

Department of Defense

Electronic Subcontracting Reporting System (eSRS) Frequently Asked Questions

System Issues

Q. When was eSRS officially launched?

A. Its initial operating capability (IOC) official launch was on October 28th, 2005. Full operating capacity (FOC) was launched March 25th, 2006. The Department of Defense began using the system in a phased-in approach during Q3 2008 and will continue deployment across the rest of the Department in Q1 FY09 for the October 2008 reporting period. Only those organizations currently using FPDS for their unclassified contract actions will use eSRS.

Q. Who can I contact if I have questions about using the system?

A. The Department of Defense has set up a help desk to address questions from DoD personnel and contractors at dodesrshelpdesk@bta.mil. Contact your organization's small business specialist or eSRS lead if you have questions regarding your organization's use of the system.

Technical questions regarding the site should be addressed at the "Help Desk" link on the eSRS Web site at <http://www.esrs.gov>.

Contractors should contact their nearest SBA Commercial Market Representative (CMR) (see list at <http://www.sba.gov/GC/cmr.html>) with questions regarding subcontracting.

Q. How does eSRS know what data is included in a government contract?

A. eSRS pulls contract information directly from the Federal Procurement Data System – (FPDS). A contract must be marked in the system as having a subcontracting plan for this connection to work. If a contract is not marked as such, the contractor will not be able to submit a subcontracting report on this contract and will get an error message when they attempt to use that contract number. The error message directs the contractor to contact their government contracting official for resolution. The government contracting official must go into FPDS and ensure the contract is marked as having a subcontracting plan before the contractor can move forward to submit their report.

Q. How long does it take to get updated information from FPDS into eSRS?

A. Information is pulled real-time from FPDS when contacted by eSRS.

Q. I made a change in the system but it doesn't seem to have taken effect. I still see the same settings and report listing. How can I fix this?

A. The system seems to have a particular issue with changes using the same Web browser. When having this issue, close the Web browser you are using for eSRS. Open up a new browser and log back into the system. This should fix the problem.

Q. Is it possible to display the contractor names for each ISR in alphabetical order? This would really be helpful when reviewing the SSR's for acceptance or rejection. The way the system is currently designed, you would need to know the contract numbers for each contractor. Displaying in alphabetical order would group them together.

A. When looking at the list of ISRs, simply click on the word "Contractor" which is the heading of the contractor column. That should sort everything by contractor name and it should be alphabetical. When you click on it a second time, it will sort alphabetically starting with "Z". All those column headings that have a down arrow by them can be sorted.

Q. I am a contractor who has registered for eSRS (via DUNS number). There appears to be an issue with the data, however, in eSRS.

A. When a contractor enters their DUNS number to register, the contractor information is self-populated through a link to Central Contractor Registration (CCR). If there is an issue with the data, you will need to log onto CCR at <http://www.ccr.gov> and correct their data prior to registering in eSRS. **Note:** Once you correct the data in CCR, it will take approximately 48 hours before eSRS is refreshed with the new data.

All prime contractors are required to be registered in CCR to do business with the government. Lower tier contractors do not have the requirement to register in CCR unless they themselves have a contract with the government. However, in the event the contractor has not registered in CCR, the contractor must manually input, update and maintain the physical and mailing addresses in eSRS at time of registration.

Government Registration

Q. How do I get help registering in eSRS?

A. To register in eSRS, simply visit <http://www.esrs.gov>. Select “Government” at the top of eSRS homepage and then select the “Registration” tab on the following page. Step-by-step instructions can be found at the DPAP Web site at <http://www.acq.osd.mil/dapa/pdi/eb> or under the Small Business Community of Practice at <https://acc.dau.mil/smallbusiness>.

Q. How do I know which “role” I should select during registration?

A. There are four different roles that a government user can register for in eSRS. Descriptions are listed below. If you are still unsure what role you should select, contact your organizations eSRS lead for more information.

Agency Coordinator (AC)

- Has full access to eSRS for organization and level they have registered at in eSRS
- Manages and approves organization registration requests
- Can view/accept/reject contractor reports
- Can run reports on data from their registered level and below
- Is invited to participate in monthly Federal User Group meetings

Point of Contact (POC)

- The POC has all the same access to the system as the AC
- In most organizations, the POC is the backup to the AC

Contracting Official (CO)

- Can view/accept/reject contractor reports
- Can run reports on data at their registered level
- This person is most likely the individual responsible for the contract

Designated Government User (DGU)

- Can view accepted contractor reports
- Can run reports on data at their registered level
- This person is most likely the Small Business Specialist

Q. Should I select “Agency” or Contracting Office” during the registration process?

A. If you select “Agency”, you will be able to see all the data found in the organization you selected at the beginning of the registration process.

In eSRS, the Contracting Office is the same as the DoD DoDAAC. If you only need to see contracts associated with a specific DoDAAC, you should select “Contracting Office” and you will get a pull-down menu of all the active contracting offices connected to the organization you selected during the registration process. Select the DoDAAC or contracting office that you need to be affiliated with and continue the registration process. You will now only see data associated with that particular DoDAAC.

If the DoDAAC you are looking for does not appear in the pull-down list, contact your organization’s eSRS lead. This information is pulled directly from FPDS and a change may need to be made in FPDS for the information to be pulled into eSRS.

Q. When should I register for “Multiple Roles?”

A. If you need to see data from another organization or at a different level in your organization, you should register for multiple roles in the system. Select those organizations that you need access to as well as the level of authority or the role you would play in that organization. When you log into eSRS, you will have the option to switch between the roles you have been approved for. If you are not sure if you need to sign up for multiple roles during the registration process, you can add a role at a later date once you are logged into eSRS.

Q. I recently tried to register in eSRS as a government official. I received an e-mail that my registration had been received but I still cannot log into the system.

A. Once you have submitted your registration request, you should receive an e-mail from eSRS with a URL in the text that you need to click on to continue the registration process. Make sure that you click on the entire URL as it may be cut into two pieces in some e-mail browsers and you will only be registered in the site if you click on the entire URL.

Once you have done that correctly, the Agency Coordinator of your organization or of an organization above yours must approve your registration. When that has been completed, you will receive a second e-mail from eSRS confirming your registration. You should then be able to log into eSRS.

Q. I am having trouble successfully creating a password in eSRS. What are the requirements?

A. For security purposes, the password must be between 10 and 14 characters and must contain 2 of each of the following: lower case letter, upper case letter, number, special character. Since you will need to use your password during login, it is a good idea to write it down during the registration process.

Q. What should I do if I forget my username or password?

A. Your username is the e-mail address you used to register in the site. If you cannot remember which e-mail address you used to register, you should contact the Agency Coordinator of your organization, who can look in the system to see your contact information.

If you forget your password, simply visit the eSRS site and select “Government” under “Registration.” Select the “Forgot my Password” tab and enter your e-mail address. You will receive an e-mail with a temporary password. Once you are logged into eSRS, you can select “My Account” and change your password.

Contractor Registration

Q. As a contractor, how can I change my registration data? When I entered the DUNS number on the registration screen, the system self-populated the organizational information and it is incorrect. The system will not allow me to edit the information.

A. When you enter your DUNS number to register, your company information is self-populated through a link to Central Contractor Registration (CCR). If there is an issue with the data, you will need to log onto CCR at <http://www.ccr.gov> and correct the data prior to registering in eSRS.

Note: Once you correct the data in CCR, it will take approximately 48 hours before eSRS is refreshed with the new data.

All prime contractors are required to be registered in CCR to do business with the government. Lower tier contractors do not have the requirement to register in CCR unless they themselves have a contract with the government. However, in the event the contractor has not registered in CCR, the contractor must manually input, update, and maintain the physical and mailing addresses in eSRS at time of registration.

Q. What if I registered under the wrong DUNS number?

A. You should send an e-mail request to the eSRS Helpdesk and request a change to your registration from the existing DUNS number to the DUNS required. The e-mail should include the e-mail address used during the eSRS registration process, the old DUNS, and the new DUNS. You can find a link to the eSRS Help Desk at www.esrs.gov.

Q. My agency has about 15 contracting personnel who have registered in the eSRS system but do not show up under our hierarchy. I registered these folks myself and ensured that they were registered under DTRA's hierarchy. When I attempt to re-register these individuals, there is a message that they already exist in the system. Please note that I never received the usual system notification of a new registrant pending approval.

A. You should find out these names and see if you can see them in the system. Look under your DoD option as well as your DTRA option.

Reporting

Q. What is an Individual Subcontracting Reports (ISR)?

A. An ISR (formally the SF 294) collects subcontract award data from prime/subcontractors that: (a) hold one or more contracts over \$550,000 (over \$1,000,000 for construction or public facility); and (b) are required to report subcontracts awarded to Small Business (SB), Small Disadvantaged Business (SDB), Women-Owned Small Business (WOSB), HubZone Small Business (HUBZone SB), Veteran-Owned Small Business (VOSB), and Service-Disabled Veteran-Owned Small Business (SDVOSB) concerns under a subcontracting plan. For the Department of Defense (DOD), the National Aeronautics and Space Administration (NASA), and the Coast Guard, this form also collects subcontract awards for Historically Black Colleges and Universities (HBCUs) and Minority Institutions (MIs).

Q. What is a Summary Subcontracting Report (SSR)?

A. An SSR (formally the SF 295) collects subcontract award data from prime/subcontractors that: (a) hold one or more contracts over \$550,000 (over \$1,000,000 for construction or public facility); and (b) are required to report subcontracts awarded to Small Business (SB), Small disadvantaged Business (SDB), Women-Owned Small Business (WOSB), HubZone Small Business (HUBZone SB), Veteran-Owned Small Business (VOSB), and Service-Disabled Veteran-Owned Small Business (SDVOSB) concerns under a subcontracting plan. For the Department of Defense (DOD), the National Aeronautics and Space Administration (NASA), and the Coast Guard, this form also collects subcontract awards for Historically Black Colleges and Universities (HBCUs) and Minority Institutions (MIs).

Q. What is a Commercial Report?

A. Contractors with Commercial Plans (formerly known as Commercial Products Plans) are required to file only the SSR, not the ISR; moreover, they are required to file only once a year. When a contractor enters an SSR, the eSRS will prompt the user to specify whether or not the report is for a commercial plan. If the contractor indicates that this is so, the eSRS will provide a variation of the SSR specifically for contractors with a commercial plan.

Q. When is an Individual Subcontracting Report (ISR) due?

A. The ISR is due semi-annually and at contract completion, always within 30 days after the close of each reporting period unless otherwise directed by the contracting officer. Normally these deadlines would be:

- April 30th for the period ended March 31st
- October 30th for the period ended September 30th
- A separate report is also due within 30 days after contract completion.

Note: Reports are required when due, regardless of whether there has been any subcontracting activity since the inception of the contract or since the last reporting period.

Q. When is a Summary Subcontracting Report (SSR) due?

A. SSRs must be submitted semi-annually (for the six months ended March 31st and the twelve months ended September 30th) for contracts with DOD and NASA, and annually (for twelve months ended September 30th) for contracts with civilian agencies, except for contracts covered by an approved Commercial Plan. Reports are due 30 days after the close of each reporting period.

Q. What criteria does eSRS use to route the ISRs and SSRs to the CO s? What if there are multiple CO s registered for that DoDAAC?

A. The ISR is connected to the DoDAAC. Anyone registered under that DoDAAC or above that organization will be able to see the report. Because FPDS does not capture the CO information, there is nothing to connect the report to in eSRS but the DoDAAC. More than one person will most likely have access to the report and it is up to them to make sure they are acting on their reports only.

Q. When is the commercial SSR due?

A. (ii) Reports submitted under a commercial plan-

(A) The report shall include all subcontract awards under the commercial plan in effect during the Government's fiscal year.

(B) The report shall be submitted annually, within thirty days after the end of the Government's fiscal year.

"The interim rule retained the FAR requirement (reflected in the SF 295) that the SSR must cover subcontracting done during the Government's fiscal year." The FAR Council has not elected to change the requirements to the contractor fiscal year at this time. That may be a future effort for a future case. Based upon the above, I would say that Caterpillar should continue to do what they were doing in the past. For this period would be - 3 months of 2007 data (October, November, December) and 9 months of 2008 (January - September) versus 15 months of data.

Q. Vendor submitted subcontracting plan. I cannot locate it in eSRS when I search by contract# and/or DUNS number. Can you please help me locate it?

A. The reason you can't see the contract is that you do not have access to contracts with the DoDAAC (SPM8EJ). The DoDAAC is located under DEFENSE LOGISTICS AGENCY (97AS). You will need to register under that DoDAAC.

Q. Do I have the ability to sort contracts by year?

A. Yes, this is one of the many filters available at the top of each column.

Policy

Q. Will the Federal Acquisition Regulations (FAR) be changed because of eSRS?

A. FAR Case 2005-040, Electronic Subcontract Reporting System (eSRS), was released as an Interim Rule in April 2008.

Q. What reports do the contractors review and what does the government review?

A. The Prime or higher-tier contractor should review their subcontractors' Individual Subcontracting Reports (ISRs). The government contracting official should review the Prime's ISR and all of the Summary Subcontracting Reports (SSR).

Note: Contractors **do not** need to review their subcontractors' SSRs.

Contractor Specific Questions

Q. I've entered my subcontracting report but it is still pending. How long should it take the government to accept both my ISR and SSR?

A. Once the reports are submitted to the government, contractors have met their reporting requirement. You should receive e-mail notification once the report is accepted or rejected.

Q. What happens if my report is rejected?

A. The government may reject your report at any time and ask for necessary revisions. When your report is rejected in the system, you will receive e-mail notification. The e-mail should also include the reason for the report being rejected and should instruct you on what changes need to be made. If you still have questions regarding a rejected report, you should contact your government contracting official for clarification.

Q. What do I do if I am unable to find the contract that I am contractually responsible for reporting our accomplishments?

A. If you are a large prime contractor: In the event that you are unable to find or report against a contract that should be available through eSRS, you must contact your government contracting officer for help. In order for you to report against your contract, your government contracting official will have to report your award to Federal Procurement Data System (FPDS), and they must flag the record as having a subcontracting plan. FPDS is the central repository containing a searchable collection of over 12 million federal contract actions. FPDS is the authoritative source of the basic contractual information used to pre-populate many of the eSRS fields when entering your contract number. For more information on FPDS, please visit <https://www.fpds.gov>.

If you are a large lower-tier subcontractor: In the event that you are unable to find or report against a contract that should be available through eSRS, you must contact the contractor with which your company has the contractual relationship.

Q. What if I do not know the email address of the government or higher-tier individual who will review my reports?

A. If you are the prime contractor filing an ISR or SSR, or if you are a subcontractor filing an SSR, you should contact the contracting official on the contract(s) you have with that agency and ask them for this information. If they do not understand the process, then ask to talk with their eSRS Agency Coordinator. If you cannot determine the name of that person, please send an email to the eSRS DoD Helpdesk at dodesrshelpdesk@bta.mil, and label it as a policy question asking for that agency coordinator's name.

If you are a subcontractor reporting to the prime contractor or a higher-tier subcontractor, we recommend that you call the person who awarded your subcontract or the Small Business Liaison Officer of that company.

Q. How can I revise a report that was submitted to the government or higher-tier subcontractor?

A. You should contact the individual at the government or higher tier who will be reviewing your report and request that it be rejected for revisions.

Q. I was told that contractors who were registered under the same DUNS number can see each others work. Why is this not happening for our folks?

A. Everyone must enter the contract numbers that their company has with the government under the Contract Worklist on their homepage. Once that is done, they will see a listing of all reports that are entered by others, but they will not be able to review or edit the reports submitted by other individuals in their company. Additional changes to the system to accommodate contractors to have permissions to see reports entered by other individuals in their organization are being looked at for a future release.

Q. Should contractors be submitting ISRs for Task or Delivery Orders?

A. The Small Business Administration (SBA) is working with the Office of Federal Procurement Policy (OFPP) and other agencies to develop a Government-wide policy addressing task and delivery orders. The feature will not be available until there is an official written policy issued by either OFPP or SBA.

Q. How can I enter more than one SSR to an agency?

A. Since the SSR is a summary report, a contractor would normally submit only one SSR to each agency. The principal exception to this rule occurs when a contractor has both a commercial plan (i.e., for commercial items) and also one or more individual contract plans (i.e., for products or services not meeting the definition of a commercial item) with the same agency. Under this circumstance, the contractor must file two (2) SSRs, one for the commercial plan and the other representing the summary of subcontracting activity on all other contracts. A contractor with this requirement must be careful to isolate the subcontracting activity on the commercial plan to ensure there is no double counting.

Q. When a contractor has a combination of individual and commercial plans for various contracts, are they required to submit one SSR for their commercial plan and a separate SSR for the individual plans?

A. See answer above.

Q. Are small businesses required to submit subcontracting plans and report through ESRS?

A. FAR Part 19.7, Subcontracting Plans, does not apply to small businesses, therefore small businesses do not report in eSRS. However, FAR Part 15, Contract Negotiation, requires evaluation of SB participation. This applies to all offerors (large and small) and must be addressed in their proposal. Once the contract is awarded, the CO must determine if and how the contractor is accomplishing what it proposed, including the utilization to small businesses. If the awardee is a small business and this was an evaluation factor in the RFP, then the small business must report to the CO. However, this reporting is not done in eSRS, which is based on FAR 19.7.

Q. What should a contractor do when they have multiple DUNS to register?

A. The contractors with multiple DUNS # only need to register on one of the DUNS. When they log in to file a report they will enter the DUNS# in which they would like to file the report for. With that said, the contractor may get an error message when putting in a DUNS # to submit a report. They should just select "Ignore and Continue" and continue to input their data. This way they only have to register under one DUNS but can submit under others.

Q. What is the basis for the contracting folks in "rejecting" or "approving" a submitted summary subcontracting report? The summary report does not even reference the applicable contract numbers.

A. Rejection should occur because of errors, omission or incomplete data. The FAR case when finalized will contain these words "The report shall be rejected if it is not adequately completed [, for instance, if there are errors, omissions, or incomplete data]. Failure to meet the goals of the subcontracting plan is not a valid reason for rejecting the report." Since we have no basis for validation, these reports should be accepted, unless there is an error, omission or incomplete data. As an aside - OSD is rejecting all SSR that are sent at the 9700 level and advising vendors to submit at the Component level. OSD is revising the DFARS to add language that SSR should be submitted, accepted and rejected at the Component level. It will probably not be completed for this reporting period. For reports in the system now, Component Agency Coordinator identified in the Implementation Plan should take action. This authority was delegated to these individual in the DUSD memo of July 19, 2008.

Q. How do the reporting contractors select the contracting office POC for the contract being reported on? Do the contractor's have access to the DTRA's eSRS POC list in the system or are they manually inputting the contact information?

A. The ISR is connected to the Contracting Office DoDAAC so those that have access to that DoDAAC will see the report. They can input their CO's e-mail address into the report but that only send an e-mail letting them know the report has been submitted.

Q. I am a contractor with questions about subcontracting. Who should I contact?

A. You should contact your nearest SBA Commercial Market Representative (CMR) (see list at <http://www.sba.gov/GC/cmr.html>) with questions regarding subcontracting.

Q. I have a question regarding the year end SDB NAICS report for contractors under COMMERCIAL subcontracting plan: Should they be using the total dollars for this report or just the dollars for the percentage attributable to the associated agency? The SSR contains a block/section for the contractor to list the percentage attributable to a certain agency, then the system "does the math" and breaks it down. The Year End report does not contain a block/section for the percentage. So, the dollars listed on the Year end report should either match the SDB dollars on a company wide basis or they should match the dollars listed for the agency. I'm not sure which.

A. 1) The Year-End Supplementary Report for SDBs submitted with the related SSR based on a Commercial Plan:

- only the approver of the Commercial Plan can see and acknowledge receipt of the Year-end report, even if the SSR includes % attributable to other government agencies

- the breakdown of SDB \$ by NAICS Industry Sector should be based on the Total SDB \$ reported in the SSR, and not on the \$ attributable to other government agencies

2) The Year-End Supplementary Report for SDBs submitted with the related SSR based on an Individual Plan:

- In submitting the SSR the Contractor selects the DoD department or agency which administers the majority of its subcontracting plans

- the selected agency (which administers majority of subcontracting plans) acknowledges receipt or rejects the SSR for DoD

- only the selected agency (which administers the majority of subcontracting plans) can see and acknowledges receipt of the Year-end report

- the breakdown of SDB \$ by NAICS Industry Sector should be based on the Total SDB \$ reported in the SSR for DoD

Other

Q. How is the Department of Defense deploying eSRS?

A. Every organization across the Department that is using FPDS for their unclassified contracting actions will be using eSRS for the October 2008 reporting period. Every Service and Agency has a lead for the deployment efforts. Contact your contracting or small business lead to find out who is responsible for eSRS deployment at your organization. You may also contact the DoD eSRS Help Desk for that information at dodesrshelpdesk@bta.mil.

Q. How can I receive system training?

A. Government personnel should contact their organization's eSRS lead to find out what DoD training is available. You can also visit the Defense Procurement and Acquisition Policy (DPAP) Web site at <http://www.acq.osd.mil/dapa/pdi/eb> for more product and DoD training information or the DAU Small Business Community of Practice at <https://acc.dau.mil/smallbusiness>.

Training presentations are available for the following:

- Subcontracting Overview
- Government Registration
- Contractor Registration
- Agency Coordinator
- How to Accept/Reject a Report
- How to File an ISR
- How to File an SSR – Commercial Plan
- How to File an SSR – Individual Plan

User Guides and Quick Reference Guides are available on the eSRS Web site at <http://www.esrs.gov>.

Contractors should contact their SBA Commercial Market Representative (CMR) for training. The CMR listing at <http://www.sba.gov/GC/cmr.html> provides the names, addresses, phone numbers, fax numbers, and email addresses of SBA's CMRs.

Q. Is there any online training I can take for educational credit?

A. A Continuous Learning Module (CLM) has been developed and is available for credit at the DAU Web site at www.dau.mil.

Q. I need to know if there is going to be anything put on the eSRS system that will designate which ISRs and SSRs are going to be tied into the upcoming 'Economic Stimulus Package'. My office will be expected to provide subcontracting data on projects that fall under the 'Economic Stimulus Package'.

A. It is possible that a new value will be added in FPDS in regard to dollars coming from the economic stimulus package. If this occurs it may be necessary for eSRS to introduce the value as well. Once this issue is resolved the DoD community will be informed.

Glossary:

CCR – Central Contractor Registration

CLM – Continuous Learning Module

CMR – Commercial Market Representative

DAU – Defense Acquisition University

DoD – Department of Defense

DPAP – Defense Procurement, Acquisition Policy and Strategic Sourcing

eSRS – Electronic Subcontracting Reporting System

FPDS- Federal Procurement Data System

ISR – Individual Subcontracting Report

OSBP – Office of Small Business Programs

SSR – Summary Subcontracting Report