SLIDE 1
Welcome to the Supplier Performance Risk System, SPRS, Summary Report and Challenge Process for Contractor Tutorial.

SLIDE 2
Please note that the screenshots shown throughout this presentation have been modified for size and content.

SLIDE 3
The Summary Report displays all the Supply Code classifications associated with the CAGE data received by SPRS within the last three (3) years.

SLIDE 4
Each Supply Code identifies the associated Weighted Delivery Score, Quality Performance color, and the Record Counts used in scoring.

SLIDE 5
The Government Summary Report includes only scored records but the vendor or Contractor Summary Report includes scored and unscored records.

SLIDE 6
The Summary Report is where Vendors have the ability to dispute any record they believe is inaccurate using the Challenge process, discussed later in this tutorial. Objective quality evidence (OQE) is required to support any data change.

To access the Summary Report, select the Summary Report link from the Performance Reports menu.

SLIDE 7
If the user has multiple CAGE codes associated with their PIEE profile use the dropdown menu to select a CAGE code. Click on the CAGE Code, then click Run Summary report.

SLIDE 8
If there is only one CAGE code associated with the user's PIEE profile, clicking on the Summary Report menu link will immediately display the report. Click the Print button to print a PDF copy of the Summary Report.

SLIDE 9
The Quality Color Legend will appear at the top of the page. SPRS Quality color classification represent the percentage breakdowns of a normal statistical distribution. Color assignment is based on a comparative assessment among vendors that have supplied a material classification within the past three years. Vendor rankings are re-calculated whenever new data is introduced to the system.

When there is no quality data available for a specific supply code, the middle ranking of Green is assigned. The top percentage group is blue and the lowest percentage group is red.

SLIDE 10

Beneath the color legend, is the Current Classifications table which includes: the CAGE Code, the Supply Code, Weighted Delivery score within that Supply Code and the number of records used in scoring, Weighted Quality Performance color and the number of records used in the quality ranking, and Classification Date. The Classification Date is the date that the score was derived.

SLIDE 11
A list of Service Points of Contacts are listed here. Click to send an email.

SLIDE 12
Within the Current Classification table the Supply Codes are hyperlinked, click to view the Contractor Detailed Report for that CAGE/Supply Code Combination.

SLIDE 13
The Contractor Detailed Report contains all the delivery and performance records used in scoring for the selected classification (CAGE/Supply Code combination). The report classification details appear at the top of the page including: CAGE, Supply Code, and Company Name. The Quality Color Code and the Weighted Delivery Score for that CAGE/Supply Code Combination is listed here.

SLIDE 14
The Contractor Detailed Report automatically opens to the Negative Records of a classification first. Click the View Positive Records hyperlink to view positive records. Negative Records may be exported to a spreadsheet. Click the Back button to return from Positive to Negative and then again to return to the original Summary Report.

SLIDE 15
Each record within a category is organized by age. New Records (added <=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.

SLIDE 16
Delivery scores and Quality classifications are calculated on a daily basis. Fluctuation in score 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' records when they feel data is inaccurate.

SLIDE 17
To challenge a record, click the toggle box in the Challenge column at the far right of the record believed to be inaccurate. Challenging a record requires objective quality evidence (OQE).

SLIDE 18
Click the Process Challenge button at the bottom of the data section being challenged. A page will open with the challenge date, destination email address, data points related to the record(s) being challenged, and message area.

SLIDE 19

Enter message in the free form box to provide supporting detail. Click the Choose File button to add a file with OQE to support the Challenge.

SLIDE 20
Some examples of OQE include: PDFs of government receiving reports (example WAWF), contract terms, modifications, and Bill of Lading documents that show receiving date and signature are also acceptable.

SLIDE 21
NOTE: Only one attachment can be uploaded per challenged record.

SLIDE 22
Click Send button to forward to the POC identified at the top of the page. To save a copy for local records, take a screen shot before clicking the send option. Click the Cancel button to close without sending, a draft will not be saved.

SLIDE 23
A single record may be challenged twice (2x). An N/A in the Challenge column identifies that the record is not available to challenge.

SLIDE 24
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 this application.

SLIDE 25
The government POC may request more information, or simply 'Uphold' or 'Deny' the challenge. Users will receive a SPRS system email advising them of the action taken. If the challenge was denied and the user wants to use their final challenge they are advised to include further OQE evidence to support the record believed to be inaccurate.

Challenge status is identified in the 'Challenge Code' column of the record. Code Descriptions: "C" - Challenged During Preview Period and "L" - Challenged After Preview Period indicate the challenge is pending adjudication. "U" - Challenge Upheld and "D" - Challenge Denied, codes will appear after adjudication.

SLIDE 26
Detail Report Pos/Neg Records retrieves the positive and negative records for a particular CAGE or CAGE/Supply Code combination similar to the Contractor Detailed Report of the Summary Report.

SLIDE 27
This report does not provide the Quality Color Code, Weighted Delivery Score, or Average Supply Code Delivery Score for All Suppliers information. However, it allows the user the ability to see all preview and existing period records in one place regardless of supply code.

SLIDE 28
Additional references include: the Evaluation Criteria Manual for scoring details, listed here: https://www.sprs.csd.disa.mil/pdf/SPRS_DataEvaluationCriteria.pdf
The SPRS Frequently Ask Questions (FAQs) webpage for additional scoring questions listed here: https://www.sprs.csd.disa.mil/faqs.htm#score

And the SPRS User Guide for Awardee for application information, including Summary Report and Challenge instructions, at the URL listed here:

SLIDE 29
SPRS contact information can be found at the SPRS website located at the URL listed here:
  https://www.sprs.csd.disa.mil
SPRS Help Desk is available Monday through Friday 6:30am to 6:00pm Eastern Time. The phone numbers and Help Desk Email are listed here:_ webptsmh@navy.mil

SLIDE 30
Within the application questions may be submitted via the Feedback/Customer Support link in the menu.

SLIDE 31
This completes the Summary Report and Challenge Process for Contractors Tutorial.