542.1501 General.

The Contractor Performance Assessment Rating System (CPARS) is the official source for past performance information and integrity information (integrity information was formerly captured by the Federal Awardee Performance and Integrity Information System (FAPIIS)).

(a) *CPARS roles.* The following roles are required by the CPARS system and support the processes for collecting and maintaining contractor performance information and integrity information as required by FAR [subpart 42.15](#) and this subpart. The individuals performing these roles must be government employees. See 542.1570 for a description of the responsibilities for each of these roles.

(1) *GSA CPARS Department Point of Contact.* The Senior Procurement Executive (SPE), or designee, designates a GSA CPARS Department Point of Contact.

(2) *CPARS Agency Points of Contact.* Each Service (i.e., FAS and PBS) and each Staff Office with contracting responsibilities (e.g., OAS) shall designate CPARS Agency Points of Contact. Any update to CPARS Agency Points of contact shall be coordinated with the GSA CPARS Department Point of Contact.

(3) *CPARS Focal Point.* Each contracting office shall designate a primary and alternate CPARS Focal Point. A CPARS Focal Point may Page 6 of 11 oversee more than one contracting office. Any updates to a CPARS Focal Point shall be coordinated with the applicable CPARS Agency Point of Contact.

(b) *CPARS Resources.* Information about CPARS is available at:

(1) The CPARS website at <https://www.cpars.gov>.

(2) The CPARS topic page on the GSA Acquisition Portal at <https://insite.gsa.gov/acquisitionportal>. This Acquisition Portal page also identifies the GSA CPARS Department Point of Contact and CPARS Agency Points of Contact.

542.1502 Policy.

(a) *FAR Deviation.* Past performance evaluations for regulated utility contracts and orders procured on a non-competitive basis in accordance with FAR part 41 shall not be entered into CPARS. Performance issues shall be reported directly to the applicable independent regulatory bodies as

described in [FAR 41.103\(a\)\(1\)](#).

(b) Failure to return personal identity verification (PIV) cards or other Government Furnished Equipment. The Contracting Officer shall comply with [504.1370](#) when a contractor fails to return a PIV card or other Government Furnished Equipment (GFE).

542.1502-70 Internal acquisition policy, procedure, and guidance.

Heads of Contracting Activities (HCAs), consistent with their delegated authority (see 501.601(b)(2) and 501.370(b)) may establish internal acquisition policies, procedures, and guidance for their respective contracting activity(ies) concerning the collection and maintenance of contractor performance information and integrity information as required by FAR [subpart 42.15](#) and this subpart. The internal acquisition policy, procedure, and guidance shall include:

(1) If applicable, requirements for reporting contractor performance evaluations for classified contracts and special access programs (see FAR [42.1503\(f\)](#)).

(2) If applicable, requirements for providing interim contractor performance evaluations (see FAR [42.1503\(a\)\(3\)](#)).

(3) Identifying and assigning contractor performance evaluation roles and responsibilities, such as identifying and assigning reviewing officials and their responsibility (e.g., reviewing disagreements regarding contractor performance evaluation). See FAR [42.1503\(d\)](#) and 542.1570-5.

542.1570 Roles and responsibilities.

For the roles identified in this section, additional guidance and information can be found within the CPARS Guide and CPARS User Manual available at <https://www.cpars.gov>.

542.1570-1 Heads of the Contracting Activities (HCAs) responsibilities.

HCAs' primary responsibilities consist of the following:

(a) Monitoring (e.g., monthly, quarterly) their respective activity's compliance with reporting requirements for collecting and maintaining contractor performance information and integrity information records as required by FAR [subpart 42.15](#) and this subpart. Monitoring shall include, at a minimum—

(1) Actively tracking the status and progress of the reporting of contractor performance evaluations and integrity information; and

(2) Timely identifying delinquent reporting of contractor performance evaluations and delinquent reporting of integrity information.

(b) Ensuring contractor performance evaluations are entered into CPARS completely and within applicable deadlines in accordance with FAR [42.1503](#);

(c) Ensuring integrity information is entered completely and within applicable deadlines into the

CPARS integrity reporting module (formally known as FAPIIS) in accordance with FAR [42.1503\(h\)\(1\)](#));

(d) Taking timely corrective action to address instances of noncompliance;

(e) Conducting reviews to assess the quality of contractor performance evaluations and reporting of integrity information; and

(f) Ensuring personnel (e.g., contracting officer representatives, contracting officers, etc.) involved in the reporting of contractor performance evaluations and integrity information are trained on the use of CPARS and applicable requirements for reporting information into CPARS. This responsibility includes establishing a process to conduct periodic assessments to identify shortfalls and projected needs in CPARS training.

542.1570-2 Contracting Officer responsibilities.

Unless otherwise assigned, Contracting officers' primary responsibilities consist of the following:

(a) Obtaining information, as appropriate from the program office, contracting officer's representative (COR), administrative contracting office, audit office, end users of the product or service, and any other technical or business advisor.

(b) Reviewing past performance and integrity information available in CPARS.

(c) Completing contractor performance evaluations in accordance with FAR [42.1503](#).

(d) Reporting integrity information in accordance with FAR [42.1503\(h\)\(1\)](#).

542.1570-3 Contracting Officer's Representative responsibilities.

Unless otherwise assigned, CORs shall provide input, including applicable documentation, to support the evaluation of contractor performance information and integrity information as required by FAR subpart 42.15 and this subpart. This responsibility shall be included in COR appointment letters (see 501.604(e)).

542.1570-4 GSA CPARS Department Point of Contact responsibilities.

The GSA CPARS Department Point of Contact is responsible for administrative oversight of contractor performance evaluations and integrity information for GSA, such as using CPARS tools to monitor agency key performance metrics and compliance.

542.1570-5 Reviewing official responsibilities.

The reviewing official must be a Government employee. The reviewing official provides the check-and-balance when there is disagreement between the assessing official and the contractor regarding the contractor performance evaluation (see FAR [42.1503\(d\)](#)). The reviewing official is generally responsible for reviewing, providing comments (the reviewing official's comments supplement those

provided by the assessing official; they do not replace the ratings/narratives provided by the assessing official), and signing the contractor performance evaluation when a contractor indicates non-concurrence with a contractor performance evaluation. The ultimate conclusion on the contractor performance evaluation is a decision of the contracting agency.

542.1570-6 GSA CPARS Agency Points of Contact responsibilities.

GSA CPARS Agency Points of Contacts are responsible for providing administrative oversight of their respective Service's or Staff Office's reporting of contractor performance evaluation and integrity information. The following are the primary responsibilities of this role—

- (a) Quarterly (or more frequent) monitoring the respective Service or Staff Office's compliance with reporting of contractor performance evaluations and integrity information as required by FAR subpart 42.15 and this subpart.
- (b) Promptly resolving any noncompliance identified through the monitoring process.
- (c) Using tools (e.g., CPARS metric and SAM.gov tools) to measure the quality and timely reporting of contractor performance and integrity information.
- (d) Providing system access to CPARS Focal Points, managers, and other authorized users as necessary, and ensuring access is timely removed or updated when appropriate.
- (e) Assigning and reassigning contracts/orders to CPARS Focal Points as needed.
- (f) Facilitating interagency contract transfers in coordination with the GSA CPARS Department Point of Contact and the CPARS Help Desk.
- (g) Providing, as needed, support to CPARS Focal Points.
- (h) Consolidating CPARS Focal Point feedback and coordinating system improvement suggestions with the GSA Department CPARS Point of Contact.
- (i) Coordinating with the GSA Department CPARS Point of Contact to remove contracts from CPARS, as needed.
- (j) Ensuring contracts not required to be reported in CPARS are tracked and managed.

542.1570-7 CPARS Focal Points responsibilities.

CPARS Focal Points are responsible for providing administrative support for their respective contracting office(s). The following are the primary responsibilities of this role—

- (a) Assigning contractor performance evaluation records to the appropriate government user.
- (b) Monitoring compliance with reporting of contractor performance evaluations and integrity information as required by FAR subpart 42.15 and this subpart.
- (c) Using tools (e.g., CPARS and SAM.gov metric tools) to measure the quality and timely reporting of contractor performance evaluations and integrity information.

(d) Providing assistance to personnel to ensure contractor performance evaluations and reporting of integrity information are completed in a timely manner and are of high quality.