



OFPP Past Performance Industry Outreach Summary

Background

The Office of Federal Procurement Policy (OFPP) has an initiative to modernize the collection and use of contractor past performance information by improving the effectiveness and efficiency of policies, strategies, tools, and learning aides supporting the collection of information on contractor performance. GovConRx supported this initiative by implementing a series of industry forums, meetings, and surveys to gather industry perspective and other evidence-based information to improve the past performance processes. GovConRx engaged with four major industry associations; Professional Services Council (PSC), Armed Forces Communications and Electronics Association (AFCEA), American Council for Technology and Industry Advisory Council (ACT-IAC), and the Government Technology and Services Council (GTSC).¹

Principal Findings and Recommendations

Industry expressed a strong desire to work with OFPP to ensure a fair and consistent CPARS process resulting in more relevant, accurate and actionable contractor past performance information and improving communications between government and industry during the contract performance period. Industry would like to see new policies, guidance, and training to implement most of these top recommendations in the near term. Industry understands that other systems related changes will take more like leveraging the power of advanced technology to simplify access to relevant performance information time, such as in the DHS pilot that uses AI and machine learning and implementing A CPARS Lite process will take more time. The top recommendations to improve CPARS data and reducing the burden on the Acquisition Workforce are provided below:

1. Encourage Contractor Self Assessments – On overwhelming 95% of industry participants support the use of contractor self-assessments provided at agreed intervals throughout the contract performance period to promote more frequent government-contractor communication. Contractor self-assessments will also provide for enhanced government/contractor dialogue to realign priorities, identify opportunities for improved performance earlier in the rating period, and enhance contract/mission outcomes. New government-wide policy and designating contractor self-assessments as a best practice in the near term should show the benefits of this concept, and minimize current resistance noted by industry.

¹ The GTSC on-site outreach event was cancelled, but they were invited to participate in an associated survey.

2. Enhance CPARS Alignment with Program/End Users and Contract/QASP Objectives - a large 77% of participants wanted a closer alignment between CPARS narratives and ratings and the associated QASP, Mission Objectives, and Contract Outcomes. This would ensure that the contractor's efforts, and ratings, are more focused on key contract objectives versus less significant contract admin items. This alignment would inspire improved mission outcomes and overall better contract performance.

3. Implement a Simpler, Expedited "CPARS Lite" Reporting Option – Industry feedback shows that 84% support implementing a simplified CPARS process for certain fixed price and commercial item contracts and less complex procurements under a certain dollar value (e.g., \$500,000). We refer to this as "CPARS Lite". This would allow expedited CPARS ratings and reduce the burden of CPARS reporting across the Acquisition Workforce. This is especially true for those contracts where it would be unusual for a contractor to be rated more than satisfactory. CPARS Lite evaluations would have the same weight as regular CPARS evaluations in the source selection process, but would require far less inputs, include a single rating narrative block that would allow for only a brief narrative to explain any ratings above or below satisfactory.

4. Increased Involvement from the Customer Program Manager and COR – Our observations show that many program office administrative tasks associated with the contract oversight have been delegated to the COR. As such, most CPARs are written by the COR, and in far too many cases the CORs have no direct input from the end users or actual customers who receives benefit of the contract services. Industry feels that more training and input from the PM and customer would greatly improve the accuracy of CPARS ratings.

Industry Outreach/Survey Artifacts – In support of its findings, GovConRx implemented a series of industry forums, meetings, and surveys to gather industry perspective and other evidence-based information to improve the CPARS past performance processes. The following Attachments contain the survey questions and results and the industry outreach session questions.

- Attachment 1 – Summary of Industry Outreach Survey Results
- Attachment 2 – Industry Outreach Session Questions and Responses