

Department of Education
Office of Inspector General – Internal Audit
Six-Month Status Report on: USF
Report # A-1718-017 Issued: November 20, 2018
Status as of May 20, 2019

Finding	Recommendation(s)	Management Response as of November 20, 2018	Management Response as of May 20, 2019	Anticipated Completion Date & Contact
<p>DVR paid USF for unmet deliverables</p>	<p>We recommend DVR ensure USF accomplished the deliverables through review of quarterly reports and supporting documentation prior to payment. We recommend DVR ensure the percentages reported by USF are accurate. In the event USF does not achieve a deliverable, we recommend DVR enforce the penalties defined in the contract.</p> <p>We additionally recommend DVR capture all relevant inspection requirements in a DVR information management system so the contract managers can accurately determine deliverable achievements.</p>	<p>Concur. DVR will ensure that percentages reported by USF are accurate by pulling the RIMS reports (VRTR041CTD and VRTR043A) and calculating the percentages with an excel formula.</p> <p>DVR will request that USF manually track all inspections made within each quarter, and submit a log with each quarterly invoices. DVR will request that USF maintain the Final Inspection Memorandums and Customer Acceptance Forms as evidence of completion.</p>	<p>Upon receiving the invoice for Quarter 1 and 2, the DVR pulled the RIMS report (VRTR041CTD) and calculated the percentages with an excel formula to ensure USF met the quarterly deliverables. The DVR will use this process when reviewing the report for Quarter 3.</p> <p>An Amendment to the contract was executed on April 19, 2019. The contract deliverables for evaluations and recommendations have been amended to read:</p> <p>“The Contractor shall complete all evaluations within thirty-five (35) calendar days from the date</p>	<p>Complete</p> <p>Amanda Ulmer 245-3372</p>

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	<p>Until DVR can add the reporting requirements to the system, we recommend DVR manually review the deliverables reported by USF to ensure compliance.</p>		<p>of referral as generated by the Status Summary by Engineer Report VRTR042A.”</p> <p>“The Contractor shall complete all recommendations within an average of thirty-five (35) calendar days from the date of evaluation as generated by the Status Summary by Engineer Report VRTR042A.”</p> <p>DVR has requested that USF manually track all inspections made within each quarter. DVR is receiving a log of all inspections made within the quarter. The log includes the date of completion, date</p>	

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			<p>of inspection, and number of days.</p> <p>The deliverable for inspections has been amended to read:</p> <p>“90% of all inspections shall be conducted within 21 calendar days of the completion of the rehabilitation technology service (vendor completion date).</p> <p>The Contractor shall submit a summary of the inspections which includes the Customer’s VR ID Number, Name, Service Type, Date of Completion, and Date of Inspection.</p> <p>Final Inspection Memorandums and Customer Acceptance forms shall be</p>	

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			<p>maintained as evidence of completion, and shall be made available to the DVR Contract Manager upon request.</p> <p>No more than six (6) projects inspected by the Contractor shall require rework each contract year.</p> <p>The Contractor shall submit a list of all inspections that require re-work to include the date of initial inspection, date of re-work completion, re-work inspection date, total cost of re-work, and the DVR authorization number.”</p>	
DVR did not conduct required monitoring	We recommend that DVR conduct desktop monitoring each year of the contract to verify contractor compliance and issue a final report with a corrective action plan, if	Concur. DVR will conduct desktop monitoring each year of the contract.	The DVR will conduct desktop monitoring at the end of each contract year, which concludes June 30.	<p>July 2019</p> <p>Amanda Ulmer 245-3372</p>

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	<p>necessary. We additionally recommend DVR conduct a cost benefit analysis on the contract to ensure DVR is obtaining services as efficiently and effectively as possible and to determine if they should rebid the contract in the future.</p>	<p>DVR intends to issue a Request for Information to determine the feasibility of competitively procuring these services. If determined feasible, DVR will issue a formal competitive solicitation.</p>	<p>An RFI is on the Division's task priority list for 2019.</p>	<p>Anticipated August 2019</p> <p>Amanda Ulmer 245-3372</p>
<p>USF did not update the status of each customer in RIMS timely.</p>	<p>We recommend DVR review this requirement and determine whether the DVR counselor or USF staff should be responsible for updating the status of the customers.</p>	<p>Concur. DVR has reviewed this requirement and has determined that USF staff should be responsible for updating the status of the customers.</p>	<p>Completed November 2, 2018</p>	<p>Complete</p>

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<p>DVR paid USF for unmet deliverables</p>	<p>We recommend USF accurately calculate deliverable percentages and ensure all deliverables are achieved in accordance with contract terms. We recommend USF provide written explanations or justifications to the DVR counselors of all customers placed in extended evaluations. We additionally recommend USF submit the vendor service completion date, inspection date, and inspection documents to DVR with the quarterly invoices.</p>	<p>Concur with recommendation to more accurately report client data. Disagree that DVR paid for unmet deliverables. On an annual basis, USF has consistently exceeded all performance standards. For customers placed in Extended Evaluation status, the assigned engineer will email the VRC and copy the Associate Director. This information will be included in quarterly reports submitted to DVR. USF will work with DVR to obtain RIMS reports as Excel Spreadsheets so calculations can be done accurately. USF will submit all inspection related documentation with each quarterly report. USF will work with DVR to have a file sharing system to streamline this process.</p>	<ol style="list-style-type: none"> 1. DVR has been providing USF RIMS reports in MS Excel format. This has increased the ability to accurately verify timeliness for performance. 2. VR and USF have amended the contract 16-109 to use a RIMS report with timeliness tracked as average days. This reduces the need for manual tracking 3. USF has required staff to email VR Counselors and Associate Director when customers are places in Extended Evaluation status. These emails are included in quarterly reports provided to the contract manager. 	<p>Complete</p> <p>Amanda G. Ulmer Contract Manager, Bureau of Vendor & Contracted Services FDOE - Division of Vocational Rehabilitation 4070 Esplanade Way 2nd Floor, Room 270F Tallahassee, FL 32399-7016 Amanda.Ulmer@vr.fl.doe.org 850-245-3372 (Ph) 850-245-3362 (F)</p>

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<p>USF did not submit the quarterly reports timely</p>	<p>We recommend USF submit the quarterly invoices no later than 30 days after the end of each quarter in accordance with contract terms. modifications to the approved budgets.</p>	<p>Concur. USF will review and develop internal controls to ensure invoices are submitted within 30 days. The last quarter invoice for the contract year requires additional time. USF will work with DVR to address this.</p>	<p>USF has instituted internal controls to ensure invoices are submitted on time. All invoices for the last three quarters have been on time.</p>	<p>Complete</p> <p>Amanda G. Ulmer Contract Manager, Bureau of Vendor & Contracted Services FDOE - Division of Vocational Rehabilitation 4070 Esplanade Way 2nd Floor, Room 270F Tallahassee, FL 32399-7016 Amanda.Ulmer@vr.fl.doe.org 850-245-3372 (Ph) 850-245-3362 (F)</p>
<p>USF did not update the status of each customer in RIMS timely.</p>	<p>We recommend USF update the status of each customer in RIMS within seven business days after the respective action. We recommend DVR review this requirement and</p>	<p>Concur that updates to Implementation Status was not done timely. Implementation status updates require USF staff to receive an alert in order to update. All other updates are initiated by USF staff and are</p>	<p>After discussion with VR, it was determined that USF will continue to update the RIMS status for RE Services. USF will work to improve communication with counselors and monitor</p>	<p>June 30, 2019</p> <p>Complete {See DVR supporting documentation email}</p>

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	determine whether the DVR counselor or USF staff should be responsible for updating the status of the customers.	done within 7 days. USF will work with DVR to determine if the update for this status can be linked to an authorization or be done by DVR staff.	authorizations to update implementation status.	