

# Report Summary

Social Security Administration Office of the Inspector General

February 2011



## Objective

To determine whether (1) the guard services contractor was complying with the contract terms and applicable regulations, and (2) Social Security Administration (SSA) personnel were properly monitoring the contract.

## Background

This audit focuses on SSA's contract with Paragon that began on March 14, 2008 and will continue to March 31, 2018, if all option periods are exercised. The contract requires armed guards at each post location for the times specified in the contract. SSA offices involved in managing and directing the Agency's physical security programs and procuring and monitoring the guard service contracts, include the Offices of Protective Security Services, a component of the Office of Facilities Management, and Acquisition and Grants.

To view the full report, visit  
<http://www.ssa.gov/oig/ADO/BEPDF/A-15-10-11089.pdf>

## *The Social Security Administration's Guard Service Contract for Headquarters, the National Computer Center, and Security West (A-15-10-11089)*

## Our Findings

We determined that Paragon did not comply with the terms of the contract in certain areas. Specifically, we noted instances where guards did not perform the post orders as stated in the contract, and supervisors were not providing sufficient post inspections. There were also excessive errors and pre-signed guard post sign-in and sign-out sheets, and discrepancies between the post sign-in and sign-out sheets and the firearms sign-out and return sheets. We determined that the Contracting Officer Technical Representative (COTR) for this contract had provided the proper oversight of the contract. Because of the number of varying issues we noted on this contract, it is imperative that SSA remain aware of contractor issues and continue its strong oversight. SSA should examine the current contract clauses specific to performance and modify the contract as deemed necessary. If the COTR continues to note issues with the service provided by Paragon, it may become necessary to take corrective action in accordance with the contract that may require that SSA re-compete this contract before its expiration.

## Our Recommendations

1. Require that the contractor enforce strict adherence to post orders.
2. Modify the contract to control the number of roving posts left open while relief breaks are provided.
3. Modify the contract to require that the contractor provide supervisor post inspections at least two times per shift for each post.
4. Formalize a "Guardmount" procedure prior to each shift.
5. Ensure the contractor complies with proper procedures for signing in and signing out on the Forms SSA-4072 and SSA-3089 or develop another method for tracking the contract post hour requirements.