

Department of Education
Office of Inspector General – Internal Audit
Twelve-Month Status Report on: USF
Report # A-1718-017 Issued: November 20, 2018
Status as of November 12, 2019

Finding	Recommendation(s)	Management Response as of May 20, 2019	Management Response as of November 12, 2019	Anticipated Completion Date & Contact
<p>DVR paid USF for unmet deliverables</p>	<p>We recommend DVR ensure USF accomplished the deliverables through review of quarterly reports and supporting documentation prior to payment. We recommend DVR ensure the percentages reported by USF are accurate. In the event USF does not achieve a deliverable, we recommend DVR enforce the penalties defined in the contract.</p> <p>We additionally recommend DVR capture all relevant inspection requirements in a DVR information management system so the contract managers can accurately</p>	<p>Upon receiving the invoice for Quarter 1 and 2, the DVR pulled the RIMS report (VRTR041CTD) and calculated the percentages with an excel formula to ensure USF met the quarterly deliverables. The DVR will use this process when reviewing the report for Quarter 3.</p> <p>An Amendment to the contract was executed on April 19, 2019. The contract deliverables for evaluations and recommendations have been amended to read:</p> <p>“The Contractor shall complete all evaluations within thirty-five (35) calendar days from the date of referral as generated by the Status Summary by Engineer Report VRTR042A.”</p> <p>“The Contractor shall complete all recommendations within an average</p>	<p>N/A – reported as completed May 20, 2019.</p>	<p>Complete</p> <p>Amanda Ulmer 245-3372</p>

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	<p>determine deliverable achievements.</p> <p>Until DVR can add the reporting requirements to the system, we recommend DVR manually review the deliverables reported by USF to ensure compliance.</p>	<p>of thirty-five (35) calendar days from the date of evaluation as generated by the Status Summary by Engineer Report VRTR042A.”</p> <p>DVR has requested that USF manually track all inspections made within each quarter. DVR is receiving a log of all inspections made within the quarter. The log includes the date of completion, date of inspection, and number of days.</p> <p>The deliverable for inspections has been amended to read:</p> <p>“90% of all inspections shall be conducted within 21 calendar days of the completion of the rehabilitation technology service (vendor completion date).</p>		

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		<p>The Contractor shall submit a summary of the inspections which includes the Customer’s VR ID Number, Name, Service Type, Date of Completion, and Date of Inspection.</p> <p>Final Inspection Memorandums and Customer Acceptance forms shall be maintained as evidence of completion, and shall be made available to the DVR Contract Manager upon request.</p> <p>No more than six (6) projects inspected by the Contractor shall require rework each contract year.</p> <p>The Contractor shall submit a list of all inspections that require re-work to include the date of initial inspection, date of re-work completion, re-work inspection date, total cost of re-work, and the DVR authorization number.”</p>		

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DVR did not conduct required monitoring	We recommend that DVR conduct desktop monitoring each year of the contract to verify contractor compliance and issue a final report with a corrective action plan, if necessary. We additionally recommend DVR conduct a cost benefit analysis on the contract to ensure DVR is obtaining services as efficiently and effectively as possible and to determine if they should rebid the contract in the future.	<p>Concur. DVR will conduct desktop monitoring each year of the contract.</p> <p>DVR intends to issue a Request for Information to determine the feasibility of competitively procuring these services. If determined feasible, DVR will issue a formal competitive solicitation.</p>	<p>DVR is preparing to conduct a quarterly monitoring of the July 2019 – September 2019 services. The anticipated completion date is December 30, 2019.</p> <p>DVR will begin planning for the solicitation December 2019. The contract expires June 30, 2021.</p>	<p>December 30, 2019</p> <p>Monica Moyer 245-7004</p> <p>Anticipated Completion of Formal Solicitation Fall 2020.</p> <p>Monica Moyer 245-7004</p>

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<p>USF did not update the status of each customer in RIMS timely.</p>	<p>We recommend DVR review this requirement and determine whether the DVR counselor or USF staff should be responsible for updating the status of the customers.</p>	<p>Concur. DVR has reviewed this requirement and has determined that USF staff should be responsible for updating the status of the customers.</p>	<p>N/A – reported as completed May 20, 2019.</p>	<p>Complete</p>
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