

#### SLIDE 1

Welcome to the Supplier Performance Risk System, SPRS Version 4.0, Summary Report and Challenge Process for Contractors Tutorial.

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

The Summary Report is also where Vendors have the ability to dispute any record, they believe is inaccurate, using the Challenge process.

#### SLIDE 2

User roles control what users have access to when accessing SPRS to run a Summary Report. There are two user role types for vendors, Contractor/Vendor or Cyber Vendor User roles. When applying for access, select the Contractor/Vendor user role to allow users access to run the Summary Report.

#### SLIDE 3

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

#### SLIDE 4

To access Summary Report:

Select the [Summary Report](#) link from the Menu.

#### SLIDE 5

Click into the CAGE Code box to open the drop down menu of the CAGEs associated with the user's PIEE Profile. Select up to five (5) CAGE Codes. Click Run Summary Report. The default report will return all data organized by the Federal Supply Code or Product Service Code (FSC/PSC). To refine your search results by FSC/PSC, enter an FSC/PSC into the text box or a comma-delimited list of supply codes.

#### SLIDE 6

To search by the North American Industry Classifications System (NAICS), click the NAICS radio button to change the Supply Code type and enter a NAICS or a comma-delimited list of the supply codes into the text box.

To view the relationship between FSC/PSC and NAICS use the Supply Code Relationship Report from the SPRS menu.

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The Summary Report opens to an overview page that includes searched criteria, the SPRS Color Legend, and a classification table with tabs for each of the CAGE(s) searched.

#### SLIDE 8

Edit the report search fields at the top to enter or remove additional CAGE Code(s) or Supply Code(s) and click Run Summary Report to rerun the report.

#### SLIDE 9

The SPRS Color Legend at the top of the page lists the color classifications used in the Weighted Quality Performance and Supplier Risk scoring to communicate information about scored and unscored data. For vendors who have contracted with the DoD within the last three (3) years, Color Score assignment for scored records represents a comparative assessment following a normal statistical distribution.

The Weighted Quality Performance color score ranks only the vendors supplying a specific Supply Code. Vendor rankings are re-calculated whenever new data is introduced into the system.

#### SLIDE 10

The top scored percentage group is Blue and the lowest scored percentage group is Red. Color codes for unscored records are listed. Further explanation of White and Green asterisked colors are available in the SPRS Evaluation Criteria Manual, located here: **[https://www.sprs.csd.disa.mil/pdf/SPRS\\_DataEvaluationCriteria.pdf](https://www.sprs.csd.disa.mil/pdf/SPRS_DataEvaluationCriteria.pdf)**

#### SLIDE 11

Next, the search results are displayed in a table with the following information: Classification Date, CAGE, Company name and address, Report timestamp, Supply Code(s) for the selected Supply Code type, Weighted Delivery Score, Weighted Quality Performance color, and Scored record counts in parenthesis (). Classification Date is the date the scores were last derived.

Click through the CAGE tabs to view data for each searched CAGE.

#### SLIDE 12

At the bottom, click the relevant Service in the Point(s) of Contact list to send questions about a specific record via email to the component involved.

#### SLIDE 13

Click the outlined 'Supply Code' to view Summary Report Detail.

#### SLIDE 14

The top section includes the searched criteria, challenge legend, and vendor information.

#### SLIDE 15

Select the Vendor Detail button to see additional vendor information, click the Vendor Basic button to return to a condensed version of the contractor information.

#### SLIDE 16

The Report Detail defaults to display the negative Delivery Records for the selected CAGE/Supply Code combination.

The record data type and associated record count display on each tab. Click on the different tabs to review the records. Select the Display Positive Detail Records button to see the positive records for that CAGE/Supply Code combination.

#### SLIDE 17

Unscored records appear first followed by scored records. The Scored column will show an N for unscored and a Y for scored records. Scored and unscored records display in descending order of the record identifier. For example, Contract Reference for Delivery Records, or Alert number for GIDEP records. An arrow in the column identifies the sort.

Preview Records, data received less than or equal to 14 Days, will show an N in the Scored column, these records are not used in scoring until the 15th day.

The records found within each of the tabs may be filtered and sorted. Columns may be sorted Ascending/Descending.

Columns may be toggled on/off from any column.

Columns may be filtered.

#### SLIDE 18

The report defaults to show 20 records per page. The total number of records are identified at the bottom right of the table. A user can change the number of records per page with the drop down and move through multiple pages by selecting a page number or arrows.

Finally, use the scroll bars to view information that may be out of the page view.

#### SLIDE 19

Delivery scores and Quality classifications are calculated on a daily basis. Fluctuation in score may be the result of the other vendors' scoring and not the result of a change in the user's data.

It is the responsibility of the user to monitor their SPRS account and 'challenge' records when they feel data is inaccurate. Users must have objective quality evidence (OQE) to support their claim.

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To challenge a record, click the check box in the Challenge column at the far left of the record believed to be inaccurate. Users may select multiple records supported by the same OQE.

#### SLIDE 21

Click the Process Challenge button at the top of the data tab. A pop-up will open with the challenge date, destination email address, data points related to the challenged record(s), and a message area.

#### SLIDE 22

Enter supporting detail in the free form box to explain the challenge. Click the Select Files button to add a file with necessary OQE.

#### SLIDE 23

Some examples of OQE include PDFs of government receiving reports, contract terms, and modifications, correspondence with the Contracting Officer or Contracting Specialist, and Bill of Lading documents that show receiving date.

#### SLIDE 24

To save a copy for local records, click Save As PDF at the top of the screen. Click the Submit button to forward to the POC identified at the top of the page. Click the Cancel button to close without sending, a draft will not be saved, and records selected will be cleared.

#### SLIDE 25

After submitting a challenge, a pop-up will indicate the system is processing followed by an email confirmation. Click Ok to proceed. The application will not be available until this process is complete.

#### SLIDE 26

The government POC may request more information, or simply 'Uphold' or 'Deny' the challenge. Users will receive a SPRS system email advising them of the action taken. If the challenge is denied, the user may submit a second and final challenge with new or additional OQE.

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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.

#### SLIDE 28

Records challenged during this time are not used in scoring while they are adjudicated and will be identified by a C in the Challenge Code column.

#### SLIDE 29

Records with a Y in the Scored column are visible to government personnel and are used in scoring. Records challenged in this category continue to be used in scoring while they are adjudicated and will be identified by an L in the Challenge Code column.

The 'Challenge Code' column of the record will reflect a "U" - Challenge Upheld or "D" - Challenge Denied, after adjudication. Users may refer to the Challenge Code Index at the top of the page.

#### SLIDE 30

To obtain an Excel spreadsheet of the report, select the Export button from the Toolbar. An indicator will pop up indicating the request has been received, select okay. An email

will be sent when the report is available in the Download module, if the email is not received, check Junk or Spam mail.

#### SLIDE 31

The report will be available in the Downloads module for five (5) days before being removed. The report can be retrieved again by going to the module and using the Export in the Toolbar again.

#### Slide 32

To print the browser screen currently available, use the print option in the Toolbar. This will allow the current report to be printed or saved as a PDF.

#### SLIDE 33

The informational question mark option on the Toolbar will open a new tab with the SPRS home page displayed.

#### SLIDE 34

Additional references include: the Evaluation Criteria Manual for scoring details, listed here: [https://www.sprs.csd.disa.mil/pdf/SPRS\\_DataEvaluationCriteria.pdf](https://www.sprs.csd.disa.mil/pdf/SPRS_DataEvaluationCriteria.pdf)

The SPRS Frequently Asked Questions (FAQs) webpage for additional scoring questions listed here: <https://www.sprs.csd.disa.mil/faqs.htm#score>

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

#### SLIDE 35

SPRS contact information can be found at the SPRS website located at the URL listed here: <https://www.sprs.csd.disa.mil>

SPRS Help Desk is available Monday through Friday 6:30am to 6:00pm Eastern Time. Help Desk Email are listed here: [sprs-helpdesk@us.navy.mil](mailto:sprs-helpdesk@us.navy.mil)

#### SLIDE 36

Within the application, questions may be submitted via the Feedback/Customer Support link in the menu or the Toolbar.

#### SLIDE 37

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