SPRS 3.3 Document Acceptance

The undersigned agree this Supplier Performance Risk System (SPRS) Software User’s Guide for Awardees/Contractors Version 3.3 accurately describes the SPRS and the activities surrounding its development.

[Signature]

___________________________________
Project Manager
## Record of Versions and Changes

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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/](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 NIST Institute of Standards and Technology (NIST) Special Publication (SP) 800-171 assessment results and maintains the National Security Systems (NSS) Restricted List.

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 Version 3.3 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.

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 webptsmh@navy.mil.

2.2 CONTRACTOR/VENDOR ACCESS TO SPRS

Detailed instructions are available at the Supplier/Vendor Access menu link on the SPRS website. 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 typically 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 find out if your company has a CAM registered, select the “Find my Account Administrator” button on the PIEE login page.

When you get to step five (5), Roles, the system will not allow you to proceed without a CAM. 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://cac.piee.eb.mil/xhtml/unauth/web/homepage/vendorGettingStartedHelp.xhtml](https://cac.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 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 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.

Once your roles are activated by your CAM, you are ready to log into SPRS.

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**NOTE:** If there is only one CAM, the CAM will require PIEE or the program office (SPRS) to activate any role requests.

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2.3 LOGGING INTO SPRS

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

Login Steps:

1. Open a browser session  *(Note: IE is not recommended)*
2. PIEE landing page:  **https://piee.eb.mil/piee-landing/**
3. Click “log-in” and follow prompted log-in steps

4. Select the 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)
- 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.

![SPRS Application Landing Page with Menu](image1)

**Figure 1: SPRS Application Landing Page with Menu**

- Click the Menu Icon to display the SPRS Menu.

![SPRS Application Landing Page](image2)

**Figure 2: 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 only on the home page - 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.

**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:

*Click Error! Reference source not found.*

- **Select Action** – Click to open the SPRS web page for general information including training and reference materials
- **Main Menu** – Click to return to the SPRS application landing page
- **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)

\textbf{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.

![Figure 4: NIST SP 800-171 Assessment Landing Page](image-url)
**Header View:** NIST Assessments are organized by corporate CAGE hierarchy Highest Level Owner (HLO)s. 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. If there is no header or the Total Assessments column shows 0 (zero), no assessment has been entered. (Email the Help Desk for assistance, webptsmh@navy.mil).

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

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

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**Detail View:** Assessment details populate in a table below the header records. Select the View Details button of the header record to view details associated with that header. 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.

**Figure 5:** NIST SP 800-171 Assessment Detail View

Click the **Show More Detail** link to display company information.
Figure 6: NIST SP 800-171 Assessment Details – Show More Detail

Figure 7: NIST SP 800-171 Assessment Search by CAGE Code

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 8: 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.

Refer to the SPRS access instructions here:


Figure 9: NIST SP 800-171 Assessment Sort/Filter

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.

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

The “SPRS Cyber Vendor User” role is a privileged role. Users 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.

The layout of the NIST SP 800-171 Assessments module is the same for “SPRS Cyber Vendor Users” as described above for “Contractor Vendor (Support Role)” users. Below describes the additional features associated with “SPRS Cyber Vendor Users.”

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:

**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:

**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.*

**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.

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

Information related to each data field may be viewed by moving the cursor over the field title or column header.
If the HLO Header has already been created, select “View Details” at the Basic confidence Level and select “+ Add New Assessment” button and Enter Assessment Details as described above.

**Figure 12: NIST SP 800-171 Assessment Header View**

**Figure 13: NIST SP 800-171 Assessment Detail View**

**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.

**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.
Figure 14: NIST SP 800-171 Export Assessment Summary Results

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.
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.

![CAGE Hierarchy Image]

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

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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. A computer algorithm uses 10 factors of past performance information to calculate the Supplier Risk Score. These factors are individually weighted (based on age and relative importance) and summed to produce a numerical and color score for every company which has either a contract or factor data within the last three years. For more information, see SPRS Evaluation Criteria [https://www.sprs.csd.disa.mil/pdf/SPRS_DataEvaluationCriteria.pdf](https://www.sprs.csd.disa.mil/pdf/SPRS_DataEvaluationCriteria.pdf)

The 10 factors used to calculate the Supplier Risk Score are listed in the “Scored Data” section of the report page. The “Info Only” section lists five years of additional performance information that is not scored but may be of interest to contracting officials. This section includes data records for the last five (5) years.

**To access Supplier Risk:**
Select **Supplier Risk** link from the Menu.

![Figure 16: Supplier Risk Report Request](image)

- Select CAGE code from the dropdown
- Click Run Supplier Risk Report button
Figure 17: Supplier Risk Report

Navigation:

- **Back** – Click to select a new CAGE code and run report again
- Print button – Click to download a PDF of the page
- **Show (Hide) Supplier Color Legend** – Click to see explanation of the colors, may be closed after opening
- **Show (Hide) More Detail** – Click to open a table beneath the section that identifies all the factors or sources in that section and any record details available, may be closed after opening (See Figure 18: Scored Data - Show More Detail Example & Figure 21: Info Only - Show More Detail Example)
- **Contact for Challenge** – Click to open instruction window referring users to the Summary Report (See Figure 20: Scored Data Factor Contact for Challenge Example)
- **Contact for Inquiry** – Click to open instruction window with a list of service/agency POC links. Click to email questions. (See Figure 22: Info Only Contact for Inquiry)
NOTE: Any Factor or Source listed with record count >0 (zero) will be blue and underlined indicating a link. Click the link to open details for that listing at the bottom of the page. These are the same details displayed after clicking Show More Detail but focused to allow users to print and download a PDF of areas of specific interest. (See Figure 19: Scored Data Factor Example)
Figure 19: Scored Data Factor Example

Contact Information

Please see your SPRS Summary Report to challenge quality factors

Figure 20: Scored Data Factor Contact for Challenge Example
Figure 21: Info Only - Show More Detail Example
The Supplier Engine ranks the numerical scores by magnitude then assigns a color score to each vendor according to the SPRS 5-color scoring standard.

As the color score is a percentile ranking, the threshold values between colors can change each time the Supplier Engine is run. As a result, vendors with numerical scores near the threshold values may have a change in color score without a corresponding change in numerical score (i.e., the performance of other vendors may impact user’s score regardless of changes to user’s performance).
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 records associated with each Supply Code. This is the report where data is displayed for the contractor only to review before it is used in scoring. Discrepancies may be addressed through the Challenge process.

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

The Summary Report opens with an overview that includes:
- 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:
- Click dropdown to select CAGE
- Select CAGE Code
- Click Run Summary Report

![Contractor Summary Report Request](image-url)
- 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 (See Figure 26: Contractor Detailed Report)
- Point of Contact – Click Service/Agency to email questions

**Figure 25: Summary Report**

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

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### 7.1.1 Contractor Detailed Report

The Detail Report Pos/Neg Records retrieves only the positive or negative records for a particular CAGE/Supply Code.

To access the Detailed Report select a Supply Code in 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 select another Supply Code from the Summary Report
- Click Here – Click to download the report details in a spreadsheet
- View Positive Records – 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 (See Figure 26: Contractor Detailed Report)

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. 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 26: Contractor Detailed Report
Navigation (Challenge Email):

- **Enter Message** – Click in free form box to provide supporting detail
- **Browse button** – Click to attach files, OQE, supporting Challenge
- **Send button** – Click to forward to the POC identified at the top of the window
- **Cancel button** – Click to return to the Contractor Detailed Summary Report

**NOTE:** Users will not receive a copy of the email. You may wish to take a screenshot for your records.
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 only records being used in scoring and visible to the government. It does not include preview period records. There is also an optional free-form Supply Code field to enter either FSC or NAICS.

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

![Image of Detail Report Pos/Neg Records](image)

**Figure 28: Detail Report Pos/Neg Records Report Request**

- Select the radio button to retrieve records by FSC or NAICS
- Select the CAGE to be searched
- Enter the Supply Code (either FSC or NAICS) *Optional
- Click either the Display All Positive or Display All Negative button

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 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 is the first four (4) characters of the NSN.
**Figure 29: Detail Report Positive Records**
### Negative Deliveries Record(s)

<table>
<thead>
<tr>
<th>Department/Agency</th>
<th>Contract No.</th>
<th>Code/NSN</th>
<th>Reason for Delay Code</th>
<th>Due Date</th>
<th>Ship/Rec Date</th>
<th>Cancel Date</th>
<th>Added Date</th>
<th>Challenge</th>
<th>Challenge Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>USMC/NAVY</td>
<td>TESTCONTRACT001</td>
<td>NSN000000001</td>
<td>08/22/2017</td>
<td>08/26/2017</td>
<td>10/31/2017</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DISC COLUMBUS</td>
<td>TESTCONTRACT002</td>
<td>NSN000000002</td>
<td>08/21/2017</td>
<td>08/23/2017</td>
<td>08/23/2017</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DISC RICHMOND</td>
<td>TESTCONTRACT003</td>
<td>NSN000000003</td>
<td>08/22/2017</td>
<td>12/24/2017</td>
<td>12/24/2017</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DISC RICHMOND</td>
<td>TESTCONTRACT004</td>
<td>NSN000000004</td>
<td>08/22/2017</td>
<td>12/24/2017</td>
<td>12/24/2017</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DISC COLUMBUS</td>
<td>TESTCONTRACT005</td>
<td>NSN000000005</td>
<td>08/22/2017</td>
<td>12/24/2017</td>
<td>12/24/2017</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DISC RICHMOND</td>
<td>TESTCONTRACT006</td>
<td>NSN000000006</td>
<td>08/22/2017</td>
<td>12/24/2017</td>
<td>12/24/2017</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DISC RICHMOND</td>
<td>TESTCONTRACT007</td>
<td>NSN000000007</td>
<td>08/22/2017</td>
<td>12/24/2017</td>
<td>12/24/2017</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DISC RICHMOND</td>
<td>TESTCONTRACT008</td>
<td>NSN000000008</td>
<td>08/22/2017</td>
<td>12/24/2017</td>
<td>12/24/2017</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DISC RICHMOND</td>
<td>TESTCONTRACT009</td>
<td>NSN000000009</td>
<td>08/22/2017</td>
<td>12/24/2017</td>
<td>12/24/2017</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DISC RICHMOND</td>
<td>TESTCONTRACT010</td>
<td>NSN000000010</td>
<td>08/22/2017</td>
<td>12/24/2017</td>
<td>12/24/2017</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Figure 30: Detail Report Negative Records
7.3 SUPPLY CODE RELATIONSHIP REPORT

The Supply Code Relationship Report shows the user the relationships between FSC/PSC and NAICS as used in SPRS.

To access the Supply Code Relationship Report:
Select [Supply Code Relationship Report] link from the Menu.

![Supply Code Relationship Report](image)

**Figure 31: Supply Code Relationship Report Request**

- Select the radio button for either FSC or NAICS
- Enter corresponding Supply Code(s) you wish to search
- Click the Search button

Or

- Select the radio button for either FSC or NAICS
- Click the Display All Relationships button for a full list
**SUPPLY CODE RELATIONSHIP REPORT**

**Purpose:** This report is an administrative help tool to enable the user to verify the current data integrity relationships between FSC to NAICS and NAICS to FSC supply codes. You can use the report to search for specific supply codes, or by selecting the 'Display All Relationships' button see the entire matrix. This data and its relationships are updated whenever new codes are added.

**Help: Relating Supply Codes to Performance Scores.**

**General Search Instructions:** Select one of the following radio buttons in order to search or to sort by either FSC or NAICS Supply Codes:
- **Search/Sort by:** FSC or NAICS

**Search For Individual Supply Codes Instructions:** Enter values, and then select 'Search' to produce a Supply Code Relationship Report.

**Display All Relationships Instructions:**
Selecting this link will provide a complete listing of all FSC to NAICS code relationships and their descriptions sorted by the Supply Code selected in the 'Search/Sort' radio buttons, and then sub-sorted by the other code.

Click to download data in spreadsheet

<table>
<thead>
<tr>
<th>Search Type</th>
<th>Search Code</th>
<th>Result Description</th>
<th>Result Type</th>
<th>Result Code</th>
<th>Result Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>FSC</td>
<td>1659</td>
<td>MISCELLANEOUS AIRCRAFT ACCESSORIES AND COMPONENTS</td>
<td>NAICS</td>
<td>336413</td>
<td>OTHER AIRCRAFT PART AND AUXILIARY EQUIPMENT MANUFACTURING</td>
</tr>
</tbody>
</table>

**Figure 32: FSC to NAICS example**

**Navigation:**
- Print button downloads a PDF of the page
- Click **“here”** at the top of search results will download data in a spreadsheet
- 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 (Federal Supply Code) or a NAICS (North American Industry Classification System).

FSC 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 and NAICS codes. One FSC code might relate to one or many NAICS codes that describe the same part or product.

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

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

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

FSC 2420: TRACT WILD
NAICS 332439: OTHER METAL CONTAINER MANUFACTURING
FSC 2420: TRACT WILD
NAICS 332999: ALL OTHER MISCELLANEOUS FABRICATED METAL PRODUCT MANUFACTURING
FSC 2420: TRACT WILD
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 and NAICS designations.

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

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

**Figure 33: 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.

---

NOTE: This section is not for ‘challenge’ or disputed data information.

---

Figure 34: Feedback/Customer Support Window

- Click New Feedback to begin
Figure 35: Feedback/Customer Support Window Category Dropdown

- Select CAGE code from the dropdown
- POC name and email are prepopulated
- Enter POC Phone
- Select desired Category from the dropdown list
Figure 36: Feedback/Customer Support Window Description

- Add comments to the Description 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 37: Feedback/Customer Support Submitted**

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

**Figure 38: Feedback/Customer Support Edit/Add Files**

- Add comments in the Comment box
- Click Select files to attach files
### Feedback/Customer Support Sort Columns

- Click the dots above a column to sort

### Feedback/Customer Support Status

- A bell icon in the Status column indicates a response has been sent

### Feedback/Customer Support Closed

- A circle with a line in the Status column indicates the conversation is closed
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 from the Menu in the SPRS application, or https://www.sprs.csd.disa.mil/.

![SPRS Web Landing Page](image)

**Figure 42: SPRS Web Landing Page**

**Navigation:**

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

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

- 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 button to display related training and information

- Vendor Threat Mitigation button to display related resources

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

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

**Figure 43: 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** - PIV only view of SPRS Enhanced Vendor Profile.
- **OSD Guidance for Buyers** - OSD Instructions for Purchase Cardholders
- **Government Access** - Instructions for Government personnel
- **Supplier/Vendor Access** - Access Instructions for Supplier/Vendor
- **Contacts** - SPRS program office contact information
- **FAQS** - SPRS Frequently Asked Questions (FAQs)
- **Links** - Related Links (Links)
- **Reference** - User Guides and relevant policy guidance
- **Release** - SPRS application changes
- **Training** - SPRS on-line and instructor-led Training Opportunities
REFERENCED DOCUMENTS

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

<table>
<thead>
<tr>
<th>DOCUMENT</th>
<th>LOCATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Privacy Act of 1974</td>
<td><a href="https://www.justice.gov/oip/foia-resources">https://www.justice.gov/oip/foia-resources</a></td>
</tr>
</tbody>
</table>
## GLOSSARY

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

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

<table>
<thead>
<tr>
<th>TERM</th>
<th>DESCRIPTION</th>
</tr>
</thead>
</table>
| 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.

<table>
<thead>
<tr>
<th>PROBLEM</th>
<th>DIAGNOSIS</th>
<th>POC</th>
</tr>
</thead>
<tbody>
<tr>
<td>SPRS doesn’t execute</td>
<td>Confirm using recommended browser. List available on the application main page.</td>
<td>Once browser is confirmed, email <a href="mailto:webptsmh@navy.mil">webptsmh@navy.mil</a> for additional assistance</td>
</tr>
<tr>
<td>SPRS is not running efficiently. Isolated or widespread?</td>
<td>If widespread, possible local PC issue or local network issues. Try refreshing the page.</td>
<td>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 <a href="mailto:webptsmh@navy.mil">webptsmh@navy.mil</a></td>
</tr>
<tr>
<td>SPRS is unavailable</td>
<td>SPRS may be running a batch job which typically run between 2300 and 0200 GMT</td>
<td>If outside batch job timeframe, email <a href="mailto:webptsmh@navy.mil">webptsmh@navy.mil</a></td>
</tr>
</tbody>
</table>

* 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 webptsmh@navy.mil for assistance.

**NOTE:** When emailing it is helpful to include the web browser, PIEE user id, and screenshots of the issue (including the URL).
## APPENDIX C: MENU ITEMS

<table>
<thead>
<tr>
<th>ITEM</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Star]</td>
<td>Opens SPRS web landing page for resource tools</td>
</tr>
<tr>
<td><strong>Main Menu</strong></td>
<td>Returns the user to the SPRS application landing page</td>
</tr>
<tr>
<td><strong>Logout</strong></td>
<td>Used to log out of SPRS</td>
</tr>
<tr>
<td><strong>COMPLIANCE REPORTS</strong></td>
<td></td>
</tr>
<tr>
<td><strong>NIST SP 800-171</strong></td>
<td>Enables authorized users to enter results and DoD to assess a contractor’s implementation of NIST SP 800-171</td>
</tr>
<tr>
<td><strong>CAGE Hierarchy</strong></td>
<td>Identifies the CAGEs associated with the user’s profile in PIEE and their relationship to each other</td>
</tr>
<tr>
<td><strong>RISK ANALYSIS REPORTS</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Supplier Risk Report</strong></td>
<td>Supplier Risk Score and the data that it comprises</td>
</tr>
<tr>
<td><strong>PERFORMANCE REPORTS</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Summary Report</strong></td>
<td>Allows users to view records used to score their quality, delivery and Supplier Risk and challenge inaccurate data</td>
</tr>
<tr>
<td><strong>Detail Report Pos/Neg Records</strong></td>
<td>Retrieves only the positive or negative records for a particular CAGE/Supply Code</td>
</tr>
<tr>
<td><strong>Supply Code Relationship Report</strong></td>
<td>Identifies the current data integrity relationships between FSC/PSC to NAICS and NAICS to FSC/PSC supply codes.</td>
</tr>
<tr>
<td><strong>Feedback/Customer Support</strong></td>
<td>Allows users to ask questions and provide suggestions to improve the application</td>
</tr>
</tbody>
</table>
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* Take a screenshot of the prepared email. You will not receive a copy.
13. Click the ‘Send’ button

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

The government POC 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 7.1.1 Contractor Detailed Report
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