

# Guard Services Provided in the New York Region in Fiscal Year 2015

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Office of Audit Report Summary

### Objective

To determine whether the Social Security Administration (SSA) paid the appropriate amount for security guard services provided in the New York Region in Fiscal Year (FY) 2015.

### Background

SSA's New York Regional Office (RO) contracts with the Federal Protective Service (FPS) for security guard services at its field offices and other regional facilities. In FY 2015, the New York RO had 10 contracts with FPS for regularly scheduled guard services and 6 additional contracts for temporary additional services that covered facilities in 10 geographic areas the RO oversaw.

The New York RO's Center for Materiel Resources requested that we determine whether SSA accurately paid for the guard services FPS provided under these contracts. To accomplish our objective, we reviewed the 16 contracts the RO had with FPS, including all contract modifications, and determined the costs of the guard services actually provided in FY 2015.

### Findings

SSA overpaid \$496,258 for regularly scheduled and temporary guard services provided in the New York Region in FY 2015. Specifically, the actual cost of regularly scheduled guard services provided was about \$17.4 million. However, FPS charged, and SSA paid, about \$17.9 million for these services—a \$474,465 overpayment. We also determined the actual cost of the temporary additional services provided was \$134,435. However, FPS charged, and SSA paid, \$156,228 for these services—a \$21,793 overpayment.

We found FPS mischarged SSA for several reasons. For example, FPS miscalculated when it determined the costs for guard services provided in some offices. It also used incorrect dates or number of hours guards worked when it determined some costs. In addition, FPS double-counted some costs, charging SSA for the same guard services under a contract for regularly scheduled guard service and another temporary additional services contract. Additionally, FPS did not always modify contracts when changes occurred that affected contract costs.

Finally, FPS did not always subtract the costs of guard services when an office was temporarily closed, guards were absent or late for work, guards left earlier than scheduled, or SSA did not require guard services.

### Recommendation

We recommend that SSA request FPS refund the \$496,258 overpayment for guard services provided in FY 2015.

SSA agreed with our recommendation.