

Performance Review of the Social Security Administration's Guard Services Contract

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Office of Audit Report Summary

Objectives

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

Background

On February 12, 2014, SSA awarded a contract to MVM, Inc. to provide guard services at SSA's Main Complex, National Computer Center, and Security West buildings in Baltimore, Maryland. The contract period, which included 1 base year and 4 option years, began February 12, 2014 and will end February 11, 2019 for a total cost of approximately \$119 million.

SSA's Offices of Security and Emergency Preparedness (OSEP) and Acquisition and Grants are involved in managing and directing the Agency's physical security programs and procuring and monitoring the guard service contracts. The Office of Security Administration and Project Management, a component of OSEP, assigned a Contracting Officer's Representative to monitor the performance of this guard contract. These Offices were responsible for ensuring the contractor complied with the contract terms, and provided efficient and effective services.

Conclusions

We determined MVM, Inc. was compliant with the contract requirements regarding the qualifications of the contracted guard force and the performance of specified security duties. In addition, we noted the Contracting Officer's Representative consistently provided appropriate oversight in maintaining contractor compliance with the contract.