

**Performance Review of US Investigations Services, LLC
A-15-15-25034**



September 2015

Office of Audit Report Summary

Objectives

To determine whether US Investigations Services, LLC (USIS) complied with the contract requirements and Federal regulations and Social Security Administration (SSA) personnel properly monitored the contract.

Background

The Center for Personnel Security and Project Management, Office of Personnel, ensures all SSA employees, contractors, and appointees receive the necessary suitability investigation.

September 1, 2010 marked the beginning of USIS' Blanket Purchase Agreement (BPA) with SSA to provide certain portions of SSA's pre-employment background investigations for contract employees. SSA anticipated conducting up to 22,000 contract employee background investigations in each year of the USIS BPA. According to the base BPA, SSA estimated, but did not guarantee, that the total volume of purchases for all orders through the agreement will be approximately \$3.1 million. The agreement ends August 31, 2015.

USIS plays a clerical role in SSA's employment screening process. SSA uses the information USIS gathers throughout the investigation process.

Findings

We determined USIS did not always comply with contract requirements. Specifically, USIS did not always process case files timely, which created a substantial backlog of suitability applications.

In addition, we noted that the Contracting Officer (CO) and Contracting Officer's Technical Representative (COTR) did not consistently document oversight of the contractor's performance. For years 2, 3, and 4 of the BPA, the annual review of the contractor's performance was not completed. However, SSA completed the outstanding performance reviews for years 3 and 4 in February 2015.

Recommendation

We recommend that SSA ensure all contractor performance reviews are completed annually. Specifically, the CO and COTR should maintain effective communication throughout the contract's life cycle to ensure timely completion of performance oversight documentation.

SSA agreed with our recommendation.