

## GSA ORDER

Subject: General Services Administration Acquisition Manual; GSAR Case 2024-G506, Update of CPARS Reporting Guidance

1. Purpose. This order transmits a revision to the General Services Administration Acquisition Manual (GSAM) to update Contractor Performance Assessment Review System (CPARS) reporting guidance.
2. Background. GSA conducts routine reviews of the GSAM. The review indicated a need to revise subparts 504.13, Personal Identity Verification of Contractor Personnel, and 542.15, Contractor Performance Information. The revision to subpart 504.13 clarifies the requirement for reporting instances of contractor failure to return a Personal Identification Verification (PIV) card or other Government-furnished equipment (GFE). The revision to subpart 542.13 establishes roles and responsibilities for: heads of the contracting activities (HCAs); contracting officers; contracting officer representatives; CPARS agency points of contact; CPARS department points of contact; reviewing officials; and CPARS focal points. For example, HCAs are responsible for ensuring that contractor performance information (e.g., information about termination) are reported in the CPARS in accordance with FAR 42.1503(h). The revision to subpart 542.15 also removes outdated information about reporting contractor performance as well as clarifies existing CPARS reporting requirements.
3. Effective date. October 28, 2024
4. Explanation of changes. This amendment includes only non-regulatory changes as summarized below. For full text changes of the amendment see Attachment A, GSAM Text Line-In/Line-Out.

This amendment revises the language in the GSAM as summarized below:

Subpart 504.13 - Personal Identity Verification of Contractor Personnel.

- Revise section 504.1370 GSA Credentials and Access Management Procedures, to-
  - Make various technical edits to the section; and
  - Revise paragraph (d)(2) to update the language regarding the reporting of a contractor's failure to return a PIV card or other Government Furnished Equipment (GFE). The revision clarifies the

government acquisition team's responsibility and the location for reporting these types of instances.

Subpart 542.15 - Contractor Performance Information.

- Add section 542.1500 Scope of subpart, to describe the scope of this subpart.
- Add section 542.1501 General, to identify some of the roles and resources that support the processes for collecting and maintaining contractor performance information and integrity information as required by FAR subpart 42.15 and GSAM subpart 542.15.
- Revise section 542.1502 Policy, to—
  - Renumber the first paragraph to become paragraph (a) as well as make a minor technical edit; and
  - Add paragraph (b) to address the reporting of a contractor's failure to return a PIV card or other GFE (reference 504.1370(d)(2)).
- Add section 542.1502-70, Internal acquisition policy, procedure, and guidance, to establish, consistent with their delegated authority, Heads of the Contracting Activities' (HCAs) responsibilities in terms of developing internal policy, procedures, and guidance consistent with the requirements prescribed by FAR subpart 42.15 and GSAM subpart 542.15.
- Delete section 542.1503 Procedures, as this section has been replaced by section 542.1502-70.
- Add section 542.1570 Responsibilities, to—
  - Add section 542.1570-1 Heads of the Contracting Activities (HCAs) responsibilities, to establish HCA responsibilities in supporting the requirements of FAR subpart 42.15 and GSAM subpart 542.15.
  - Add section 542.1570-2 Contracting Officer responsibilities, to establish Contracting Officer responsibilities in supporting the requirements of FAR subpart 42.15 and GSAM subpart 542.15.
  - Add section 542.1570-3 Contracting Officer's Representative responsibilities, to establish Contracting Officer's Representative responsibilities in supporting the requirements of FAR subpart 42.15 and GSAM subpart 542.15.
  - Add section 542.1570-4 GSA CPARS Department Point of Contact responsibilities, to establish GSA CPARS Department Point of Contact

responsibilities in supporting the requirements of FAR subpart 42.15 and GSAM subpart 542.15.

- Add section 542.1570-5 Reviewing official responsibilities, to establish reviewing official responsibilities in supporting the requirements of FAR subpart 42.15 and GSAM subpart 542.15.
- Add section 542.1570-6 GSA CPARS Agency Points of Contact responsibilities, to establish GSA CPARS Agency Points of Contact responsibilities in supporting the requirements of FAR subpart 42.15 and GSAM subpart 542.15.
- Add section 542.1570-7 CPARS Focal Points responsibilities, to establish CPARS focal point responsibilities in supporting the requirements of FAR subpart 42.15 and GSAM subpart 542.15.

5. Cancellations. Not applicable

6. Point of contact. For clarification of content, contact the GSA Acquisition Policy Division, at [gsarpolicy@gsa.gov](mailto:gsarpolicy@gsa.gov). Additional resources concerning CPARS are available on the CPARS page on the GSA Acquisition Portal at <https://insite.gsa.gov/acquisitionportal>.

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**ATTACHMENT A**  
**GSAM Case 2024-G506**  
**GSAM Text, Line-In/Line-Out**

**GSAM Baseline: Change 191 effective 10/24/2024**

- Additions to baseline made by rule are indicated by **[bold text in brackets]**
- Deletions to baseline made by rule are indicated by ~~strikethroughs~~
- Five asterisks (\* \* \* \* \*) indicate that there are no revisions between the preceding and following sections
- Three asterisks (\* \* \*) indicate that there are no revisions between the material shown within a subsection
- Regulatory GSAR language is indicated by shaded text
- Non-regulatory GSAM language is indicated by unshaded text

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**PART 504 - ADMINISTRATIVE MATTERS**

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**Subpart 504.13 - Personal Identity Verification of Contractor Personnel**

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**504.1370 GSA Credentials and Access Management Procedures.**

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(d) The authorized Government contracting official shall take the following actions when ~~contractors do not~~**[a contractor fails to]** return PIV cards.

(1) ~~Withhold Final Payment[.]~~– COs may delay final payment under a contract if the contractor fails to comply with the PIV card requirements in accordance with paragraph (c) of FAR 52.204-9.

(2) ~~Contractor Performance Assessment Rating System (CPARS)[.]~~–~~If the authorized Government contracting official has been unsuccessful in retrieving PIV cards and other Government Furnished Equipment (GFE) from the vendor in accordance with FAR 52.245-1 Alternate 1, then the CO shall document this in CPARS. Assessment may be noted under the “management or business relations” or “other” section of the CPARS report.~~**[ The Contracting Officer shall include within CPARS evaluations instances where a contractor fails to return a PIV card or other Government Furnished Equipment (GFE). This information shall be noted within the narrative of the CPARS "Regulatory Compliance" contractor performance evaluation factor (see subpart 542.15).]**

(3) ~~Suspension/Debarment Referral Considerations[.]~~– For willful non-compliance, the CO shall refer the contractor to the Suspension and Debarment

Official (SDO). The SDO will review the complaint and decide whether or not action should be taken against the contractor.

(4) *Termination Considerations*[.]– If the contractor shows a pattern of willful non-compliance regarding PIV card requirements during the performance of the contract (e.g., annual review of PIV cards), the CO may terminate the contract.

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## Part 542 - Contract Administration and Audit Services

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### Subpart 542.15 - Contractor Performance Information

#### **[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**

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 ~~(FAR DEVIATION)~~.

**[(a)]** *FAR deviation*. Past performance evaluations for regulated utility contracts and orders procured on a non-competitive basis in accordance with FAR Part ~~[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.]

~~542.1503 Procedures.~~

~~(a) Heads of Services. (1) Consistent with FAR 42.1500 and this Subpart, the Head of each Service must take all the following actions:~~

~~(i) Establish mechanisms for systematically collecting and maintaining positive and negative information on contractor performance.~~

~~(ii) Identify pertinent performance data elements for collection.~~

~~(iii) Ensure that contractor performance information is readily available to contracting officials and other individuals with procurement-related responsibilities.~~

~~(iv) Clearly identify the officials responsible for collecting, disseminating, and applying this information in the acquisition process.~~

~~(2) The system for collecting contractor performance data should include, as appropriate:~~

~~(i) Timeliness of delivery or performance (for example: Adherence to contract delivery schedules; resolution of delays, number of "show cause" letters and "cure notices" issued, number of delinquent deliveries, number of contract extensions resulting from contractor-caused delays, and/or timely submission or performance or required tests).~~

~~(ii) Conformance of product or service to contract requirements (for example: Quality of workmanship, reliability, adequacy of correction of defects, number of safety defects, number of product rejections, results of laboratory tests, number and extent of warranty problems).~~

~~(iii) Customer comments (for example: Number and quality of positive comments, number and nature of complaints, and adequacy of resolving customer complaints).~~

~~(iv) Terminations for default.~~

~~(v) On the job safety performance record, including the number of lost or restricted workdays due to occupational injuries in comparison to the national average.~~

~~(vi) Adequacy of contractor's quality assurance system.~~

~~(vii) Compliance with other key contract provisions (for example: Subcontracting program, labor standards, safety standards, and reporting requirements).~~

~~(viii) Exhibiting customer-oriented behavior.~~

~~(ix) Other performance elements identified by the Service.~~

~~(b) Senior Procurement Executive. The Senior Procurement Executive is responsible for ensuring the evaluation of each Service's system for collecting and applying contract performance information for compliance with the FAR and GSAM.~~

~~(c) Contracting directors. The contracting director shall review and consider any disagreement between GSA and the contractor regarding GSA's evaluation~~

~~of the contractor. Based on the review, the contracting director makes the final determination on the performance evaluation.~~

~~(d) Contracting officers . (1) The contracting officer shall promptly provide a copy of the contracting director's final determination to the contractor.~~

~~(2) When responding to another department or agency request for past performance information, the contracting officer shall include a copy of any related contractor comments and contracting director's final determination.~~

#### **[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.]**