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SPRS 3.2.11 Document Acceptance

The undersigned agree this Supplier Performance Risk System (SPRS) Software User’s Guide Version 3.2.11 accurately describes the SPRS and the activities surrounding its development.

___________________________________
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 Naval Sea Logistics Center Portsmouth web applications at https://www.sprs.csd.disa.mil/. SPRS gathers, processes, and displays data about the performance of suppliers. SPRS is the Department of Defense’s single, authorized application to retrieve suppliers’ performance information. The Defense Federal Acquisition Regulation Supplement (DFARS) Subpart 213.1 requires contracting officers to consider this data for supply contracts valued at less than or equal to $1 million.

SPRS notifies procurement specialists of Product Service Code (PSC) specific risks and risk mitigations. SPRS’s Supplier Risk Score provides procurement specialists with a composite score that considers each supplier’s past performance in the areas of product delivery and quality. The quality and delivery classifications identified for a supplier in SPRS will be used by the contracting officer to evaluate a supplier’s past performance in conjunction with the supplier’s references (if requested) and other provisions of the solicitation under the past performance evaluation factor.

PKI Required for All SPRS Users.

As an Department of Defense (DoD) only application, only users with a PKI Certificate/CAC will be allowed access. All Awardee/Contractors are required to have Public Key Infrastructure (PKI) certificates to log into SPRS. If you do not currently have a PKI certificate please go to the “PKI Information” page (https://www.sprs.csd.disa.mil/pki_info.htm) for instruction on how to obtain.

With current policy, no Federal user will be allowed access, even with CAC availability.

Both DoD and Contractor Users are required to have a PKI certificate.

External Certificate Authorities (ECAs) provide digital certificates to the DoD's private industry partners, contractors using their own equipment or working in non-government facilities, allied partners, and other agencies.

Approved ECA vendors are:
Operational Research Consultants, Inc. (ORC) http://www.orc.com

Contractors (vendors) may access their own company contract information in SPRS.
1.1 DOCUMENT OVERVIEW

This software user’s guide provides instructions and step-by-step procedures for the SPRS Version 3.2.11 functionality. It describes procedures for gaining access to SPRS, obtaining reports, providing feedback, and getting help. There is a Glossary of Terms provided in Appendix A. Dissemination of this document is approved for public release with unlimited distribution. The content of all data files referenced within this gare sensitive but unclassified; many are controlled by the Privacy Act of 1974; and all must be handled accordingly.

1.2 CONTRACTING OFFICER USE OF SUPPLIER PERFORMANCE RISK SYSTEM (SPRS) DATA

- **Responsibility Determination:**
  - The Contracting Officer shall consider all Supplier Performance Risk System (SPRS) ratings when determining responsibility for all DoD procurements. Contracting officers shall comply with FAR 19.6 when a determination of nonresponsible is made for a small business.

- **SPRS Risk Assessment:**
  - Includes item, price, and supplier risk assessment as evaluation factors in solicitations (competitive under $1 million)
    - **Item Risk** means the probability that an item will introduce counterfeit or non-conforming material into the DoD supply chain resulting in significant personnel safety issues, mission degradation, or monetary loss.

    SPRS assesses the item risk and alerts contracting officers that the supplies being procured or item being repaired represents a high risk to the Government.

    High-risk items have a critical use in the field or an elevated susceptibility to counterfeiting, substandard material or diminishing manufacture/material sources. An item is identified as high risk due to one or more of the following factors:

    1. Increased criticality, as determined by DoD agencies and services, e.g., critical application item, critical safety item, sub safe item.
    2. Reported as counterfeiting or use of substandard material
    3. Reported as diminishment of manufacturing sources or material shortages; and
    4. Reported as an electronic part

      - Include clauses in the solicitation or resultant contract that migrates risk
      - Apply risk mitigation strategies identified in SPRS application
In addition:
Contracting Officer shall document the contract file addressing any Item Risk mitigation action taken as a result of information obtained from SPRS.

- **Price Risk** determines whether “a proposed price is consistent with historical prices paid for that item and is depicted by high, low or within range”. Low prices are considered a source of risk, because of the possibility of contractor non-performance. High prices may not be fair and reasonable. SPRS assesses the price risk by capturing historical pricing data from DoD sources to calculate an average price paid for an item. If the risk is at an unacceptable level, the contracting officer shall consider strategies to mitigate risk which may include the following:
  - Conducting price reasonableness analysis on high/low risk offers and developing price negotiation techniques and procedures;
  - Following the procedures at FAR 13.106 or 15.4 when making award decisions

- **Supplier Risk** means the probability that an award made to a vendor, identified by CAGE code, may subject the procurement to a level of performance risk. The calculation of supplier risk includes, but is not limited to, the probability of a vendor committing fraud and/or introducing counterfeit or non-conforming material into the DoD supply chain. SPRS collects past performance data from designated sources within the Department of Defense to develop a supplier risk score. The score represents the overall procurement risk a supplier poses. Contracting officers shall use the supplier risk score to assess supplier performance. SPRS provides contracting officer a score for the overall assessment of the supplier’s performance and supplier risk. Using the Supplier Risk Score, the contracting officer shall identify “high risk” suppliers and assess the likelihood of non-fulfillment of terms of contract, unsuccessful performance, or supplier risk. The contracting officer shall mitigate risk for these suppliers by:
  - Including clauses in solicitation or resultant contract to strengthen oversight or
  - Removing discretionary clauses to recognize successful performance

**NOTE:** For information on scoring, see the SPRS Data Evaluation Criteria Guide.
2. SPRS USER ROLES AND RESPONSIBILITIES

There are two (2) types of access in SPRS: Awardee/Contractor, and Government DoD. This section describes Contractor User and Government DoD User roles and the responsibilities that accompany them. A list of SPRS Terms and Definitions is contained in Appendix B.

2.1 AWARDEE/CONTRACTOR:

As a contractor you will be able to:

- View your company Reports
- Process Challenges

**NOTE:** Contractors should update the company’s profile at the System for Award Management (SAM) [www.sam.gov](http://www.sam.gov), and identify a Past Performance Point of Contact.

**Contractor User Responsibilities:**

- Obtain a valid ECA/PKI Certificate
- Create an account
- File a Challenge, if necessary

2.2 GOVERNMENT USER

As a Government User you will be able to:

- View Summary Reports
- Perform Risk Analysis
- Obtain Supplier Risk Reports
- Obtain Item Risk Reports
- Obtain Market Research Reports
- Perform Supplier Surveillance
- Provide Feedback
2.3 SPRS CENTRAL DESIGN ACTIVITY (CDA)

NAVSEALOGCEN 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
• Verify databases are available to users
3. ACCESSING SPRS

This section tells you how to modify your Internet Explorer settings for SPRS, how to log in and out of the application, how to change your password, and how to work in SPRS. Internet Explorer (IE) is the preferred browser for SPRS, but others may work as well. Microsoft (MS) Windows is also the preferred operating system, but Apple systems may work if configured similarly.

3.1 MINIMUM ACTIVITY REQUIREMENTS

3.1.1 Software Requirements

SPRS fully supports the latest three major desktop versions of Internet Explorer, and the latest major desktop version of Chrome, Firefox, and Safari. 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. This allows you to view and print the PDF attachments in SPRS. The reader can be downloaded and installed from Adobe Acrobat. If you have any problems downloading or installing the reader, please contact our Technical Support (207) 438-1690, DSN 684-1690, or email webptsmh@navy.mil.

3.2 GOVERNMENT ACCESS TO SPRS

SPRS allows access only to authorized Government users. SPRS access is now granted through a single sign-on capability in the Procurement Integrated Enterprise Environment (PIEE). Click the Request Access tab at the top of the home page. Click the link How to request Government access to SPRS at the web site, for instructions. Go to the PIEE homepage then click Register (https://wawf.eb.mil).
3.3 LOGGING INTO SPRS

Once you complete the computer configurations discussed above and have been granted single sign-on capability in the Procurement Integrated Enterprise Environment (PIEE), you are ready to log into SPRS.

To log into SPRS:

a. Open a browser session. Microsoft® Internet Explorer is preferred.

b. In the Address bar, type the uniform resource locator (URL) supplied above to get access to the SPRS Home page.

Below is the SPRS Home page. The link on the pop out menu National Security Systems (NSS) Restricted List allows access to the National Security Systems (NSS) Restricted List. The next link provides access to NIST SP 800-171 Assessments See 5.1 NIST SP 800-171 Assessments. The following links allow users to Request Access, view Contacts, access SPRS Frequently Asked Questions (FAQs), Related Links (Links), Reference Materials, and other DoD Past Performance Policy Guides (Policy). Check this list of provided references first for any questions concerning SPRS or DoD performance policy. The last link displays Training Opportunities.
c. To request a new account, click the “Request Access” link to be redirected to the Procurement Integrated Enterprise Environment (PIEE).

d. To login to SPRS click the “Login (via PIEE)” button on the top left, or the image of the key (Log into SPRS via PIEE).
3.3.1 SPRS Login

**NOTE:** In accordance with NAVADMIN 200/18, the DoD is in the process of changing the certificates that are on the Common Access Card (CAC). The CAC certificates that are available to login to SPRS are the following:

- Identity (ID)
- Signature (Email)
- Authentication (PIV_Auth)

As of 12 April 2019, the ID and Email certificates will no longer be accepted and only the PIV Auth certificate can be used to login to SPRS.

DoD Users: All CAC users that received their card before 24 February 2018 will need to activate the new PIV_Auth certificate. Instructions to activate the certificate or verify that it has been activated can be found on the Navy Infosec Website (https://infosec.navy.mil/PKI/usn_piv_activation.pdf). CAC users who received their card after 24 February 2018 should already have this certificate activated and no further action is needed.

Note that this only applies to CAC users. DoD ECA and Federal PIV certificates are unaffected by this change.

PKI Information: All DoD employees (military and civilian) using Government Furnished Equipment (GFE) are eligible to obtain certificates from DoD PKI. DoD users are automatically assigned a certificate with their Common Access Card (CAC). Contractors may purchase a certificate through an External Certificate Authority (ECA). SPRS is a DoD site containing contractors' data. All users must have a valid PKI certificate to access SPRS. PKI certificates add an additional security measure to protect contractor's data.

External Certificate Authorities (ECAs) provide digital certificates to the DoD’s private industry partners, contractors using their own equipment or working in non-government facilities, allied partners, and other agencies. Approved ECA Vendors are Operational Research Consultants, Inc. (ORC) [http://www.eca.orc.com](http://www.eca.orc.com) and IdenTrust [http://www.identrust.com/certificates/eca/index.html](http://www.identrust.com/certificates/eca/index.html).

The following site provides additional FAQs on the subject of ECAs: [http://iase.disa.mil/pki/eca/index.htm](http://iase.disa.mil/pki/eca/index.htm)
a. When the “Request Access” link is clicked the following will display

**Figure 2: User Access Request**

b. To request a new account, click the “Click here” link to be redirected to the Procurement Integrated Enterprise Environment (PIEE).

**NOTE:** You will register with PIEE for access to SPRS. Request an Acquisition Professional Role when requesting Government access to SPRS in PIEE.
4. WORKING IN SPRS

SPRS uses two work areas: the menu bar, and the detail area. For most of the tasks you perform in SPRS, you follow this sequence:

a. In the Navigation frame, select the action you want to perform.

b. In the Detail area, work in the window that displays.

**NOTE:** Make sure you use only the menu items, buttons, and controls within the SPRS work areas. To move around in SPRS, do not use your browser’s Back button or Forward button. Instead, make sure you use SPRS’s Window menu and the Navigation frame.

4.1 NAVIGATING IN SPRS

**NOTE:** The content displayed depends on your SPRS access rights. For more information on access rights, refer to Section 2. SPRS USER ROLES AND RESPONSIBILITIES

In the navigation frame, you can perform the following actions:

- Click the “spur” to return to the SPRS Government Main Page
- Log out of the system
- Review SPRS reports
- Submit feedback or suggestions about the application to the SPRS Program Manager
5. REPORTS

Reports allow users to review SPRS information. This includes quality and delivery performance information on all commodities contracts. Users may review quality and delivery records that have been challenged by the contractor, and government users may respond to contractor challenges. SPRS includes a Procurement Risk Assessment capability. Users enter vendor bids and are warned of possible over- or under-payment risks based on historical purchase data. Items identified by agencies/services as High Risk (due to DMSMS, history of counterfeiting, etc.) are flagged with warnings and mitigation strategies.

5.1 NIST SP 800-171 ASSESSMENTS

The NIST SP 800-171 DoD Assessment Methodology enables DoD to assess a contractor's implementation of NIST SP 800-171. Summary level scores of assessments fall into 3 categories: High & Medium, which are completed by the Government, and Basic which are Contractor Self Assessments. NIST SP 800-171 Assessments are viewed by clicking the link from the pop out menu. (See Figure 1: SPRS Home Page)

Figure 4: NIST SP 800-171 Assessments

a. Enter a CAGE Code to retrieve CAGE specific information
b. Click a company name for details
Figure 5: NIST SP 800-171 Assessment Details

c. View detailed list of included CAGEs
5.2 CONTRACTOR SUMMARY REPORT

This is a way for Government Users to view a Contractor’s Summary Report as the Contractor would view it. Select Contractor Summary View in the Navigation frame.

Figure 6: Contractor Summary Report Request

a. Enter a CAGE Code to retrieve information
b. The Summary Report is displayed (See Figure 49: Summary Report Detail)

5.3 NATIONAL SECURITY SYSTEMS (NSS) RESTRICTED LIST


User access to SPRS is expanded to all acquisition personnel in the DoD (and federal agencies, if supporting DoD acquisitions) to ensure access to the NSS Class Determinations. The Director, Defense Pricing and Contracting (DPC), ensures that regulations, policies, and guidance are established or updated to reflect this decision.

All procurement officials, regardless of procurement dollar value, shall verify that the award will not involve any entity listed in the National Security Systems (NSS) Restricted List contained in SPRS when acquiring a “covered system” or a “covered item of supply” as defined at DFARS 239.7301.
To access the NSS Restricted List either click the link from the pop out menu. *(See Figure 1: SPRS Home Page)* or select **NSS Restricted List** in the Navigation frame

a. The displayed results.

![NSS Restricted List Example](image)

**Figure 7: NSS Restricted List Example**
5.4 ENHANCED VENDOR PROFILE

The Enhanced Vendor Profile Report provides detailed, up-to-date supplier profile information on all current DoD vendors supported, by CAGE. To access the Enhanced Vendor Profile Report select Enhanced Vendor Profile in the Navigation frame.

Figure 8: Enhanced Vendor Profile Report Request

a. Enter a CAGE Code OR Company Name
b. Select Fiscal or Calendar Year
c. Click Search
d. The report is displayed
e. Click each tab to display information
f. The Home tab of the Enhanced Vendor Profile report provides Sole source and high risk item metrics, a Defense based news feed with new contracts, and other relevant information.
**Figure 9: Enhanced Vendor Profile Report Home Tab**

g. The next tab is a Programs & Contracts Summary

**Figure 10: Enhanced Vendor Profile Report Programs & Contracts Tab**
h. Next is the Obligations Tab - DoD Obligations by Sector

![Enhanced Vendor Profile Report Obligations Tab]

**Figure 11: Enhanced Vendor Profile Report Obligations Tab**

i. The next tab is Award Breakdowns – a breakdown of awards by DoD agency, NAICS code, & sector
Figure 12: Enhanced Vendor Profile Report Award Breakdowns
j. The last tab is Subsidiaries - Data will be available soon

![Enhanced Vendor Profile Report Subsidiaries](image)

**Figure 13: Enhanced Vendor Profile Report Subsidiaries**

### 5.5 SOLICITATION INQUIRY

To access Solicitation Inquiry select **Solicitation Inquiry** in the Navigation frame.

#### 5.5.1 Standard Assessment

![Solicitation Inquiry Report Request](image)

**Figure 14: Solicitation Inquiry Report Request**

a. Enter Purchase Order/Solicitation Number, PSC(s) and CAGE code(s)

**NOTE:** The Purchase Order/Solicitation Number is free form; must not be previously used. This will only be recorded in the user’s Solicitation history. (You may choose to use the PO along with the current date & your initials.)

b. Up to five (5) PSCs may be entered
c. A single CAGE code, or multiple CAGE codes may be entered

![Solicitation Inquiry Window Single CAGE Code](image)

**Figure 15: Solicitation Inquiry Window Single CAGE Code**

d. To enter a single CAGE code, enter a CAGE code and click the Add CAGE button, a box will appear with the newly added CAGE code

**NOTE:** The Add CAGE button also checks the Excluded Parties List. No CAGE on the EPL may be added.
Once you begin adding CAGE codes a new button will appear, **Remove CAGE Code**. This button will remove a selected CAGE code.

To enter multiple CAGE codes: repeat d. (above) for each CAGE code to be evaluated, or

Enter multiple CAGE codes (up to 5) in the CAGE code entry box, separated by a colon (:) and then click the Add CAGE button, a box will appear with the newly added CAGE codes. **NOTE:** The Add CAGE button also checks the Excluded Parties List, no CAGE...
on the EPL may be added.

**Figure 18: Solicitation Inquiry Window with multiple CAGE Codes**

**Figure 19: Solicitation Inquiry Window Highlight a CAGE Code for Deletion**

i. To remove/delete a selected CAGE Code, click on it to highlight

j. Click Remove CAGE Code
k. Run the inquiry, click Standard Assessment or Best Value Assessment

I. If Standard Assessment is selected the Standard Assessment results are displayed
**NOTE:** Place pointer over the symbol to see a popup containing vendor’s name and address.

k. To view any Detail Report, click the Get Detail Report adjacent to any line displayed on the report. A separate browser window will open and display the Detailed Report for that CAGE and PSC.
Figure 23: Detail Report Negative Records

**NOTE:** The Detail Report shows only Negative Records.

m. Click the Print button to print out any Negative Records
n. Click the View Positive Delivery Records to see all Positive Delivery Records
Figure 24: Detail Report Positive Records

o. Click the Print button to print out Positive Records
p. Click the Back button to return to the Negative Records list
q. Click the “X” to close this separate browser window and return to the Solicitation Inquiry Report Detail screen (See Figure 23: Solicitation Inquiry Report Detail (Standard Assessment))

r. If either Save with Award or Save without Award is selected the following screen will be generated
5.5.2 Best Value Assessment

Best Value Assessment ranks perspective vendors based on Cost, Delivery and Quality.

**NOTE:** The following screens contain fields for PSC Supply Codes. These can be either PSC or NAICS based on selection in Figure 15: PSC or NAICS Selection Screen DoD Only

![Solicitation Inquiry Window (Best Value Assessment)](image)

Figure 26: Solicitation Inquiry Window (Best Value Assessment)

a. Enter Purchase Order/Solicitation Number, PSC(s) and CAGE code(s) as described above *(See 5.5.1 Standard Assessment a.- h.)*

b. Click the Best Value Assessment button
c. User is required to weight categories (Cost, Delivery, Quality) according to importance, **total percentage must equal 100**

and

d. Enter the bid values for each CAGE
Figure 28: Solicitation Inquiry Report (Calculate Best Value), entering weights & values

e. Click Calculate Best Value
f. Vendors are ranked in ‘Best Value’ order

Figure 29: Solicitation Inquiry Report Detail (Calculate Best Value) Best Offer Ranking

g. To view Detail Reports refer to 4.2.1 Standard Assessment k. - q.
h. Check the appropriate box adjacent to the CAGE (vendor) to record Award, if desired
j. Click **Save with Award** or **Back** (no save)
k. If **Save with Award** is selected the Saved Successfully screen will be displayed (See Figure 26: Standard Assessment Saved Successfully)

When either the Save with Award or Back buttons are selected, the information will be stored in the solicitation history table and can be retrieved at a later date using the **Solicitation History Report**. The first column in that report may be checked to indicate which contractor received the award.
5.6 EDIT EXISTING SOLICITATION

5.6.1 Edit Existing Standard Solicitation

To edit an Existing Solicitation select Edit Existing Solicitation in the Navigation frame.

![Image of Solicitation Update (Standard Assessment)](image)

**Figure 31: Solicitation Update (Standard Assessment)**

a. Enter Purchase Order or Solicitation Number, click **Get Report**

![Image of Solicitation Update Example (Award Standard)](image)

**Figure 32: Solicitation Update Example (Award Standard)**

b. To select Award, check the box for the corresponding Awardee
c. Click Save with Award
d. To edit, click Modify

Figure 34: Solicitation Update - Modify Example (Standard)

f. Update CAGE or PSC information and click Standard Assessment (See Figure 23: Solicitation Inquiry Report Detail (Standard Assessment))

g. Choose Save with Award or Save without Award

h. If awarded originally, you will have to check box again and click Save with Award
5.6.2 Edit Existing Best Value Solicitation

**NOTE:** Only Award disposition may be updated for Best Value Assessments. Standard Assessments may be edited. (Add/Remove CAGE Code, Change/Add Supply Code.)

To edit an Existing Solicitation select **Edit Existing Solicitation** in the Navigation frame.

![Figure 35: Solicitation Update (Best Value)](image)

**Figure 35: Solicitation Update (Best Value)**

a. Enter Purchase Order or Solicitation Number, click **Get Report**

![Figure 36: Solicitation Update Report Example (Best Value)](image)

**Figure 36: Solicitation Update Report Example (Best Value)**

b. Only Award disposition may be updated for Best Value Assessments

c. To record award for a particular vendor, check the Award check box next to that vendor and click Save with Award (this does not advise the vendor that he/she was chosen, this is just for the user’s own history)

d. Click Back to cancel without saving

e. If Save with Award is selected the updated successfully screen will be displayed
f. If Solicitation was previously awarded Edit is not available

![Figure 37: Solicitation Update Successful](image)

![Figure 38: Previously Awarded Solicitation (No Edit) Example (Best Value)](image)

g. Awarded Column:

- **Y** = Yes, CAGE Awarded
- **N** = No, CAGE Not Awarded
- **U** = Solicitation Number is Unawarded (no CAGEs awarded at time of History Report)
5.7 SOLICITATION HISTORY REPORT

Solicitation History allows the user to look up the results of past solicitation inquiries.

To access Solicitation History Report select Solicitation History in the Navigation frame.

![Figure 39: Solicitation History Report Request](image)

Any/all of the following may be entered to obtain History:

a. Purchase Order/Solicitation Number *(partial data will retrieve more information, i.e. enter T to retrieve all records that have a Purchase Order/Solicitation Number beginning with the letter T)*.

b. CAGE

c. DUNS

d. Click the Get Report button
**NOTE:** The report displays the history captured when solicitation information was entered. The information includes every CAGE queried at the time the Solicitation Inquiry was saved.

![Solicitation History Report](image)

**Figure 40: Solicitation History Report Detail Example**

- All Solicitations matching search criteria are displayed
- You may download this report to Microsoft Excel, click on the words **Click here** just above the report
- **Awarded Column:**
  - **Y** = Yes, CAGE Awarded
  - **N** = No, CAGE Not Awarded
  - **U** = Solicitation Number is Unawarded (no CAGEs awarded at time of History Report)
- Click the Print button to print out the results
5.8 SUMMARY REPORT

The Summary Report allows Government users to enter DUNS Number and CAGE code(s) to view the vendor’s current classifications.

To access Summary Report, click **Summary Report** in the navigation frame.

![Figure 41: Summary Report Request](image1)

Any/all of the following may be entered to obtain a Summary Report

a. To select which DUNS number to query enter a valid DUNS number and click the **Add DUNS Number** button

![Figure 42: Summary Report Request, entering DUNS Number](image2)
• When the Add DUNS Number button is clicked the CAGE Codes will automatically be selected for that DUNS and appear in the List of selected CAGE Codes box.

**Figure 43: Summary Report Request, List of selected CAGE Codes Box**

b. To select which CAGE codes to query the user enters a CAGE code and clicks the Add CAGE Code button, a box will appear with the newly added CAGE code. To enter multiple CAGE codes:

• You may repeat the first step for each CAGE code to be evaluated, or you may enter multiple CAGE codes in the CAGE code entry box, separated by a colon (:)

**NOTE:** The Add CAGE button also checks the Excluded Parties List, no CAGE on the EPL may be added.
c. When you begin adding CAGE codes a new button will appear (Remove CAGE Code) this button will remove a selected CAGE code

d. To filter reports for specific PSC Codes, the user enters a PSC code and clicks the Add Supply Code button. A box will appear with the newly added PSC code. To enter multiple PSC codes
- You may repeat step d. for each PSC code to be evaluated, or you may enter multiple PSC codes in the PSC code entry box, separated by a colon (:

**Figure 46: Summary Report Request, entering multiple PSC Codes**

- When you begin adding PSC codes a new button will appear (Remove PSC Code) this button will remove a selected PSC code
Figure 47: Summary Report Request with multiple PSC Codes

e. To run the desired inquiry the user must click the Run Summary Report button. The following report will be displayed
**Figure 48: Summary Report Detail**

f. From this screen the user may select any PSC from the Current Classifications list to view a Detailed Report for that contractor. Click any linked **PSC** on the Summary Report to generate a Detailed Report for that PSC and CAGE (linked items are blue and underlined)


g. Click the Print button to print out the Summary Report

h. Click any Point of Contact to send email

i. Click the **Govt Main Page** link to return to the Main Page or click the **Logout** link to log out of SPRS and be returned to the login screen
5.8.1 Detailed Report (Summary Report PSC)
The Detailed Report contains all the negative records that impact the classification. All Government users can generate a Detailed Report by linking to the report from the Summary Report Screen (See Figure 24: Detail Report Negative Records). Click any linked PSC on the Summary Report to generate a Detailed Report for that PSC and CAGE (linked items are blue and underlined).

Figure 49: Detailed Report (Summary Report PSC)

a. Click the Print button to print out the Detailed Report
b. Click View Positive Delivery Records to view positive records
5.9 DETAIL REPORT POS/NEG RECORDS
The Detail Report Pos/Neg Records retrieves only the positive or negative records for a particular CAGE/Supply Code. To access the Detail Report Pos/Neg Records select **Detail Report Pos/Neg Records** in the Navigation frame.

![Figure 50: Detail Report Pos/Neg Records Report Request](image)

- Select the radio button to retrieve records by FSC or NAICS
- Enter the CAGE & Supply Code to be searched
- Click the button to display either All Positive or All Negative Records
### Figure 51: Detail Report Positive Records

**Source Selection Sensitive Information, See FAR 2.101, 3.104, and 42.1503**

**Please select the type of Supply Code you will be searching on:**
- TSC by ☐
- NAICS by ☐

**CAGE Code:**

**Supply Code:**

**Company Name:** PERFORMANCE STANDARD GP

**Company Address:** 1

**PORTSMOUTH**

**Positive Delivery 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>
</tr>
</thead>
<tbody>
<tr>
<td>OCS RICHMOND</td>
<td>SPR56790F102</td>
<td>6210018272727</td>
<td>01/27/2017</td>
<td>01/02/2017</td>
<td>01/31/2017</td>
<td></td>
<td></td>
</tr>
<tr>
<td>OCS RICHMOND</td>
<td>SPR56790F1812</td>
<td>621001316836</td>
<td>01/10/2017</td>
<td>01/04/2017</td>
<td>01/12/2017</td>
<td></td>
<td></td>
</tr>
<tr>
<td>OCS RICHMOND</td>
<td>SPR86943W1095</td>
<td>621601316836</td>
<td>01/10/2017</td>
<td>01/03/2017</td>
<td>01/12/2017</td>
<td></td>
<td></td>
</tr>
<tr>
<td>OCS RICHMOND</td>
<td>SPR86943W1095</td>
<td>6666011808386</td>
<td>02/06/2017</td>
<td>01/18/2017</td>
<td>01/24/2017</td>
<td></td>
<td></td>
</tr>
<tr>
<td>OCS RICHMOND</td>
<td>SPR55699202</td>
<td>621001316836</td>
<td>11/11/2015</td>
<td>10/10/2016</td>
<td>10/14/2016</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Positive Material Inspection Record(s):**

No Data

**Positive Survey Record(s):**

No Data

**Positive Test Record(s):**

No Data
**Figure 52: Detail Report Negative Records**
5.10  SUPPLY CODE RELATIONSHIP REPORT

The Supply Code Relationship Report verifies the current data integrity relationships between FSC to NAICS and NAICS to FSC supply codes. To access the Supply Code Relationship Report select **Supply Code Relationship Report** in the Navigation frame.

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

![Figure 53: Supply Code Relationship Report Request](image)

![Figure 54: FSC to NAICS example](image)
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 GR CP**
  - **NAICS 336413: OTHER AIRCRAFT PART AND AUXILIARY EQUIPMENT MANUFACTURING**

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

- **FSC 2420: TRACT WHLD**
  - **NAICS 332439: OTHER METAL CONTAINER MANUFACTURING**

- **FSC 2420: TRACT WHLD**
  - **NAICS 332999: ALL OTHER MISCELLANEOUS FABRICATED METAL PRODUCT MANUFACTURING**

- **FSC 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 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 55: Supply Codes Relationship to Performance Scores Help**
5.11 RISK ANALYSIS

SPRS provides a procurement risk assessment in three areas:

- **Price** – over-/under-bid risk based on previous buys since 2010, escalated for inflation
- **Item** – identified application or safety criticality; potential for counterfeiting, nonconforming material, diminishing sources of supply
- **Supplier** – a Standalone way to see detailed Supplier Risk

The Price Risk Assessment calculates the Historical Price (escalated for inflation) -- what an item should cost, based on previous buys. It is the average of all purchases reported since 2010, excluding certain extremely high prices (outliers), and escalated by Bureau of Labor Statistics inflation indexes.

Bids are scored by their difference from Historical Price.

**To access Risk Analysis:**

a. In the navigation frame, click **Risk Analysis**.

![Risk Analysis Report Request](image)

Figure 56: Risk Analysis Report Request

b. Enter Purchase Order/Solicitation Number

**NOTE:** The Purchase Order/Solicitation Number is free form; must not be previously used. This will only be recorded in the user’s Assessment history.
Click the dropdown to choose to search for report information by National Stock Number (NSN), Internet Blog Serial Number (IBSN), Universal Product Code (UPC), GS1, or Manufacturer CAGE and Part Number.

c. If a Material ID is entered and Search is clicked, the history will be searched and the system will return PO/ Solicitation numbers found that match the input. These are returned as links, you may click them to open a new window displaying that Procurement Risk Report.

d. To perform a new Risk Analysis:

**NOTE:** Data available only for valid Material IDs

a. Enter Material ID

b. Enter each CAGE & bid price individually, and click the Add to List button for each

*Or*

Enter a comma delimited list into the box, click the Add to List button, all will be added at once

![Figure 57: Risk Analysis Report Multiple CAGE Codes Added to List](image)

e. Click Delete to remove a CAGE Code

f. Once all desired CAGE Codes and Bids have been entered click Run Report
g. The Risk Analysis Report is displayed
   - The Header provides an overview of the solicitation, an alert if the NSN is considered a High Risk Item, and the Average Price the last time the item was purchased.
   - The first 3 columns contain Vendor information. The next 3 columns contain the vendor’s scores. The last 3 columns contain the entered bid amount & where it falls in comparison to the Average Price.

h. Click the Print button to Print this report

i. Click the Alert, if displayed, to view the Agency-supplied risk detail

j. Click the Save Solicitation button to save this Solicitation (See Figure 67: Risk Analysis – Solicitation Saved)

k. Click the **Show Quality and Supplier Color Legend** link to display the Color Legend

l. Click any linked **CAGE Code** to view Vendor information

---

**Figure 58: Risk Analysis Report**
Figure 59: Risk Analysis Report Vendor Information

m. Click a linked **Supplier Risk Score** to display the Detailed Supplier Risk Report (See Figure 61: Detailed Supplier Risk Report)

n. Click the **View All** (left) to view Summary Reports (See Figure 49: Summary Report Detail)

o. Click the **View All** (right) to view Quote & Purchase History (Detailed Risk Analysis Report)
Figure 60: Quote & Purchase History (Detailed Risk Analysis Report)
p. Quote & Purchase History table and Chart (Detailed Risk Analysis Report)

- First Table lists:
  - CAGE
  - Company Name
  - Quote Price
  - Price Difference

- Second table lists:
  - Purchase History (If there is too much data to fit in these tables comfortably, page numbers will display below the table allowing you to page through all the data, just click a page number or “Next”)

- Charts show the upper and lower bounds (control limits) of the Predicted Range; for the statistically minded users, these are the ±2 standard deviations

- First chart shows Historical Prices, including inflation, plotted over the expected range of prices

- Second chart shows the Current Offers

- These are a visual representation of where entered bid prices fall within the expected range

- The Expected Range Control Limits are shown as follows:
  - UCL = Upper Control Limit = HPP + 2σ (red)
  - LCL = Lower Control Limit = HPP - 2σ (yellow)
  - HPP (blue)

- Entered Bids are displayed as green dots on the charts.

- Selecting the legend items turns the lines on and off this is helpful if bids (green) are hidden by lines

- Hover over points for detail
Figure 61: Detailed Item Risk Report

q. If the **HIGH RISK ITEM** alert is displayed in the Header click to display the Agency-supplied risk detail
   - Detailed Item Risk Report
     - displays Agency-supplied risk detail
     - provides one or more reasons for the item to be considered High Risk
     - displays suggested mitigation strategies based on agency policies
r. Click Back to return to the Risk Analysis Report screen
s. Click Print on any screen to print the screen
t. Click the linked Here on the Summary Risk Analysis Report to download Supplier Detail Data, Negative Quality and Delivery Data, and/or Positive Quality and Delivery Data

u. Click any linked Supplier Risk Score on the Summary Risk Analysis Report to display the Detailed Supplier Risk Report (See Figure 60: Risk Analysis Report Vendor Information).

**NOTE:** The Supplier Score shown when performing a procurement Risk Analysis also considers if the vendor is on DLA’s Qualified Manufacturer/Producer List, so it may be different than the one displayed in the standalone Supplier Risk report.

v. Scored Data are Factors that go into the numerical score. If records are > 0, the Factor becomes a link to display additional detail.

w. Info Only is data of interest but not scored. Detail is available if records are > 0
x. Click the **Show More Detail** link for Scored Data, additional detail opens on the bottom of the screen.

![Detailed Supplier Risk Report](image)

**Figure 63: Scored Data - Show More Detail**

y. Click the **Quality Score Rankings** link under Scored Data (See Figure 63: Detailed Supplier Risk Report)
**Figure 64: Scored Data - Quality Score Rankings**

aa. The Quality Score Rankings are displayed at the bottom of the screen
bb. Click any PSC to see Detail Report for that PSC *(See Figure 50: Detailed Report (Summary Report PSC))*
cc. Any linked Factor may be clicked to in this way to display additional information
dd. Click the **Show More Detail** link for Info Only, additional detail opens on the bottom of the screen
Figure 65: Info Only - Show More Detail

If Save Solicitation is selected the following screen will be displayed (See Figure 59: Risk Analysis Report)
Figure 66: Risk Analysis – Solicitation Saved

- Click **View PDF** to view saved solicitation
Figure 67: Risk Analysis Printable/savable PDF
5.11.1 Retrieving Previously Saved Risk Analysis

a. In the navigation frame, click **Risk Analysis**. Enter existing PO/Solicitation number

b. If a matching Risk Analysis record is found the following screen is displayed

![Figure 68: Matching Risk Analysis record found](image)

Figure 68: Matching Risk Analysis record found

c. Click solicitation number to display printable/savable PDF *(See Figure 68: Risk Analysis Printable/savable PDF)*
5.12 SUPPLIER RISK REPORT

The Supplier Risk Report is a Standalone way to see detailed Supplier Risk.

To access Supplier Risk Report:

a. In the navigation frame, click **Supplier Risk Report**.

![Figure 69: Supplier Risk Report Request](image)

b. Enter CAGE Code
c. Click Search
d. The information will display *(See Figure 63: Detailed Supplier Risk Report Figure 62: Detailed Supplier Risk Report and 5.11 Risk Analysis - items u. through cc.)*

**NOTE:** The Supplier Score shown in the standalone Supplier Risk Report does not consider if the vendor is on DLA’s Qualified Manufacturer/Producer List, so it may be different than the one displayed when performing a procurement Risk Analysis report.
5.13 ITEM RISK REPORT

The Item Risk Report is a Standalone way to see detailed Item Risk.

To access Item Risk Report:

a. In the navigation frame, click Item Risk Report.

b. Click the dropdown to choose to search for report information by National Stock Number (NSN), Internet Blog Serial Number (IBSN), Universal Product Code (UPC), GS1, or Manufacturer CAGE and Part Number

c. Enter Material ID

d. Click Search

Figure 70: Item Risk Report Request
Figure 71: Detailed Item Risk Report
e. Detailed Item Risk Report:
   • displays Agency-supplied risk detail
   • provides one or more reasons for the item to be considered High Risk
   • displays suggested mitigation strategies based on agency policies
   • Purchase History Table lists:
     • CAGE
     • Dates the item was Purchased
     • Unit Price
     • Purchase History  (If there is too much data to fit in these tables comfortably, page numbers will display below the table allowing you to page through all the data, just click a page number or “Next”)
   • Chart shows the upper and lower bounds (control limits) of the Predicted Range; for the statistically minded users, these are the ±2 standard deviations
   • The chart shows Historical Prices, including inflation, plotted over the expected range of prices
   • Hover over points for detail (Refer to Section 4.6 Risk Analysis item p. for more information.)
5.14 MARKET RESEARCH REPORT

The Market Research Report is a tool for the acquisition community. One-stop shop for prices and supplier risk scores for previous buys.

To access the Market Research Report:

a. In the navigation frame, click **Market Research Report**

![Figure 72: Market Research Report Request](image)

b. Click the dropdown to choose to search for report information by National Stock Number (NSN), Internet Blog Serial Number (IBSN), Universal Product Code (UPC), GS1, or Manufacturer CAGE and Part Number

c. Enter Material ID

d. Click Search
Figure 73: Market Research Report
d. Market Research Report:
   - displays Agency-supplied risk detail
   - provides one or more reasons for the item to be considered High Risk
   - displays suggested mitigation strategies based on agency policies
   - Purchase History Table lists:
     - CAGE
     - Dates the item was Purchased
     - Unit Price
     - Average Price
     - Average Price Comparison (If there is too much data to fit in these tables comfortably, page numbers will display below the table allowing you to page through all the data, just click a page number or “Next”)
   - Chart shows the upper and lower bounds (control limits) of the Predicted Range; for the statistically minded users, these are the ±2 standard deviations
   - The chart shows Historical Prices, including inflation, plotted over the expected range of prices (Hover over points for detail) (Refer to Section 4.6 Risk Analysis item p. for more information.)
   - Supplier Risk Scores for past vendors

e. Click a linked Supplier Risk Score to display the Detailed Supplier Risk Report (See Figure 63: Detailed Supplier Risk Report)
5.15 SUPPLIER SURVEILLANCE REPORT

Supplier Surveillance is a tool for users to focus on vendors supplying particular items. Given a material ID, reports will return all CAGEs supplying the item. Users can filter the report based on Supplier Risk Scores (e.g., only show vendors of a particular item with a RED score).

To access the Supplier Surveillance Report:

a. In the navigation frame, click **Supplier Surveillance Report**.

b. Click the dropdown to choose to search for report information by National Stock Number (NSN), Internet Blog Serial Number (IBSN), Universal Product Code (UPC), GS1, or Manufacturer CAGE and Part Number

   Or

   Search by Quality Score color (Select color by clicking on it, or select multiple colors by holding the CTL key and clicking on them)

   Or

   Search by search by Material ID of your choice and Quality Score color or colors
c. If you chose to search by Material ID the following is displayed

![Supplier Surveillance Report by Material ID](image)

**Figure 75: Supplier Surveillance Report by Material ID**

d. Click on either the linked NIIN or PSC to display the Detailed Item Risk Report *(See Figure 62: Detailed Item Risk Report)*

e. If you chose to search by Quality Score Color or Colors the following is displayed

![Supplier Surveillance Report by Quality Score Color(s)](image)

**Figure 76: Supplier Surveillance Report by Quality Score Color(s)**

f. On either of the above screens click any CAGE, Company Name, or Supplier Risk Score
to display the Supplier Risk Report for your selection (See Figure 63: Detailed Supplier Risk Report)
5.16 FEEDBACK/CUSTOMER SUPPORT

Feedback/Customer Support allows the user to submit feedback or suggestions about the application to the SPRS Program Manager.

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

To access Feedback/Customer Support:

a. In the navigation frame, click on Feedback/Customer Support

b. POC data is prepopulated from the user’s profile

c. Select desired Category from the drop down list

![Feedback/Customer Support Window](image-url)

Figure 77: Feedback/Customer Support Window
**Figure 78: Feedback/Customer Support Window Dropdown**

d. Add comments to the Description section and click the Submit button to send your comments to the SPRS Program Manager
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>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>SPRS -SVD-1.0</td>
<td>Software Version Description for SPRS 1.0</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>Contractor and Government Entity Code</td>
</tr>
<tr>
<td>CDA</td>
<td>Central Design Activity</td>
</tr>
<tr>
<td>DRS</td>
<td>Deficiency Reporting System</td>
</tr>
<tr>
<td>DUNS</td>
<td>Data Universal Numbering System</td>
</tr>
<tr>
<td>PSC</td>
<td>Product Service Code</td>
</tr>
<tr>
<td>JDRS</td>
<td>Joint Deficiency Reporting System</td>
</tr>
<tr>
<td>MPIN</td>
<td>Marketing Partner Identification Number</td>
</tr>
<tr>
<td>NAICS</td>
<td>North American Industry Classification System</td>
</tr>
<tr>
<td>PDREP</td>
<td>Product Data Reporting and Evaluation Program</td>
</tr>
<tr>
<td>POC</td>
<td>Point of Contact</td>
</tr>
<tr>
<td>SPRS</td>
<td>Supplier Performance Risk System</td>
</tr>
<tr>
<td>PQDRs</td>
<td>Product Quality Deficiency Reports</td>
</tr>
<tr>
<td>SAM</td>
<td>System for Award Management</td>
</tr>
</tbody>
</table>
### APPENDIX A: SPRS TERMS AND DEFINITIONS

<table>
<thead>
<tr>
<th>TERM</th>
<th>Definition</th>
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</table>
| Contractor Access  | View company information.  
|                    | View Contractor Summary Reports.  
|                    | Execute Supply Code Relationship Reports.  
|                    | Execute Supplier Risk Report.  
|                    | View Contractor Detailed Reports.  
|                    | File a Challenge, if necessary.  
|                    | View the results of challenged reports.                                    |
| Government Access  | View and modify your account information.  
|                    | View All SPRS Reports.  
|                    | Provide customer feedback.                                                 |


APPENDIX B: TROUBLESHOOTING

Should you need assistance with SPRS, read the following troubleshooting hints and tips to help you 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>Possible software or hardware changes to users PC.</td>
<td>Local IT personnel</td>
</tr>
<tr>
<td>SPRS is not running efficiently. Is the trouble isolated or widespread? Is everyone having the same problem or just one person or one group of people?</td>
<td>Possible local PC issue or local network issues.</td>
<td>Local IT personnel*</td>
</tr>
<tr>
<td>SPRS is unavailable due to batch operations.</td>
<td>Possibility that SPRS batch jobs may be running.</td>
<td>SPRS Administrator: Administrator may check the site’s batch schedule.</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 DSN 684-1690 for assistance.
APPENDIX C: NAVIGATION FRAME ITEMS

<table>
<thead>
<tr>
<th>ITEM</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Govt Home</strong></td>
<td>Returns the user to the SPRS Government Main Page.</td>
</tr>
<tr>
<td><strong>Logout</strong></td>
<td>Used to log out of the system.</td>
</tr>
<tr>
<td><strong>Contractor Summary View</strong></td>
<td>Allows Government Users to view a Contractor’s Summary Report as the Contractor would view it</td>
</tr>
<tr>
<td><strong>NSS Restricted List (fmr Section 2339a List/Sec 806)</strong></td>
<td>Allows users to view the NSS Restricted List</td>
</tr>
<tr>
<td><strong>NIST SP 800-171 Assessments</strong></td>
<td>Enables DoD to assess a contractor's implementation of NIST SP 800-171</td>
</tr>
<tr>
<td><strong>Enhanced Vendor Profile</strong></td>
<td>Provides detailed, up-to-date supplier profile information on all current DoD vendors supported, by CAGE</td>
</tr>
<tr>
<td><strong>Solicitation Inquiry</strong></td>
<td>Allows users to view summary and detailed reports. Optionally the user may select to indicate which contractor received the award</td>
</tr>
<tr>
<td><strong>Edit Existing Solicitation</strong></td>
<td>Allows users to enter Purchase Order or Solicitation Number to edit or update input from Solicitation Inquiry.</td>
</tr>
<tr>
<td><strong>Solicitation History</strong></td>
<td>Allows users to retrieve the results of solicitation inquiries that were previously saved.</td>
</tr>
<tr>
<td><strong>Summary Report</strong></td>
<td>Allows users to enter CAGE Code(s) and PSC(s) to view the contractor’s current classifications.</td>
</tr>
<tr>
<td><strong>Risk Analysis</strong></td>
<td>Provides a procurement risk assessment in three areas: Price – over-/under-bid risk based on previous buys since 2010, escalated for inflation Item – identified application or safety criticality; potential for counterfeiting, nonconforming material, diminishing sources of supply Supplier – Detailed Supplier Risk Report</td>
</tr>
<tr>
<td><strong>Supplier Risk Report</strong></td>
<td>Standalone way to see detailed Supplier Risk</td>
</tr>
<tr>
<td><strong>Item Risk Report</strong></td>
<td>Standalone way to see detailed Item Risk</td>
</tr>
<tr>
<td><strong>Market Research Report</strong></td>
<td>Acquisition community tool. One-stop shop for prices and supplier risk scores for previous buys</td>
</tr>
<tr>
<td><strong>Supplier Surveillance</strong></td>
<td>Tool to focus on vendors supplying particular items</td>
</tr>
<tr>
<td><strong>Feedback/Customer Support</strong></td>
<td>Allows users to provide a customer feedback rating of the information provided by SPRS for solicitation.</td>
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</tbody>
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