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Description of document: General Services Administration (GSA) Inspector General

(OIG) final report/closing memo/referral letter, etc. of investigations, audits or management reviews, inspections, or other projects done for a different agency not published

on the GSA website, 2005-2013

Requested date: 03-December-2013

Released date: 06-January-2014

Posted date: 10-February-2014

Source of document: OIG Freedom of Information Act Officer

GSA, Office of Inspector General (JC) 1800 F Street, N.W., Room 5326

Washington, DC 20405 Fax: (202) 501-0414

Email: OIGFOIA-PrivacyAct@gsaig.gov

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U.S. General Services Administration Office of Inspector General

January 6, 2014

Re: Freedom of Information Act Request (OIG Tracking Number 14-010)

This is in response to your letter dated December 3, 2013, requesting documents under the Freedom of Information Act (FOIA). In your letter, you requested a copy of "each GSA Inspector General final report/closing memo/referral letter, etc....of an investigation or audit or management review or inspection or any other project done for a different agency created since January 1, 2005" that we have not already published on our website.

We have searched the official files of the Office of Inspector General and found documents responsive to your request. We are releasing the documents to you with certain information withheld pursuant to Exemptions 5 and 6 of the FOIA. The redactions under Exemption 5 of the FOIA, 5 U.S.C. § 552(b)(5), are of predecisional information that is part of the deliberative process. NLRB v. Sears, Roebuck & Co., 421 U.S. 132, 151-52; Jordan v. United States Dep't of Justice, 591 F.2d 753, 774 (D.C. Cir. 1978) (en banc); Vaughn v. Rosen, 523 F.2d 1136, 1143-44 (D.C. Cir. 1975). Exemption 6 of the FOIA, 5 U.S.C. §522(b)(6), relates to personal information regarding persons other than yourself. Release of this information would constitute a clearly unwarranted invasion of the personal privacy of the persons mentioned in the records.

For your information, Congress excluded three discrete categories of law enforcement and national security records from the requirement of the FOIA. See 5 U.S.C. § 522(c) (2006 & Supp. IV (2010)). This response is limited to those records that are subject to the requirements of the FOIA. This is a standard notification that is given to all our requester and should not be taken as an indication that excluded records, or do not exist.

Your have the right to appeal the adequacy of our search or for disclosure of any undisclosed information by writing to the Freedom of Information Act Office, Office of the Inspector General, General Services Administration, 1800 F. Street, NW, Room 5332, Washington, D.C. 20405, within 120 days of your receipt of this letter. The appeal must be in writing and contain a statement of reason for the appeal. Please enclose copies of your initial request and this response. The envelope and letter should be clearly marked as a "Freedom of Information Act Appeal."

Sincerely,

Richard P. Levi

Counsel to the Inspector General

(FOIA Officer)



U.S. General Services Administration Office of Inspector General

April 7, 2009

The Honorable Judith Gwynn
Acting Inspector General
United States International Trade Commission
Office of Inspector General
500 E Street, S.W.
Room 515
Washington, DC 20436

Re: Iron Mountain

Dear Inspector General Gwynn,

You recently contacted my office requesting a review of the United States International Trade Commission's (USITC) procurement for document storage services with Iron Mountain. Iron Mountain offers comprehensive records management, data protection, and information destruction services under their GSA Multiple Award Schedule (MAS) contract, GS-25F-0066M, as well as through commercial agreements. Prior to their current MAS contract, Iron Mountain held GSA contract number GS-25F-0022J, which expired in approximately 2001.

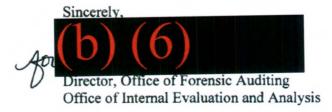
Based on the documentation provided by your office, USITC maintained contractual agreements for storage services with Iron Mountain's predecessor, Data Storage Centers (DSC), as far back as 1997 and has continued that relationship with Iron Mountain since 2000. USITC and Iron Mountain have a lengthy history of executing open market contracts and purchase orders, as well as delivery orders under Iron Mountain's MAS contracts. The documentation reviewed demonstrates that these separate contract actions often ran concurrently.

It is my understanding that Iron Mountain has continuously billed, and USITC has consistently paid, for document storage under the terms and conditions of their open market agreement. Brought to their attention by USITC, Iron Mountain has recognized the potential for overbilling, and they contend that this is an administrative error due to confusion over the varying contract actions. Iron Mountain has notified the GSA contracting officer of pricing discrepancies, and they are in the process of analyzing their USITC account. Iron Mountain will present their final analysis to USITC as well as my office. It is also my understanding that the USITC procurement office has initiated a pricing review as well. Iron Mountain has indicated their desire to come to a settlement for any discrepancies and compensate USITC for billings above the GS-25F-0066M pricing for MAS services.

Based on the independent reviews being conducted by both Iron Mountain and USITC, my office has determined that, at this time, there is no apparent issue for the GSA Office of Inspector

General (OIG) to pursue. We have briefed both the GSA contracting officer, and branch chief, b (6) and we have suggested that the next scheduled contract review by the GSA Federal Acquisition Service industrial operations analyst (IOA) include a larger sample for reconciliation of schedule rates against contract billing. Should the IOA discover discrepancies outside of those reported by USITC, we would anticipate a referral of the matter to the GSA OIG Office of Audits.

If you have any questions or concerns, please do not hesitate to contact (b) (6) on (b) (6)



cc: (b) (6)
Contracting Officer (3QSAD)
Contracting Officer (3QSADB)

(b) (6)
Industrial Operations Analyst (QV0CEB)

(b) (6)
Principal Deputy Assistant IG for Auditing (JA)
Deputy Assistant IG for Auditing - Acquisition Programs (JA-A)
Deputy Assistant IG for Auditing - Contract Audits (JA-C)

General Services Administration
Office of Inspector General's
Report on Applying Agreed-Upon Procedures
Report Number: A050124/S/F/S05005
September 15, 2005

NOTICE

This report contains information that the Office of Inspector General has determined is proprietary and predecisional and distribution is restricted to Agency officials and other cognizant Federal officials. Persons disclosing this information publicly or to others not having an official need to know are subject to possible administrative or civil penalties, or criminal penalties pursuant to the Trade Secrets Act (18 U.S.C. Section 1905).

This report should be safeguarded to prevent improper disclosure at all times. Agency officials who receive requests to release this report should refer the requestor to the Office of Inspector General, Office of Counsel – Freedom of Information Officer.

Office of Improve Control

SEP 15 205

Housestale Patrick E. McFarland Inspector General U.S. Office of Personnel Menagement 1900 E Street, NW, Room 6400 Weetingkin, DC 20415

Dear Mr. McForland:

In accordance with the impulsaments of Office of Management and Budget Eubedn No. 01-02, Audit Recultements for Federal Finance' Statements, as amonded, I am haroby transmitting the results of our "Agreed-Joon Proceduras" engagement for health benefits, like insurance, and retirement withholdings. This engagement was performed to estate the U.S. Office of Personnel Management in sussessing the reasonableness of indirement, health, and life insurance withholdings and combitotions, and employee headcount data that the General Services Administration's National Payro's Center submitted to U.S. Office of Personnel Management during Fiscal Year 2005.

I would be pleased to discuse this report with you at any time. If your staff has any questions concerning this report, please confact the property inspector General for Finance and Authinistiative Author of (202) 501-0000.

Sincarely.

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Inspector General

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cat the Financial Officer

TO THE RESERVE OF THE PARTY OF

General Services Administration Office of Inspector General's Report on Apolying Agreed Upon Procedures

To the Inspector General, v.S. Office of Personnal Management

We have performed the procedures enumerated in Adeciment I, which were aproved to by the inspector General and the Chiaf Financial Officer or the U.S. Office of Parsonne Management (OPM), solely to possist with respect to the employee withheldings and displayer contributions reported on the Papari of Midholdings and Conditional for Health Pienefits, Life insulance and Medicensery for the payrotile and ended rebriary 19, 2005, April 30, 2005, and June 11, 2005, and Sumennial Headcount Report as of February 19, 2005, and June 11, 2005, and Sumennial Headcount Report as of February 19, 2005, This lengagement to apply agreed-upon procedures was performed in accordance with the standards established by the American Institute of Centiled Public Accounts/is. The sufficiency of the procedures is solely the responsibility of the Inspector Neural and the Object Financial Officer of OPM. Consequently, we make no representation regarding the sufficiency of the procedures described in Adaptment Liethon for the purpose for which this report has been requested or for the Object purpose.

We were not sngaged to and did not, before an audit the objective of which which be the expression of an opinion in the well-notings and controllations for Hegith Benetics, Life insurance and flet idmost, and the Headcount Report of the Goneral Socious Administration (GSA) and OPM. Accordingly, we do not express such an ortinion inhald we conformed additional procedures other matters might have come to our attention that would have been reprinted to you

This report is intended solely for the use of the Inspector General and Chief Financial Officer of OPM and should not be used by those who have not agricult to the providers and taken responsibility for the sufficiency of the procedural

Assason Inspector General for Publishing

September 15, 2005

Attacament

ect Chief Financial Officer of OPM

General Services Administration Office of Inspector General's Report on Applying Agreed-Upon Procedures

- 1. We compared the payroll system data files to the Report of Withholdings and Contributions for Health Benefits, Life Insurance and Retirement (Standard Form 2812), and the Retirement and Insurance Transfer System (RITS) submission data for the payroll periods ended February 19, 2005, April 30, 2005, and June 11, 2005. To accomplish this, we:
 - Footed employees' Consolidated Payroll Reports for three different agencies, one agency for each of the selected payroll periods.
 - Traced the employees' withholding information shown on the footed Consolidated Payroll Reports to the related amounts shown on the agency summary sheets, which roll forward to the Standard Form 2812.
 - Footed each of the Standard Form 2812s sampled and verified totals to RITS submission data.

We did not find any differences or exceptions that were unsupported, or that represented an error.

- 2. We randomly selected a sample of 25 GSA employees and 25 OPM employees for the payroll period ended June 11, 2005, who were covered by the Civil Service Retirement System (CSRS) or the Federal Employees Retirement System (FERS); enrolled in the Federal Employees Health Benefits Program; covered by Basic Life Insurance; and covered by at least one Federal Employees Group Life Insurance (FEGLI) optional coverage (Option A, B, or C). Using the payroll files of the selected employees, we:
 - Verified that the base salary shown in the payroll data agrees with approved amounts reflected on the employees' Notification of Personnel Action (Standard Form 50).
 - Verified that the retirement plan codes indicated on the employees Standard Form 50 agree with the plan codes reported in the payroll system, and that the retirement withholdings and contributions for participants in FERS and CSRS are the amounts required by law.
 - Verified that the health benefit codes indicated on the employees' Health Benefits Registration Form (Standard Form 2809) agree with the plan codes reported in the payroll system, and that the health benefit withholdings and contributions agree with the official subscription rates issued by OPM.

FOR OFFICIAL USE ONLY Attachment I

Verified that the basic and optional life insurance coverage indicated on the employees' Life Insurance Election Form (Standard Form 2817) agree with the life insurance coverage reported in the payroll system, and that the life insurance withholdings and contributions agree with the official life insurance rates issued in OPM's FEGLI Program Booklet.

We found no exceptions in our verification of base salary and retirement and health insurance withholdings and contributions.

- 3. We randomly selected a sample of ten GSA employees and ten OPM employees who did not have health benefit withholdings from the universe of GSA and OPM employees for the payroll period ended June 11, 2005. We compared the information in the payroll system data files to corresponding information in the individual employees' personnel files and verified that the employees elected to be excluded from health benefit coverage. We did not find any differences or exceptions that were unsupported or unsubstantiated, or that represented an error.
- 4. We randomly selected a sample of ten GSA employees and ten OPM employees who did not have life insurance withholdings from the universe of GSA and OPM employees for the payroll period ended June 11, 2005. We compared the information in the payroll system data files to corresponding information in the individual employees' personnel files and verified that the employees elected to be excluded from life insurance coverage. We did not find any differences or exceptions that were unsupported or unsubstantiated, or that represented an error.
- 5. We compared the total number of employees listed in GSA's Payroll Accounting and Reporting (PAR) System to the total number of employees reported to OPM in the Supplemental Semiannual Headcount Reports for the payroll period ended June 11, 2005. In addition, we performed analytical procedures comparing the information in the Supplemental Semiannual Headcount Reports to information in the consolidated payroll report. We did not find any differences or exceptions that were unsupported or unsubstantiated, or that represented an error.
- 6. We identified the total number of GSA and OPM employees enrolled in each retirement plan (CSRS and FERS); each health benefits plan option; and each life insurance option for the payroll periods ended February 19, 2005, April 30, 2005, and June 11, 2005. Using the payroll base subject to each of the contributions, we:

FOR OFFICIAL USE ONLY Attachment I

- Calculated the total retirement employee withholdings and employer contributions by multiplying the CSRS and FERS payroll base by the withholding and contribution rates required by law for both GSA and OPM. We then compared the calculated total with the corresponding amounts shown on the RITS supporting documentation. We did not find any differences or exceptions that exceeded 5% of the benefit category.
- Calculated the health benefit employee withholdings and employer contributions by multiplying the number of employees enrolled in each health benefit plan option by the employee and employer premiums for that plan option for both GSA and OPM. We compared the calculated total with the health benefit withholding and contribution amounts shown on the RITS supporting documentation. We did not find any exceptions that exceeded 5% of the benefit category.
- Calculated the basic life insurance employee withholdings and employer contributions by using the formula described in Step 6.c of OMB Bulletin No. 01-02, Appendix I-1 (as amended) for both GSA and OPM. We compared the results to the employee withholdings and employer contributions for basic life insurance coverage reported on the RITS supporting documentation. We did not find any differences or exceptions that exceed 5% of the benefit category.
- Calculated the Option A, Option B, and Option C life insurance employee withholdings by using the formulas described in Step 6.d of OMB Bulletin No. 01-02, Appendix I-1 (as amended) for both GSA and OPM. We compared the results to the employee withholdings for Option A, Option B, and Option C life insurance coverage reported on the RITS supporting documentation. We did not find any differences or exceptions that exceeded 2% of the benefit categories.

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Restricted Report

GENERAL SERVICES ADMINISTRATION
OFFICE OF INSPECTOR GENERAL'S
INDEPENDENT REPORT
ON APPLYING AGREED-UPON PROCEDURES
TO THE OFFICE OF PERSONNEL MANAGEMENT
REPORT NUMBER: A090110/S/F/S09003
SEPTEMBER 9, 2009

Office of Inspector General General Services Administration



Office of Audits

FOR OFFICIAL USE ONLY

GENERAL SERVICES ADMINISTRATION
OFFICE OF INSPECTOR GENERAL'S INDEPENDENT REPORT
ON APPLYING AGREED-UPON PROCEDURES
TO THE OFFICE OF PERSONNEL MANAGEMENT
REPORT NUMBER: A090110/S/F/S09003
SEPTEMBER 9, 2009

NOTICE

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This report should be safeguarded to prevent improper disclosure at all times. Agency officials who receive requests to release this report should refer the requestor to the Office of Inspector General, Office of Counsel-Freedom of Information Officer.



U.S. GENERAL SERVICES ADMINISTRATION Office of Inspector Cameral

SEP 0 9 2009

Honorable Patrick B. McFarland Inspector General U.S. Office of Personnel Management 1900 E Street, NW, Room 6400 Washington, DC 20415

Dear Mr. McFarland:

In accordance with the requirements of the Office of Management and Budget Bulletin No. 07-04, "Andit Requirements for Federal Financial Statements," I am transmitting the results of our agreed-upon procedures engagement. This engagement was performed to assist the U.S. Office of Personnel Management in assessing the reasonableness of retirement, health benefits, and life insurance withholdings and contributions, and employee headcount data which the General Services Administration's National Payroll Branch submitted to the U.S. Office of Personnel Management during Fiscal Year 2009.

I would be pleased to discuss this report, please contact (b) (6) Deputy Assistant Inspector General for Finance and Administrative Audits o(b) (6)

Sincerely,

Brian D. Miller Inspector General

Enclosure

cc:

(b) (6)

Chief Financial Officer

1800 F Street, NW, Washington, DC 20405-0002 FOR OFFICIAL USE ONLY

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General Services Administration Office of Inspector General's Independent Report on Applying Agreed-Upon Procedures To The Office of Personnel Management

To the Inspector General U.S. Office of Personnel Management

We have performed the procedures enumerated below, which were agreed to by the Inspector General and Chief Financial Officer of the U.S. Office of Personnel Management (OPM), solely to assist you in connection with the employee withholdings and employer contributions reported on the "Report of Withholdings and Contributions for Health Benefits, Life Insurance, and Retirement" for the payroll periods ended August 30, 2008, February 28, 2009, and April 25, 2009. The procedures were also applied to withholdings and contributions reported on the Semiannual Headcount Report as of August 30, 2008 and February 28, 2009. This agreed-upon procedures (AUPs) engagement was conducted in accordance with the attestation standards established by the American Institute of Certified Public Accountants. The sufficiency of the procedures is solely the responsibility of the Inspector General and the Chief Financial Officer of OPM. Consequently, we make no representation regarding the sufficiency of the procedures described below either for the purpose for which this report has been requested or for any other purpose.

The procedures and the associated findings are as follows:

- 1. We compared the payroll system data files to the "Report of Withholdings and Contributions for Health Benefits, Life Insurance and Retirement" (Standard Form 2812), for the Retirement and Insurance Transfer System (RITS) submission data for the payroll periods ended August 30, 2008, February 28, 2009, and April 25, 2009. To accomplish this, we:
 - Compared and verified the mathematical accuracy of the Consolidated Payroll Reports and the Earnings to Net Report.
 - Compared and verified the data from the Earnings to Net Feeder Report for each agency that GSA provides payroll services for, to the Grand Earnings to Net Report.
 - Verified the mathematical accuracy of each of the SF-2812s sampled and traced the totals back to Grand Earning to Net Report.

No exceptions were found as a result of applying the procedure.

- 2. We randomly selected a sample of 25 GSA employees and 25 OPM employees for the payroll period ended April 25, 2009 who met the following criteria:
 - Covered by the Civil Service Retirement System (CSRS) or the Federal Employees Retirement System (FERS);

- Enrolled in the Federal Employees Health Benefits Program;
- Covered by Basic Life Insurance; and
- Covered by at least one Federal Employees' Group Life Insurance (FEGLI) optional coverage (Option A, B, or C).

Using the official personnel files of the selected employees, we:

- Compared and agreed the base salary shown in the payroll data to approved amounts reflected on the employees' Notification of Personnel Action (Standard Form 50).
- Compared and agreed the retirement plan codes indicated on the employees' Standard Form 50 to the plan codes reported in the payroll system. We also verified that the retirement withholdings and contributions for participants in the FERS and CSRS retirement plans were the official amounts required by law.
- Tested to determine if the health benefit codes indicated on the employees' "Health Benefits Registration Form" (Standard Form 2809) agreed with the plan codes reported in the payroll system. We also verified that the employee withholdings and agency contributions agreed with the official subscription rates issued by OPM for the plan and option elected by each employee selected.
- Tested to determine if the basic and optional life insurance coverage indicated on the employees' Life Insurance Election Form (Standard Form 2817) agreed with the life insurance coverage reported in the payroll system, and that the life insurance withholdings and contributions agreed with the official life insurance rates issued in OPM's FEGLI Program Booklet.

No exceptions were found as a result of applying the procedure.

3. For the payroll period ended April 25, 2009, we randomly selected a sample of 10 GSA employees and 10 OPM employees who did not have health benefit withholdings from the universe of GSA and OPM employees. We compared the information in the payroll system data files to corresponding information in the individual employee's official personnel files and verified that the employees elected to be excluded from health benefit coverage.

No exceptions were found as a result of applying the procedure.

4. For the payroll period ended April 25, 2009, we randomly selected a sample of 10 GSA employees and 10 OPM employees who did not have life insurance withholdings from the universe of GSA and OPM employees. We compared the information in the payroll system data files to corresponding information in the individual employee's official personnel files and verified that the employees elected to be excluded from life insurance coverage.

No exceptions were found as a result of applying the procedure.

5. We performed analytical procedures to compare the total number of employees listed in GSA's Payroll Accounting and Reporting (PAR) System to the total number of employees reported to OPM in the Supplemental Semiannual Headcount Reports for the payroll periods ended August 30, 2008 and February 28, 2009.

No exceptions were found as a result of applying the procedure.

- 6. We identified the total number of GSA and OPM employees enrolled in each retirement plan (CSRS and FERS); each health benefits plan option; and each life insurance option for the payroll periods ended August 30, 2008, February 28, 2009, and April 25, 2009. Using the payroll base subject to each of the contributions, we:
 - Calculated the total retirement employee withholdings and employer contributions by multiplying the CSRS and FERS payroll base by the withholding and contribution rates required by law for both GSA and OPM. We then compared the calculated total with the corresponding amounts shown on the RITS supporting documentation. We found no differences in excess of the tolerable 5% threshold established in the AUPs.
 - Calculated the health benefit employee withholdings and employer contributions by multiplying the number of employees enrolled in each health benefit plan option by the employee and employer premiums for that plan option, for both GSA and OPM. We compared the calculated total with the health benefit withholding and contribution amounts shown on the RITS supporting documentation. We found no differences in excess of the tolerable 5% threshold established in the AUPs.
 - Calculated the basic life insurance employee withholdings and employer contributions by using the formula described in Step 6.c of OMB Bulletin No. 07-04, Section 11, for both GSA and OPM. We compared the results to the employee withholdings and employer contributions for basic life insurance coverage reported on the RITS supporting documentation. We found no differences in excess of the tolerable 5% threshold established in the AUPs.
 - Calculated the Option A, Option B, and Option C life insurance employee withholdings by using the formulas described in Step 6.d of OMB Bulletin No. 07-04, Section 11, for both GSA and OPM. We compared the results to the employee withholdings for Option A, Option B, and Option C life insurance coverage reported on the RITS supporting documentation. We found no differences in excess of the tolerable 2% threshold established in the AUPs.

No exceptions were found as a result of applying the procedure.

We were not engaged to, and did not, perform an audit, the objective of which would be the expression of an opinion on the withholdings and contributions for health benefits, life insurance, and retirement, and the headenant reports prepared by GSA's National Payroll Branch. Accordingly, we do not express such an opinion. Had we performed additional procedures, other matters might have come to our attention that would have been reported to you.

This report is intended solely for the information and use of the Inspector General and Chief Financial Officer of OPM and is not intended to be and should not be used by anyone other than these specified parties.

Assistant Inspector General for Auditing

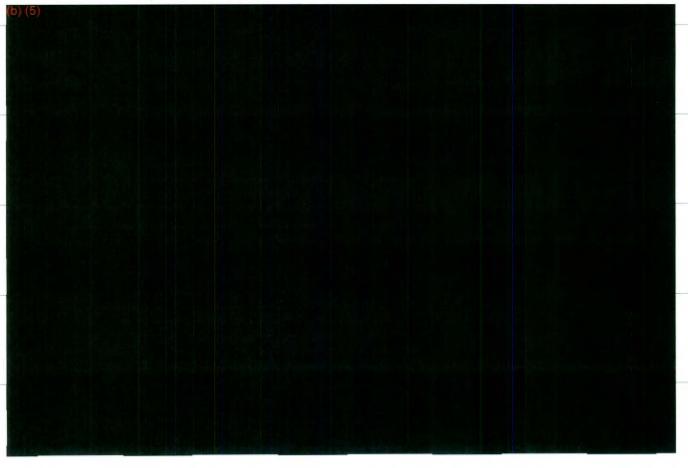
September 9, 2009

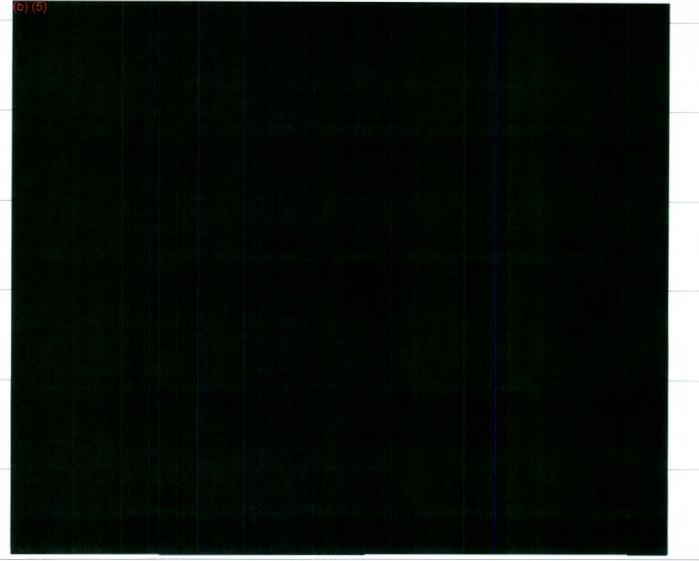
August 15, 2013

Ms. Lesley Weiss Chairwoman U.S. Commission for the Preservation of America's Heritage Abroad 1400 K Street NW, Suite 401 Washington, DC 20005

Dear Ms. Weiss:

The following allegations and issues came to the attention of the General Services Administration Office of Inspector General (GSA OIG) in the course of the investigation governed by the Memorandum of Understanding (MOU) between the GSA OIG and the Commission. However, the OIG did not pursue them, as they are outside the scope of the MOU. They are included for the Commission's information.





Please let me know if you have any questions.

Sincerely, (b)(6), (b)(7)(C)

Assistant Inspector General for Investigations



August 15, 2013

MEMORANDUM FOR:

LESLEY WEISS

Chairwoman, U.S. Commission for the Preservation of America's

Ahroad

FROM:

(b) (6), (b)(7)(C)

Assistant Inspector General for Investigations (JI)

SUBJECT:

Report of Investigation Pursuant to Memorandum of Understanding Between the Office of Inspector General of the General Services Administration and the United States Commission for the Preservation of America's Heritage Abroad

OIG File No. I-13-H-4520

This memorandum presents our Report of Investigation concerning the captioned matter.

Attachment: Report of Investigation

REPORT OF INVESTIGATION



OFFICE OF INSPECTOR GENERAL U. S. GENERAL SERVICES ADMINISTRATION

Basis for Investigation

By letter dated May 10, 2013, the Chair of the U.S. Commission for the Preservation of America's Heritage Abroad (Commission) requested that General Services Administration (GSA) Inspector General conduct an investigation into three allegations made by a complaining witness:

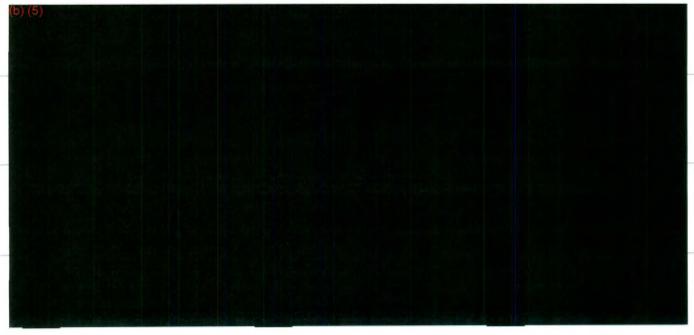


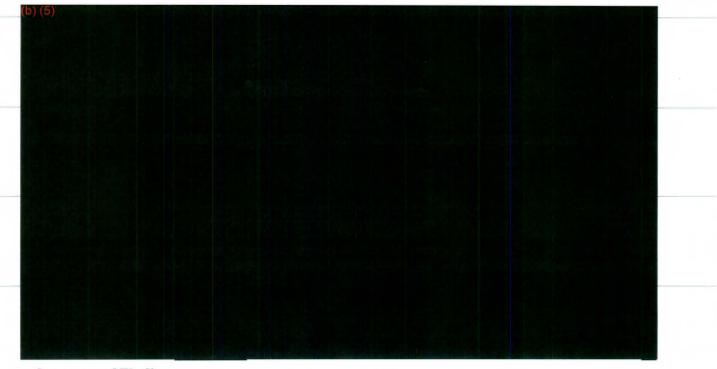
The letter noted that additional allegations (5) (5) could be resolved without an Inspector General investigation, and this report accordingly does not address them.



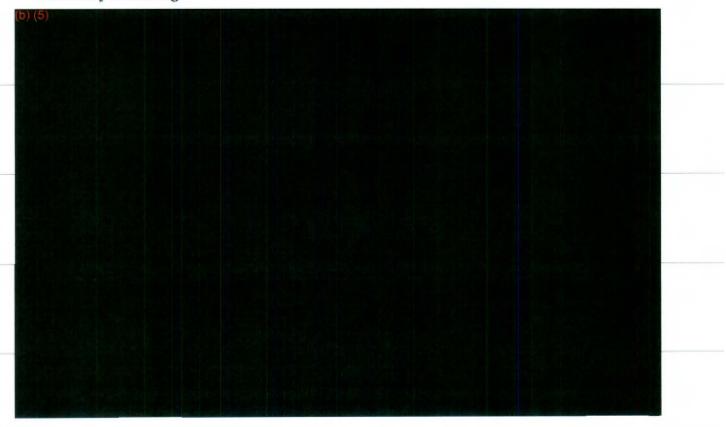
Conduct of Investigation

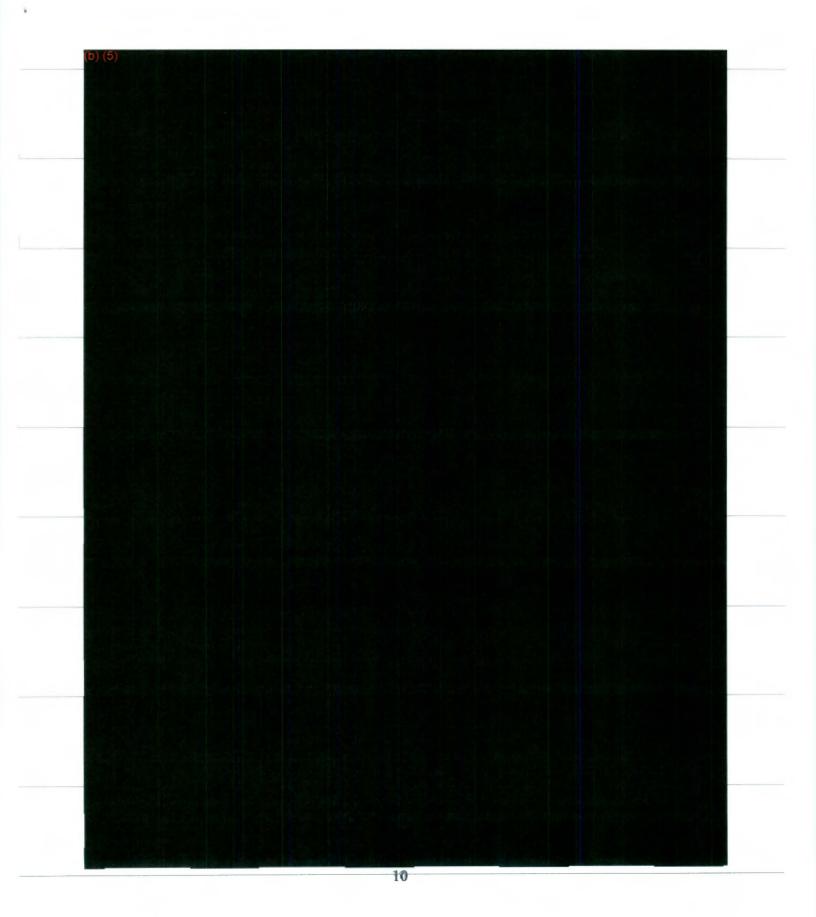
On June 17, 2013, the GSA Office of Inspector General (OIG) and the Commission entered into a Memorandum of Understanding under which the Commission would compensate the GSA OIG for investigating the above-described allegations. Thereafter, GSA OIG investigative activities included the following.

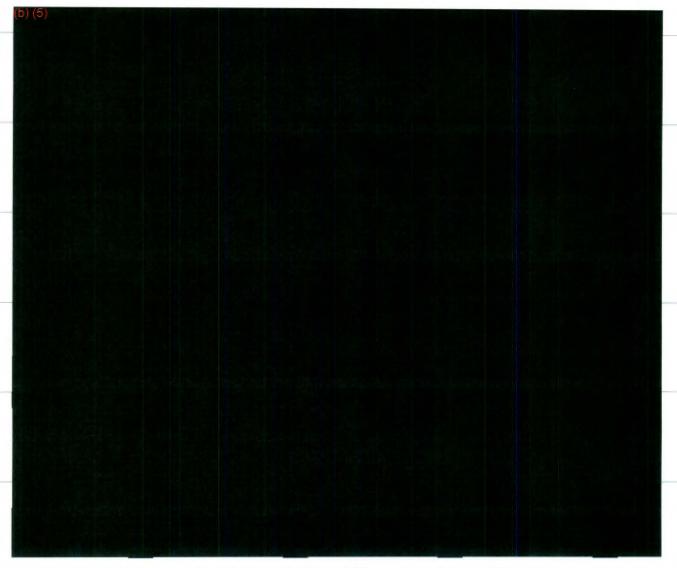




Summary of Findings



6 O 



The GSA OIG has completed its investigation of this matter and is providing this report to the Chairwoman of the U.S. Commission for the Preservation of America's Heritage Abroad for any appropriate action.