SPRS
Supplier Performance Risk System

SPRS Software User's Guide for Awardees/Contractors

SPRS SOFTWARE USER'S GUIDE FOR AWARDEES/CONTRACTORS

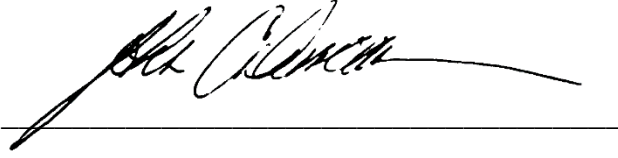This page intentionally left blank.

SPRS 3.3 Document Acceptance

The undersigned agree this Supplier Performance Risk System (SPRS) Software User's Guide for Awardees/Contractors accurately describes the SPRS and the activities surrounding its development.

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Project Manager

Record of Versions and Changes

Document Version #	Version Date	Detailed Description of Change
1	MAR 2007	Baseline document
2	MAR 2009	Updates for V1.0.00134
3	SEP 2009	Updates for V2.0.00000
4	SEP 2012	Updates for V2.2.13
5	MAY 2013	Updates for V2.2.17
6	JAN 2014	Updates for V2.2.18
7	MAR 2015	Updates for V2.2.25
8	NOV 2015	Updates for V3.0.00000
9	JUN 2016	Updates for V3.2.002
10	DEC 2016	Updates for V3.2.3
11	JUL 2017	Updates for V3.2.5
12	OCT 2017	Updates for V3.2.6
13	JAN 2018	Updates for V3.2.7
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16	AUG 2019	Updates for V3.2.10
17	MAR 2020	Updates for V3.2.11
18	SEP 2020	Updated Screenshots
19	OCT 2020	Updates for V3.2.12
20	MAR 2021	Updates for V3.2.14
21	SEP 2021	Updates for V3.3
22	JUL 2023	Updates for V3.3.10

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1.   WHAT IS SPRS?

Supplier Performance Risk System (SPRS) is a web-enabled enterprise application accessed through the Procurement Integrated Enterprise Environment (PIEE**)**, ***https://piee.eb.mil/***. SPRS (pronounced spurz) gathers, processes, and displays data about the performance of suppliers. SPRS is the Department of Defense's (DoD) single, authorized application to retrieve suppliers' performance information. (DoDI 5000.79)

SPRS alerts procurement specialists to Federal Supply Classification/Product Service Code (FSC/PSC) item-specific risks. SPRS's Supplier Risk Score provides procurement specialists with a composite score that considers each supplier's performance in the areas of product delivery and quality. The quality and delivery classifications identified for a supplier in SPRS may be used by the contracting officer to evaluate a supplier's performance.

SPRS provides storage and retrieval for the National Institute of Standards and Technology (NIST) Special Publication (SP) 800-171 assessment results.

Suppliers/Vendors may view their own company information in SPRS.

1.1   DOCUMENT OVERVIEW

This software user's guide provides instructions and step-by-step procedures for SPRS functionality. It describes procedures for gaining access to SPRS, obtaining reports, providing feedback, and getting help. SPRS data is considered unclassified for contractors and vendors. Vendors can view, maintain, download and distribute their own data. All SPRS data is handled as Controlled Unclassified Information (CUI) by the U.S. Government. A list of referenced links, glossary of acronyms, troubleshooting guide and other helpful appendices are available at the end of the document. Dissemination of this document is approved for public release with unlimited distribution. The content of all data files referenced within this are sensitive but unclassified; many are controlled by the Privacy Act of 1974.

For scoring information refer to the SPRS Evaluation Criteria Manual located on the SPRS Reference Material page, ***https://www.sprs.csd.disa.mil/reference.htm***.

For guidance on how SPRS risk analysis is used in the DoD acquisition process refer to the relevant agency, Contracting Officer or Contracting Specialist.

1.2   SPRS CENTRAL DESIGN ACTIVITY (CDA)

Naval Sea Logistics Center (NSLC) Portsmouth is the SPRS Central Design Activity that develops, designs, and maintains the SPRS application. The CDA will:

- Maintain SPRS software
- Maintain SPRS documentation

- Provide training and documentation to activity personnel
- Provide Customer Support Center to answer customer questions
- Respond to reported questions and/or problems in SPRS
- Provide technical expertise in SPRS application administration and processing
- Ensure SPRS databases contain up-to-date and accurate information

2.   ACCESSING SPRS

This section discusses how to obtain access to the SPRS application and how to work within SPRS.

2.1   MINIMUM SOFTWARE REQUIREMENTS

SPRS fully supports the latest major desktop version of Chrome, Firefox, and Edge. Older browsers may still view SPRS, however users should expect mixed results. A "major version" refers to a full numeric release, like 9.0 and 10.0 (not minor releases like 9.2.x and 10.2.x).

Adobe Acrobat Reader should be installed to view and print the PDF attachments in SPRS. The reader can be downloaded and installed from Adobe Acrobat. Microsoft Excel is also recommended to view any data extracted from the SPRS application. For support with downloading or installing the reader, please contact our Technical Support (207) 438-1690 or email ***usn.pnsy.navsealogcen.mbx.ptsmh@us.navy.mil***.

2.2   CONTRACTOR/VENDOR ACCESS TO SPRS

Detailed instructions are available at the ***Supplier/Vendor Access*** instructions link on the SPRS website Menu, ***https://www.sprs.csd.disa.mil/access.htm***. Here is an overview with key points:

SPRS uses the Procurement Integrated Enterprise Environment (PIEE) platform for login verification and security. The user type when registering should always be 'Vendor'. PIEE requires each vendor be registered in the System for Award Management (SAM) ***www.sam.gov***, and have at least one PIEE Contractor Administrator (CAM) to control user access for the company.

The CAM is the Electronic Business point of contact (EBPOC) for the company listed in SAM or a designee. CAMs request the 'Administrator User' role in PIEE. Once the CAM has received access, they can then grant access to other company users and request additional roles for themselves. If there is only one CAM, the CAM will require PIEE or the program office (SPRS) to activate any role requests.

To identify the CAM registered for the company, select the "Find my Account Administrator" button on the PIEE login page.
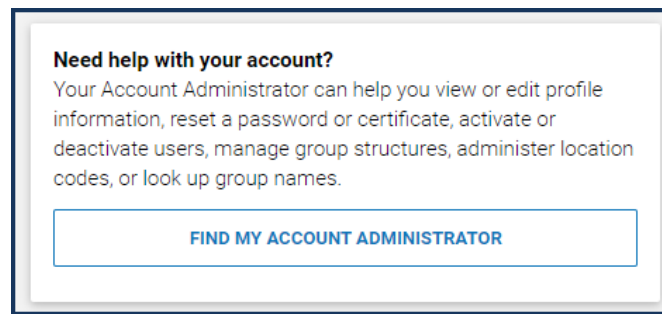
Figure 1: Finding Account Administrator in PIEE

The system will not allow you to proceed without a CAM beyond step five (5), Roles. An error message will identify the eligible EBPOC(s) registered in SAM if one exists.

For more information about creating an account for the first time in PIEE refer to their "Vendors - Getting Started Help" page.
https://piee.eb.mil/xhtml/unauth/web/homepage/vendorGettingStartedHelp.xhtml

Complete PIEE General steps 1 – 4.

SPRS Access - PIEE Registration Step 5:

1. Select SPRS from dropdown application list

2. Select the Role:

    a. **Contractor/Vendor (Support Role)** - allows the user to monitor company performance data, CAGE Hierarchy, and view the NIST SP 800-171 Assessment results data.

    b. **SPRS Cyber Vendor User** - allows the user to add and edit their NIST SP 800-171 Assessment results data and monitor CAGE hierarchy.

3. Click "+Add Roles" button

4. Enter Location Code/CAGE (Commercial and Government Entity code) for your company.

Repeat Steps 1-4 to select multiple Roles or multiple CAGEs before moving on to complete the registration. Access to one CAGE in a CAGE hierarchy will provide access to all CAGEs in that hierarchy with the SPRS Cyber Vendor User role.

Roles must be activated by the CAM, to log into SPRS.

> ***NOTE:*** *If there is only one CAM, and that CAM is requesting a role, the CAM will require PIEE or the program office (SPRS) to activate any role request(s).*

2.3   ACCESSING SPRS

Once access has been granted via the single sign-on capability in PIEE, you are ready to log into SPRS.

To Access SPRS:

- Open a browser session (***Note:*** IE is not supported)
- PIEE landing page: ***https://piee.eb.mil***
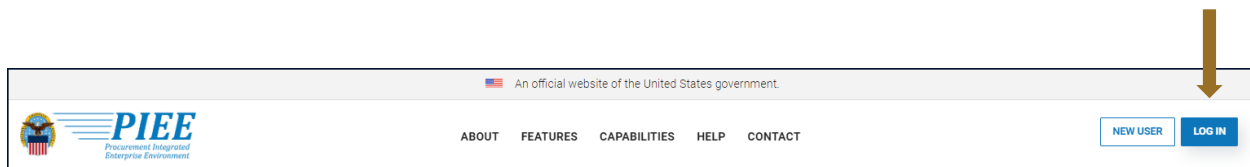- Click "log-in" and follow prompted log-in steps

Figure 2: PIEE LOG IN Header

- Select the SPRS Tile:

Figure 3: SPRS Tile

NOTE*: For security purposes, the system will log out users that have been inactive for longer than 15 minutes. A three (3) minute warning will appear to ask the user if they wish to continue.*

3.   SPRS USER ROLES

Two (2) basic user types may access SPRS, Vendor and Government. This section describes the Vendor User type roles. An overview of the roles and application access for each is contained in **Appendix A: SPRS USER ROLES**.

3.1   CONTRACTOR/VENDOR (SUPPORT ROLE):
- View company reports (including NIST SP 800-171 Assessment)
- View CAGE Hierarchy Report
- Process Challenges

3.2   SPRS CYBER VENDOR USER:
- Add/Edit/View NIST SP 800-171 Assessment results
- View CAGE Hierarchy Report

4.   WORKING IN SPRS
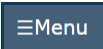
SPRS Application Landing Page:

- Click the X at the top of the Menu to close the menu. This is helpful for viewing larger reports

Figure 4: SPRS Application Landing Page with Menu

- Click the Menu Icon ☰Menu to display the SPRS Menu

Figure 5: SPRS Application Landing Page

- SPRS uses two work areas: the menu, and the working window. Selecting a menu item will populate the working window. A third area, user news, is available at login and by clicking Main Menu above Logout - this area is updated with each publish

- Users will receive a 3-minute warning message if inactive or working in the same module for 12 minutes

Figure 6: Working Areas in SPRS (SPRS Application Landing Page) with Menu

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NOTE: _SPRS menu items, buttons, and controls within SPRS work areas should be used to navigate the application. Browser Back or Forward buttons may not be compatible with the functionalities of the SPRS application._

4.1   NAVIGATING IN SPRS

The Menu is grouped in sections and allows the following actions:

(See **Figure 6: Working Areas in SPRS (SPRS Application Landing Page) with Menu**_)_

-    – Click to open the SPRS web page for general information including training and reference materials

- **Main Menu** – Click to return to the SPRS

- **Logout** – Click to log out of the SPRS application (not PIEE)

- **Compliance Reports** – Click any link to review SPRS reports

- **Risk Analysis Reports** – Click any link to review SPRS reports

- **Performance Reports** – Click any link to review SPRS reports

- **Service** – Click Feedback/Customer Support to submit feedback or

suggestions about the application and view responses from the SPRS Program Management Office (PMO)

NOTE: *Help Desk email and phone number are at the bottom of every page.*

5.   COMPLIANCE REPORTS

Reports allow users to review SPRS information. The reports available will depend upon the roles activated in PIEE. Users with only the "Contractor/Vendor (Support Role)" role will have access to all the reports described below. These include quality and delivery performance information reported within the last three (3) years. These users may not add/edit NIST SP 800-171 assessment results. Users with only the "SPRS Cyber Vendor User" role will have access to only the NIST SP 800-171 Assessment and CAGE Hierarchy reports. These users may add/edit NIST SP 800-171 assessment results. Users may have both roles.

5.1   NIST SP 800-171 ASSESSMENTS (VIEW ONLY)

The Contractor Vendor (Support Role) allows users to view the NIST SP 800-171 Assessment module. The NIST SP 800-171 Assessment report enables the DoD to view implementation of NIST SP 800-171. Summary assessment results fall into four (4) confidence level categories: High On-site and High Virtual (conducted by DoD), Medium (reviewed by DoD), and Basic (Contractor self-assessments). Vendors may view assessment score(s) associated with the CAGE code(s) included in their PIEE SPRS profile or subsidiary CAGEs within the hierarchy.

To access NIST SP 800-171 ASSESSMENTS:

Select the **NIST SP 800-171 Assessment** link from the menu.

Click "**Guidance**" above the Header View for a dropdown menu containing links to Assessment Methodology, Quick Entry Guide, and DFARS 252.204.

Figure 7: NIST SP 800-171 Assessment Landing Page

NOTE: *Export HLO CAGE(s) to Excel button does not export assessment summary results.*

NIST Assessments are organized by Corporate CAGE Hierarchy Highest Level Owner (HLO)s. The module is laid out with two parts, the Header view and the Detail View. Sorting options in both views are available for any column by clicking the three vertical dots in the column title:

- **Header View:** The Header View table displays assessment details by HLO CAGE, company name, number of assessments and confidence level. Header creation is the first step to entering an assessment. Creating the header establishes the company hierarchy for a confidence level. If there is no header or the Total Assessments column shows 0, no assessment has been entered. Select the "**View Details**" button within the Header View to view assessment details associated with that confidence level. (Email the Help Desk for assistance, *usn.pnsy.navsealogcen.mbx.ptsmh@us.navy.mil*).

- **Detail View:** Assessment details populate in a table below the Header View. Only CAGE Codes listed in the Included CAGE(s) column are considered assessed. If the HLO CAGE is not in the Included CAGE(s) column, it is not considered assessed. The Detail View has two layouts. The Assessment Date View and the All CAGE(s) view.

Click the **Show More Detail** link to display company information.

Figure 8: NIST SP 800-171 Assessment Detail View

Click the **Show Less Detail** link to show less company information.

Figure 9: NIST SP 800-171 Assessment Details – Show Less Detail

Search for a specific CAGE by entering in the "**Search by CAGE Code:**" box and select "Search". This search function returns the Detail View with only assessments that contain the CAGE searched.
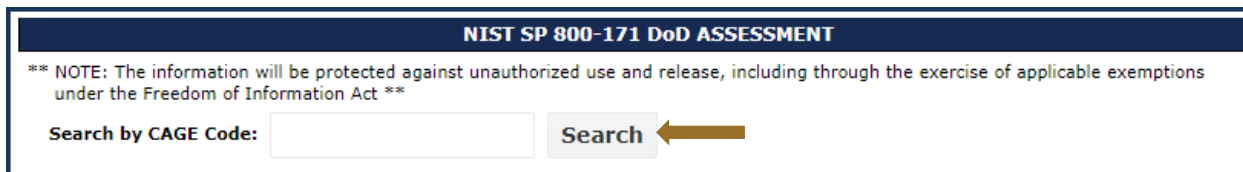
Figure 10: NIST SP 800-171 Assessment Search by CAGE Code

The error "Your registered CAGE(s) not found in Included CAGE(s)/entities" indicates there are no assessments for the searched CAGE or the user does not have access to the CAGE searched based on their PIEE user profile. To check CAGE access select "CAGE Hierarchy" in the SPRS Compliance Reports section to view CAGE hierarchy. CAGE(s) detailed in the user's PIEE profile will be identified in red. Users may only view details associated with their CAGE(s) or the subordinate CAGE(s). For questions about the company CAGE hierarchy, refer to the company's CAGE manager. Users may request access to additional CAGEs by updating their PIEE profile

Figure 11: NIST SP 800-171 Assessment Show Header

The error "Your registered CAGE(s) not found in Included CAGE(s)/entities" indicates the user does not have access to the CAGE searched or the HLO Header record details based on their PIEE user profile. To check CAGE access select "CAGE Hierarchy" in the SPRS Compliance Reports section to view CAGE hierarchy. CAGE(s) detailed in the user's PIEE profile will be identified in red. Users may only view details associated with their CAGE(s) or the subordinate CAGE(s). For questions about the company CAGE hierarchy, refer to the company's CAGE manager. Users may request access to additional

CAGEs by updating their PIEE profile.

SPRS access instructions are located here:
https://www.sprs.csd.disa.mil/access.htm

Columns can be sorted to search for data by using the three dots and selecting various methods of sorting. The "Clear All Filters" button will reset all selected filters.
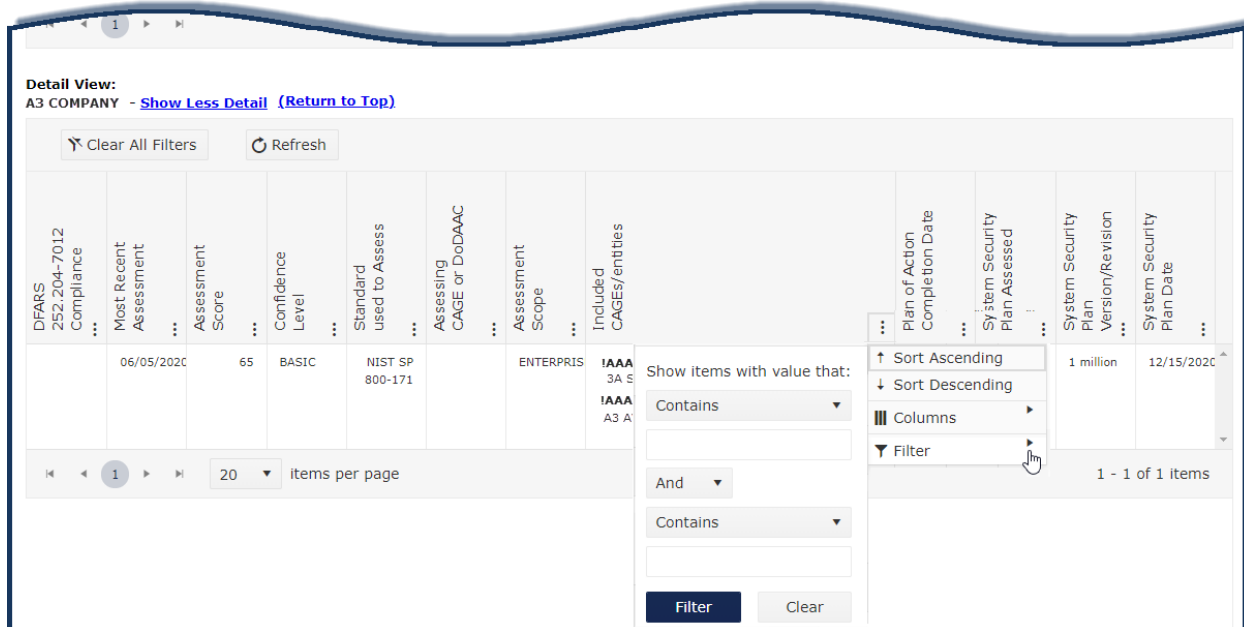
Figure 12: NIST SP 800-171 Assessment Sort/Filter

5.2   NIST SP 800-171 ASSESSMENTS (ADD/EDIT)

The "SPRS Cyber Vendor User" role is considered a privileged role and users with this role have the ability to enter and edit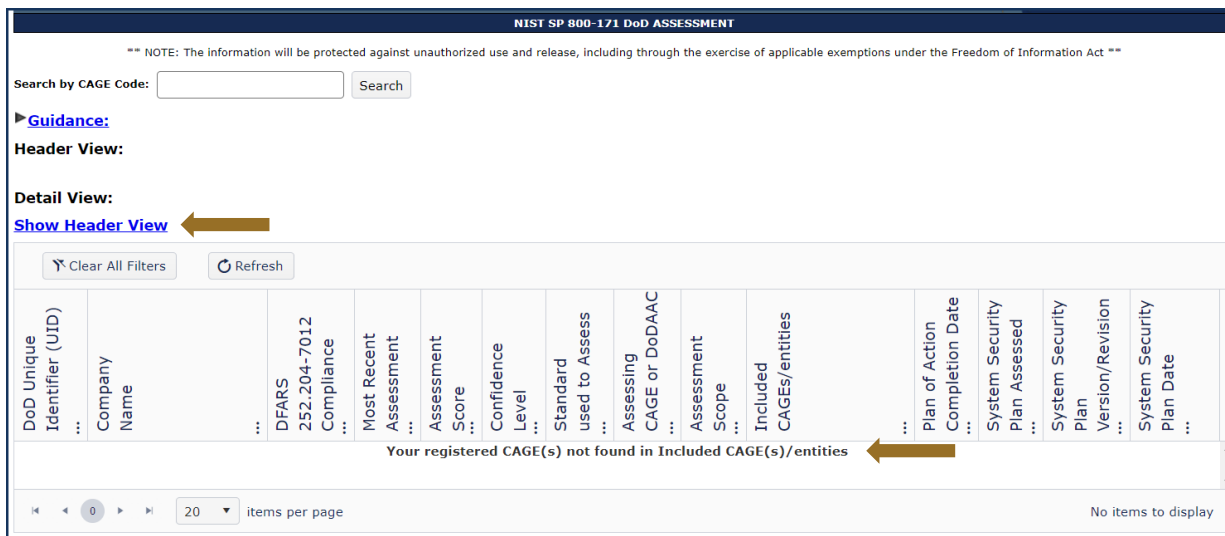 NIST SP 800-171 assessment (Cyber) records, at the Basic Confidence Level for any CAGE associated with the hierarchy of their approved PIEE "SPRS Cyber Vendor User" role profile.

 Guidance for "SPRS Cyber Vendor User" role Access:
- SPRS Access for NIST SP 800-171:
_https://www.sprs.csd.disa.mil/pdf/SPRS_Access_NISTSP800-171.pdf_
- SPRS Access for New User without a PIEE account:
_https://www.sprs.csd.disa.mil/pdf/SPRS_Access_NewUser_withoutPIEE_CyberVendor.pdf_

The general layout of the NIST SP 800-171 Assessments module is the same for the "SPRS Cyber Vendor User" as described above for the "Contractor Vendor (Support Role)" user. Additional features associated with the "SPRS Cyber

Vendor User" are detailed below.

The NIST SP 800-171 Quick Entry Guide provides summary level instructions on entering and editing summary assessment results. These instructions may be accessed on the SPRS web page: ***https://www.sprs.csd.disa.mil/pdf/NISTSP800-171QuickEntryGuide.pdf***

- **Creating a Header:** A "Header" is required for each Highest Level Owner (HLO) CAGE. This is a one-time step. If a Basic Confidence Level header does not already exist for your HLO CAGE, it may be created by selecting the "+ Create New HLO CAGE" button and following all associated steps:

Figure 13: NIST SP 800-171 Assessment Create New HLO CAGE

NOTE: *If you have SPRS access but do not see the "+Create New HLO CAGE" button, please confirm your "SPRS Cyber Vendor User" role has been activated.*

Once created, a header cannot be deleted by the user.

- Click the HLO CAGE Code dropdown to select.
- Select the Assessment Standard from the Assessment Standard dropdown.
- Select the Confidence Level from the Confidence Level dropdown. Currently, BASIC is the only Confidence level available to Vendors.

Figure 14: NIST SP 800-171 Assessment Create New HLO CAGE

Assessment Entry: If a header is being created for the first time, the user is directed to immediately enter assessment summary details. Enter Assessment Details and select Save.

Figure 15: NIST SP 800-171 Enter Assessment Details

Information related to each data field may be viewed by moving the cursor over the field title or column header.

The "Open CAGE Hierarchy" button opens the CAGE Tree, allowing users to select which CAGEs are Included/assessed CAGEs.

NOTE: *There is no requirement to upload any documents.*

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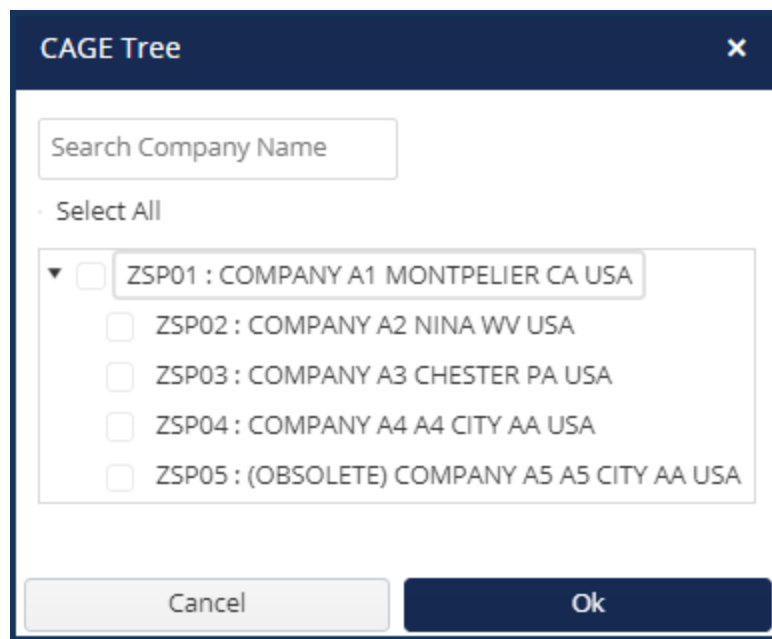
Figure 16: NIST SP 800-171 CAGE Tree

- A **DoD Unique Identifier (UID)** is assigned to each assessment. It is an alpha numeric string of ten digits. The first two letters delineate the confidence level of the assessment. Basic, Medium, and High confidence levels start with SB, SM, SH respectively.

- **Adding Additional Assessments:** If the HLO Header has already been created and an additional assessment requires entering, select "View Details" at the Basic Confidence Level within the "Header View" area. Scroll down to the "Details View" area and select the "+ Add New Assessment" button. Enter Assessment Details as described above.
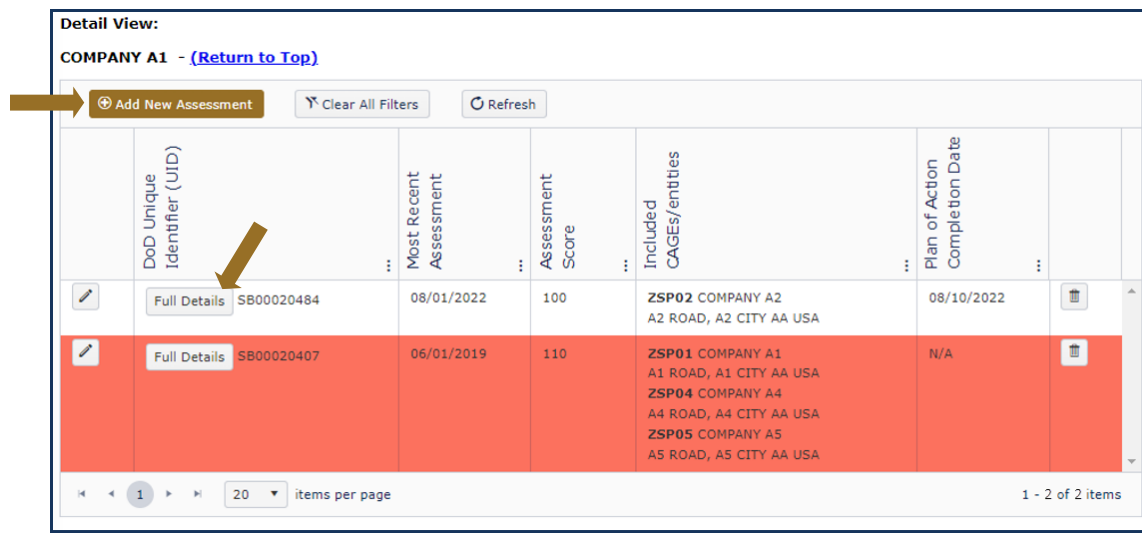
Figure 17: NIST SP 800-171 Assessment Detail View

> **NOTE:** *Assessment results turn red when the assessment date expands beyond three years.*

The **Full Details** button within the Details View opens a pop-up that contains a print friendly display of all information associated with that Unique Identifier (UID).

Figure 18: Assessment Full Details

- **Assessment Edit or Delete:** After an assessment has been saved, the user has the ability to update as necessary to reflect the company's current status. While viewing the NIST assessments in Details View click the pencil icon to edit assessment details or the trash can to delete the assessment.

Figure 19: NIST SP 800-171 Assessment Edit Delete

- **Export Assessment Summary Results:** The "SPRS Cyber Vendor User" role has the ability to export assessment details. To find this, select the "Summary View By CAGEs" and select "Export Details View." The "Summary View By CAGEs" lists all data by Included CAGE versus by assessment date.

Figure 20: NIST SP 800-171 Export Assessment Summary Results

> **_NOTE:_** _If the Search by CAGE Code function is used, results will include all confidence levels. Therefore, there is no way to edit assessments from this view. To edit, select "View Details" at the Basic confidence level and use the pencil or trash can button to edit or delete assessment summary information._

5.3   CAGE HIERARCHY

The CAGE Hierarchy report identifies the CAGE(s) specified in the user's profile in PIEE (red font), the associated CAGE(s) and relationships. SPRS imports CAGE hierarchy data from SAM via CAGE DLA.

To access CAGE Hierarchy:
Select **CAGE Hierarchy** link from the Menu.
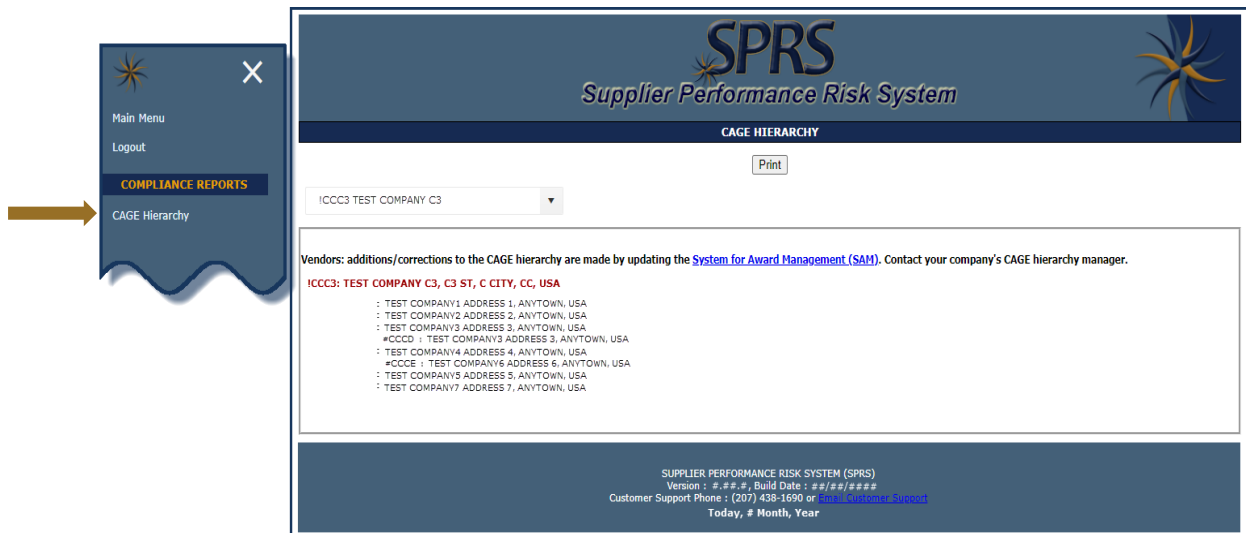
Figure 21: CAGE Hierarchy

NOTE: *Do not contact SPRS to request changes to CAGE hierarchy. Contact your Company's CAGE hierarchy manager and update SAM.*

6.   RISK ANALYSIS REPORTS

SPRS Risk Analysis Reports use business intelligence to reflect the risk associated with vendors & items.

6.1   SUPPLIER RISK REPORT

Supplier Risk is a Standalone way to view detailed Supplier Risk. The Supplier Risk Score is an overall score using 3-years of supplier performance information (PI) data designed to calculate and identify supplier risk by calculating a single overall numerical score. The Supplier Risk Score is derived by using ten identified risk factors and adjusting based on age, number of contracts, and record weight. The final scores are ranked against one another to provide a color ranking based on a 5-color rating system.

The Supplier Risk Report does not consider if the vendor is on DLA's Qualified Manufacturer/Producer List therefore, different results may display when performing a procurement Risk Analysis report.

For detailed information on how the Supplier Risk score is calculated, see SPRS Evaluation Criteria Manual:
https://www.sprs.csd.disa.mil/pdf/SPRS_DataEvaluationCriteria.pdf

Supplier Risk Access:
Select **Supplier Risk** link from the Menu.
- Select CAGE code from the dropdown
- Click "Run Supplier Risk Report" button

Figure 22: Supplier Risk Report Request

- **Contractor Information**: This includes Basic Company Information and Commercial and Government Entity or CAGE Status. This information is

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received from the DLA Commercial and Government Entity Program (CAGE) and System for Award Management (SAM) at the URLs listed here: Commercial and Government Entity Program (CAGE) ***https://cage.dla.mil/Home/*** and ***https://sam.gov***.
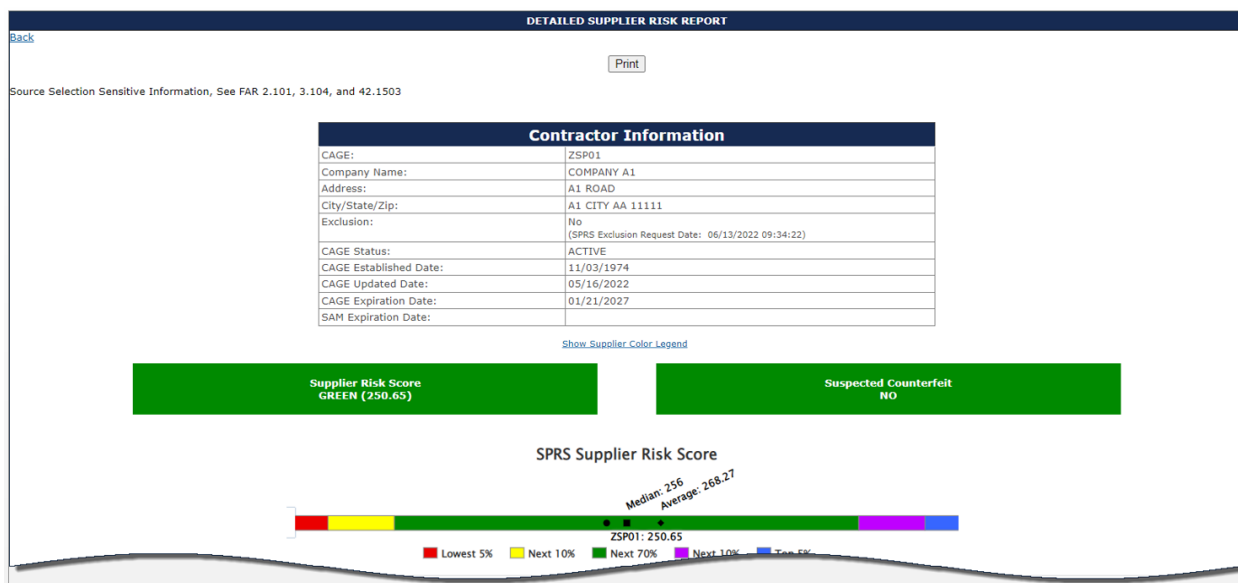
Figure 23: Supplier Risk Report

- **Supplier Color**: The Supplier Color Legend represent the percentage breakdowns of a normal statistical distribution. Color assignment is based on a comparative assessment among suppliers. Supplier rankings are re-calculated whenever new data is introduced to the system or records age out. The top percentage group is blue and the lowest percentage group is red.

  Color is also used to communicate information unrelated to ranking. Black identifies a supplier with no Supplier Risk score and grey identifies supplier that have been excluded from selling to the government.

Figure 24: Supplier Color Legend

The color bar illustrates where the Supplier Risk Score falls within the color category. The color bar also indicates the Median and Average Supplier Risk Scores of all suppliers.
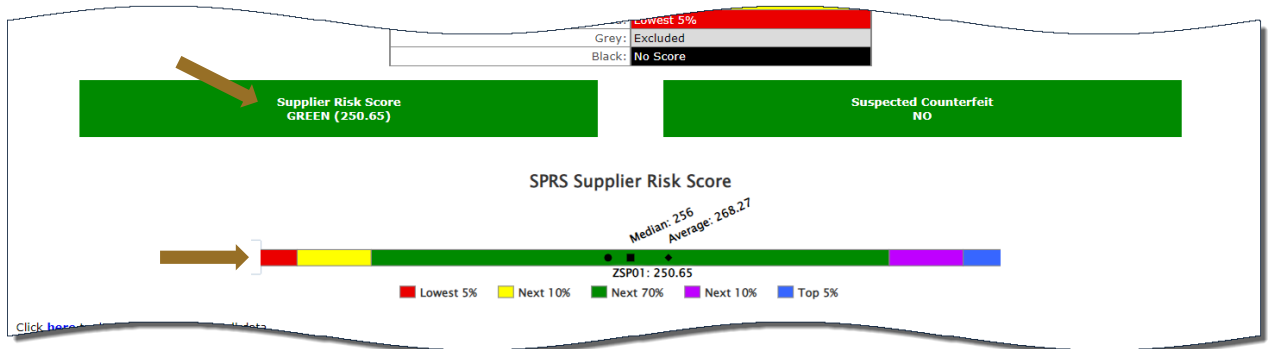
Figure 25: Supplier Risk Color Score

- **Scored Data:** Supplier Risk Score is an overall score using 3-years of supplier performance information (PI) data designed to calculate and identify supplier risk by calculating a single overall numerical score.

  If records are greater than zero, the Factor becomes a link to display additional detail. Record details can be found by clicking the hyperlinked Factor or expand all factors by clicking the **Expand Data Categories** link.

  Suspected Counterfeit information uses Agency Action Notices from the Government Industry Data Exchange Program or GIDEP.

Scored Data - Expand Data Categories

Factor	Records	Score
Suspected Counterfeit	4	48.14
Quality Score Rankings	161	4.06
Overall Delivery Score	85	38
Contractor Performance Assessment Reporting System (CPARS)	0	0
Corrective Action Requests (CAR)	0	60
Corrective Action Plans (CAP)	0	0
Surveys	33	-6.08
Program Assessment Reports (PAR)	0	0
Government-Industry Data Exchange Program (GIDEP) (non-counterfeit)	9	7.35
Integrity Records	0	50
Scaling	3	N/A

Figure 26: Supplier Risk Exports and Scored Data

- **Contact for Challenge:** The Contact for Challenge link directs users to

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the Summary Report if challenging Quality or Delivery Records. If challenging other record types, the contact information will direct users to the source of the record.

Scored Data - *Collapse Data Categories*

Suspected Counterfeit - *Contact for Challenge*

FSC/PSC	#
4820	4

Quality Score Rankings - *Contact for Challenge*

FSC/PSC	Quality Records	Received Delivery w/No Associated Quality Records	Ranking
4820	126	0	Bottom

Overall Delivery Score - *Contact for Challenge*

Delivery Records	Score
81	39

Contractor Performance Assessment Reporting System (CPARS) - *Contact for Challenge*

Report Type	#
No Data	

Corrective Action Requests (CAR)

Level 1	Level 2	Level 3	Level 4
No data			

Corrective Action Plans (CAP)

Status	#
No data	

Surveys - *Contact for Challenge*

Survey Type	#
ACCEPTABLE	2
AWARD	2
NO AWARD	2
PARTIAL AWARD	2
UNACCEPTABLE	25

Program Assessment Reports (PAR)

Green #	Yellow #	Red #
No data		

Government-Industry Data Exchange Program (GIDEP) (non-counterfeit) - *Contact for Challenge*

FSC/PSC	#
4820	9

Integrity Records

Record Type	#
No data	

Scaling Factor

#
0

Figure 27: Supplier Risk Scored Data Expanded

- **Info Only Data:** Displays five years of past performance data and is for informational purposes only. Detail is available if records are greater than zero. Record details can be found by clicking the hyperlinked Factor or expand all factors by clicking the **Expand Data Categories** link.

Info Only - Five (5) years of Scored and Unscored Data - Expand Data Categories ←	
Source	**Records**
Diminishing Manufacturing Sources and Material Shortages (DMSMS)	0
Supply Discrepancy Reports (SDR)	34
Product Quality Deficiency Reports (PQDR)	28
Special Quality Data (SQD)	0
Supplier Audits and Assessments (SAA)	0
Material Inspection Reports (MIR)	34
Material Test Reports (MTR)	16
Naval Bulletin	7
Product Lot / Verification Testing	17
Integrity Records (Other)	0

Figure 28: Supplier Risk Info Only

Once expanded can be collapsed by using the **Collapse Data Categories**.

Info Only - Five (5) years of Scored and Unscored Data - Collapse Data Categories

Diminishing Manufacturing Sources and Material Shortages (DMSMS)

Source	#
No data	

Supply Discrepancy Reports (SDR)

Department/ Agency	WebSDR No.	Contract No.	Cause Code & Description	Discrepancy Code(s) & Description(s)	Type	Code/NSN	Added Date	Liable Date
USMC/NAVY	SPRSXX010N2	SPRSXX20F0650N2	CP - CONTRACTOR NONCOMPLIANCE (PACKAGING CONTRACTOR)	P301 - IDENTIFICATION MARKINGS OMITTED | P302 - IMPROPER MARKING OF HAZARDOUS MATERIELS (INCLUDES AMMUNITIONS/EXPLOSIVES).	FSC/PSC	AJ94015253385	01/10/2023	01/08/2023
USMC/NAVY	SPRSXX010N1	SPRSXX15V2965N1	CN - CONTRACTOR NONCOMPLIANCE	T7 - MISSING PART NUMBER ON BARE ITEM. | P301 - IDENTIFICATION MARKINGS OMITTED	FSC/PSC	AJ94016184415	01/10/2023	01/08/2023
GENERAL PROGRAM	AFXXXX01009	AFXXXX01009CTRNUM	CP - CONTRACTOR NONCOMPLIANCE (PACKAGING CONTRACTOR)	P301 - IDENTIFICATION MARKINGS OMITTED | P110 - LEVEL OF PROTECTION EXCESSIVE OR INADEQUATE.	FSC/PSC	4820016131856	01/10/2023	01/08/2023
GENERAL PROGRAM	ARMYXX01008	ARMYXX01008CTRNUM	CP - CONTRACTOR NONCOMPLIANCE (PACKAGING CONTRACTOR)	P301 - IDENTIFICATION MARKINGS OMITTED | P110 - LEVEL OF PROTECTION EXCESSIVE OR INADEQUATE.	FSC/PSC	4820016131856	01/10/2023	01/08/2023
GENERAL	AMBERX01007	AMBERX01007CTRNUM	CP - CONTRACTOR NONCOMPLIANCE (PACKAGING	P301 - IDENTIFICATION MARKINGS OMITTED | P302	FSC/PSC	4820016751974	01/10/2023	01/08/2023

Figure 29: Supplier Risk Info Only Expanded

7.   PERFORMANCE REPORTS

SPRS gathers, processes, and displays data about the performance of suppliers.

7.1   SUMMARY REPORT

The Summary Report displays all the Supply Code Classifications associated with the CAGE data received by SPRS within the last three (3) years. The landing page provides a quick glance of the list of Supply Codes and their associated Weighted Delivery Score and Quality Performance color. Users can see the number of scored records associated with each Supply Code. Preview period records, records not used in scoring for a period of (14) fourteen days, are visible in this report. Preview period records are not visible to acquisition professionals. Data discrepancies may be addressed through the Challenge process initiated in this report.

To access Summary Report:
Select **Summary Report** link from the Menu.

- Click dropdown to select CAGE
- Select CAGE Code
- Click Run Summary Report

Figure 30: Contractor Summary Report Request

The Summary Report opens with an overview that includes:

- Quality & Supplier Risk Color Legend
- CAGE
- Supply Code(s) – currently FSC/PSC & NAICS
- Weighted delivery score
- Number of records included in delivery score calculation in parentheses ()
- Weighted quality performance color
- Number of records used in the quality ranking in parentheses ()
- Classification date

Navigation Buttons:

- Print – Click to download a PDF of the overview page

- Back – Click to select another CAGE and run Summary Report again
- Supply Code – Click to view Detail Report
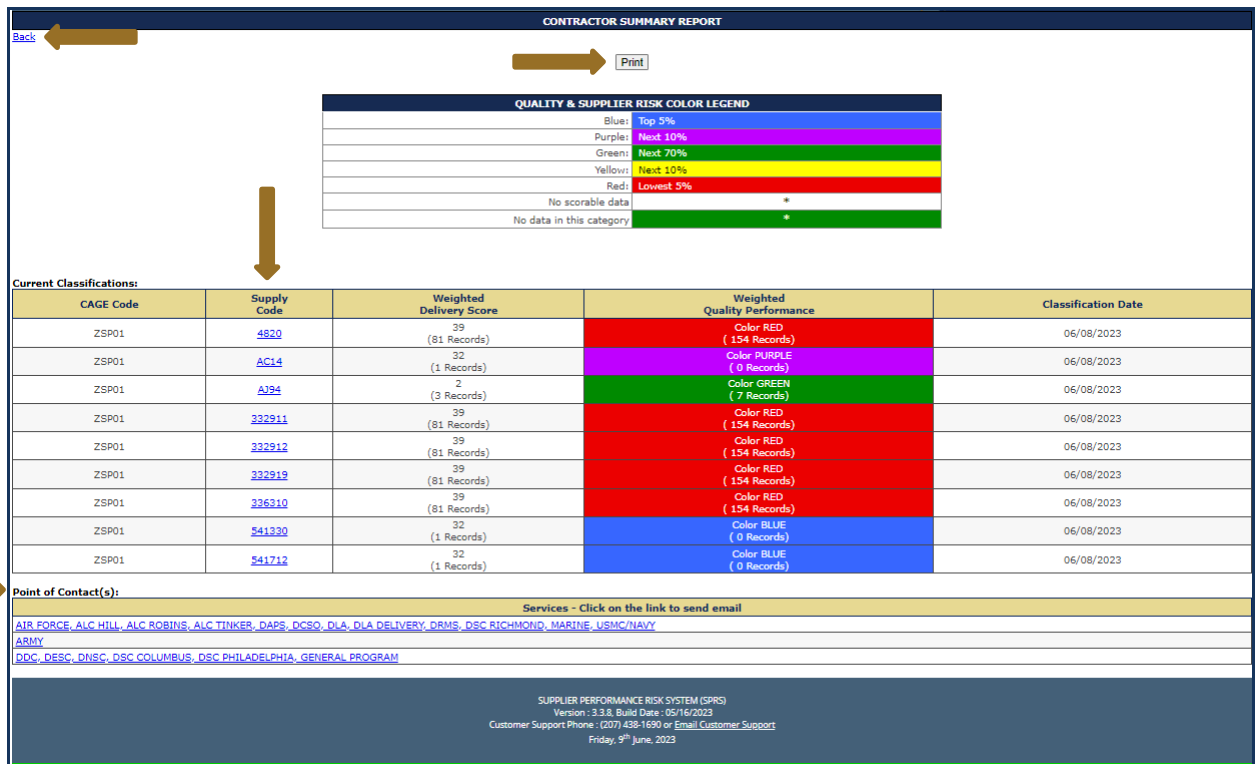- Point of Contact – Click Service/Agency to email questions

Figure 31: Summary Report

NOTE: *The Summary Report displays records for both FSC/PSC and NAICS for the Vendor's convenience. Only FSC/PSC records are used in Delivery Scoring.*

Contractor Detailed Report

The Contractor Detailed Report retrieves the positive and negative records for the particular CAGE/Supply Code selected from the Summary Report.

The report opens to the negative delivery and quality records that include the following:

- Delivery
- Bulletins
- GIDEP Alert(s)
- Material Inspection Record(s)
- Product Quality Deficiency Report(s)
- Supply Discrepancy Report(s)
- Survey Report(s)
- Test Report(s)

Navigation Buttons:

- Print – Click to download a PDF of the page
- Back – Click to return to the previous page
- Export Negative Records – Click to download all the negative delivery and quality records for that CAGE in a spreadsheet
- View Positive Record(s) – Click to view positive records for the Supply Code
- Process Challenge – Click after checking the Challenge box at the end of a record in that category

Users may challenge records they believe are inaccurate. Challenging a record requires objective quality evidence (OQE). Some examples of OQE include PDFs of government receiving reports (ex. WAWF), contract terms and modifications. Correspondence with the Contracting Officer or Contracting Specialist, and Bill of Lading documents that show receiving date and signature are also acceptable.

Records may be challenged twice (2x). An N/A in the Challenge column identifies that the record is not available to challenge. There are two possible reasons: either the record has been challenged and is under review, or the record has been challenged twice and cannot be challenged again through the application.

Each record within a category is organized by age. New Records (received <=14 Days) appear above Existing Records. New records become existing records on the fifteenth (15) day. New records are not visible to government personnel and are not used in scoring. Records challenged during this time are not used in scoring while they are adjudicated.

Existing Records are visible to government personnel and are used in scoring. Records challenged in this age category continue to be used in scoring while they are adjudicated.

> _**NOTE:** Instructions for challenging a record are available in Appendix D: CHALLENGE PROCESS._

Figure 32: Contractor Detailed Report

After clicking the Process Challenge button a window opens to allow the user to explain why they believe the record is inaccurate, attach supporting documentation and send as an email to the adjudicator.

Navigation (Challenge Email):

- Click in free form box to provide supporting detail message
- Click Choose File to attach files, OQE, supporting Challenge
- Click Send to forward to the POC identified at the top of the window
- Click Cancel to return to the Contractor Detailed Summary Report
- Click Print to print a PDF of the screen for your records

Figure 33: Challenge Record Email

<u>NOTE:</u> *Users will not receive a copy of the original email. They will receive an email once the challenge has been adjudicated explaining the decision to uphold or deny.*

7.2   DETAIL REPORT POS/NEG RECORDS

The Detail Report Pos/Neg Records allows the user to search quickly for positive and negative records associated with the CAGE(s) in their PIEE profile. The report includes scored and unscored, preview period, records. Only records used in scoring are visible to the government. There is an optional free-form Supply Code field to filter the search by selecting the Supply Code type and entering either an FSC/PSC or NAICS.

To access the Detail Report Pos/Neg Records:
Select **Detail Report Pos/Neg Records** link from the Menu.

- Select the radio button to retrieve records by FSC/PSC or NAICS*
- Select the CAGE to be searched
- Enter the Supply Code (either FSC/PSC or NAICS) *Optional

Figure 34: Detail Report Pos/Neg Records Report Request

Records are sorted by Added Date, newest to oldest. Preview period records are listed as New Records and scored records are listed as Existing Records.

Navigation is simple. Users may rerun the report following the steps above and a Print button will download a PDF of the report page.

> **_NOTE:_** *Identify the FSC/PSC for any records believed to be inaccurate to make it easier to challenge the record in the Summary Report (**See Appendix D: CHALLENGE PROCESS). The FSC/PSC is the first four (4) characters of the NSN.*

- Click the Display All Detail Positive Records to view positive records

Figure 35: Detail Report Positive Records

- Click the Display All Negative Detail Records to view negative records

Figure 36: Detail Report Negative Records

7.3   SUPPLY CODE RELATIONSHIP REPORT

Supply Code Relationship verifies the current data integrity relationships between FSC/PSC to NAICS and NAICS to FSC/PSC supply codes.

To access Supply Code Relationship:

Select **Supply Code Relationship** link from the Menu.

Figure 37: **Supply Code Relationship Request**

- Select the radio button Search/Sort by FSC/PSC or NAICS, OR click the button to Display all relationships
- If searching for a specific Supply Code enter the Supply Code to be searched

Figure 38: FSC/PSC to NAICS example

- Click the "Help: Relating Supply Codes to Performance Scores" link to display helpful info

Discussion of Supply Codes and How They Relate to Performance Scores

The term 'Supply Code' refers to a part or product reference code. This code could be either an FSC/PSC (*Federal Supply Code/Product Service Code*) or a NAICS (*North American Industry Classification System*).

FSC/PSC codes are used by government buying offices to classify and identify the products, supplies, and services that the government uses and buys.

NAICS codes identify products and services by type of industry and are used by the government to evaluate economic performance.

There is thus a relationship between FSC/PSC and NAICS codes. One FSC/PSC code might relate to one or many NAICS codes that describe the same part or product.

For example, FSC/PSC 1620 may only have a relationship to one NAICS code 336413

FSC/PSC 1620: A/C LAND GR CP
NAICS 336413: OTHER AIRCRAFT PART AND AUXILIARY EQUIPMENT MANUFACTURING

Whereas FSC/PSC 2420 has 3 related NAICS codes: 332439, 332999, 333924

FSC/PSC 2420: TRACT WHLD
NAICS 332439: OTHER METAL CONTAINER MANUFACTURING

FSC/PSC 2420: TRACT WHLD
NAICS 332999: ALL OTHER MISCELLANEOUS FABRICATED METAL PRODUCT MANUFACTURING

FSC/PSC 2420: TRACT WHLD
NAICS 333924: INDUSTRIAL TRUCK, TRACTOR, TRAILER, AND STACKER MACHINERY MANUFACTURING

If you look at the descriptions, you'll see that they are all describing a single part or product, not 3 or 4 different parts or products.

Because part and product performance metric data is collected by SPRS from many different sources, products can potentially be referenced by both their FSC/PSC and NAICS designations.

Thus, in the reporting of contractor performance on FSC/PSC 2420, for example, SPRS must consider any reports submitted under corresponding NAICS codes of 332439, 332999, and 333924.

NOTE: The scoring, however, is <u>not</u> being done on 3 or 4 parts or products, but only on a <u>single</u> part or product.

Figure 39: Supply Codes Relationship to Performance Scores Help

8.   SERVICE

8.1   FEEDBACK/CUSTOMER SUPPORT

Feedback/Customer Support allows the user to submit feedback, suggestions and questions about the application to the SPRS Program Management Office (PMO). Responses to these communications will be visible in the same Feedback/Customer Support module within 48 business hours. Additional comments or questions on the topic may be added to this numbered conversation until it is closed.

To access Feedback/Customer Support:
Select **Feedback/Customer Support** link from the Menu or the Feedback button at the top of the page.

___

NOTE: _This section is not for 'challenge' or disputed data information._

___

- Click New Feedback to begin

Figure 40: Feedback/Customer Support Window

- Select CAGE code from the dropdown
- POC name and email are prepopulated
- Enter POC Phone
- Select desired Category from the dropdown list

Figure 41: Feedback/Customer Support Window Category Dropdown

- Add comments to the Comment section
- Click Select files button to attach files (If troubleshooting an issue, it may be helpful to attach a screenshot)
- Click the Submit button

Figure 42: Feedback/Customer Support Window Description

The submission will appear in the grid below with a conversation identification number (ID) and basic details, including the date that the conversation was last modified.

When a response has been received a number will appear near the Feedback button in the SPRS header.

- Click the View Details button to view response or add comments

Figure 43: Feedback/Customer Support Submitted

- Click the dots above a column to sort
- A bell icon in the Status column indicates a response has been sent
- A circle with a line in the Status column indicates the conversation is closed

Figure 44: Feedback/Customer Support Status

9. TRAINING MATERIALS

The SPRS web page provides a variety of public resources accessible by selecting from the pop-out menu and buttons.
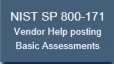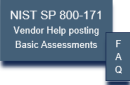
To access the SPRS web page:

Select the [icon] icon from the Menu in the SPRS application, or ***https://www.sprs.csd.disa.mil/***.

Figure 45: SPRS Web Landing Page

Navigation:

[Login/Register (via PIEE)] - Login/Register (via PIEE) button for redirection to the Procurement Integrated Enterprise Environment (PIEE)

[NIST SP 800-171 Vendor Help posting Basic Assessments] - NIST SP 800-171 Vendor Help posting Basic Assessments button to display/download the NIST SP 800-171 Quick Entry Guide

[NIST SP 800-171 Vendor Help posting Basic Assessments FAQ] - FAQ for the NIST SP 800-171 Vendor Help posting Basic Assessments button to display/download NIST specific Frequently Asked Questions document

[NIST SP 800-171 Information] - NIST SP 800-171 Information button to display related training and information

[Vendor Threat Mitigation] - Vendor Threat Mitigation button to display related resources

[Enhanced Vendor Profile] - Enhanced Vendor Profile button to display the related resources
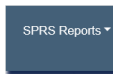
[SPRS Reports ▾] - SPRS Reports button to display information for select SPRS reports

☰   Click the Menu icon to display a pop-out menu

Figure 46: SPRS Web Landing Page w/ Pop-Out Menu

[Home] - Return to the SPRS web-landing page

[NSS Restricted List] - Restricted Government-only

[NIST SP 800-171 Assessments] - Restricted Government-only

[Enhanced Vendor Profile] - Restricted Government-only

[Access Instructions] - Access Instructions for Government and Supplier/Vendor

[Reference] - User Guides and relevant policy guidance

[FAQS] - SPRS Frequently Asked Questions (FAQs)

[Training] - SPRS on-line and instructor-led Training Opportunities

[Release] - SPRS application changes

[Contacts] - SPRS program office contact information

REFERENCED DOCUMENTS

The following documents of the exact issue shown form a part of this document to the extent specified herein.

DOCUMENTS REFERENCED IN THIS USER'S GUIDE	
DOCUMENT	LOCATION
Privacy Act of 1974	***https://www.justice.gov/oip/foia-resources***
SPRS Evaluation Criteria	***https://www.sprs.csd.disa.mil/pdf/SPRS_DataEvaluationCriteria.pdf***
SPRS NIST Quick Entry Guide	***https://www.sprs.csd.disa.mil/pdf/NISTSP800-171QuickEntryGuide.pdf***
DoDI 5000.79	***https://www.esd.whs.mil/Portals/54/Documents/DD/issuances/dodi/500079p.PDF?ver=2019-10-15-115609-957***

GLOSSARY

This section provides definitions for acronyms, abbreviations and terms used in SPRS.

ACRONYM/ ABBREVIATION	DEFINITION
CAGE Code	Commercial and Government Entity Code
CAM	Contractor Account Administrator
CDA	Central Design Activity
DLA	Defense Logistics Agency
DoD	Department of Defense
EBPOC	Electronic Business Point of Contact
FLIS	Federal Logistics Information System
FSC/PSC	Federal Supply Classification/Product Service Code
JDRS	Joint Deficiency Reporting System
HLO	Highest Level Owner
NAICS	North American Industry Classification System
NIST SP	National Institute of Standards and Technology Special Publication
NSLC	Naval Sea Logistics Center
NSN	National Stock Number
NSS	National Security Systems
OQE	Objective Quality Evidence
PDF	Portable Document Format
PDREP	Product Data Reporting and Evaluation Program
PIEE	Procurement Integrated Enterprise Environment
PMO	Program Management Office
POC	Point of Contact
POD	Proof of Delivery
PQDRs	Product Quality Deficiency Reports
SAM	System for Award Management
SPRS	Supplier Performance Risk System
UEI	Unique Entity Identifier
WAWF	Wide Area Workflow

APPENDIX A : SPRS USER ROLES

TERM	DESCRIPTION
Contractor/Vendor (Support Role) Access	View company information View Vendor Summary Reports View company NIST SP 800-171 Assessments View CAGE Hierarchy Execute Supply Code Relationship Reports Execute Supplier Risk Report View Vendor Detailed Reports File a Challenge, if necessary Provide customer feedback
SPRS Cyber Vendor User Access	Add/Edit/View company NIST SP 800-171 assessment results View CAGE Hierarchy

APPENDIX B : TROUBLESHOOTING

Should assistance with SPRS be required, read the following troubleshooting hints and tips to help determine your point of contact (POC) for assistance.

Common SPRS Issues		
PROBLEM	**DIAGNOSIS**	**POC**
SPRS doesn't execute	Confirm using recommended browser. List available on the application main page.	Once browser is confirmed, email ***usn.pnsy.navsealogcen.mbx.ptsmh@us.navy.mil*** for additional assistance
SPRS is not running efficiently. Isolated or widespread?	If widespread, possible local PC issue or local network issues. Try refreshing the page.	Local IT personnel (a trace route and/or a set of pings would be helpful) If Local IT cannot resolve, call the Help Desk at (207) 438-1690 or email ***usn.pnsy.navsealogcen.mbx.ptsmh@us.navy.mil***
SPRS is unavailable	SPRS may be running a batch job which typically run between 2300 and 0200 GMT	If outside batch job timeframe, email ***usn.pnsy.navsealogcen.mbx.ptsmh@us.navy.mil***
* When local network engineers are involved, a trace route or a set of pings or both would be very helpful to have when calling.		

If you have any problems or questions while using the system, call the Help Desk at (207) 438-1690 or email ***usn.pnsy.navsealogcen.mbx.ptsmh@us.navy.mil*** for assistance.

NOTE: *When emailing it is helpful to include the web browser, PIEE user id, the URL, and screenshots of the issue.*

APPENDIX C : MENU ITEMS

ITEM	DESCRIPTION
	Opens SPRS web landing page for resource tools
Main Menu	Returns the user to the SPRS application landing page
Logout	Used to log out of SPRS
COMPLIANCE REPORTS	
NIST SP 800-171 Assessment	Enables authorized users to enter results and DoD to assess a contractor's implementation of NIST SP 800-171
CAGE Hierarchy	Identifies the CAGEs associated with the user's profile in PIEE and their relationship to each other
RISK ANALYSIS REPORTS	
Supplier Risk Report	Supplier Risk Score and the data that it comprises
PERFORMANCE REPORTS	
Summary Report	Allows users to monitor the records used to calculate the Quality, Delivery, and Supplier Risk scores for specified CAGE or CAGE/Supply Code and challenge inaccurate data
Detail Report Pos/Neg Records	Displays the same records found in the Summary Report organized into simple Positive or Negative reports with Preview Period Records (Negative reports only) sectioned for quick review
Supply Code Relationship Report	Identifies the current data integrity relationships between FSC/PSC to NAICS and NAICS to FSC/PSC supply codes
SERVICE	
Feedback/Customer Support	Allows users to ask questions and provide suggestions to improve the application

APPENDIX D : CHALLENGE PROCESS

Delivery scores and Quality classifications are calculated on a daily basis. Fluctuation in scoring may be the result of other vendors' scoring and not the result of a change in the user's data. It is the responsibility of the user to monitor their SPRS account and 'challenge' when they feel data is inaccurate. Users must have objective quality evidence (OQE) to support their claim.

Steps to Challenge a Record in the SPRS application:

1. Identify the FSC/PSC associated with the inaccurate record. (The FSC/PSC is the first four (4) characters of the NSN.)
2. Note the record type (Delivery, PQDR, SDR, etc.)
3. Click the Summary Report (SR) in the Menu Bar
4. Select the CAGE and click the 'Run Summary Report' button
5. Click the relevant FSC/PSC to open the Detail Report
6. Locate the inaccurate data record
7. Click the box in the last column of the record, labeled 'Challenge', on far right
8. Click the 'Process (CDD, MIR, etc.) Challenge' button at the bottom of the section for that record type
9. A window will open labeled Challenge Email
10. Write brief comments detailing reason for challenge in the message area
11. Click the 'Browse' button to attach your OQE
12. Optional* Click the Print button to save a copy of the submission. Users do not receive a copy of the email.
13. Click the 'Send' button

Click the 'Cancel' button to close without sending, a draft will not be saved.

The government POC adjudicator may request more information, or simply 'Uphold' or 'Deny' the challenge. Users will receive a SPRS system email advising the action taken.

A record may be challenged consecutively a maximum of two times. Users should include further evidence when challenging a second time.

Challenge status is identified in the 'Challenge Code' column of the record.

> Code Descriptions:
> > "C" - Challenged During Preview Period
> > "L" - Challenged After Preview Period
> > "U" - Challenge Upheld
> > "D" - Challenge Denied

NOTE: *For additional Challenge information please see Section 7.1 Contractor Detailed Report*

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