

Report Summary

Social Security Administration Office of the Inspector General

October 2011



Objective

To (1) determine whether the contractor, Ahtna Engineering Services, LLC, (AES) complied with the contract terms and applicable regulations and (2) ensure Social Security Administration (SSA) personnel properly monitored the contract.

Background

Since 1992, SSA's National Records Center (NRC) has been a storage and maintenance site for millions of SSA's paper records. In 2007, SSA awarded a fixed-price contract to AES to store and manage the Title II and XVI folders at the NRC. The contract included 1 base year, 4 option years, and 5 additional incentive years. The contract is currently in Option Year 4.

To view the full report, visit <http://oig.ssa.gov/audits-and-investigations/audit-reports/A-07-11-11140>

Ahtna Engineering Services, LLC, Contract Number SS00-07-60063 (A-07-11-11140)

Our Findings

We determined AES complied with the contract terms and applicable regulations. Specifically, AES provided the services and deliverables required by the contract and submitted accurate invoices to SSA timely.

We also determined SSA made accurate and timely payments to AES. However, SSA was not monitoring all the services AES was contractually required to complete. Specifically, SSA did not have procedures for monitoring AES' accomplishments for 16 of the 26 performance requirements outlined in the contract.

SSA stated it was revising the performance requirements for this contract to reflect the issues of contractor performance that the Agency needs to monitor. SSA expects the new performance requirements to be in place during Option Year 4 of the contract. Given that SSA is working on revisions to the performance requirements, we did not make a recommendation on this issue.