



Office of Audits
Office of Inspector General
U.S. General Services Administration

IMPLEMENTATION REVIEW OF CORRECTIVE ACTION PLAN

**Audit of GSA's Total Workplace
Furniture and Information
Technology Program
Report Number
A170070/P/R/R20005
March 31, 2020**

Assignment Number A210059
November 10, 2021

Table of Contents

Introduction	1
Results.....	3
Appendixes	
Appendix A – Corrective Action Plan for Report Number A170070/P/R/R20005	A-1
Appendix B – Report Distribution	B-1

Introduction

We have completed an implementation review of the management actions taken in response to the recommendations contained in our March 2020 audit report, *Audit of GSA's Total Workplace Furniture and Information Technology Program*, Report Number A170070/P/R/R20005.

Objective

The objective of our review was to determine whether GSA's Federal Acquisition Service (FAS) and Public Buildings Service (PBS) have taken the actions as outlined in the corrective action plan for *Audit of GSA's Total Workplace Furniture and Information Technology Program* (see **Appendix A**). To accomplish our objective we:

- Met and corresponded with FAS and PBS management and services programs personnel;
- Examined documentation submitted by the Office of the Chief Financial Officer and the Center for Workplace Strategy to support that the corrective action plan steps were completed;
- Examined documentation contained in GSA's Internal Controls Audit Tracking System; and
- Performed limited testing of the implementation of the guidance and procedures contained in these supporting documents.

Background

The Furniture and Information Technology (FIT) Program is one of the offerings within GSA's Total Workplace Program. The FIT Program focuses on transforming the federal government to a twenty-first century workplace. The goal of the FIT Program is to help customer agencies with upfront funding for space reduction projects.

The FIT Program allows customer agencies to lease the furniture and IT equipment needed when moving into new space. GSA designed the program to allow customer agencies to free up funding for upfront move costs by deferring the costs of furniture and IT equipment through long-term lease agreements.

GSA operates the FIT Program as an FAS and PBS partnership. Under the program, FAS and PBS aim to work together to provide a solution to the customer agency that meets the customer's needs and reduces the federal footprint. The PBS Total Workplace Program Management Office is responsible for the FIT Program overall and provides general project oversight and customer support. Working alongside the Program Management Office, the PBS regional project manager is responsible for a project's scope of work. FAS contracts for the furniture and IT equipment

through its Acquisition Services Fund and PBS bills the customer agency through the monthly rent bill.

On March 31, 2020, we issued an audit report, *Audit of GSA's Total Workplace Furniture and Information Technology Program* to FAS and PBS. The objectives of the audit were to determine if GSA: (1) administered the FIT Program in accordance with Agency guidance and policy and (2) billed FIT Program customer agencies in accordance with their lease agreements and prescribed rental fees.

Our audit found that:

- GSA does not apply the mandatory FIT Program requirements to projects consistently.
- GSA has not conducted payback analyses to support project approval decisions.
- GSA has not appointed tenant agency contracting officers' representatives and in some cases, no one has responsibility for performing these duties.
- The roles and responsibilities for the IT aspects of FIT Program projects are unclear, undefined, and unassigned.
- The FIT Program does not have a standard billing methodology and its customer billings are significantly delayed.

To address the findings identified in our report, we recommended that the PBS Commissioner:

1. Work with the FAS Commissioner to establish formalized policy and guidelines that enables the Total Workplace Program Management Office to manage all aspects of the FIT Program.
2. Consolidate all guidance into one finalized FIT Program Administrative Guide that ensures roles and responsibilities are outlined for the project approval process, FIT Program IT projects, and billing.
3. Evaluate the mandatory FIT Program requirements to determine if revisions are necessary to meet customer agency needs, achieve cost savings, and reduce the federal footprint.

In addition, we recommended that the FAS Commissioner:

1. Ensure that FIT Program projects have qualified contracting officers' representatives who are able to verify that projects are delivered according to the terms of the Supplemental Occupancy Agreements.
2. Implement controls to ensure that contractors are not accepting products and recommending payment on behalf of the government.
3. Resolve the outstanding billing dispute related to the Broadcasting Board of Governors FIT Program project.

The PBS Commissioner and FAS Commissioner agreed with our report recommendations.

Results


Our implementation review determined that PBS and FAS have taken appropriate corrective actions to address the recommendations. We determined that no further action is necessary.

Audit Team

This review was managed out of the Real Property and Finance Audit Office and conducted by the individuals listed below:

Byron G. Bustos	Associate Deputy Assistant Inspector General for Auditing
Meseret Henriques	Audit Manager
Nicole Day	Auditor-In-Charge

Appendix A – Corrective Action Plan for Report Number A170070/P/R/R20005

		Corrective Action Plan US General Services Administration		Date	6/8/2020
A170070/P/R/R20005					
Audit Name		Audit of GSA's Total Workplace Furniture and Information Technology Program			
Designated Responding Officials		Chuck Hardy, Acting Chief Architect / Total Workplace Program Manager and Kim Brown, FAS Region 5 Regional Commissioner / FAS FIT Executive Sponsor			
Audit Contact Persons		[Redacted]			
Contact Email		[Redacted]		Contact Phone #	[Redacted]
Recommendation Number (001)					
Recommendation Name		PBS: Work with the FAS Commissioner to establish formalized policy and guidelines that enables the Total Workplace Program Management Office to manage all aspects of the FIT Program.			
Action to be Taken Step by Step		Supporting Documentation to be Sent to H1EB		Date Documentation is Due	
001: Document FAS/PBS established policy/guidelines that enables the total Workplace Program Management Office to manage all aspects of the Furniture and Information Technology (FIT) Program		FIT Administrative Guide		12/31/2020	
002: Establish and include formalized exceptions process within the FIT Guide		FIT Administrative Guide		12/31/2020	

A170070/P/R/R20005					
Audit Name		Audit of GSA's Total Workplace Furniture and Information Technology Program			
Designated Responding Official		Chuck Hardy, Acting Chief Architect / Total Workplace Program Manager			
Audit Contact Person		[Redacted]			
Contact Email		[Redacted]		Contact Phone #	[Redacted]
Recommendation Number (002)					
Recommendation Name		PBS: Consolidate all guidance into one finalized FIT Program Administrative Guide that ensures roles and responsibilities are outlined for the project approval process, FIT Program IT projects, and billing.			
Action to be Taken Step by Step		Supporting Documentation to be Sent to H1EB		Date Documentation is Due	
001: Finalize FIT Administrative Guide (to include roles and responsibilities for project approval, IT projects, and billing).		FIT Administrative Guide		12/31/2020	
002: Establish and include formalized exceptions process within the FIT Guide		FIT Administrative Guide		12/31/2020	

A170070/P/R/R20005		
Audit Name	Audit of GSA's Total Workplace Furniture and Information Technology Program	
Designated Responding Official	Chuck Hardy, Acting Chief Architect / Total Workplace Program Manager	
Audit Contact Person	[REDACTED]	
Contact Email	[REDACTED]	Contact Phone # [REDACTED]
Recommendation Number (003)		
Recommendation Name	PBS: Evaluate the mandatory FIT Program requirements to determine if revisions are necessary to meet customer agency needs, achieve cost savings, and reduce the federal footprint.	
Action to be Taken Step by Step	Supporting Documentation to be Sent to H1EB	Date Documentation is Due
001: Review and standardize FIT Requirements and Customer Sign-Off Acceptance to include the reduction of Federal footprint goal and projected cost savings	Customer Acceptance Form	06/30/2020
002: Conduct messaging to provide regions with updates to the FIT Administrative Guide	Announcement messaging and briefing materials	03/31/2021

A170070/P/R/R20005		
Audit Name	Audit of GSA's Total Workplace Furniture and Information Technology Program	
Designated Responding Official	Kim Brown, FAS Region 5 Regional Commissioner / FAS FIT Executive Sponsor	
Audit Contact Person	[REDACTED]	
Contact Email	[REDACTED]	Contact Phone # [REDACTED]
Recommendation Number (004)		
Recommendation Name	FAS: Ensure that FIT Program projects have qualified contracting officers' representatives who are able to verify that projects are delivered according to the terms of the Supplemental Occupancy Agreements.	
Action to be Taken Step by Step	Supporting Documentation to be Sent to H1EB	Date Documentation is Due
001: Establish procedures for client to identify and assign Contracting Officer's Representative (COR) Level 1 (as part of action for recommendation #2)	COR Process for Fit Project - outlined in FIT Administrative Guide	12/31/2020
002: Update Supplemental Occupancy Agreement (SOA)	Updated SOA	9/30/2020

A170070/P/R/R20005		
Audit Name	Audit of GSA's Total Workplace Furniture and Information Technology Program	
Designated Responding Official	Kim Brown, FAS Region 5 Regional Commissioner / FAS FIT Executive Sponsor	
Audit Contact Person	[REDACTED]	
Contact Email	[REDACTED]	Contact Phone # [REDACTED]
Recommendation Number (005)		
Recommendation Name	FAS: Implement controls to ensure that contractors are not accepting products and recommending payment on behalf of the government.	
Action to be Taken Step by Step	Supporting Documentation to be Sent to H1EB	Date Documentation is Due
001: Develop and document processes that mandate Federal employees (not contractors) are involved in acceptance of products and recommendations of payment	Process for Fit Project - outlined in FIT Administrative Guide	12/31/2020
002: Update Supplemental Occupancy Agreement (SOA)	Updated SOA	9/30/2020

A170070/P/R/R20005		
Audit Name	Audit of GSA's Total Workplace Furniture and Information Technology Program	
Designated Responding Official	Kim Brown, FAS Region 5 Regional Commissioner / FAS FIT Executive Sponsor	
Audit Contact Person	[REDACTED]	
Contact Email	[REDACTED]	Contact Phone # [REDACTED]
Recommendation Number (006)		
Recommendation Name	FAS: Resolve the outstanding billing dispute related to the Broadcasting Board of Governors FIT Program project.	
Action to be Taken Step by Step	Supporting Documentation to be Sent to H1EB	Date Documentation is Due
001: PBS/FAS/OCFO/R4 will collaborate internally to determine a path forward to resolve this billing dispute	Meeting Minutes	06/30/2020
002: Add language in the FIT Administrative Guide to alleviate any further billing disputes/issues (as part of action for recommendation #2)	FIT Administrative Guide	12/31/2020
003: Collaborate with Broadcasting Board of Governors and GSA	Resolution Documentation	9/30/2020

Appendix B – Report Distribution

GSA Administrator (A)

GSA Deputy Administrator (AD)

Commissioner (P)

Commissioner (Q)

Acting Deputy Commissioner (P)

Deputy Commissioner (Q1)

Acting Chief of Staff (PB)

Chief of Staff (Q0A)

Deputy Chief of Staff (PB)

Acting Chief Architect (PCA)

Chief Administrative Services Officer (H)

Office of Audit Management and Accountability (BA)

Assistant Inspector General for Auditing (JA)

Director, Audit Planning, Policy, and Operations Staff (JAO)