

The Social Security Administration's Contract with Compuware Corporation

A-13-12-11297



June 2013

Office of Audit Report Summary

Objectives

To (1) ensure the Social Security Administration (SSA) received the goods and/or services for which it contracted with Compuware Corporation (Compuware); and (2) review the services provided by Compuware and the related costs charged to SSA for adherence to the negotiated contract terms and applicable regulations.

Background

Compuware provided SSA with software maintenance and license upgrades for various Compuware mainframe and distributed software products. Compuware software products are essential to SSA's day-to-day mainframe operating environment.

In September 2009, SSA awarded a \$54.2 million, 5-year (base year plus 4 option years), firm-fixed-price delivery order contract, SS00-09-31564, to Compuware. The delivery order performance period was September 30, 2009 through September 29, 2014.

Our Findings

Our review of delivery order invoices and interviews with SSA personnel found SSA received the goods and/or services for which it contracted, and Compuware submitted invoices accurately and timely. We also determined SSA made accurate and timely payments to Compuware. Generally, the services provided and related costs charged to SSA adhered to the negotiated contract terms and applicable regulations. However, we found instances where Compuware did not comply with contract terms. Specifically, the contractor did not (a) notify SSA when employees left its employment and (b) retain computer security-related training documents. In addition, CPSPM's Contractor Suitability System did not reflect current suitability information.

Our Recommendations

We recommend that SSA:

1. Remind Compuware it must comply with the terms of current and future contracts it has with SSA. Specifically, it should notify appropriate Agency personnel of any changes in staff's employment status, and remind the contractor to retain documents associated with the contract.
2. Ensure Center for Personnel Security and Project Management is properly notified of all contract awards, delivery orders, terminations, and contractor employee work status changes when suitability requirements are applicable.

SSA agreed with our recommendations.