



# At a Glance

## Why We Did This Evaluation

The U.S. Environmental Protection Agency's Office of Inspector General received a hotline complaint in September 2019 regarding a \$12 million contract for information technology support services performed by Attain, the Agency's contractor for information technology support.

The objective of this evaluation was to determine whether the EPA paid Attain for services that were either not performed or performed by other EPA contractors.

### This evaluation addresses the following:

- *Operating efficiently and effectively.*

### This evaluation addresses a top EPA [management challenge](#):

- *Complying with key internal control requirements (policies and procedures).*

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List of [OIG reports](#).

## ***EPA Needs to Improve Oversight of Invoice Reviews and Contractor Performance Evaluation***

### What We Found

We did not find evidence that the EPA paid Attain for information security services that were either not performed or performed by other EPA contractors. We found, however, that the EPA did not perform certain contract management duties for the Attain contract. In particular, the multiple contracting officers overseeing the Attain contract did not complete (1) the required invoice review during the task order's base year period and (2) the contractor performance evaluation. EPA directives prescribe the requirements for performing these key management oversight activities. These activities were not completed because the outgoing contracting officers did not complete the contract transition checklist and transition memorandum, which would have notified the incoming contracting officer about critical contract monitoring tasks that needed to be completed. Further, the EPA lacked processes to notify contract management when contracting officers did not review invoices periodically or initiate the contractor performance evaluation in the Contractor Performance Assessment Reporting System.

**Effective contract management practices safeguard the EPA from remitting costs that are not allowable, allocable, and reasonable.**

### Recommendations and Planned Agency Corrective Actions

We recommend that the assistant administrator for Mission Support (1) implement controls to alert the Office of Acquisition Solutions management when required annual invoice reviews are not completed and contractor performance evaluations are not initiated; (2) review all Attain task order invoices commencing with the base year and recoup any overpayments; (3) remind contracting officers to complete contract transition checklists and transition memorandums when transferring task orders, including contracts, between contracting officers; and (4) require the contracting officer to complete the base year performance evaluation.

The Agency concurred with all recommendations and provided acceptable corrective actions and estimated milestone dates. The Agency completed corrective actions for one of the recommendations. The remaining four recommendations are resolved with corrective actions pending.