

IMPLEMENTATION REVIEW
OF THE FEDERAL ACQUISITION SERVICE'S
ALLIANT ORDERING GUIDE
REPORT NUMBER A090009/Q/A/P09002
DATED MAY 1, 2009
ASSIGNMENT NUMBER A100132

March 30, 2010



U.S. GENERAL SERVICES ADMINISTRATION
Office of the Inspector General

Date: March 30, 2010

Reply to
Attn of: Audit Manager, Acquisition Programs Audit Office (JA-A)

Subject: Implementation Review of the Federal Acquisition Service's Alliant
Ordering Guide, Report Number A090009/Q/A/P09002 dated May 1, 2009
Assignment Number A100132

To: James A. Williams, Commissioner, Federal Acquisition Service (Q)

The Acquisition Programs Audit Office conducted an implementation review of the actions taken by the General Services Administration's (GSA's) Federal Acquisition Service (FAS) in response to the five recommendations included in the Review of the Federal Acquisition Service's Alliant Ordering Guide, Report Number A090009/Q/A/P09002 issued on May 1, 2009 (Alliant ordering guide report). That review focused on evaluating the draft Alliant ordering guide to determine if it described the contract requirements and processes clearly and sufficiently enough to ensure proper use of the contract, promote adequate competition, and result in the best value for the government. As required by GSA Order ADM P 2030.2C, FAS provided a formal action plan on July 1, 2009, which identified specific steps to be completed to address the report recommendations. Appendix A includes a listing of the five Alliant ordering guide report recommendations and Appendix B contains a copy of the management action plan provided by FAS.

Background

FAS offers technology services and solutions to customer agencies through use of Governmentwide Acquisition Contracts (GWACs). GWACs are task or delivery order contracts established by one agency for government-wide use. Alliant is an FAS GWAC that provides a wide range of information technology solutions to customer agencies. FAS typically develops ordering guides for its contracts, which are intended to assist program officials, ordering offices, ordering contracting officers, and contractors in the proper use of the specific GWAC.

Objective, Scope, and Methodology

The objective of this implementation review was to determine whether FAS has taken appropriate corrective actions as outlined in the action plan for the Alliant ordering guide report.

To accomplish the objective of our review, we:

- Reviewed the Alliant ordering guide report dated May 1, 2009.
- Obtained and reviewed the applicable action plan dated July 1, 2009 from GSA's Internal Control and Audit Division's audit tracking system.
- Analyzed the current Alliant ordering guide published July 21, 2009, to determine if the action plan steps had been completed and if our recommendations were adequately addressed.

We conducted this implementation review during March 2010.

Results of Review

The results of our implementation review indicate that FAS has taken appropriate corrective actions to address the Alliant ordering guide report recommendations. Overall, we found that the changes made to the Alliant ordering guide help to ensure proper use of the contract, promote adequate competition, and result in best value for the government. We determined that no further action is necessary to address our recommendations.

Internal Controls

This review was limited in scope in order to answer the objective of this review. Thus, our assessment and evaluation of internal controls was restricted to those issues identified in the Alliant ordering guide report.

We would like to commend you and your staff for implementing timely corrective actions in response to our recommendations. If you have any questions regarding this review, please contact me at (816) 926-8605.



Michelle L. Westrup
Audit Manager
Acquisition Programs Audit Office

APPENDICES

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APPENDIX A

Recommendations from the
Review of the Federal Acquisition Service's Alliant Ordering Guide
Report Number A090009/Q/A/P09002 dated May 1, 2009

We recommend that the Commissioner of the Federal Acquisition Service:

1. Expand the "Scope" section of the ordering guide to include: a) Additional information regarding the scope review process, b) high-risk work scope areas, c) examples of unauthorized actions, and d) examples of IT services and solutions allowed.
2. Provide detailed information in the ordering guide to OCOs [ordering contracting officers] and Alliant contractors regarding their individual roles and responsibilities.
3. Incorporate additional information regarding RFP [request for proposal] submission guidelines and outline the importance of a specific and clearly defined SOW [statement of work] in the ordering guide.
4. Provide information in the ordering guide regarding the use and benefits of streamlined acquisition procedures.
5. Emphasize to OCOs the importance of reviewing and validating other direct costs and option year pricing and provide information on methods to assess other non-pricing evaluation factors in the ordering guide.

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APPENDIX B

Action Plan for the
Review of the Federal Acquisition Service's Alliant Ordering Guide
Report Number A090009/Q/A/P09002 dated May 1, 2009



GSA Federal Acquisition Service

July 1, 2009

MEMORANDUM FOR THEODORE R. STEHNEY
ASSISTANT INSPECTOR GENERAL
FOR AUDITING (JA)

FROM: JAMES A. WILLIAMS
COMMISSIONER
FEDERAL ACQUISITION SERVICE (Q)

A handwritten signature in black ink, appearing to read "James A. Williams", written over the printed name and title.

SUBJECT: GSA Final Report, "Review of the Federal Acquisition
Service's Alliant Ordering Guide" (A090009/Q/A/P09002),
Dated May 1, 2009

I have reviewed the above report and concur with the recommendations. A copy of a time-phased action plan to implement each of the five recommendations are attached along with the signed Management Decision Record.

Please call me at (703) 605-5400 if you have any questions. Your staff may contact Mr. Wayne Williams at (703) 605-2177 or Wayne.Williams@GSA.Gov for additional information.

6 Attachments

cc: Mr. Kenneth Crompton
Deputy Assistant Inspector General
for Acquisition Audits (JA-A)

U.S. General Services Administration
2200 Crystal Drive
Arlington, VA 20406-0003
www.gsa.gov

Action Plan for the
Review of the Federal Acquisition Service's Alliant Ordering Guide
Report Number A090009/Q/A/P09002 dated May 1, 2009 (cont.)

ACTION PLAN		
CONTACT PERSON: James Ghiloni, QTBA		
TELEPHONE: 703-306-7568		
DATE: 06/22/2009		
REPORT NUMBER	NUMBER	COMPLETION DATE
A 0 9 0 0 0 9 Q A P 0 9 0 0 2	0 1	0 8 1 5 0 9
RECOMMENDATION (QUOTE IN FULL, IF SHORT, OR GIVE SUBSTANCE, IF LONG)		
Expand the "Scope" section of the ordering guide to include: a) Additional information regarding the scope review process, b) high-risk work scope areas, c) examples of unauthorized actions, and d) examples of IT services and solutions allowed.		
ACTION TO BE TAKEN STEP-BY-STEP	SUPPORTING DOCUMENTATION TO BE SENT TO BECA	DOCUMENTATION WILL BE SENT BY
1. Add information regarding Scope Review process.	Revised Ordering Guide, p. 7-8	6/22/2009 completed/ attached
2. Add information regarding High Risk Scope areas.	Revised Ordering Guide, p. 7	6/22/2009 completed/ attached
3. Add examples of unauthorized actions.	Revised Ordering Guide, p. 7	6/22/2009 completed/ attached
4. Add examples of IT services and solutions	Revised Ordering Guide, Appendix C	6/22/2009 completed/ attached
5. Publish updated Alliant GWAC Ordering Guide on Web.	Copy of GWAC Ordering Guide with Web address	08/15/2009

REPORT NUMBER	NUMBER	COMPLETION DATE
A 0 9 0 0 0 9 Q A P 0 9 0 0 2	0 2	0 8 1 5 0 9
RECOMMENDATION (QUOTE IN FULL, IF SHORT, OR GIVE SUBSTANCE, IF LONG)		
Provide detailed information in the ordering guide to OCOs and Alliant contractors regarding their individual roles and responsibilities.		
ACTION TO BE TAKEN STEP-BY-STEP	SUPPORTING DOCUMENTATION TO BE SENT TO BECA	DOCUMENTATION WILL BE SENT BY
1. Provide OCO roles and responsibilities.	Revised Ordering Guide, p. 10	6/22/2009 completed/ attached
2. Provide Alliant contractor roles and responsibilities.	Revised Ordering Guide, pp.20-23	6/22/2009 completed/ attached
3. Publish updated Alliant GWAC Ordering Guide on Web.	Copy of Alliant GWAC Ordering with Web address	8/15/09

Action Plan for the
Review of the Federal Acquisition Service's Alliant Ordering Guide
Report Number A090009/Q/A/P09002 dated May 1, 2009 (cont.)

ACTION PLAN																							
CONTACT PERSON: James Ghiloni, QTBA																							
TELEPHONE: 703-306-7568																							
DATE: 06/22/2009																							
REPORT NUMBER						NUMBER			COMPLETION DATE														
A	0	9	0	0	0	9	Q	A	P	0	9	0	0	0	2	0	3	0	8	1	5	0	9
RECOMMENDATION (QUOTE IN FULL, IF SHORT, OR GIVE SUBSTANCE, IF LONG)																							
Incorporate additional information regarding RFP submission guidelines and outline the importance of a specific and clearly defined SOW in the ordering guide.																							
ACTION TO BE TAKEN STEP-BY-STEP												SUPPORTING DOCUMENTATION TO BE SENT TO BECA						DOCUMENTATION WILL BE SENT BY					
1. Provide RFP submission guidelines.												Revised Ordering Guide, pp. 13-15						6/22/09 Completed/ attached					
2. Provide specific and clearly defined requirements.												Revised Ordering Guide, p. 14						6/22/09 Completed/ attached					
3. Publish updated Alliant GWAC Ordering Guide on Web.												Copy of Alliant GWAC Ordering with Web address						8/15/09					

REPORT NUMBER												NUMBER			COMPLETION DATE								
A	0	9	0	0	0	9	Q	A	P	0	9	0	0	0	2	0	4	0	8	1	5	0	9
RECOMMENDATION (QUOTE IN FULL, IF SHORT, OR GIVE SUBSTANCE, IF LONG)																							
Provide information in the ordering guide regarding the use and benefits of streamlined acquisition procedures.																							
ACTION TO BE TAKEN STEP-BY-STEP												SUPPORTING DOCUMENTATION TO BE SENT TO BECA						DOCUMENTATION WILL BE SENT BY					
1. Provide benefits of streamlined acquisition procedures.												Revised Ordering Guide, p. 15/App. D						6/22/09 Completed/ attached					
2. Publish updated Alliant GWAC Ordering Guide on Web.												Copy of Alliant GWAC Ordering Guide						8/15/09					

REPORT NUMBER												NUMBER			COMPLETION DATE								
A	0	9	0	0	0	9	Q	A	P	0	9	0	0	0	2	0	5	0	8	1	5	0	9
RECOMMENDATION (QUOTE IN FULL, IF SHORT, OR GIVE SUBSTANCE, IF LONG)																							
Emphasize to OCOs the importance of reviewing and validating other direct costs and option year pricing and provide information on methods to assess other non-pricing evaluation factors in the ordering guide.																							
ACTION TO BE TAKEN STEP-BY-STEP												SUPPORTING DOCUMENTATION TO BE SENT TO BECA						DOCUMENTATION WILL BE SENT BY					
1. Provide other direct costs (ODCs) and option year pricing.												Revised Ordering Guide, p.15-16/ App. E						6/22/09 Completed/ attached					
2. Provide Non-pricing evaluation factors.												Revised Ordering Guide, p. 14						6/22/09 Completed/ attached					
3. Publish updated Alliant GWAC Ordering Guide on Web.												Copy of Alliant GWAC Ordering Guide and Web address						8/15/09					

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APPENDIX C

Report Distribution

Commissioner, Federal Acquisition Service (Q).....	3
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Assistant Inspector General for Auditing (JA, JAO)	2
Assistant Inspector General for Investigations	1