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REPLY TO  
ATTENTION OF:

DEPARTMENT OF THE ARMY  
ROCK ISLAND CONTRACTING CENTER  
1 ROCK ISLAND ARSENAL  
ROCK ISLAND, IL 61299-8000

CCRC-FA

5 Jan 2009

Memorandum for Ms. Melanie Rotz, Contracting Manager for ManTech Telecommunications and Information Systems Incorporated, 14119-A Sullyfield Circle, Chantilly, VA 20151-1626

SUBJECT: Letter of Concern on the Global Property Management Support Services (GPMSS) Contract, W52P1J-06-D-0030

Over the past several months, the HQ, Army Sustainment Command staff has attempted to work with the ManTech to address multiple critical issues that have come to our attention. The severity, variety of issues and the impact to multiple Left-Behind Equipment (LBE) sites causes me grave concern as to ManTech's ability to manage the task orders under contract W52P1J-06-D-0030.

As the Procuring Contracting Officer, I view the identified Contract Discrepancy Reports /Quality Discrepancy Reports as evidence that ManTech has systemic problems across their management of the GPMSS contract. Initially, it was ManTech's inability to invoice properly and report their incurred costs within their invoice packages. In June and October 2008, the HQ, ASC LBE staff and I met with ManTech during two In-Process Reviews (IPRs) to discuss and attempt to resolve the errors within the invoice packages. ManTech has made some of the Government directed changes; however, the CONUS West and Pacific Contracting Officer Representatives (CORs) continue to discover new and repeated discrepancies within the invoice packages. ManTech has not been proactive, and in fact, appears complacent, in discovering their own accounting errors and I view the continuing errors as evidence that DCAA is correct in listing ManTech's accounting system as "inadequate in part" (Audit Report #6161-2005A1107001).

ManTech continues to have difficulty in fully performing to the Performance Work Statement (PWS) contained with the contract. Evidence of this situation is provided through the Government inventory review performed in response to continuing problems at the CONUS West - Ft. Bliss site. During this inventory review, several issues were discovered and shared with ManTech. I have not received an adequate corrective action report in regards to the mounting issues at Ft. Bliss. The resignation of the Ft. Bliss Program Manager does not resolve the lack of proper accounting through the use of Property Book Unit Supply Enhanced (PBUSE) and Standard Army Maintenance System - Enhanced (SAMS-E) to account for all of the LBE equipment. The COR, Major Tyler Stewart, has had several teleconferences with ManTech to explain issues that he has with responses to the Ft. Bliss CDRs/QDRs. ManTech's inability to provide adequate responses to these CDRs/QDRs provides evidence that the staff does not fully understand the requirements contained in the PWS.

There are mounting problems with ManTech's apparent lack of hiring quality personnel and corporate oversight at Ft. Carson. I am seriously concerned about confirmed reports of inappropriate computer use to include issues with pornography activity, mis-use of computer LAN lines, and acts of violence. There is absolutely zero tolerance for these types of activities.


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ManTech's documented contract performance deficiencies at Ft. Bliss temporarily close access to the LBE Property Accountability and Readiness Augmentation (PARA) work site and redirect ManTech to perform other LBE work. The redirect of ManTech staff on the 29 Sep 2008 allowed the Government to have full uninterrupted access to the LBE PARA work site to perform the inventory from 29 Sep 2008 through 3 Oct 2008. The Government inventory results were shared with ManTech and the Government expects ManTech to resolve all contract performance issues identified by the Government.

Based on the severity of the identified problems at multiple sites, it appears that ManTech has corporate-wide systemic problems in their overall hiring, management, and control of employees. ManTech needs to take control of the situation immediately, and therefore, it is requested that ManTech provide a detailed mitigation plan no later than 16 Jan 2009. The mitigation plan should include not only how the specific problems identified herein will be corrected, but also, the plan should demonstrate and provide confidence to me and that ManTech has the proper oversight and controls in place to manage its entire workforce on this contract. The services that ManTech provides under this contract are essential to the Army, just as adherence to contract terms and conditions is essential.

Your immediate attention in these matters is urgently requested. If you have any questions regarding this matter, please contact me at 309-782-4805, email [janet.burgettjackson@us.army.mil](mailto:janet.burgettjackson@us.army.mil).

  
JANET BURGETT-JACKSON  
Procuring Contracting Officer

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