Department of Defense
Past Performance Information Retrieval System
(PPIRS)
for
Awardees/Contractors

Software User Manual

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PPIRS for Awardees/Contractors Document Acceptance

The undersigned agree this Past Performance Information Retrieval System (PPIRS) for Awardees/Contractors Version 2.2.20 accurately describes the PPIRS-RC/SR Secure contractor Logon account creation.

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Project Manager

RECORD OF VERSIONS AND CHANGES

Document Version #	Version Date	Detailed Description of Change
1	JUNE 2014	Baseline document

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1. WHAT IS PPIRS?

Background: On July 1, 2002, the Federal Past Performance Information Retrieval System (PPIRS) became a reality. It affords federal government Contracting Officers and Source Selection officials with a "one-stop shop" for retrieving a potential supplier's past performance history. This history is measured by report cards on existing contracts that have been completed by government Program Managers or Contracting Officials. PPIRS was designed to be easy to access by all authorized users.

Past Performance Information Retrieval System - Report Cards (PPIRS-RC) provides a query capability for authorized users to retrieve report card information detailing a contractor's past performance. Federal regulations require that report cards be completed annually by customers during the life of the contract. PPIRS functions as the central warehouse for completed report cards/assessments. In May, 2010, the Office of Federal Procurement Policy (OFPP) and the Acquisition Committee for eGovernment (ACE) determined that the Defense (DoD) Contractor Performance Assessment System (CPARS) will be utilized as the single past performance reporting system federal-wide to collect and transmit performance evaluations to PPIRS. Further, no new systems will be built. Agencies should not invest any resources into developing or improving a capability for past performance reporting. This decision was based on NIH's retirement of CPS, the on-going efforts to establish a standard method and criteria for conducting past performance reporting, and the recent implementation of Federal Awardee Performance and Integrity Information System (FAPIIS) which already requires Agency use of CPARS as the data entry module.

PPIRS also has performance assessment reports received from the following performance information collection systems obtained before the full transition to CPARS:

NIH’s Contractor Performance System (CPS)
NASA’s Past Performance Data Base (PPDB)
DoD’s Architect-Engineer Contract Administration Support System (ACASS)
DoD’s Construction Contractor Appraisal Support System (CCASS)
The Department of Education (DOE)
The National Geospatial-Intelligence Agency (NGA)

The Contractor Performance Assessment System (CPARS) program office may be contacted at 207-438-1690.

Background: In December 2007 - James Finley (Deputy Under Secretary of Defense for Acquisition and Technology) directed all Military Departments, Defense Agencies and DoD Field Activities to take the necessary actions to fully deploy PPIRS-SR. Full deployment was completed FY-11.

Past Performance Information Retrieval System Statistical Reporting (PPIRS-SR) provides past delivery and quality performance information for commodities including contracts under the thresholds established in the PPIRS report card system. The sources of data include: the Department of Navy's Product Data Reporting and Evaluation Program (PDREP), the Army's Logistics Modernization Program - Virtual Contracting Enterprise Reporting and Delinquency System (LMP-VCERADS), the Air Force's JO18 (Delivery), the Joint Deficiency Reporting System (JDRS) for joint Services aviation PQDRs, and DLA's Enterprise Business System's (EBS) Procurement. The Air Force delivery system JO18 is fed from JO41 and is used only by the three Air Force Logistics Centers (Robins AFB, Tinker AFB, and Hill AFB).

1.1 WHAT'S NEW IN VERSION 2.2.20?

PPIRS is a web-enabled application accessed through the Naval Sea Logistics Center Detachment Portsmouth web applications at **www.PPIRS.gov** Government users fill out an on-line request for an account in order to gain system access. After establishing a User Id/Password, access to the group is granted, and each user may access the Government Main Page. The PPIRS web page is located on the PPIRS home page. You must go to the Government Logon to request a User Id and Password.

The new Awardee/Contractor functionality requires that each Awardee/Contractor create an account that is unique to them. No duplicate User IDs and User Emails will be allowed. This change in the security is implemented to easily track Contractor usage of the system as well as avoid the use of the Marketing Personal Identification Number (MPIN) which is the Company's personal code and can be used by anybody who has knowledge of it.

Contractor account creation is described in this document.

1.2 DOCUMENT OVERVIEW

This software user's manual provides instructions and step-by-step procedures for the PPIRS Version 2.2.20 contractor account creation. It describes procedures for gaining access to PPIRS. Dissemination of this document is approved for public release with unlimited distribution. The content of all data files referenced within this manual are sensitive but unclassified; many are controlled by the Privacy Act of 1974; and all must be handled accordingly.

2. PPIRS USER ROLES AND RESPONSIBILITIES

There are four types of access in PPIRS: Awardee/Contractor, Awardee/Contractor (Without PKI), Federal, and DoD. Government users (Federal and DoD) may also be set up in the role of group Administrator. This section describes the Awardee/Contractor role and the responsibilities that accompany it.

2.1 AWARDEE/CONTRACTOR:

As a contractor you will able to:

- View ALL of your company Reports, including those in the PPIRS-RC, PPIRS-SR and FAPIIS modules.

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

Contractors must specify a Marketing Partner Identification Number (MPIN).

All Contractors are required to create an account using the Request Account button on the top of the page in PPIRS. In order to create an account, you will need the DUNS and MPIN information for all the records for which you need access.

Contractor User Responsibilities:

- Create an account
- Obtain a valid PKI Certificate (if desired)
- Create a strong password if access established without PKI

2.2 PPIRS CENTRAL DESIGN ACTIVITY (CDA)

NAVSEALOGCEN DET PORTSMOUTH is the PPIRS Central Design Activity that develops, designs, and maintains the PPIRS applications. The CDA will:

- Maintain PPIRS software
- Maintain PPIRS documentation
- Provide training and documentation to activity personnel
- Provide Customer Support Center to answer customer questions
- Respond to reported questions and/or problems in PPIRS
- Provide technical expertise in PPIRS application administration and processing
- Verify databases are available to users

3. ACCESSING PPIRS

This section tells you how to modify your Internet Explorer settings for PPIRS, how to log in and out of the application, how to change your password, and how to work in PPIRS. Internet Explorer (IE) is the preferred browser for PPIRS, 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 Hardware Requirements For Activity

The hardware required for installing, configuring, maintaining, and running PPIRS is listed below.

Minimum Client PC Requirements

Type	Recommended Minimum
CPU	Pentium II/800 Processor
Memory	256 Mb RAM
Video display	Per Navy guidelines, SVGA 800 x 600 resolution.

3.1.2 Software Requirements

The software required for installing, configuring, maintaining, and running PPIRS is listed below.

Required Software for Client PC

Software	Version	Source
Microsoft (MS)Windows Operating System	2000, XP, 2010, or newer	Appropriate vendor
Internet Explorer	The system shall be able to run on any operating system using Internet Explorer (IE) 6.0 or later, or on IE 5.5* running MS XML Parser 3.0 or later.	Appropriate vendor

3.2 BEFORE YOU LOG INTO PPIRS

Before you log into PPIRS for the first time, you should adjust your screen resolution, disable AutoComplete, and set additional security measures. These changes will maximize your PPIRS experience.

3.2.1 Changing Your Screen Resolution

A screen resolution of 800 X 600 is the minimum recommended for the best viewing results with a minimum of scrolling. Keep in mind that PPIRS does work with resolutions smaller than this, but setting your screen to 800 X 600 will greatly enhance your experience with PPIRS. If your screen is set to a larger resolution, such as 1024 x 768, you can use the following procedures to change your resolution:

To change your screen resolution:

a. In an empty space on your computer desktop, right-click your mouse
b. Select **Properties**
c. Click the **Settings** tab
d. In the Screen resolution area, move the arrow to the right until the resolution reads at least 800 by 600
e. Click **OK** (screen goes black for a moment, then comes back on at the adjusted resolution)

3.2.2 Disabling AutoComplete

The AutoComplete feature saves previous entries you have made for Web addresses, forms, and passwords. For security purposes, it is recommended that you disable AutoComplete features in your browser in order to ensure personal information is not being saved to your PC.

To disable AutoComplete:

a. In the Internet Explorer menu bar, click **Tools --> Internet Options** (Internet Options dialog box appears)
b. Click the **Contents** tab
c. In the Personal Information area, click **Auto Complete** (AutoComplete Settings dialog box appears)
d. Verify that all check boxes are not checked
e. Click **Clear Forms** and **Clear Passwords**
f. Click **OK**

3.2.3 Setting Additional Security

If you are operating behind a proxy server, you also need to select the check box next to Use HTTP 1.1 through proxy connections.

Click **OK**.

NOTE: *For Users with Citrix Servers, it may be necessary to check the following:* ***Tools/Internet Options/Advanced Tab:*** *Check to select "Browsing: Force off screen compositing even under Terminal Server."*
Click ***OK.***

3.3 AWARDEE/CONTRACTOR ACCESS TO PPIRS

PPIRS allows access only to authorized users. Application access is determined from a combination of a User Id, Password, or PKI certificate PIN. To access PPIRS, you must be defined as a user within PPIRS.

PPIRS is accessed through the Naval Sea Logistics Center Detachment Portsmouth web applications at www.PPIRS.gov .

3.3.1 User Id

New Accounts/First Logon Access requires User ID and Password. The user is able to select his/her User Id. The User Id can be composed of 5 to 30 characters (letters and/or numbers only). For more information obtaining an account, ***refer to 3.4 Logging into PPIRS***.

3.3.2 Password

The user is able to select his/her Password. When creating a password, remember that passwords must contain: A combination of letters, numbers and symbols that includes at least fifteen characters.

- At least 2 UPPERCASE and 2 lower case letters.
- At least 2 numbers.
- At least 2 special characters
- Must be 15 - 20 characters
- Must differ from previous password by at least four characters
- Must not contain personal information such as:
  names, phone numbers, account names, birthdates, or dictionary words
- Your last 10 passwords are kept and cannot be reused

3.4 LOGGING INTO PPIRS

Once you complete the computer configurations discussed in Section 3.2, you are ready to log into PPIRS. PPIRS is accessed through the Naval Sea Logistics Center Detachment Portsmouth web applications at ***www.ppirs.gov*** **.**

To log into PPIRS:

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 PPIRS Home page.

Below is the **PPIRS Home** page. The frame on the left of the home page provides a link to the **PPIRS System Logon web page**. There are also tabs available on the PPIRS home page supplying various sources of information ***(see arrow on figure 1)***: Contacts, PPIRS Frequently Asked Questions (FAQs), Guidance, Related Links (Links), DoD Past Performance Policy Guides (Policy), User Manuals and Guides (Reference), Release Information, and Training. Check this list of provided references first for any questions concerning PPIRS or DoD past performance policy.

Figure 1: PPIRS Home Page

c. Click on **PPIRS Application Logon** on the left side.

3.4.1 PPIRS Logon

Below is the introductory page for PPIRS. This page is displayed when **PPIRS Application Logon** is selected from the PPIRS home page. ***See Figure 1: PPIRS Home Page***

NOTE: *Contractor and Government user Logon procedures are slightly different.*

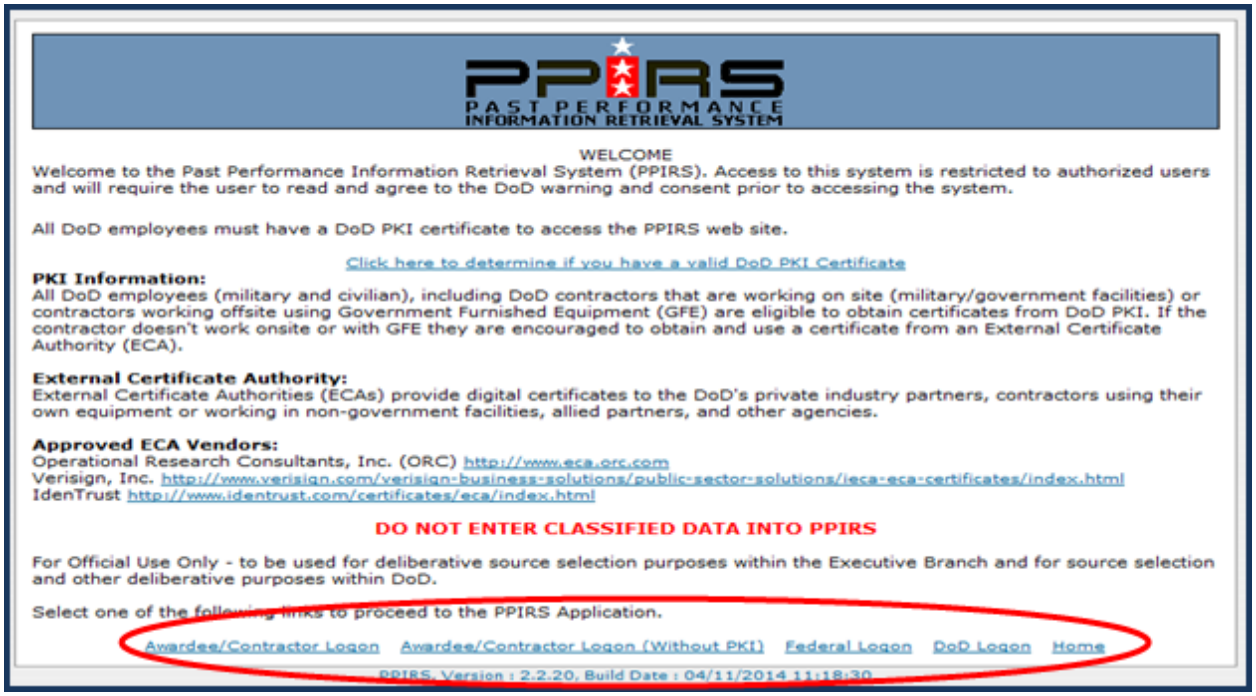


Figure 2: PPIRS Logon

a. A contractor looking to verify company information in PPIRS may select either the **Awardee/Contractor Logon** link, or the **Awardee/Contractor Logon (Without PKI)** link
b. A Federal user (government non-DoD) looking for information in PPIRS selects the **Federal Logon** link
c. A Department of Defense Government user looking for information in PPIRS selects the **DoD Logon** link
d. To return to the PPIRS home page select the **Home** link

NOTE: *Any user accessing private DoD web sites may have a PKI certificate to access the site. PPIRS is a private DoD web site. PKI certificates offer added security, but are not necessary to access PPIRS.*

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 who wish to use PKI may purchase one through an External Certificate Authority (ECA).

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*** and Verisign, Inc. ***http://www.verisign.com/verisign-business-solutions/piblic-sector-solutions/ieca-eca-certificates/index.html***

The following site provides additional FAQs on the subject of ECAs: ***http://iase.disa.mil/pki/eca/index.htm***

e. Regardless of the Logon method you choose, a Government Warning and Consent Banner will display

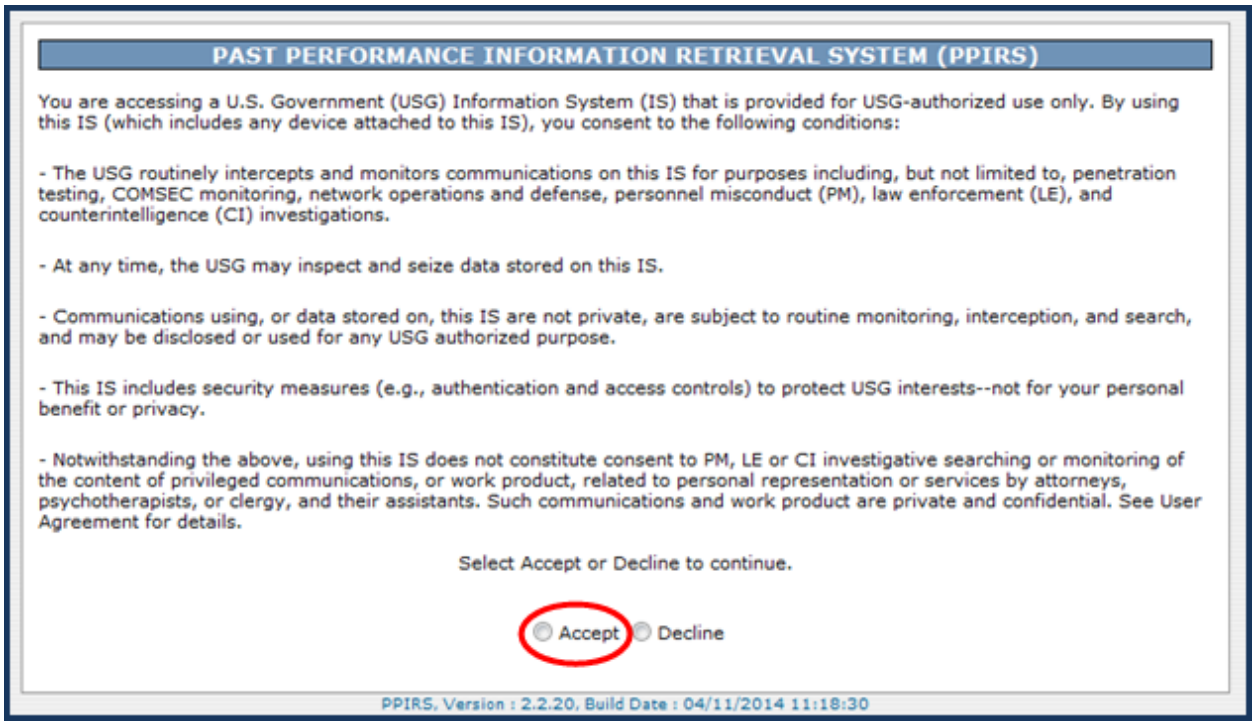


Figure 3: Security Warning

f. When you have read the warning message, click your selection
g. You must click the radio button for **Accept** to continue
h. Instructions on how to Request Accounts will depend on the logon required (see the following sections)

3.4.2 Requesting a New Account (Without PKI)

a. Click **Awardee/Contractor Logon (Without PKI)**

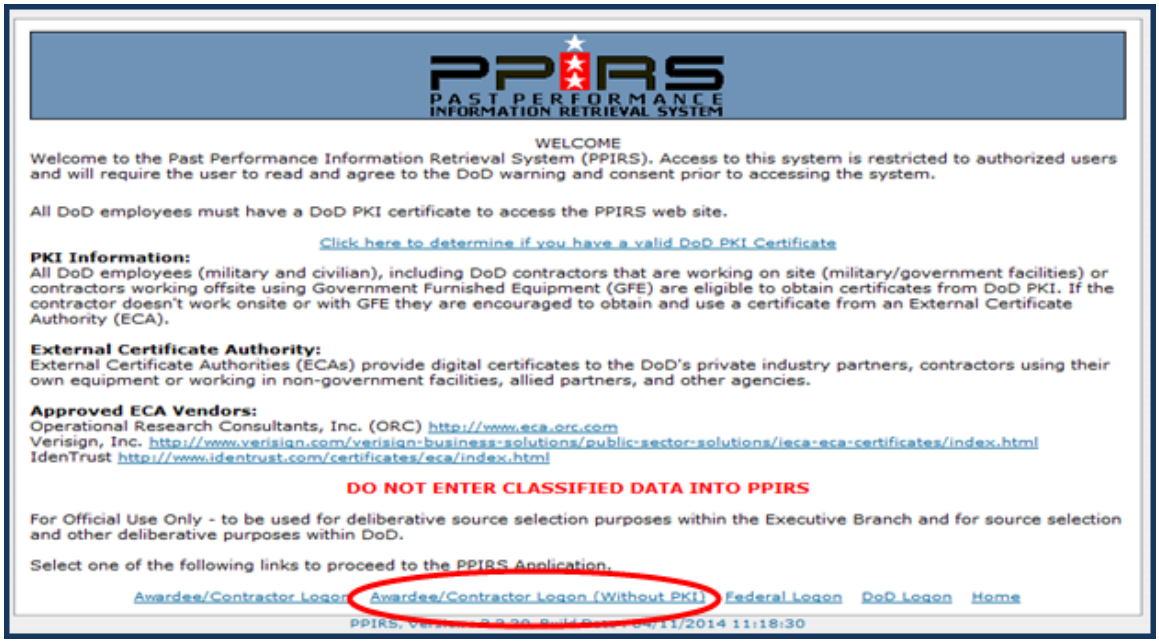


Figure 4: Select Awardee/Contractor Logon (Without PKI)

b. The Awardee/Contractor Logon Window (Without PKI) will display

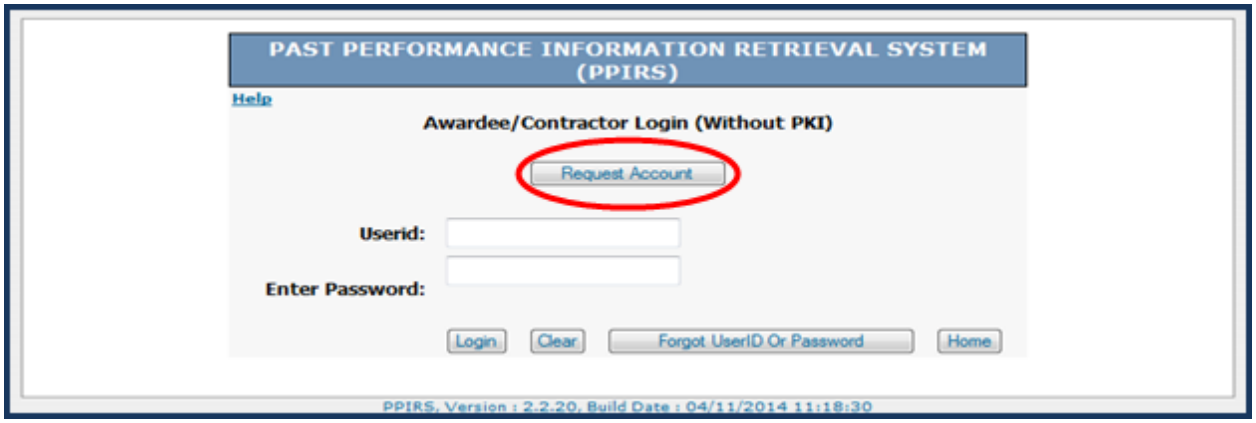
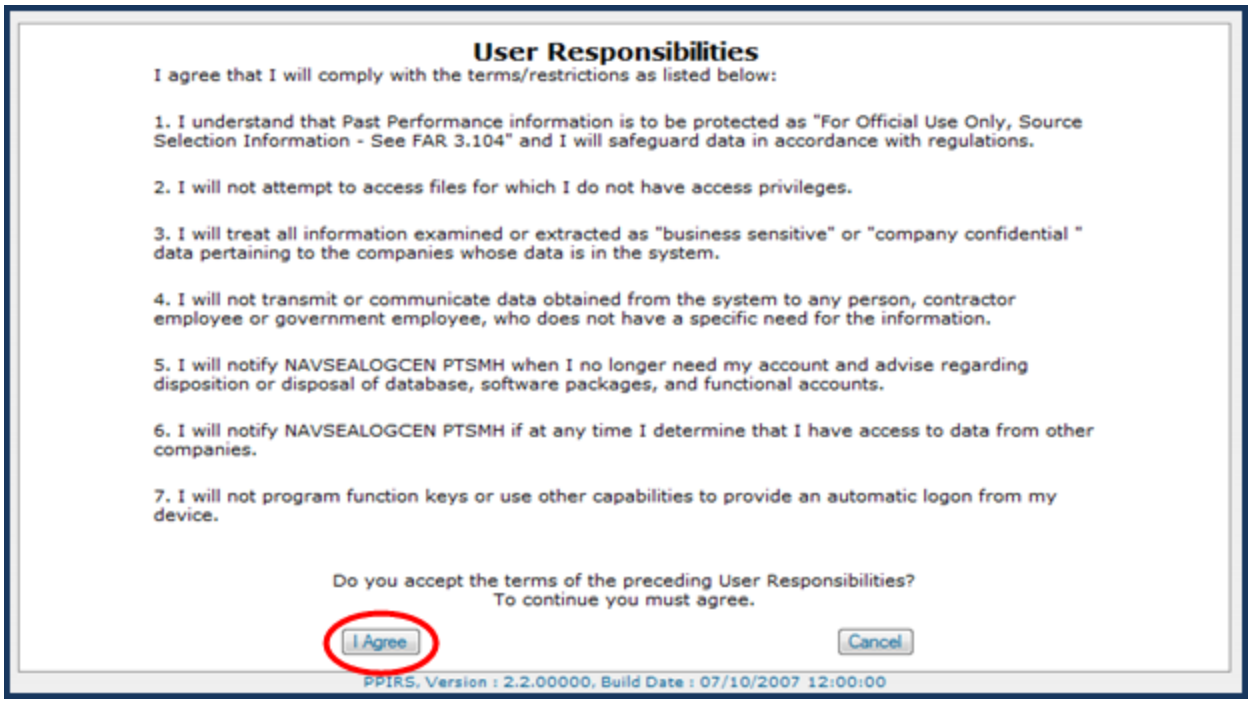


Figure 5: Awardee/Contractor Login Window (Without PKI)

c. Click the **Request Account** button

d. The User Responsibilities will display



User Responsibilities

I agree that I will comply with the terms/restrictions as listed below:

1. I understand that Past Performance information is to be protected as "For Official Use Only, Source Selection Information - See FAR 3.104" and I will safeguard data in accordance with regulations.

2. I will not attempt to access files for which I do not have access privileges.

3. I will treat all information examined or extracted as "business sensitive" or "company confidential " data pertaining to the companies whose data is in the system.

4. I will not transmit or communicate data obtained from the system to any person, contractor employee or government employee, who does not have a specific need for the information.

5. I will notify NAVSEALOGCEN PTSMH when I no longer need my account and advise regarding disposition or disposal of database, software packages, and functional accounts.

6. I will notify NAVSEALOGCEN PTSMH if at any time I determine that I have access to data from other companies.

7. I will not program function keys or use other capabilities to provide an automatic logon from my device.

Do you accept the terms of the preceding User Responsibilities?
To continue you must agree.

I Agree Cancel

PPIRS, Version : 2.2.00000, Build Date : 07/10/2007 12:00:00

Figure 6: User Responsibilities List

e. When you have read the User Responsibilities, click the **I Agree** button

f. The Request Contractor User Account screen will display

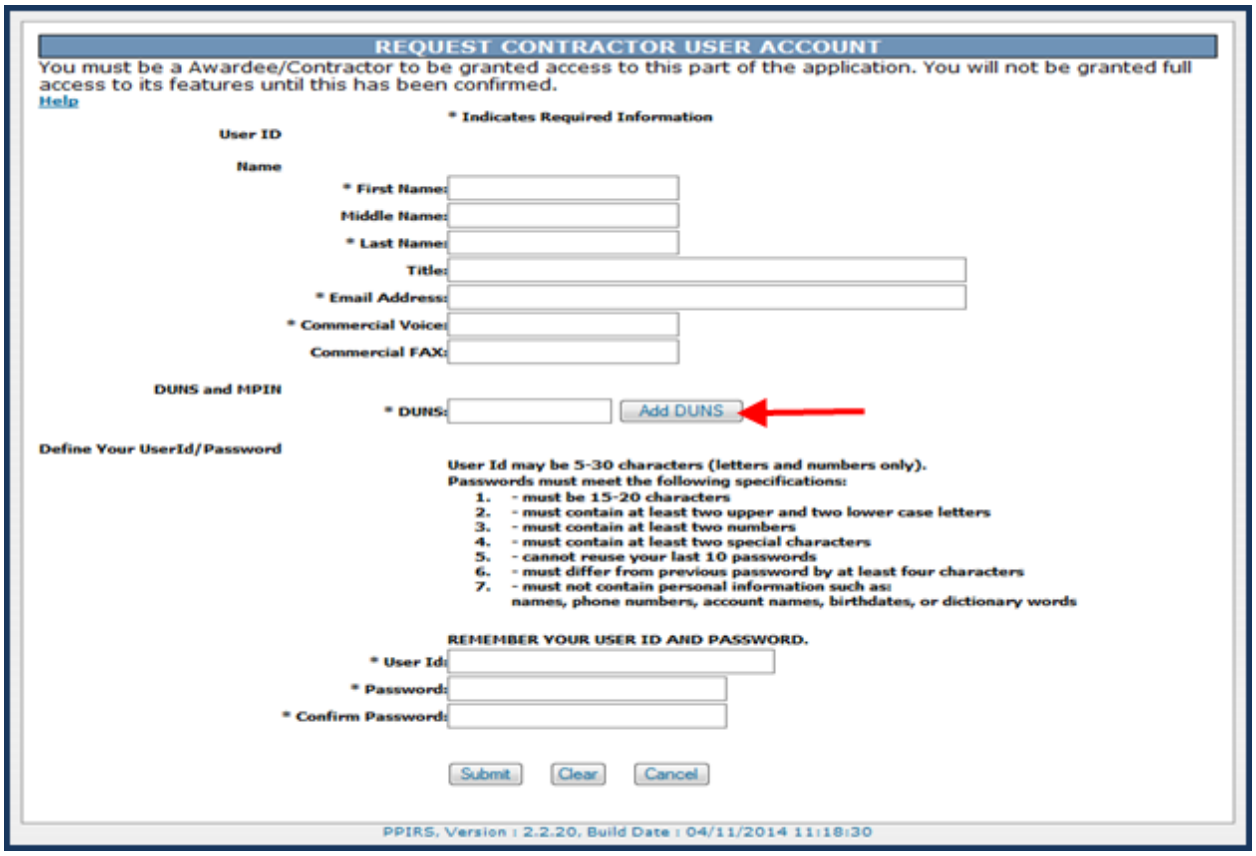


Figure 7: Request Contractor User Account (Add DUNS)

g. Enter your information (Mandatory fields indicated by the asterisk (*))
h. At least one DUNS is required
i. Click the **Add DUNS** button to validate

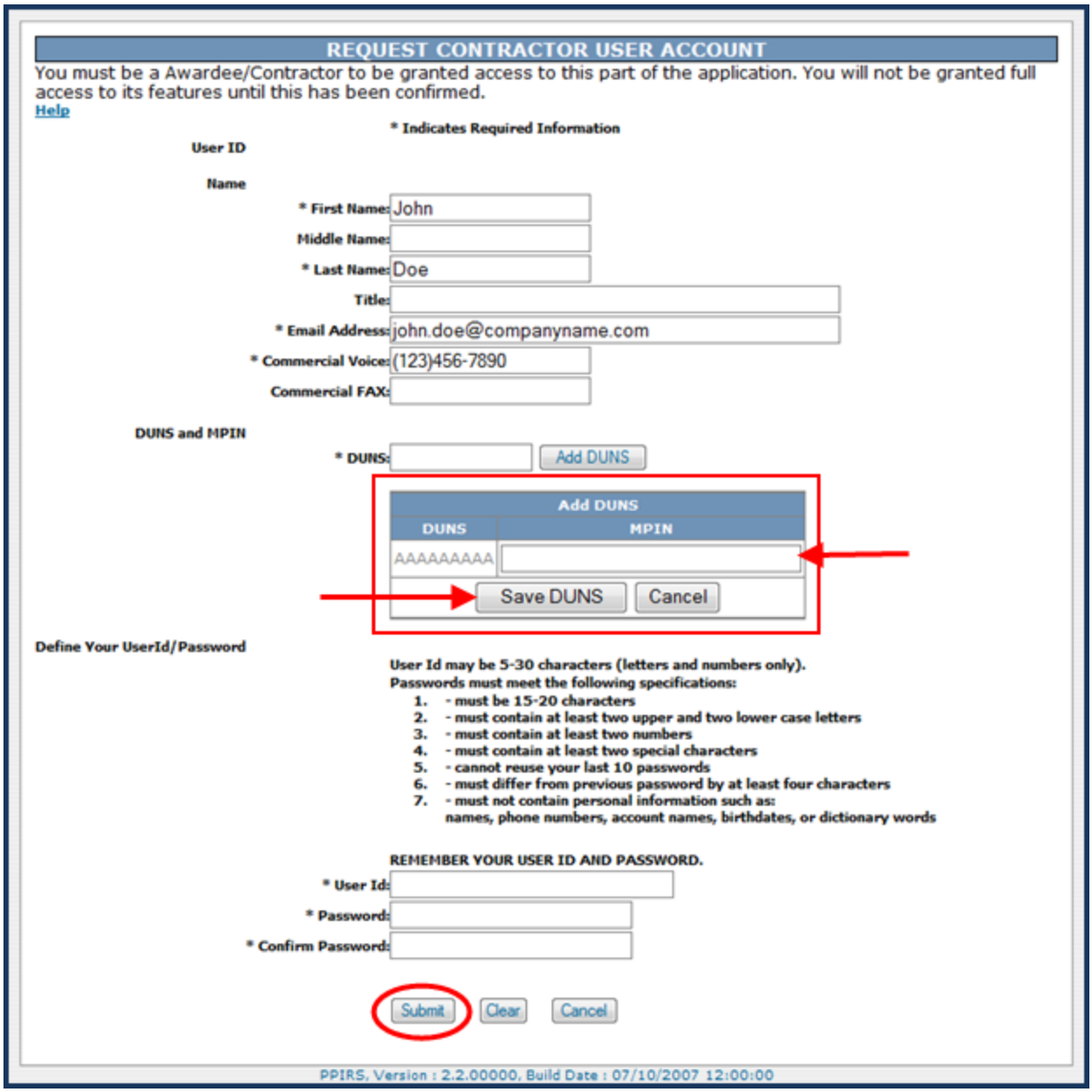


Figure 8: Request Contractor User Account (MPIN, User ID & Password)

j. Enter a valid MPIN
k. Click the **Save DUNS** button to add the DUNS to your account profile
l. Select/Enter a User Id ***(See Section 3.3.1 User Id)***
m. Select/Enter a Password ***(See Section 3.3.2 Password)***
n. Confirm Password
o. Click the **Submit** button
p. Rules of Behavior will display

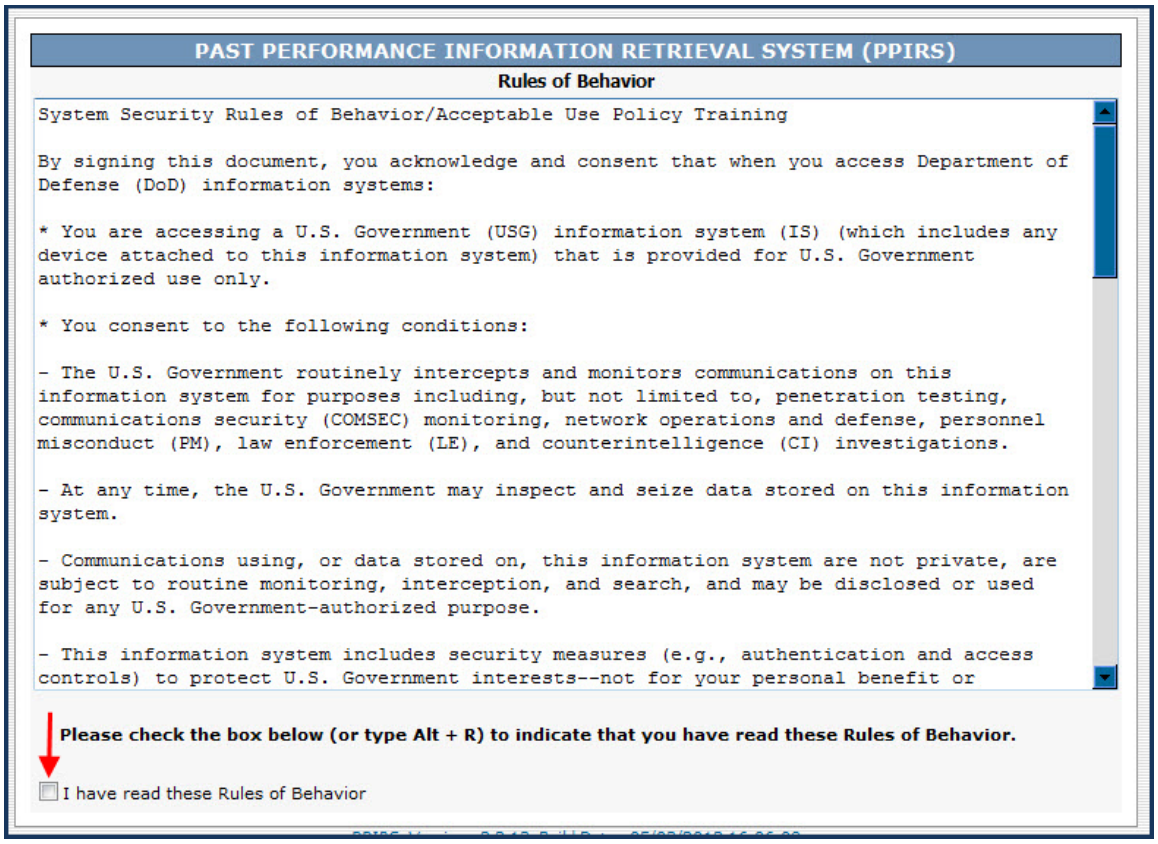


Figure 9: Rules of Behavior

q. When you have read the Rules of Behavior click the check box

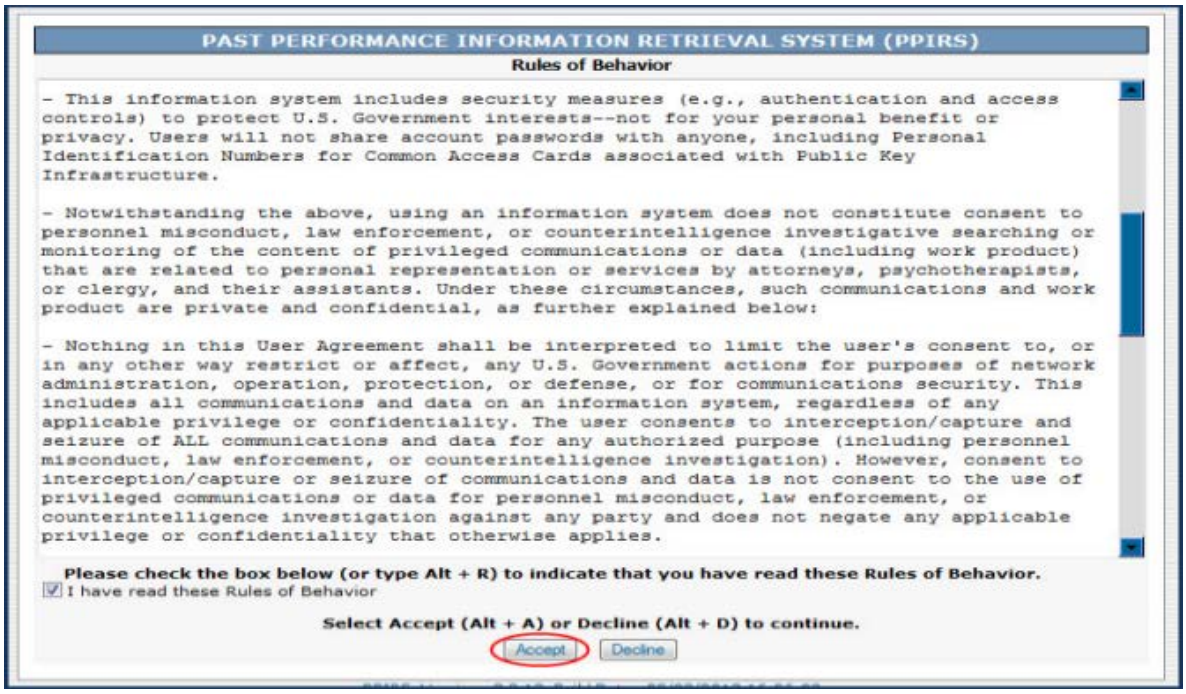


Figure 10: Accept Rules of Behavior

r. You must click the **Accept** button to continue
s. The Awardee/Contractor Main Menu will display

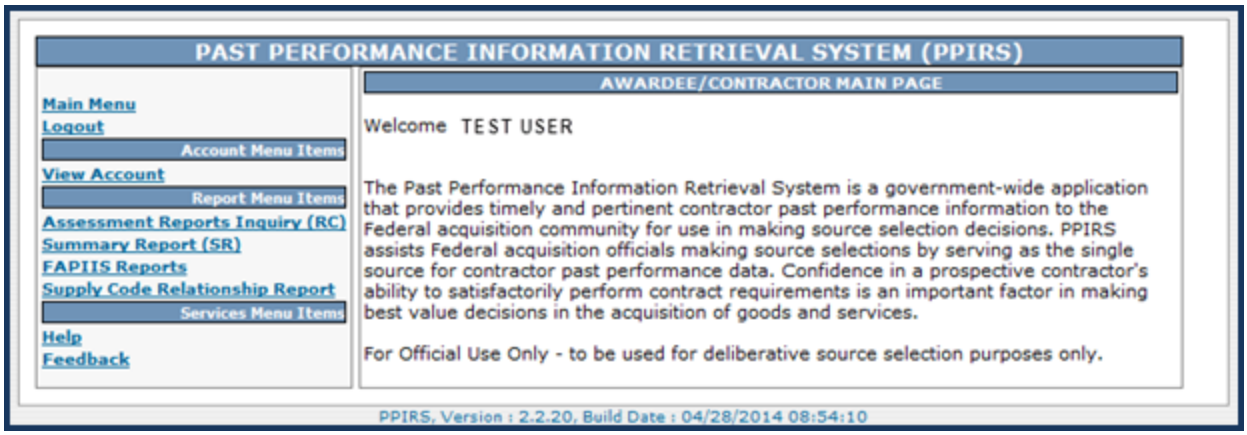


Figure 11: Contractor Main Menu

3.4.3 Requesting a New Account (With PKI)

a. Click **Awardee/Contractor Logon**

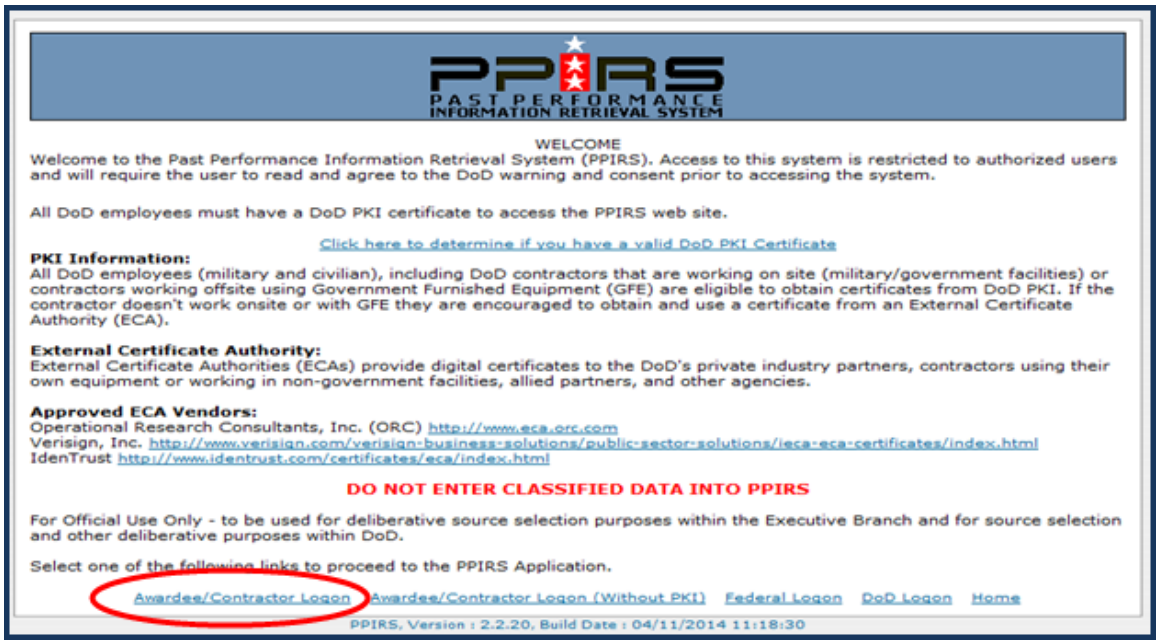


Figure 12: Select Awardee/Contractor Logon

b. The PKI Certificate will open as a Pop Up

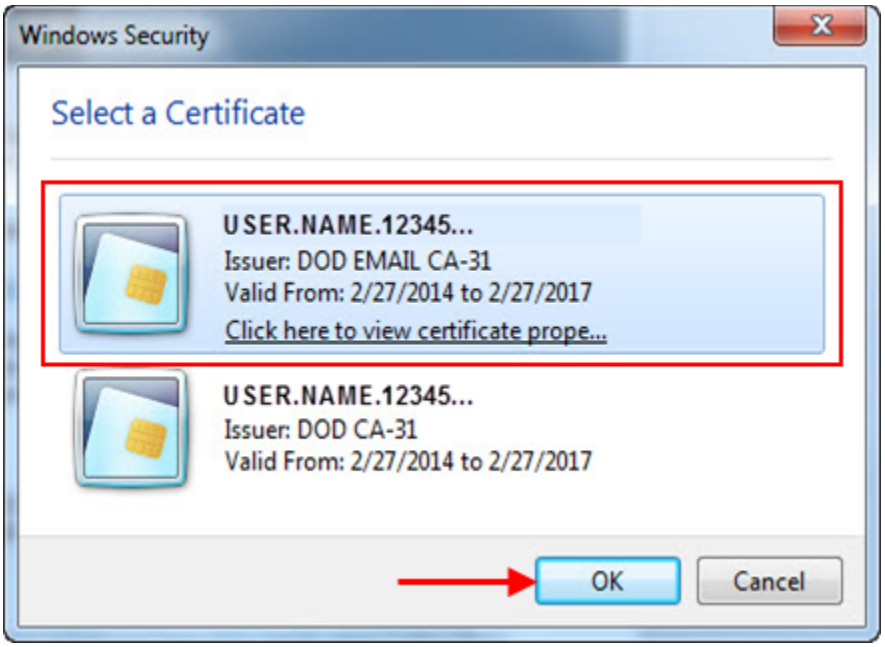


Figure 13: PKI Certificate Pop Up

c. Select your certificate and click **OK**
d. The ActivClient Login will display as a pop up

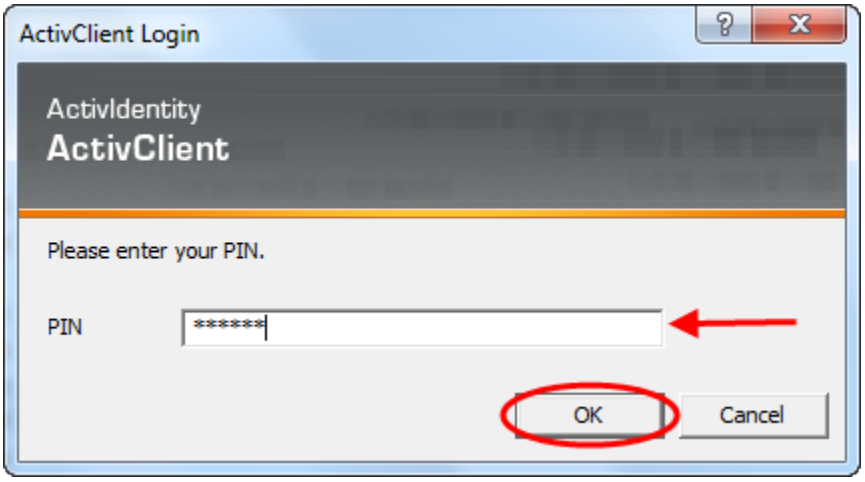


Figure 14: ActivClient Login Pop Up

e. Enter your PIN
f. Click **OK**
g. The Security Warning screen will display ***(See Figure 3: Security Warning)***
h. Execute Section 3.4.1 steps f and g

i. The Awardee/Contractor Login Window will display

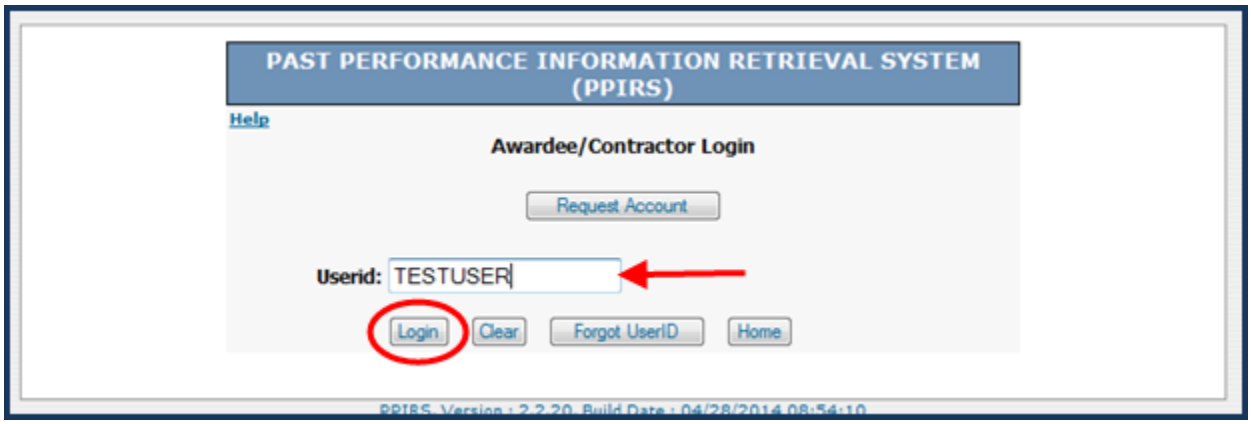


Figure 15: Awardee/Contractor Login Window

j. In the **Userid** field, type your Userid
k. Click the **Login** button
l. The Awardee/Contractor Main Menu will display

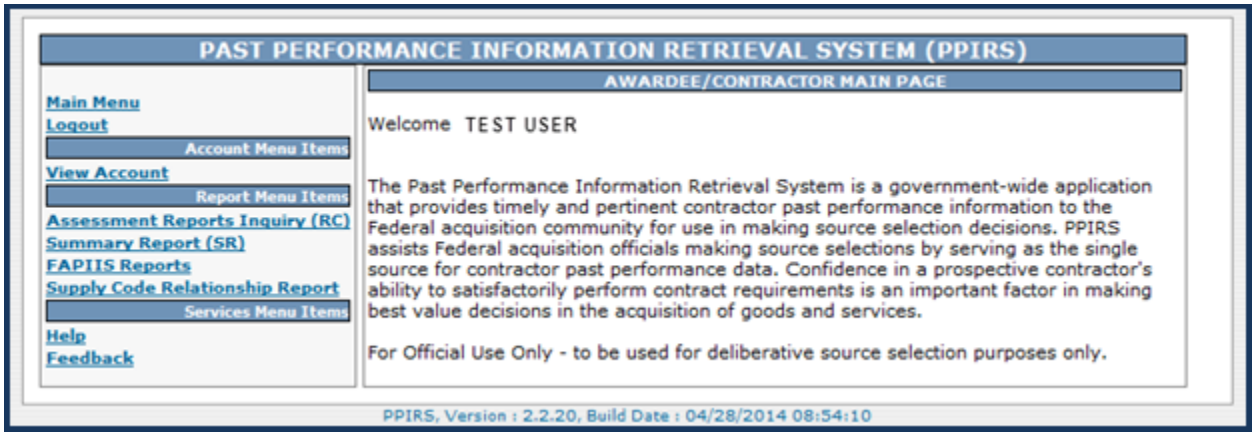


Figure 16: Awardee/Contractor Main Menu

3.5 INVALID LOGIN

If you enter an incorrect Userid or Password, a message warns you an invalid Userid /Password was entered. If your third attempt fails, PPIRS locks your account. Before you can log in again, you must contact the NSLC Help Desk to unlock your account and reset your password. ***APPENDIX A*** contains Troubleshooting Hints and Tips.

3.6 FORGOTTEN USERID OR PASSWORD (WITHOUT PKI)

Figure 17: Forgot UserID Or Password (Without PKI)

a. Click on the **Forgot UserID Or Password** button, the following screen will display

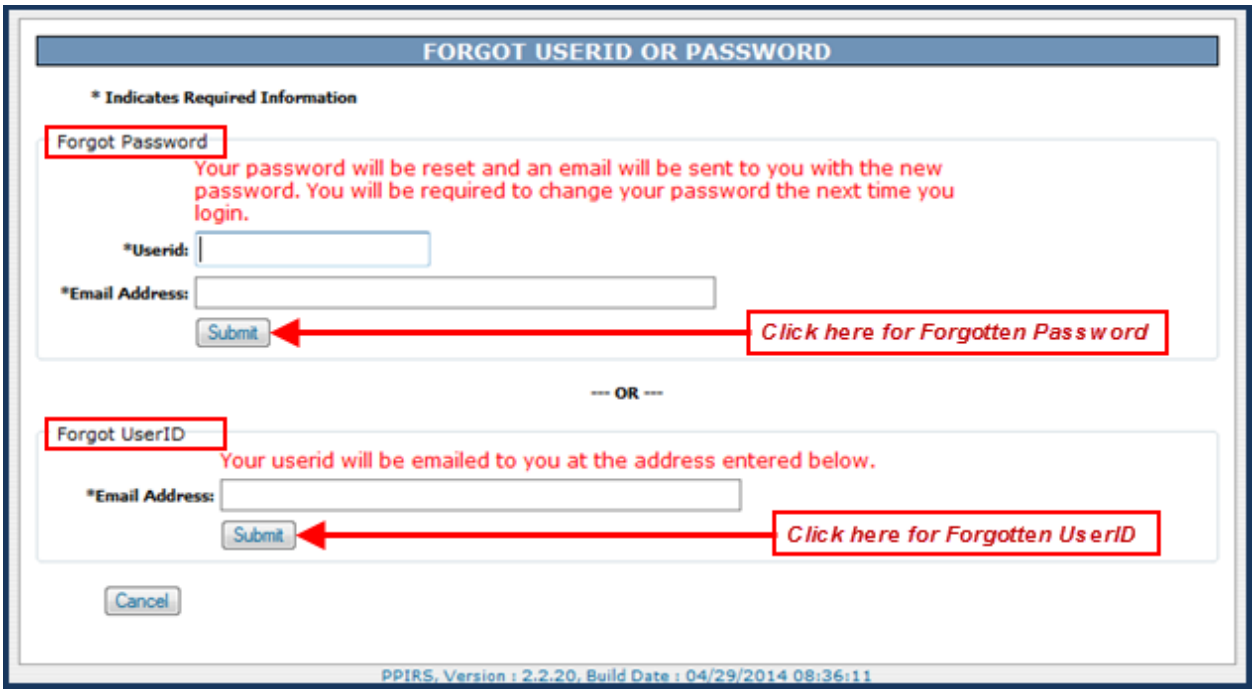


Figure 18: Forgot UserID Or Password (Without PKI) Required Information

3.6.1 FORGOTTEN PASSWORD

a. Enter Userid and Email Address
b. Click the **Submit** button
c. System will verify the information entered. Your password will be reset and an email will be sent to you with the new password.
d. You will be required to change your password the next time you login

3.6.2 FORGOTTEN USERID

a. Enter Email Address
b. Click the **Submit** button
c. Your userid will be emailed to you at the address entered

3.7 FORGOTTEN USERID (WITH PKI)

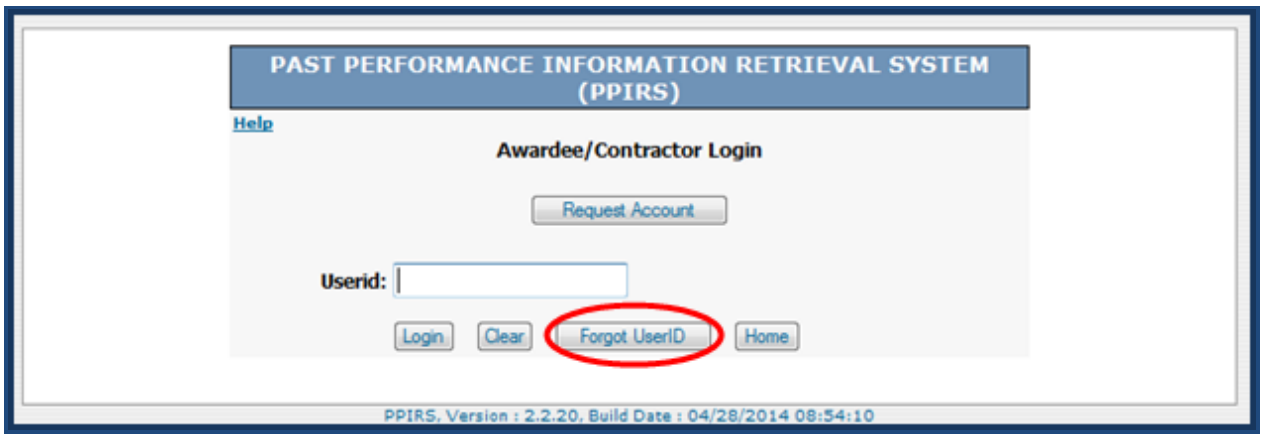


Figure 19: Select Forgot UserID (With PKI)

a. Click on the **Forgot UserID** button, the following screen will display

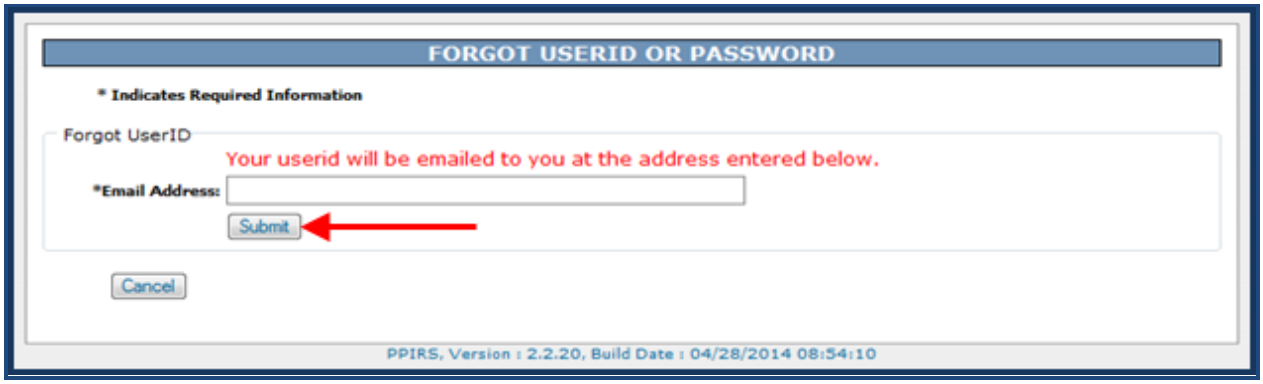


Figure 20: Forgot UserID (With PKI) Required Information

b. Enter the email address that is associated with your account
c. Click the **Submit** button
d. The email address entered will be validated
e. If the email entered is invalid the following error message will display

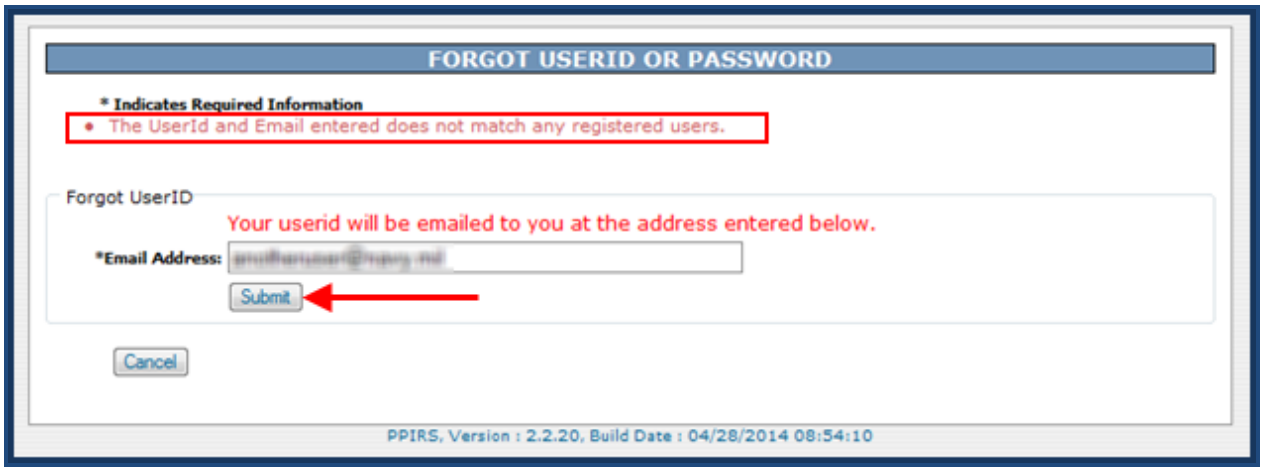


Figure 21: Forgot UserID (With PKI) Invalid Email Address

f. Enter the valid email address that is associated with your account
g. Click the **Submit** button

h. If the Email is valid the following will display

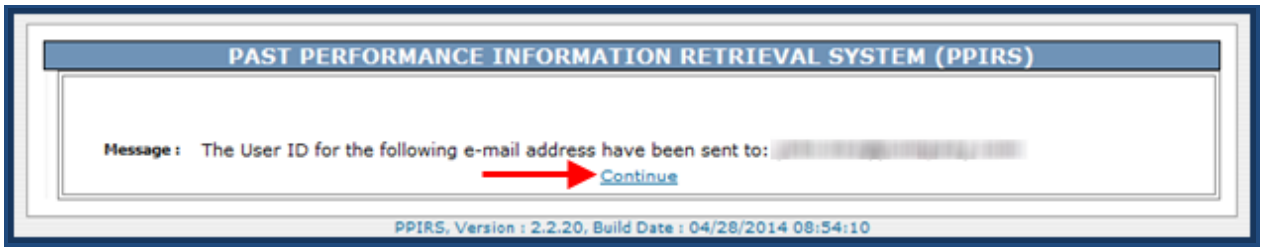


Figure 22: Forgot UserID (With PKI) Valid Email Address

i. Click the **Continue**
j. The User ID will be sent to this email address

3.8 EXITING PPIRS

a. To exit the PPIRS system, click the **Logout** link in the left-hand frame of the page. ***(See Figure 9: Contractor Main Menu)***. This will return you to the PPIRS login screen.

3.9 CONCURRENT SESSIONS

A PPIRS user is prevented from having concurrent login sessions within a user type, i.e. GOVT, CTR, or ADMIN. A user is permitted concurrent login across user type, i.e. can be logged in GOVT and CTR at the same time. When a user attempts a concurrent login, they are presented with the new 'Concurrent Session Notification'.

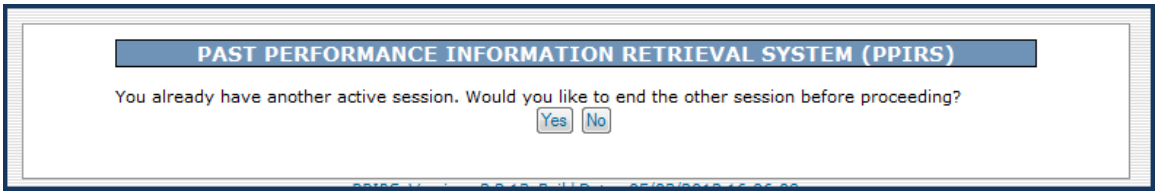


Figure 23: Concurrent Session Notification

a. Click the **No** button, or close the browser to have the previous session remain active

b. Click **Yes** button to end the previous session and login to a new session

3.10 PPIRS REPORTS

Instructions and step-by-step procedures for PPIRS functionality is described in the PPIRS-RC/PPIRS-SR Software Users Manuals, and will not be covered herein.

APPENDIX A : TROUBLESHOOTING HINTS AND TIPS

Should you need assistance with PPIRS, read the following troubleshooting hints and tips to help you determine your point of contact (POC) for assistance.

Common PPIRS-SR Issues		
PROBLEM	**DIAGNOSIS**	**POC**
Password problems	Caps Lock key active or incorrect password.	PPIRS Administrator
Locked account	Possible password expiration or incorrect password entered.	PPIRS Administrator
PPIRS doesn't execute	Possible software or hardware changes to users PC.	Local IT personnel
PPIRS 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?	Possible local PC issue or local network issues.	Local IT personnel*
Access to PPIRS is denied.	A user's shop has changed. No current week available for the user.	PPIRS Administrator Administrator may check the site's batch schedule.
PPIRS is unavailable due to batch operations.	Possibility that PPIRS batch jobs may be running.	PPIRS Administrator Administrator may check the site's batch schedule.
* 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.