

Monthly Recommendations Report

Closed During February 2018



Office of Inspector General
Department of State
Broadcasting Board of Governors

Recommendation Status

As of February 28, 2018, the OIG Management Information System (MIS) reported the following recommendation counts:

		Unclassified	Sensitive and Classified	Total
Open	State	403	362	810*
	BBG	30	15	
Closed within Month	State	48	18	66
	BBG	0	0	
Newly Issued	State	14	0	14**
	BBG	0	0	

*this total includes the following recommendations associated with the IBWC: Open Sensitive/Classified: +9.
**this total excludes 3 DOS reports with 35 recommendations, 27 of which are resolved and 8 are unresolved. This total also excludes 1 BBG report with 3 recommendations all of which are resolved.

Recommendation Status Explained

Unresolved: No agreement between OIG and management on the recommendation or proposed corrective action (remains open).

Resolved: Agreement on the recommendation and proposed corrective action (remains open) but implementation has not been completed.

Closed: Agreed upon corrective action is complete.

Action Office: The organization to which a recommendation has been assigned for action.

Searching Explained

The recommendations are sorted alphabetically by action office, then by the date the report containing the recommendations was issued.

Use Ctrl+F within your internet browser to search for keywords within this PDF document.

Example searches:

- To find recommendations related to a particular bureau or office, type the name of that bureau or office. For example, "Office of the Deputy Secretary" or "Bureau of Diplomatic Security." [View the Department of State Organizational Chart](#) for more information on Department bureaus and offices.
- To find recommendations related to a particular embassy, type "Embassy" and the city in which the embassy is located. For example, "Embassy Berlin" or "Embassy Kabul."
- To find recommendations with a specific word or phrase, type the keyword. For example, "information technology" or "contracts."

Additional Information

- This report includes only unclassified information entered into our MIS system as of the last business day of the previous month. For example, the November report will include information in our system as of 4 P.M. on the last business day of October.
- Action office have up to 30 days after a report is issued to respond to newly issued recommendations.
- Questions? Contact the OIG [Office of Congressional and Public Affairs](#).

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#	ACTION OFFICE	REPORT NUMBER	REPORT TITLE	ISSUE DATE	REC NUMBER	RECOMMENDATION	REC STATUS	REC CLOSE DATE
1	Bureau of Administration	AUD-SI-16-43	Compliance Follow-up Review of the Department of State's Implementation of Executive Order 13526, Classified National Security Information	9/20/2016	5	OIG recommends that the Bureau of Administration develop and implement a process to formally request and obtain, from all bureaus and offices within the Department of State, annual reports of all classification decisions made to facilitate compliance with Executive Order 13526 and with the inspection and reporting requirements contained in Title 32, Code of Federal Regulations, Sections 2001.60 and 2001.90.	Closed - Implemented	2/27/2018
2	Bureau of Administration	AUD-SI-16-43	Compliance Follow-up Review of the Department of State's Implementation of Executive Order 13526, Classified National Security Information	9/20/2016	6	OIG recommends that the Bureau of Administration develop and disseminate guidance to all bureaus and offices regarding the creation and maintenance of repositories of classified documents to facilitate the count of classification decisions reported annually in the Agency Security Classification Management Program Data form and to facilitate the review of a representative sample of classified documents during each self-inspection.	Closed - Implemented	2/27/2018
3	Bureau of Administration	AUD-FM-17-51	Audit of Select Cost-of-Living Allowances for American Employees Stationed in Foreign Areas	8/31/2017	8	OIG recommends that the Bureau of Administration develop and implement standard operating procedures for selecting base schools by grade for posts that do not have Department of State-assisted schools.	Closed - Implemented	2/2/2018
4	Bureau of African Affairs	ISP-I-18-02	Inspection of the Bureau of African Affairs' Foreign Assistance Program Management	10/26/2017	8	The Bureau of African Affairs, in coordination with the Bureau of Democracy, Human Rights and Labor and U.S. Mission to Somalia, should document its provision of assistance to Somali National Army units with lapsed Leahy vetting and identify corrective measures to prevent recurrence. (Action: AF, in coordination with DRL and U.S. Mission to Somalia)	Closed - Implemented	2/6/2018

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#	ACTION OFFICE	REPORT NUMBER	REPORT TITLE	ISSUE DATE	REC NUMBER	RECOMMENDATION	REC STATUS	REC CLOSE DATE
5	Bureau of Consular Affairs	AUD-CGI-17-38	Audit of the Bureau of Consular Affairs, Office of Consular Systems and Technology, Administration of Selected Information Technology Contracts	5/11/2017	1	OIG recommends that the Bureau of Consular Affairs, Office of Consular Systems and Technology, develop and implement internal policies and procedures governing contract administration. At a minimum, the policies and procedures should include guidance detailing the required use of SharePoint for Contracting Officer's Representative files, such as the type and extent of documentation to maintain, expected timelines for adding documents, and standardized methods for organizing and naming documents. The policy should also include guidance on (1) transferring data to new Contracting Officer's Representatives or Government Task Monitors, (2) validating key personnel identified in contracts and taking action when a contractor does not comply with key personnel requirements, and (3) reviewing and approving invoices. These policies and procedures should be implemented by the end of FY 2018.	Closed - Implemented	2/28/2018
6	Bureau of Consular Affairs	AUD-CGI-17-38	Audit of the Bureau of Consular Affairs, Office of Consular Systems and Technology, Administration of Selected Information Technology Contracts	5/11/2017	2	OIG recommends that the Bureau of Consular Affairs, Office of Consular Systems and Technology, develop and implement training for Contracting Officer's Representatives and Government Technical Monitors that identifies the requirements for reviewing various types of invoices, including a requirement to confirm that contractors meet the labor category requirements specified in the contracts.	Closed - Implemented	2/28/2018
7	Bureau of Consular Affairs	AUD-CGI-17-38	Audit of the Bureau of Consular Affairs, Office of Consular Systems and Technology, Administration of Selected Information Technology Contracts	5/11/2017	3	OIG recommends that the Bureau of Consular Affairs, Office of Consular Systems and Technology, develop and implement a formal process to monitor Contracting Officer's Representatives and Government Task Monitors who are administering contracts. At a minimum, this process should include steps to assess files in SharePoint to ensure that required documents are included and to ensure that all Contracting Officer's Representatives and Government Task Monitors are formally designated by the Contracting Officer.	Closed - Implemented	2/28/2018

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8	Bureau of Consular Affairs	AUD-CGI-17-38	Audit of the Bureau of Consular Affairs, Office of Consular Systems and Technology, Administration of Selected Information Technology Contracts	5/11/2017	4	OIG recommends that the Bureau of Consular Affairs, Office of Consular Systems and Technology, develop and implement a process to communicate information on roles and responsibilities to new Contracting Officer's Representatives and Government Task Monitors.	Closed - Implemented	2/28/2018
9	Bureau of Consular Affairs	AUD-CGI-17-38	Audit of the Bureau of Consular Affairs, Office of Consular Systems and Technology, Administration of Selected Information Technology Contracts	5/11/2017	5	OIG recommends that the Bureau of Consular Affairs, Office of Consular Systems and Technology, (a) determine whether the \$16,227,210 in questioned costs (consisting of \$222,621 in unallowable costs and \$16,004,589 in unsupported costs as listed in Table B.1 of Appendix B) identified during the review of invoices for the Data Engineering Data Management contract (SAQMMA14F1031) are allowable and supported, and (b) recover any costs determined to be unallowable or unsupported.	Closed - Implemented	2/28/2018
10	Bureau of Consular Affairs	AUD-CGI-17-38	Audit of the Bureau of Consular Affairs, Office of Consular Systems and Technology, Administration of Selected Information Technology Contracts	5/11/2017	7	OIG recommends that the Bureau of Consular Affairs, Office of Consular Systems and Technology, (a) determine whether the \$1,129,393 in questioned costs (consisting of \$699,340 in unallowable costs and \$430,053 in unsupported costs as listed in Table B.3 of Appendix B) identified during the review of invoices for the Consular Lookout and Support System contract (SAQMMA12C0212) are allowable and supported, and (b) recover any costs determined to be unallowable or unsupported.	Closed - Implemented	2/28/2018
11	Bureau of Consular Affairs	AUD-CGI-17-38	Audit of the Bureau of Consular Affairs, Office of Consular Systems and Technology, Administration of Selected Information Technology Contracts	5/11/2017	8	OIG recommends that the Bureau of Consular Affairs, Office of Consular Systems and Technology, (a) determine whether the \$2,135,713 in questioned costs (all of which was considered unallowable as listed in Table B.4 of Appendix B) identified during the review of invoices for the Passport Support Services contract (SAQMMA13L0327) are allowable, and (b) recover any costs determined to be unallowable.	Closed - Implemented	2/28/2018

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12	Bureau of Diplomatic Security	AUD-ACF-16-20	Compliance Follow-up Audit of the Process To Request and Prioritize Physical Security-Related Activities at Overseas Posts	12/15/2015	1	OIG recommends that the Bureau of Diplomatic Security establish a monitoring plan to assist it in achieving its stated goal to complete the physical security surveys by September 2016. The monitoring plan should consist of critical tracking metrics such as key interim milestones, percentage of completion, and other status or performance indicators to assess progress against stated goals.	Closed - Implemented	2/7/2018
13	Bureau of Educational and Cultural Affairs	ISP-I-18-04	Inspection of Embassy Beijing and Constituent Posts, China	12/11/2017	7	The Bureau of Educational and Cultural Affairs should clarify and reissue guidance on the preparation and distribution of EducationUSA site visit reports and enforce compliance with this requirement. (Action: ECA)	Closed - Implemented	2/7/2018
14	Bureau of Information Resource Management	ISP-I-17-18	Inspection of Consulate General Jerusalem	6/12/2017	23	The Bureau of Information Resource Management, in coordination with the Bureau of Diplomatic Security and Consulate General Jerusalem, should upgrade the radio network coverage for the West Bank to meet Department standards. (Action: IRM, in coordination with DS and Consulate General Jerusalem)	Closed - Implemented	2/27/2018
15	Bureau of Near Eastern Affairs	AUD-MERO-16-42	Audit of the Bureau of Near Eastern Affairs Financial Management of Grants and Cooperative Agreements Supporting the Middle East Partnership Initiative	7/20/2016	3	OIG recommends that the Bureau of Near Eastern Affairs (a) determine whether questioned costs of \$1.5 million identified in this report are allowable and supported and (b) recover any costs determined to be unallowable or unsupported.	Closed - Implemented	2/6/2018
16	Bureau of Near Eastern Affairs	AUD-MERO-16-42	Audit of the Bureau of Near Eastern Affairs Financial Management of Grants and Cooperative Agreements Supporting the Middle East Partnership Initiative	7/20/2016	4	OIG recommends that the Bureau of Near Eastern Affairs review the 223 MEPI awards not selected for this audit to determine whether unallowable and unsupported costs exist in those awards and to recover any costs deemed unallowable or unsupported.	Closed - Implemented	2/6/2018

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17	Bureau of Near Eastern Affairs	AUD-MERO-17-16	Audit of the Oversight of Fuel Acquisition and Related Services Supporting Department of State Operations in Iraq	12/12/2016	8	OIG recommends that the Bureau of Near Eastern Affairs, in coordination with the contracting officer in the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, contractually require PAE Government Services, Inc., to conduct a full inventory of all fuel storage and distribution equipment and machinery that require maintenance, as part of fuel-related task orders under the Operations and Maintenance Support Services contract.	Closed - Implemented	2/13/2018
18	Bureau of Near Eastern Affairs	AUD-MERO-17-16	Audit of the Oversight of Fuel Acquisition and Related Services Supporting Department of State Operations in Iraq	12/12/2016	14	OIG recommends that the Bureau of Near Eastern Affairs develop and implement a procedure, such as establishing a group email address for all pertinent oversight personnel, to ensure that all contracting officer's representatives are aware of significant, performance-related correspondence between the contracting officer's representative, contracting officer, and contractor.	Closed - Implemented	2/13/2018
19	Bureau of Near Eastern Affairs	AUD-MERO-17-33	Aspects of the Invoice Review Process Used by the Bureau of Near Eastern Affairs to Support Contingency Operations in Iraq Need Improvement	3/3/2017	1	OIG recommends that the Bureau of Near Eastern Affairs develop and include in its invoice review guidance its expectations regarding the timely completion of post-payment reviews of expedited provisional payments and procedures that CMO-Frankfurt may follow to proactively request additional resources when invoice review backlogs are likely to occur.	Closed - Implemented	2/15/2018
20	Bureau of Near Eastern Affairs	AUD-MERO-17-33	Aspects of the Invoice Review Process Used by the Bureau of Near Eastern Affairs to Support Contingency Operations in Iraq Need Improvement	3/3/2017	5	OIG recommends that the Bureau of Near Eastern Affairs develop and implement a process to periodically review and address staffing requirements in Frankfurt and in Iraq to ensure invoice oversight staff levels are sufficient to complete effective and timely invoice reviews in accordance with the Federal Acquisition Regulation, Foreign Affairs Manual, Foreign Affairs Handbook, Contract Management Office-Frankfurt Standard Operating Procedures, and Contract Management Office-Frankfurt invoice checklist.	Closed - Implemented	2/15/2018

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21	Bureau of Overseas Buildings Operations	AUD-MERO-17-44	Management Assistance Report: Building Deficiencies Identified at U.S. Embassy Kabul, Afghanistan Need Prompt Attention	6/27/2017	1	OIG recommends that the Bureau of Overseas Buildings Operations have a qualified professional experienced in the installation of plumbing systems conduct a full inspection, analysis, and recommissioning of waste and vent plumbing systems in the Staff Diplomatic Apartment-1. This inspection should include a comprehensive review of all submittals, plans, and specifications, as well as all installation methods and materials.	Closed - Implemented	2/28/2018
22	Bureau of Overseas Buildings Operations	ISP-I-18-03	Inspection of Embassy Nicosia, Cyprus	10/23/2017	9	The Bureau of Overseas Buildings Operations, in coordination with Embassy Nicosia, should perform seismic evaluations of the embassy's residential properties in accordance with Department standards. (Action: OBO, in coordination with Embassy Nicosia)	Closed - Implemented	2/7/2018
23	Consulate General Hong Kong	ISP-I-18-06	Inspection of Consulate General Hong Kong, China	11/30/2017	2	Consulate General Hong Kong, in coordination with the Bureau of Consular Affairs, should conduct an analysis of its staffing needs in the Nonimmigrant Visa Unit and adjust staffing levels accordingly. (Action: Consulate General Hong Kong, in coordination with CA)	Closed - Implemented	2/27/2018
24	Consulate General Hong Kong	ISP-I-18-06	Inspection of Consulate General Hong Kong, China	11/30/2017	3	Consulate General Hong Kong, in coordination with the Bureau of Human Resources, should update the position descriptions for the visa assistant positions in the Consular Section's Nonimmigrant Visa Unit in accordance with Department standards. (Action: Consulate General Hong Kong, in coordination with DGHR)	Closed - Implemented	2/27/2018
25	Consulate General Hong Kong	ISP-I-18-06	Inspection of Consulate General Hong Kong, China	11/30/2017	4	Consulate General Hong Kong should provide the chief of the Nonimmigrant Visa Unit with an office that allows for line of sight control of the unit's operations. (Action: Consulate General Hong Kong)	Closed - Implemented	2/27/2018
26	Consulate General Hong Kong	ISP-I-18-06	Inspection of Consulate General Hong Kong, China	11/30/2017	5	Consulate General Hong Kong should locate cubicles for consular officers among the cubicles for locally employed staff throughout the Nonimmigrant Visa unit. (Action: Consulate General Hong Kong)	Closed - Implemented	2/27/2018
27	Consulate General Hong Kong	ISP-I-18-06	Inspection of Consulate General Hong Kong, China	11/30/2017	11	Consulate General Hong Kong should justify continued provision of accommodation exchange services in accordance with Department standards. (Action: Consulate General Hong Kong)	Closed - Implemented	2/27/2018

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28	Consulate General Hong Kong	ISP-I-18-06	Inspection of Consulate General Hong Kong, China	11/30/2017	13	Consulate General Hong Kong should implement a system to store, issue, and return keys for official vehicles. (Action: Consulate General Hong Kong)	Closed - Implemented	2/27/2018
29	Consulate General Hong Kong	ISP-I-18-06	Inspection of Consulate General Hong Kong, China	11/30/2017	16	Consulate General Hong Kong should establish an air conditioning preventative maintenance program for all U.S. Government-owned residential complexes (Action: Consulate General Hong Kong).	Closed - Implemented	2/27/2018
30	Consulate General Jerusalem	ISP-I-17-18	Inspection of Consulate General Jerusalem	6/12/2017	1	Consulate General Jerusalem should identify and assign the roles and responsibilities for implementation of security assistance programs to the International Narcotics and Law Enforcement Affairs Section and the U. S. Security Coordinator. (Action: Consulate General Jerusalem)	Closed - Implemented	2/27/2018
31	Consulate General Jerusalem	ISP-I-17-18	Inspection of Consulate General Jerusalem	6/12/2017	11	Consulate General Jerusalem should comply with Department standards for motor pool driver duty limits. (Action: Consulate General Jerusalem)	Closed - Implemented	2/27/2018
32	Consulate General Jerusalem	ISP-I-17-18	Inspection of Consulate General Jerusalem	6/12/2017	15	Consulate General Jerusalem should transfer the responsibility for safeguarding and disbursing shuttle bus coupons and gas cards from the Class B cashier to another section. (Action: Consulate General Jerusalem)	Closed - Acceptable Alternative	2/27/2018
33	Embassy Nicosia	ISP-I-18-03	Inspection of Embassy Nicosia, Cyprus	10/23/2017	1	Embassy Nicosia should prepare its Chief of Mission Annual Management Control Statement of Assurance in accordance with Department guidance. (Action: Embassy Nicosia)	Closed - Implemented	2/7/2018
34	Embassy Nicosia	ISP-I-18-03	Inspection of Embassy Nicosia, Cyprus	10/23/2017	2	Embassy Nicosia should implement standard operating procedures and maintain required records for all grant awards in accordance with Department guidance. (Action: Embassy Nicosia)	Closed - Implemented	2/7/2018
35	Embassy Nicosia	ISP-I-18-03	Inspection of Embassy Nicosia, Cyprus	10/23/2017	3	Embassy Nicosia should require visa applicants to direct general visa inquiries to the contractor-provided call center retained to provide this service. (Action: Embassy Nicosia)	Closed - Implemented	2/7/2018
36	Embassy Nicosia	ISP-I-18-03	Inspection of Embassy Nicosia, Cyprus	10/23/2017	5	Embassy Nicosia should establish internal controls for the administration and disbursement of facility expendable supplies in accordance with Department standards. (Action: Embassy Nicosia)	Closed - Implemented	2/7/2018

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37	Embassy Nicosia	ISP-I-18-03	Inspection of Embassy Nicosia, Cyprus	10/23/2017	8	Embassy Nicosia should pay its invoices in compliance with the Prompt Payment Act and Department guidelines. (Action: Embassy Nicosia)	Closed - Implemented	2/7/2018
38	Embassy Nicosia	ISP-I-18-03	Inspection of Embassy Nicosia, Cyprus	10/23/2017	12	Embassy Nicosia should conduct annual information technology contingency plan testing of the unclassified and classified networks in accordance with Department standards. (Action: Embassy Nicosia)	Closed - Implemented	2/7/2018
39	Embassy Tegucigalpa	ISP-I-16-21A	Inspection of Embassy Tegucigalpa, Honduras	8/19/2016	6	Embassy Tegucigalpa, in coordination with the Bureau of the Comptroller and Global Financial Services, should reconcile the outstanding travel vouchers, including initiating collection action for individual travelers' indebtedness. (Action: Embassy Tegucigalpa, in coordination with CGFS)	Closed - Implemented	2/23/2018
40	Embassy Valletta	ISP-I-17-43	Inspection of Embassy Valletta, Malta	9/15/2017	2	Embassy Valletta, in coordination with the Bureau of Overseas Buildings Operations, should implement preventive maintenance programs for all key building systems. (Action: Embassy Valletta, in coordination with OBO)	Closed - Implemented	2/7/2018
41	Embassy Valletta	ISP-I-17-43	Inspection of Embassy Valletta, Malta	9/15/2017	4	Embassy Valletta should comply with the Defense Base Act requirements for worker's compensation insurance for its local service and construction contracts. (Action: Embassy Valletta).	Closed - Implemented	2/7/2018
42	Office of Acquisitions Management	AUD-CGI-17-32	Audit of Atlas Service Corps, Inc., Grant Expenditures and Program Income	3/23/2017	1	OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, (a) determine whether the \$40,452 in questioned costs identified related to unapproved changes in the scope of the grant agreement are allowable or supported and (b) recover any costs determined to be unallowable or unsupported.	Closed - Implemented	2/12/2018
43	Office of Acquisitions Management	AUD-CGI-17-32	Audit of Atlas Service Corps, Inc., Grant Expenditures and Program Income	3/23/2017	2	OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, (a) determine whether the \$35,608 in questioned costs identified related to compensation and other miscellaneous expenses are allowable or supported and (b) recover any costs determined to be unallowable or unsupported.	Closed - Implemented	2/12/2018

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44	Office of Acquisitions Management	AUD-CGI-17-32	Audit of Atlas Service Corps, Inc., Grant Expenditures and Program Income	3/23/2017	3	OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, (a) determine whether the costs associated with the \$29,595 in unfulfilled cost sharing are allowable or supported and (b) recover funds for the portion of the cost sharing that is determined to be required to be paid.	Closed - Implemented	2/12/2018
45	Office of Acquisitions Management	AUD-CGI-17-32	Audit of Atlas Service Corps, Inc., Grant Expenditures and Program Income	3/23/2017	4	OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, (a) determine whether the \$10,976 in questioned costs identified related to indirect costs are allowable or supported and (b) recover any costs determined to be unallowable or unsupported.	Closed - Implemented	2/12/2018
46	Office of Acquisitions Management	AUD-CGI-17-32	Audit of Atlas Service Corps, Inc., Grant Expenditures and Program Income	3/23/2017	5	OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, make a determination of the appropriate method to handle the \$54,687 of income that was not generated by grant-related activities but that was used to fulfill a portion of the grantee's cost-sharing requirements. If the grantee cannot use those funds to fulfill its cost-sharing arrangement, the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management, will need to recover funds from the grantee to cover the required cost-share amounts.	Closed - Implemented	2/12/2018
47	Office of Acquisitions Management	AUD-FM-17-51	Audit of Select Cost-of-Living Allowances for American Employees Stationed in Foreign Areas	8/31/2017	15	OIG recommends that the Bureau of Administration, Office of Logistics Management, Office of Acquisitions Management determine the reason or reasons that the Contracting Officer failed to implement sufficient contractor oversight and assess whether disciplinary actions and revisions to the delegation structure or oversight roles need to be implemented for the eAllowances task order (SAQMMA17A0001).	Closed - Implemented	2/1/2018

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48	Office of the Procurement Executive	AUD-CGI-16-34	Audit of Time and Material Expenses and Performance Incentive Payments Under the Bureau of Information Resource Management, Vendor Management Office Vanguard Program	5/18/2016	3	OIG recommends that the Bureau of Administration update the Foreign Affairs Handbook to clarify that the Contracting Officer is ultimately responsible for certifying that the Contracting Officer's Representative is maintaining contract files properly and verifying the status of those files during any transition of Contracting Officer's Representatives.	Closed - Implemented	2/1/2018