Report No. DODIG-2023-117

~~CUI~~

INSPECTOR GENERAL

U.S. Department of Defense

SEPTEMBER 18, 2023

(U) Audit of Army's Oversight for Ukraine-Specific Logistics Civil Augmentation Program V Services in the U.S. European Command Area of Responsibility

~~Controlled by: DoD OIG~~
~~Controlled by: Audit/Readiness and Global Operations~~
~~CUI Category: PROCURE, PRIVILEGE, and OPSEC~~
~~Distribution/Dissemination Control: FEDCON~~
~~POC: Assistant Inspector General for Audit, Readiness and Global Operations,~~ [redacted]

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(U) Results in Brief

(U) Audit of Army's Oversight for Ukraine-Specific Logistics Civil Augmentation Program V Services in the U.S. European Command Area of Responsibility

September 18, 2023

(U) Objective

(U) The objective of the audit was to determine whether the Army's administration and oversight of the Logistics Civil Augmentation Program (LOGCAP) V contract in the U.S. European Command (USEUCOM) area of responsibility (AOR) was performed in accordance with applicable Federal and DoD policies. This report focuses on Ukraine-specific LOGCAP V services performed at Jasionka Airport and Mielec Forward Operating Site (FOS) in Poland; however, the report also discusses some LOGCAP V services supporting enduring missions.

(U) Background

(U) LOGCAP is a program designed to provide support and services during peacetime and for deployed forces supporting combatant command missions. In April 2019, the U.S. Army Sustainment Command–Rock Island selected four contractors for its $82 billion LOGCAP V services contract to support the U.S. Military worldwide.

(U) In response to the Russian invasion of Ukraine, the DoD deployed thousands of additional troops to Europe. To account for Ukraine-specific costs for LOGCAP V, the Army contracting office awarded the Assure and Deter task order that provides base and sustainment support for troop increases to certain European countries, including Poland.

(U) Finding

(U) Army contracting officials did not provide effective contract oversight of Ukraine-specific LOGCAP V services in southeast Poland. Specifically, for the Assure and Deter task order, officials from the 409th Contracting Support Brigade (CSB) did not:

- (U) designate a contracting officer's representative (COR) to perform oversight of high-risk airfield operations at Jasionka Airport because U.S. Army Europe and Africa (USAREUR-AF), as the requiring activity, did not identify a COR in a timely manner; or
- (U) ensure that assigned CORs conducted consistent surveillance of the LOGCAP V services at Mielec FOS because the 409th CSB did not conduct surveillance in accordance with its Quality Assurance Plan and Standard Operating Procedures.

(U) In addition, officials from the 405th Army Field Support Brigade (AFSB) did not conduct timely quarterly reviews to address contractor performance concerns. Officials from the 405th AFSB stated that this occurred because they did not have sufficient staff, and there was insufficient time to train current staff on conducting the reviews.

(U) Although our audit scope focused on the Assure and Deter task order, we identified similar oversight issues and concerns with LOGCAP V services in other parts of Europe for the Enduring Missions task order, which supports the overall USEUCOM missions that existed before the Russian invasion of Ukraine.

~~(CUI)~~ [redacted]

(U) Results in Brief

(U) Audit of Army's Oversight for Ukraine-Specific Logistics Civil Augmentation Program V Services in the U.S. European Command Area of Responsibility

(U) Finding (cont'd)

~~(CUI)~~ [redacted]

(U) Recommendations

(U) We recommend that the 409th CSB Commander:

- (U) develop and implement a process to continuously track COR coverage for all LOGCAP V services in USEUCOM and designate CORs as applicable, and
- (U) implement requirements from the 409th CSB Quality Assurance Plan for tracking completion of COR monthly surveillance, and ensuring quality assurance specialist personnel review and approve COR monthly surveillance reports.

(U) We recommend that the Commander, Army Sustainment Command, develop and implement a process to continuously track performance management reviews to ensure reviews occur within 30 business days after each quarter, or more frequently if needed, for the LOGCAP V contract.

(U) Management Comments and Our Response

(U) The Deputy Assistant Secretary of the Army (Procurement), responding for the Commander, 409th CSB, and the Commander, U.S. Army Sustainment Command, agreed with the recommendations and described actions taken or planned to resolve or close all the recommendations. Two recommendations are resolved but will remain open, and one recommendation is closed. We will close the two open recommendations once we verify that the information provided and actions taken fully address the recommendations.

(U) Please see the recommendations Table on the next page for the status of recommendations.

(U) Recommendations Table

(U) Management	Recommendations Unresolved	Recommendations Resolved	Recommendations Closed
Commander, 409th Contracting Support Brigade	None	1.a, 1.b	None
Commander, Army Sustainment Command	None	None	2 (U)

(U) Note: The following categories are used to describe agency management's comments to individual recommendations.

- **(U) Unresolved** – Management has not agreed to implement the recommendation or has not proposed actions that will address the recommendation.
- **(U) Resolved** – Management agreed to implement the recommendation or has proposed actions that will address the underlying finding that generated the recommendation.
- **(U) Closed** – DoD OIG verified that the agreed upon corrective actions were implemented.


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September 18, 2023

MEMORANDUM FOR COMMANDER, U.S. EUROPEAN COMMAND
AUDITOR GENERAL, DEPARTMENT OF THE ARMY

SUBJECT: (U) Audit of Army's Oversight for Ukraine-Specific Logistics Civil Augmentation Program V Services in the U.S. European Command Area of Responsibility (Report No. DODIG-2023-117)

(U) This final report provides the results of the DoD Office of Inspector General's audit. We previously provided copies of the draft report and requested written comments on the recommendations. We considered management's comments on the draft report when preparing the final report. These comments are included in the report.

(U) The Deputy Assistant Secretary of the Army (Procurement), responding for the Commander, 409th Contracting Support Brigade, and the Commander, U.S. Army Sustainment Command, agreed to address all the recommendations presented in the report. This report contains two recommendations that are considered resolved and one recommendation that is considered closed. Therefore, as discussed in the Recommendations, Management Comments, and Our Response section of this report, we will close the two recommendations when the Commander, 409th Contracting Support Brigade provides us documentation showing that all agreed-upon actions to implement the recommendations are completed.

(U) No further action is required for the closed recommendation. For the two resolved recommendations, within 90 days please provide us your response concerning specific actions in process or completed on the open recommendations. Send your response to either followup@dodig.mil if unclassified or rfunet@dodig.smil.mil if classified SECRET. If you have any questions, please contact me at [redacted]

FOR THE INSPECTOR GENERAL:

Richard B. Vasquez
Assistant Inspector General for Audit
Readiness and Global Operations

(U) Contents

(U) Introduction

(U) Objective

(U) The objective of the audit was to determine whether the Army performed administration and oversight of the Logistics Civil Augmentation Program (LOGCAP) V contract in the U.S. European Command (USEUCOM) area of responsibility (AOR) in accordance with Federal and DoD policies. This report focuses on Ukraine-specific LOGCAP V services performed at Jasionka Airport and the Mielec Forward Operating Site (FOS); however, the report also discusses some LOGCAP V services provided in the USEUCOM AOR before the Russian invasion of Ukraine. See the Appendix for a discussion of our audit scope, methodology, and prior audit coverage.

(U) Background

(U) Logistics Civil Augmentation Program

(U) The Army established the LOGCAP program in 1985 to source Army base operations support and sustainment services. LOGCAP is a contract-based program designed to provide preplanned sustainment support during peacetime and rapid execution of that support for deployed operational forces performing combatant command directed missions. The Army issues task orders under the LOGCAP contracts to provide these support services. The current LOGCAP V contract designates certain services as high-risk, including airfield operations, fuel operations, and food services.[1] Figure 1 shows Soldiers from the XVIII Airborne Corps receiving LOGCAP food services in Mielec, Poland.

(U) Figure 1. Soldiers Receive LOGCAP Food Services in Mielec, Poland
(U) Source: Defense Visual Information Distribution Service.

[1] (U) According to the LOGCAP V Quality Assurance Surveillance Plan, high-risk areas are generally those that are critical to supporting military operations and that involve health and safety of the force.

(U) LOGCAP V Contract

(U) In April 2019, the U.S. Army Sustainment Command selected four contractors for an $82 billion LOGCAP V services contract to support the U.S. Military worldwide. Under the LOGCAP V indefinite-delivery indefinite-quantity base contract, W52P1J-19-D-0044, U.S. Army Contracting Command–Rock Island (ACC-RI) awarded four task orders to one contractor for support and sustainment services in the USEUCOM AOR. Table 1 shows the task orders, primary missions supported, and obligations for each task order under the contract. We nonstatistically selected the Assure and Deter and Enduring Missions task orders to review given the importance of the support to Ukraine and because combined the obligations totaled $843.6 million, which is approximately 90 percent of contract obligations for LOGCAP in the USEUCOM AOR.

(U) Table 1. USEUCOM Task Orders Summary for Contract W52P1J-19-D-0044

~~(CUI)~~ Task Order	Primary Mission	Start Date	Obligations as of November 15, 2022 (in Millions)
[redacted]	[redacted]	February 24, 2022	$285.1
[redacted]	[redacted]	August 21, 2021	66.3
[redacted]	[redacted]	April 12, 2019	558.5
[redacted]	[redacted]	April 12, 2019	30.0
Total			**$939.9** ~~(CUI)~~

(U) Source: The DoD OIG.

(U) Assure and Deter Task Order

~~(CUI)~~ [redacted]

~~(CUI)~~ [redacted]

~~(CUI)~~ [redacted]

~~(CUI)~~ [redacted]

~~(CUI)~~ [redacted]

(U) Figure 2. LOGCAP Life Support Area in Mielec, Poland
(U) Source: Defense Visual Information Distribution Service.

(U) Performance Oversight Responsibilities for LOGCAP V

(U) 409th Contracting Support Brigade

(U) The 409th Contracting Support Brigade (CSB), headquartered in Kaiserslautern, Germany, serves as the Senior Contracting Official and provides a full range of contracting support to the U.S. Army Europe and Africa (USAREUR-AF). Some key responsibilities of the 409th CSB include contract and property administration and quality assurance. The 409th CSB uses administrative contracting officers (ACOs), contracting officer's representatives (CORs), and quality assurance specialists to perform contract oversight and surveillance of contractor performance.

(U) The purpose of contract surveillance is to monitor contractor performance to assure services are received in a timely manner, within cost, and consistent with contract quality requirements. Quality assurance specialists are required to:

- (U) ensure CORs maintain surveillance records in the contract file,
- (U) provide training to CORs on how to use surveillance checklists to perform LOGCAP V oversight, and
- (U) assist ACOs and CORs with creating and coordinating contractor nonconformance reports (NCRs) and provide recommendations on corrective action plans.

(U) Requiring activities are responsible for ensuring a COR is nominated as early in the acquisition cycle as possible. Contracting officers, when applicable, are required to designate a properly trained COR in writing within 3 business days of award of all service contracts.[2] Contracting officers are also required to prepare a designation letter for CORs detailing their responsibilities. CORs are required to use contract surveillance checklists to conduct surveillance of contractor performance, which assists the Government with verifying the contractor is fulfilling contract requirements. When CORs identify noncompliance, the quality assurance specialist is responsible for initiating requests for corrective action and conducting or coordinating COR surveillance to validate that the contractor took corrective action to prevent reoccurrences.

[2] (U) DoD Instruction 5000.72, "DOD Standard for Contracting Officer's Representative (COR) Certification," November 6, 2020.

(U) The critical nature of contractor support and the large expenditures involved require that the Government conduct diligent contract surveillance to ensure that contractors are providing quality services and supplies in a timely manner, to mitigate contractor performance problems, and to ensure the DoD receives best value. The Federal Acquisition Regulation requires the contracting office to verify that the contractor fulfills the contract quality requirements and identify any instances of contractor nonconformance.[3] According to the Defense Federal Acquisition Regulation Supplement, the contracting officer should prepare a quality assurance surveillance plan to facilitate the assessment of contractor performance.[4]

(U) 405th Army Field Support Brigade

(U) The Army Sustainment Command functions as the Program Management Office for LOGCAP V contracts but delegated tactical operations responsibilities to the 405th AFSB. The 405th AFSB, headquartered in Kaiserslautern, is under the operational control of USAREUR-AF. The 405th AFSB is responsible for preparing project planning requests, conducting technical evaluations of project planning estimates, and facilitating quarterly contractor Performance Management Reviews (PMRs). According to the LOGCAP V Quality Assurance Surveillance Plan (QASP), if contractor performance becomes an issue then the LOGCAP V Program Management Office recommends conducting monthly PMRs until the contractor addresses the performance problem.

[3] (U) Federal Acquisition Regulation Part 46, "Quality Assurance."
[4] (U) Defense Federal Acquisition Regulation Part 246, "Quality Assurance."

(U) Finding

(U) The Army Did Not Provide Effective Oversight of Ukraine-Specific LOGCAP V Services

(U) Army contracting officials did not provide effective contract oversight of Ukraine-specific LOGCAP V services in southeast Poland. Specifically, for the Assure and Deter task order, 409th CSB officials did not:

- (U) designate a COR to perform oversight of high-risk airfield operations at Jasionka Airport because USAREUR-AF, as the requiring activity, did not identify a COR in a timely manner, or
- (U) ensure that assigned CORs conducted consistent surveillance of the LOGCAP V services at Mielec FOS because the 409th CSB did not conduct surveillance in accordance with their Quality Assurance Plan and Standard Operating Procedures.

(U) In addition, 405th AFSB officials did not conduct timely quarterly PMRs for the Assure and Deter task order to address concerns with contractor performance. A 405th AFSB official stated that the 405th AFSB did not conduct quarterly PMRs because they did not have the staffing, and there was insufficient time to train current staff on preparing and coordinating the PMRs due to their 9-month rotations.

~~(CUI)~~ [redacted]

(U) Oversight Problems with Assure and Deter Task Order

(U) The 409th CSB and 405th AFSB did not provide effective contract oversight for the Assure and Deter task order. Specifically, contracting officials did not always designate CORs for high-risk airfield operations or ensure consistent surveillance, and program management officials did not always conduct required PMRs.

(U) No COR Designated at Jasionka Airport, Poland

(U) From June 15 to mid-September 2022, 409th CSB officials did not have a designated COR to perform oversight of high-risk airfield operations services that included movement of hazardous materials at the Jasionka Airport. According to the LOGCAP V QASP, CORs are responsible for technical oversight of the contract and proper Government surveillance of the contractor's performance through audits and inspections. Furthermore, the LOGCAP V QASP recommends prioritizing surveillance efforts based on high-risk areas critical to supporting military operations and areas that involve health and safety of the force, including airfield operations and management services.

~~(CUI)~~ Officials from the 409th CSB did not designate a COR for oversight responsibilities because USAREUR-AF, as the requiring activity, did not identify a COR in a timely manner. According to DoD Instruction 5000.72, requiring activities must ensure a COR is nominated as early in the acquisition cycle as possible, and contracting officers, when applicable, are required to designate a properly trained COR in writing within 3 business days of award of all service contracts. [redacted] Subsequently, USAREUR-AF tasked the U.S. Air Forces in Europe–Air Forces Africa Contingency Response Group and 101st Airborne Division with providing a COR for the mission. However, neither the contingency response group nor the 101st Airborne provided a COR until the 101st Airborne accepted responsibility and the 409th CSB designated a COR on September 15, 2022. Therefore, there was no designated COR for 3 months.

~~(CUI)~~ While no COR was designated to provide oversight for LOGCAP V high-risk airfield operation services, there was a Joint Munitions Command representative on site that witnessed a dropped cargo incident and reported it to his operational chain of command. According to the 409th CSB ACO, the operational chain of command reported the incident to the contracting personnel, resulting in the issuance of a level III NCR to the LOGCAP contractor on September 1, 2022. The LOGCAP Quality Assurance Surveillance Plan defines a level III NCR as a "critical nonconformance that is likely to result in conditions that present a life, health, or safety threatening violation of code for personnel providing or using the supplies or services, or nonconformance that is likely to prevent performance of the requiring activity's mission or planned operations."[5] [redacted]

[5] (U) Army Sustainment Command LOGCAP Quality Assurance Surveillance Plan, August 23, 2018.

~~(CUI)~~ [redacted]

(U) In addition, according to the NCR, the contractor did not report the incident until after the 409th CSB ACO inquired about the incident. Therefore, without ensuring a COR has been designated in a timely manner to perform oversight, other instances of critical nonconformance may have occurred without the knowledge of contracting officials. The 409th CSB should develop and implement a process to continuously track COR coverage for all LOGCAP V services in the USEUCOM AOR and designate CORs as applicable.

(U) Inconsistent Surveillance at Mielec FOS, Poland

(U) Although the 409th CSB designated CORs for Mielec FOS, officials from the 409th CSB did not ensure that CORs conducted consistent surveillance of LOGCAP V services at Mielec FOS from February to September 2022. Mielec FOS has a dedicated Regional Support Group that serves as a deployable headquarters to manage base camps requiring basic life support services, such as food services, laundry, transportation, custodial services, and fuel services. As part of its mission, the requiring activity must provide dedicated CORs to perform surveillance of LOGCAP V services. Based on our review of the COR surveillance system of record for the 8-month period reviewed, CORs only

(U) provided surveillance for 3 months. The 409th CSB did not ensure consistent oversight because the 409th CSB did not conduct surveillance in accordance with 409th CSB Quality Assurance Plan and Standard Operating Procedures.[6]

(U) During our review of COR surveillance monthly checklists from February through September 2022, the 409th CSB's Quality Assurance Desk Guide and Contracting Officer Representative Management Plan did not have internal controls requiring 409th CSB personnel to continuously monitor COR completion of monthly checklists. However, during our audit, in August 2022, the 409th CSB developed a Quality Assurance Plan and Standard Operating Procedures that included controls for tracking COR monthly surveillance and requiring quality assurance specialist personnel to review and approve COR surveillance reports. Although the 409th CSB developed a more thorough Quality Assurance Plan and Standard Operating Procedures, 409th CSB contracting personnel did not implement the controls established in the new guidance. See Table 2 for monthly checklists completed.

(U) Table 2. COR Monthly Checklists Completed at Mielec

(U) Timeframe	Checklists Completed
February – March	0
April	13
May	14
June	13
July – September	0 (U)

(U) Source: The DoD OIG.

(U) For the 8-month period reviewed, CORs only provided surveillance for 3 months. Based on the LOGCAP V QASP, high-risk areas are defined as areas that a COR should surveil monthly. High-risk areas are generally those that are critical to supporting military operations and areas that involve the health and safety of the force. Some examples of high-risk areas under the task order are airfield operations and management, fuel operations, and food services. From April through June, three assigned CORs conducted monthly surveillance, but they were terminated or reassigned. The 409th CSB designated a new COR; however, the new COR did not conduct surveillance in accordance with the 409th Quality Assurance Plan and Standard Operating Procedure. A review of the COR surveillance system in late November 2022, showed there were no additional COR Monthly Checklists completed.

[6] (U) 409th CSB's Quality Assurance Plan and Standard Operating Procedures, August 10, 2022.

(U) During our audit, we found that the COR at Mielec FOS only conducted monthly surveillance for 2 months of the 8-month period reviewed for the high-risk area related to food services. In addition, another COR only conducted monthly surveillance for 3 months out of the 8-month period reviewed for critical, high-risk fuel operations. See Table 3 for checklists completed for high-risk services.

(U) Table 3. COR Monthly Checklists Completed for High-Risk Services at Mielec FOS

(U) High-Risk Services	Checklists Completed	Timeframe
Food Services	2	April, May
Fuel Operations	3	April, May, June (U)

(U) Source: The DoD OIG.

~~(CUI)~~ From April through June, the 409th CSB issued two NCRs regarding the contractor's performance at Mielec FOS for issues with pest control and environmental control. [redacted] This example highlights why consistent COR oversight and surveillance is critical for supporting military operations and mitigating life and safety issues.

(U) Without consistent COR surveillance of LOGCAP V services from February to September 2022 at Mielec FOS, other instances involving health and safety matters could have occurred without the knowledge of contracting officials. Although our review covered February through September 2022, based on our review of the COR surveillance system in late November 2022, there were no additional COR Monthly Checklists completed. The 409th CSB should implement the 409th Contracting Support Brigade Quality Assurance Plan requirements for tracking completion of COR monthly surveillance, and ensuring quality assurance specialist personnel review and approve COR monthly surveillance reports.

(U) Performance Management Reviews Were Not Always Conducted

(U) The 405th AFSB did not conduct timely quarterly PMRs for the Assure and Deter task order to address contractor performance concerns. The 405th AFSB has overall responsibility for scheduling, facilitating, and documenting PMRs in coordination with Army Contracting Commands and supporting agencies. According to the 405th AFSB, the purpose of a PMR is to provide a dual contractor and Government assessment of the contractor's performance on individual task orders during the previous quarter. In addition, according to the QASP, the contractor must address all NCRs issued since the previous PMR, present an independent assessment of performance, and be allowed to submit a response to the PMR findings.

~~(CUI)~~ According to the LOGCAP V QASP, the 405th AFSB is required to conduct PMRs quarterly, or more frequently if contractor performance has become an issue. As of December 2022, the 405th AFSB had conducted PMRs for all three quarters for the Assure and Deter task order. However, the PMR for the first quarter—covering January through March 2022—occurred in June 2022, and the 405th AFSB combined the second and third quarters—covering April through September 2022—into one PMR that occurred in December 2022, while our Audit was still ongoing. [redacted]

PMRs are a vital internal control for assessing contractor performance and holding contractors accountable for corrective actions. Without conducting timely PMRs, contractor performance problems, like the ones addressed in this audit, may continue affecting life, safety, and support for key military operations.

(U) According to the 405th AFSB LOGCAP Senior Planner, the 405th AFSB did not conduct timely PMRs due to lack of staffing and the lack of time available to train existing staff to prepare and conduct PMRs due to the 9-month rotations for personnel. The 405th AFSB LOGCAP Senior Planner also stated that the 405th AFSB would ideally have a PMR within 30 days of the quarter ending

(U) and that the 405th AFSB would not skip or combine quarters. In addition, Army Sustainment Command officials stated PMRs did not occur in a timely manner due to an extreme increase in operation demands. However, given the ongoing contractor performance deficiencies, it is critical that the 405th AFSB, in coordination with the Army Contracting Command and supporting agencies, implement the QASP requirement to conduct PMRs at least quarterly until the DoD receives the quality of services in accordance with the LOGCAP V contract. The Army Sustainment Command should develop and implement a process to continuously track PMRs to ensure they are occurring within 30 business days after each quarter, or more frequently if needed, for the LOGCAP V contract.

(U) Oversight Problems with Enduring Missions Task Order

(U) The oversight challenges for the Army with the LOGCAP V contract were not limited to the Assure and Deter task order. We also determined that contracting officials did not effectively oversee task order W52P1J-22-F-0394 (Enduring Missions), which supports the overall USEUCOM missions. Specifically, we determined that Army contracting officials did not always designate CORs, ensure consistent surveillance of LOGCAP V services, or conduct timely quarterly PMRs.

(U) No COR Designated at Mihail Kogalniceanu, Romania

(U) Officials from the 409th CSB did not always ensure CORs were designated for the Enduring Missions task order. For example, from November 2021 through May 2022, 409th contracting officials did not designate a COR to perform oversight of high-risk food services at Mihail Kogalniceanu, Romania. The previous COR for food service operations identified multiple problems with food preparation and storage, including improperly protecting food from contamination; however, that COR was terminated by the previous ACO without replacement in November 2021. According to the current ACO, once she identified the gap in COR coverage, she requested that the requiring activity provide a food service COR. In May 2022, after 7 months without an assigned food service COR, the 409th CSB designated a new food service COR at Mihail Kogalniceanu, Romania. With food service operations designated as high-risk, continuous contractor oversight is critical to reduce health and safety risks.

(U) Inconsistent Surveillance at Zagan, Poland, and Mihail Kogalniceanu, Romania

(U) Officials from the 409th CSB did not ensure CORs performed consistent contract surveillance for services provided on the Enduring Missions task order in Poland and Romania. For example, the COR assigned to provide oversight for all LOGCAP V services at Zagan base camp, Poland, had not completed any monthly surveillance checklists between February and June 2022. Additionally, the assigned COR at Mihail Kogalniceanu, Romania, did not complete surveillance checklists for the sourcing of bulk water, power and electricity, or preventative maintenance for approximately 2 years. This occurred because 409th CSB officials did not have a process for tracking completion of required surveillance and ensuring the assigned CORs completed surveillance checklists for all services provided by the LOGCAP V contract.

(U) Performance Management Reviews Were Not Always Conducted

(U) The 405th AFSB did not conduct timely quarterly PMRs for the Enduring Missions task order. As of December 2022, the 405th AFSB had conducted PMRs for all four quarters for the Enduring Missions task order for FY 2022. However, the 405th AFSB combined the PMRs for the first and second quarter (covering October 2021 through March 2022) into one PMR, which occurred in June 2022, and combined the third and fourth quarters (covering April through September 2022) into one PMR that occurred in December 2022. According to a 405th AFSB Senior LOGCAP Planner, the 405th AFSB should conduct PMRs within 30 days of the end of the quarter and the 405th AFSB would not skip or combine quarters. Program office and contracting officials should have PMRs as required to address any contractor performance problems. PMRs are an important control for ensuring contractor performance deficiencies and corrective actions are discussed with the contractor to address deficiencies, especially since many required tasks impact life, health, safety, and support for military operations.

(U) Improvements Needed for Oversight of the LOGCAP V Contract in the USEUCOM AOR

~~(CUI)~~ Because Army contracting officials did not provide effective contract oversight of Ukraine-specific LOGCAP V services provided in southeast Poland, the Army does not have reasonable assurance that the contractor complied with all contract requirements and may continue to experience problems with LOGCAP V

~~(CUI)~~ services. [redacted] The expanded use of the LOGCAP V contract in response to the Russian invasion of Ukraine amplifies the importance of having sufficient oversight of the contract and underlying task orders.

~~(CUI)~~ We identified systemic contract oversight deficiencies with the Ukraine-specific and Enduring Missions task orders. [redacted] Therefore, the 409th CSB must implement corrective actions regarding COR assignments and COR surveillance for all LOGCAP V task orders in USEUCOM. In addition, the 405th AFSB should conduct PMRs as required for all LOGCAP V task orders.

(U) Recommendations, Management Comments, and Our Response

(U) Recommendation 1

(U) We recommend that the Commander, 409th Contracting Support Brigade:

a. (U) Develop and implement a process to continuously track Contracting Officer's Representative coverage for all Logistics Civil Augmentation Program V services in the U.S. European Command and designate Contracting Officer's Representatives, as applicable.

(U) Assistant Secretary of the Army (Acquisition, Logistics and Technology)

(U) The Deputy Assistant Secretary of the Army (Procurement), responding for the Commander, 409th Contracting Support Brigade (CSB), agreed with the recommendation and the proposed Army response. The Commander stated that COR appointments for all activated LOGCAP services is not achievable and they would institute the following U.S. Army Contracting Command–developed metrics to track contracting officer's representative (COR) appointments: 90 – 100 percent is green, 80 – 89 percent is yellow, and 70 – 79 percent is red. The Commander also stated that the 409th CSB implemented:

- (U) an improved COR tracking spreadsheet in October 2022 that tracks monthly surveillance reporting,

- (U) a process for determining the number of CORs required by identifying critical LOGCAP services, and
- (U) a process in April 2023 to brief the Commander monthly on the status of missing CORs and missing monthly surveillance reports.

(U) Further, the Commander stated that if there are COR performance issues, they will engage with the COR's chain of command.

(U) Our Response

(U) Comments from the Deputy Assistant Secretary addressed the specifics of the recommendation; therefore, the recommendation is resolved but will remain open. The 409th CSB did not provide us with the improved COR tracking spreadsheet until March 2023. We will close the recommendation once the 409th CSB provides:

- (U) an updated COR tracking spreadsheet;
- (U) documentation supporting the process for identifying the total number of CORs appointed and rationale for LOGCAP services that do not have appointed CORs (if any), based on the Commander stating coverage of all services is not achievable; and
- (U) copies of monthly briefings to the Commander regarding the status of missing CORs and missing monthly surveillance reports.

(U) After we receive the documentation, we will verify whether the information provided and actions the 409th CSB takes fully address the recommendation.

(U) U.S. Army Contracting Command

(U) Although not required to comment, the Commander, U.S. Army Contracting Command, agreed with the recommendation, stating the 409th CSB Commander developed and implemented the COR tracking spreadsheet to track COR coverage for all U.S. European Command LOGCAP V services.

(U) U.S. Army Materiel Command

(U) Although not required to comment, the Executive Deputy to the Commanding General, U.S. Army Materiel Command, reviewed and endorsed the draft report and responses from the U.S. Army Contracting Command.

b. (U) Implement requirements from the 409th Contracting Support Brigade Quality Assurance Plan for tracking completion of Contracting Officer's Representative monthly surveillance, and ensuring Quality Assurance Specialist personnel review and approve Contracting Officer's Representative monthly surveillance reports.

(U) Assistant Secretary of the Army (Acquisition, Logistics and Technology)

(U) The Deputy Assistant Secretary of the Army (Procurement), responding for the Commander, 409th CSB, agreed with the recommendation and the proposed Army response. The Commander stated that the 409th CSB has updated the Quality Assurance Plan and Standard Operating Procedures to include technical assistance visits to all CORs within the first 30 days of appointment and directed quality assurance specialists to track the status of COR monthly surveillance requirements as required by the Quality Assurance Plan and Standard Operating Procedures. The Commander also stated that the COR surveillance will be measured using the following metrics, and briefed to him monthly: 90 – 100 percent is green, 80 – 89 percent is yellow, and 70 – 79 percent is red.

(U) Our Response

(U) Comments from the Deputy Assistant Secretary addressed the specifics of the recommendation; therefore, the recommendation is resolved but will remain open. We will close the recommendation once the 409th CSB provides documentation that the quality assurance specialists are tracking the status of COR monthly surveillance requirements as required, and the monthly briefings to the Commander. After we receive the documentation, we will verify whether information provided and actions the 409th CSB takes fully addresses the recommendation.

(U) U.S. Army Contracting Command

(U) Although not required to comment, the Commander, U.S. Army Contracting Command, agreed with the recommendation, stating the 409th CSB Commander directed quality assurance specialists to track the status of COR monthly surveillance requirements in accordance with the Quality Assurance Plan and Standard Operating Procedures.

(U) U.S. Army Materiel Command

(U) Although not required to comment, the Executive Deputy to the Commanding General, U.S. Army Materiel Command, reviewed and endorsed the draft report and responses from the U.S. Army Contracting Command.

(U) Recommendation 2

(U) We recommend that the Commander, Army Sustainment Command, develop and implement a process to continuously track performance management reviews to ensure they occur within 30 business days after each quarter, or more frequently if needed, for the LOGCAP V contract.

(U) Assistant Secretary of the Army (Acquisition, Logistics and Technology)

(U) The Deputy Assistant Secretary of the Army (Procurement), responding for the Commander, U.S. Army Sustainment Command, agreed with the recommendation and the proposed Army response. The Commander agreed to formally track due dates and completion dates for the required LOGCAP PMRs and acknowledged the recommended completion date for PMRs being no later than 30 days following the quarter. However, the Commander stated that the occurrence of PMRs are dependent on factors, such as operational tempo, availability of the stakeholders, and other operational considerations. The Commander stated that every effort will be made to ensure PMRs are conducted in a timely manner. In addition, the Commander stated that PMR dates are now provided on the LOGCAP task order operational common operating pictures for all Geographic Combatant Commands when possible and further stated that the LOGCAP Operations Desk Officers update the operational common operation pictures every 2 weeks and the PMR tracker at the end of each month.

(U) Our Response

(U) Comments from the Deputy Assistant Secretary addressed all specifics of the recommendation. While we understand the various factors cited by the Commander can impact conducting PMRs within 30 business days after each quarter, executing timely PMRs after each quarter for tracking contractor performance is critical, especially when Army officials need to address contractor performance concerns. In addition to executing performance management reviews in a timely manner, the controls that the Army Sustainment Command developed and implemented, including the LOGCAP task order operational common operationing pictures and the LOGCAP V PMR tracker, should improve the process for tracking timely PMRs for the LOGCAP V contract. We reviewed and confirmed

(U) the LOGCAP task order common operational picture provides a summary of significant actions for LOGCAP V services by locations and PMR dates, and the LOGCAP V PMR Tracker identifies when PMRs are scheduled, completed, and reasons for any delays. Therefore, the recommendation is closed.

(U) U.S. Army Materiel Command

(U) Although not required to comment, the Executive Deputy to the Commanding General, U.S. Army Materiel Command, reviewed and endorsed the draft report and responses from the U.S. Army Sustainment Command.

(U) Appendix

(U) Scope and Methodology

(U) We conducted this performance audit from April 2022 through March 2023 in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

(U) This report was reviewed by the DoD Components associated with this oversight project to identify whether any of their reported information, including legacy FOUO information, should be safeguarded and marked in accordance with the DoD CUI Program. In preparing and marking this report, we considered any comments submitted by the DoD Components about the CUI treatment of their information. If the DoD Components failed to provide any or sufficient comments about the CUI treatment of their information, we marked the report based on our assessment of the available information.

(U) Universe, Sample, and Site Selection

(U) We reviewed contract W52P1J-19-D-0044 for LOGCAP V services provided within the USEUCOM AOR. We identified four task orders associated with LOGCAP V services within USEUCOM and nonstatistically selected the Assure and Deter and Enduring Missions task orders to review given the importance of the support to Ukraine and because combined they include approximately 90 percent of contract obligations for LOGCAP in the USEUCOM AOR. See Table 1 in this report for a listing of the task orders associated with the LOGCAP V contract. At the beginning of the audit, our focus was on the Enduring Missions task order; however, in September 2022, we shifted the focus of our audit to the Assure and Deter task order because of the urgency of the requirement to support thousands of additional deployed U.S. forces in Europe. For this audit, we reviewed services provided during FY 2022 for both the Assure and Deter and Enduring Missions task orders.

(U) We nonstatistically selected the following locations to perform our audit.

- (U) Camp Bondsteel, Kosovo
- (U) Boleslowicz, Poland
- (U) Jasionka Airport, Poland
- (U) Karliki, Poland

- (U) Mielec FOS, Poland
- (U) Swietoszow, Poland
- (U) Trzebien, Poland
- (U) Zagan, Poland
- (U) Mihail Kogalniceanu Air Base, Romania

(U) Methodology

(U) To determine whether the Army performed administration and oversight of the LOGCAP V contract in the USEUCOM AOR in accordance with Federal and DoD policies, we interviewed and obtained documentation from officials at the ACC-RI, USEUCOM J4, 409th CSB, and 405th AFSB. We obtained current technical data packages that identified specific LOGCAP V services for each location visited as well as services that ACC-RI deemed as high-risk. In addition, we requested and were provided access to the Army's Procurement Integrated Enterprise Environment in order to identify names of designated CORs and to review a history of COR surveillance reports submitted at each location.

(U) At each location, we conducted interviews with the following personnel regarding key roles and responsibilities.

- (U) Personnel from the 409th CSB, including ACOs and quality assurance specialists, to identify the causes for gaps in COR coverage and their involvement with ensuring CORs were aware of their oversight responsibilities. In addition, we requested and obtained examples of insufficient contractor performance, including draft and final nonconformance reports.
- (U) CORs to determine each COR's understanding of their service oversight responsibilities, as well as COR reporting requirements and any examples of insufficient contractor performance within the services they were responsible for overseeing.
- (U) Requiring activity representatives to obtain a command-level perspective on the use of LOGCAP V for base support services.

(U) In addition, we reviewed the following guidance.

- (U) Federal Acquisition Regulation, October 2022
- (U) DoD Instruction 5000.72, "DoD Standard for Contracting Officer's Representative (COR) Certification," November 6, 2020
- (U) DoD COR Guidebook, May 2021
- (U) 409th CSB Quality Assurance Plan and Standard Operating Procedures, August 10, 2022

- (U) LOGCAP Quality Assurance Surveillance Plan, August 23, 2018
- (U) Army Contracting Command Quality Plan, "Roles and Responsibilities," March 2021

(U) Internal Control Assessment and Compliance

(U) We assessed internal controls and compliance with laws and regulations necessary to satisfy the audit objective. We assessed internal controls and compliance with Federal and DoD regulations and other guidance necessary to satisfy the audit objective. In particular, we assessed the control environment, control activities, and monitoring related to Army contracting officials and Program Management Office officials. For example, we reviewed the design and implementation control activities, such as documentation of responsibilities through policies. In addition, we reviewed monitoring activities related to the reporting and evaluation of issues, along with corrective actions. However, because our review was limited to these internal control components and underlying principles, it may not have disclosed all internal control deficiencies that may have existed at the time of this audit.

(U) Use of Computer-Processed Data

(U) We obtained and used computer-processed data from the Army's Procurement Integrated Enterprise Environment. Specifically, we downloaded and accessed COR designation letters from the Joint Appointment Module, and COR monthly reports and surveillance checklists from the Surveillance and Performance Monitoring modules of the system. To determine the reliability and completeness of the computer-processed data, we interviewed personnel at each site location and discussed reasons for missing COR designation letters and missing monthly reports and checklists. We consider the information presented in the report obtained from Procurement Integrated Enterprise Environment sufficiently reliable for the purposes of this audit.

(U) We also obtained access to ACC-RI's Contractor Performance Tracking Tool module within the Contractor Performance Assessment Reporting System. The Contractor Performance Assessment Reporting System is another system used by the Government and the DoD to document and report contractor performance. Specifically, we downloaded and reviewed NCRs from the system to identify the coordination of recent NCRs between the contractor and the Army. To determine the reliability and completeness of the computer-processed data, we interviewed personnel at each site location to ensure that the system contained all NCRs. We obtained descriptions of NCRs included in the module to provide examples of documented instances of insufficient contractor performance on

(U) LOGCAP V at the locations visited. We consider the information presented in the report obtained from Contractor Performance Assessment Reporting System sufficiently reliable for the purpose of this audit.

(U) Prior Coverage

(U) During the last 5 years, the DoD Office of Inspector General (DoD OIG) issued four reports discussing LOGCAP contracts. Unrestricted DoD OIG reports can be accessed at http://www.dodig.mil/reports.html/.

(U) DoD OIG

(U) Report No. DODIG-2020-096, "Audit of Coalition Partner Reimbursement of Dining Facility Services at Resolute Support Headquarters, Kabul, Afghanistan," June 24, 2020

> (U) The DoD OIG concluded that U.S. Forces–Afghanistan did not seek full reimbursement for dining facility services provided to Coalition partners at Resolute Support Headquarters through the LOGCAP contract. Specifically, Acquisition and Cross-Servicing Agreement coordinators did not initiate the billing of Coalition partners for 349 months of dining facility services between January 2016 and September 2019 or consistently calculate the amount owed in accordance with U.S. Forces–Afghanistan guidance when bills were initiated. As a result, between January 2016 and September 2019, DoD contractors provided an estimated $6.3 million in dining facility services to Coalition partners that was never billed to Coalition partners. In addition, by using incorrect rates, U.S. Forces–Afghanistan underbilled Coalition partners $2.9 million.

(U) Report No. DODIG-2019-019, "Evaluation of Contracting Officer Actions on Contractor Pricing Proposals Deemed Inadequate by Defense Contract Audit Agency," November 14, 2018

> (U) The DoD OIG determined that the LOGCAP Chief at the Army Contracting Command in Rock Island, Illinois, increased a contract cost ceiling by $92 million without including adequate justification in the contract file.

(U) Report No. DODIG-2018-157, "Followup on DoD OIG Report No. DODIG-2013-099, 'Compliance with Electrical and Fire Protection Standards of U.S. Controlled and Occupied Facilities in Afghanistan,' July 18, 2013 at Kandahar Airfield," September 28, 2018

(U) The DoD OIG stated that U.S. Forces–Afghanistan did not correct 84 of 170 reevaluated fire protection deficiencies. The report concluded that U.S. Forces–Afghanistan did not implement the selected fire protection recommendations from the 2013 report, which increased the risk of loss of life and property due to fire, shock, or electrocution that could result from deficiencies in fire protection systems.

(U) Report No. DODIG-2018-119, "DoD Oversight of Logistics Civil Augmentation Program in Afghanistan Invoice Review and Payment," May 11, 2018

(U) The DoD OIG stated that DoD officials did not conduct sufficient voucher reviews for services provided under the LOGCAP IV contract. Specifically, officials from the Army Contracting Command and Defense Contract Audit Agency did not adequately monitor all 128 LOGCAP vouchers submitted from 2015 to 2017 for questionable and potentially unallowable costs. As a result, the Army paid all 128 LOGCAP vouchers that the LOGCAP contractors submitted from 2015 to 2017, valued at $2.4 billion, with little or no examination of supporting documentation. The report identified at least $536 million of the $2.4 billion billed on vouchers was supported by questionable documentation and warranted further analysis. In addition, CORs did not determine whether contractors were fulfilling contract requirements to meet DoD Fire and Emergency Services Program standards or food service sanitation standards. As a result, officials did not have reasonable assurance that the contractor performed all 28 active LOGCAP IV services in Afghanistan in accordance with contract requirements.

(U) Management Comments

(U) Office of the Assistant Secretary of the Army

DEPARTMENT OF THE ARMY
OFFICE OF THE ASSISTANT SECRETARY OF THE ARMY
ACQUISITION LOGISTICS AND TECHNOLOGY
103 ARMY PENTAGON
WASHINGTON DC 20310-0103

SAAL-ZP

MEMORANDUM FOR Department of Defense Inspector General, Attn: Program Director for Audit Readiness and Global Operations, 4800 Mark Center Drive, Alexandria, VA 22350-1500

SUBJECT: Draft Report: Audit of Army's Oversight for Ukraine Specific Logistics Civil Augmentation Program V Services in the U.S. European Command Area of Responsibility (Project# D2022-D000RH-0122.001)

1. In accordance with Army Regulation 36-2, Audit Services in the Department of the Army, Section II, paragraph 1-9 (f), I am providing the official Army position for the subject report. I concur with the recommendations and the proposed Army responses.

2. If there are any questions, please contact [redacted]

DAKE.MEGAN.R. [redacted]

Encl

Megan R. Dake
Deputy Assistant Secretary of the Army (Procurement)

(U) U.S. Army Materiel Command

DEPARTMENT OF THE ARMY
HEADQUARTERS, U.S. ARMY MATERIEL COMMAND
4400 MARTIN ROAD
REDSTONE ARSENAL, AL 35898-5000

16 AUG 2023

AMIR

MEMORANDUM FOR Department of Defense Inspector General (DoDIG/Ms. Giormary Peluyera), Program Director for Audit Readiness and Global Operations, 4800 Mark Center Drive, Alexandria, VA 22350-1500

SUBJECT: Command Comments to Department of Defense Inspector General Draft Report: Audit of Army's Oversight for Ukraine Specific Logistics Civil Augmentation Program V Services in the U.S. European Command Area of Responsibility, Project No: D2022-D000RH-0122.001.

1. The U.S. Army Materiel Command has reviewed and endorses the subject draft report and responses from the U.S. Army Contracting Command and the U.S. Army Sustainment Command. Specific comments are included at the enclosure.

2. The U.S. Army Materiel Command point of contact is [redacted]

Encl

MARION G. WHICKER
Executive Deputy to the
Commanding General

(U) U.S. Army Contracting Command

DEPARTMENT OF THE ARMY
U.S. ARMY CONTRACTING COMMAND
4505 MARTIN ROAD
REDSTONE ARSENAL, AL 35898-5000

AMCC-IR (RN 11-7a)

18 JUL 2023

MEMORANDUM FOR Mr. Bret Mullinix, Director, Internal Review and Audit Compliance Office, Headquarters, U.S. Army Material Command, 4400 Martin Road, Redstone Arsenal, AL 35898-5000

SUBJECT: U.S. Department of Defense Inspector General (DoDIG) Audit Draft Report Project No. D2022-D000RH-0122.001 (CUI) Army's Oversight for Ukraine Specific Logistics Civil Augmentation Program V Services in the U.S. European Command Area of Responsibility

1. Reference. DoDIG Audit Draft Report (CUI) "Army's Oversight for Ukraine Specific Logistics Civil Augmentation Program (LOGCAP) V Services in the U.S. European Command Area of Responsibility" (Project Number D2022-D000RH-0122.001)

2. The Commanding General, U.S. Army Contracting Command (ACC) concurs with Recommendations 1a and 1b.

3. In October 2022, the 409th Contracting Support Brigade (CSB) Commander, developed and implemented a Contracting Officer's Representative (COR) tracking spreadsheet to continuously track COR coverage for all LOGCAP V services in U.S. European Command and designated CORs as applicable. (Recommendation 1a)

4. The 409th CSB Commander updated the Quality Assurance (QA) Plan and the Standard Operating Procedures (SOP) to require technical assistance visits for all CORs within the first 30 days of appointment and directed the QA Specialists to track the status of the monthly COR surveillance requirements IAW the QA Plan and SOP. (Recommendation 1b)

5. The ACC point of contact for this memorandum is [redacted]

Encl

CHRISTINE A. BEELER
Brigadier General, USA
Commanding

(U) U.S. Army Sustainment Command

UNCLASSIFIED

DEPARTMENT OF THE ARMY
HEADQUARTERS US ARMY SUSTAINMENT COMMAND
1 ROCK ISLAND ARSENAL
ROCK ISLAND IL 61299-6500

JUN 2 0 2023

AMAS-CG

MEMORANDUM FOR Headquarters, U.S. Army Materiel Command, Internal Review and Audit Compliance Office (AMCIR), 4400 Martin Road, Redstone Arsenal, AL 35898-5000

SUBJECT: Audit of Army's Oversight for Ukraine Specific Logistics Civil Augmentation Program V Services in the U.S. European Command Area of Responsibility (Project No. D2022-D000RH-0122.001)

1. Thank you for the opportunity to review and comment on the draft report. Our comments are enclosed.

2. DoDIG Draft Report: Audit of Army's Oversight for Ukraine Specific Logistics Civil Augmentation Program V Services in the U.S. European Command Area of Responsibility, 07 June 2023, issued one recommendation to Army Sustainment Command (ASC).

3. We acknowledge the report's findings and concur with the recommendation.

4. The POC is [redacted]

Encl

DAVID WILSON
Major General, USA
Commanding

UNCLASSIFIED

(U) U.S. Army Sustainment Command (cont'd)

DoDIG
Audit of Army's Oversight for Ukraine Specific Logistics Civil Augmentation Program V Services in the U.S. European Command Area of Responsibility
Project No. D2022-D000RH-0122.001

General Comments:

The U.S. Army Sustainment Command Acquisition Integration & Management Center (AIM) and the LOGCAP Program Office (PMO) acknowledges the DoDIG finding and concurs with its recommendation. We have provided a specific response to Recommendation 2 below.

(U) Recommendation 2:

(U) We recommend the Commander, Army Sustainment Command, develop and implement a process to continuously track performance management reviews to ensure they are occurring within 30 business days after each quarter, or more frequently if needed, for the LOGCAP V contract.

Command Comments:
AIM and the LOGCAP PMO concur with the DoD IG recommendation of formally tracking due dates and completion of the required LOGCAP Performance Management Reviews (PMR). AIM and the LOGCAP PMO acknowledge the recommended completion date of not later than 30-days following the period of performance; however, actual PMR dates are dependent on factors such as operational tempo, availability of the stake holders, and other operational considerations. Every effort will be made to ensure timely PMRs are conducted.

Additionally, PMR dates are now provided on the LOGCAP task order operational common operating pictures (COP) for all Geographic Combatant Commands when possible (see attached documents).

LOGCAP Operations Desk Officers update the Operational COPs every two weeks; PMR tracker is updated at the end of each month.

Estimated Completion Date for Actions: Completed (see attached documents)

(U) 409th Contracting Support Brigade

DEPARTMENT OF THE ARMY
409TH CONTRACTING SUPPORT BRIGADE
UNIT 28231
APO AE 09136

CCSB-EUZ-CMD 10 July 2023

MEMORANDUM FOR RECORD

SUBJECT: The 409th Contracting Support Brigade's (CSB) response to DOD Office of Inspector General (DoD IG) Audit of Army's Oversight for Ukraine-Specific Logistics Civil Augmentation Program V Services in the U.S. European Command Area of Responsibility (Project No. D2022-D000RH-0122.001)

1. (U) DOD IG Conclusion:

a. (U) Army contracting officials did not provide effective contract oversight of Ukraine-specific LOGCAP V services in southeast Poland. Specifically, for the Assure and Deter task order, officials from the 409th Contracting Support Brigade (CSB) did not:

(1) (U) Designate a contracting officer's representative (COR) to perform oversight of high-risk airfield (U) operations at Jasionka Airport because U.S. Army Europe and Africa (USAREUR-AF), as the requiring activity, did not identify a COR in a timely manner;

(2) (U) Ensure that assigned CORs conducted consistent surveillance of the LOGCAP V services at Mielec FOS because the 409th CSB did not conduct surveillance in accordance with their Quality Assurance Plan and Standard Operating Procedures.

2. (U) DOD IG Recommendations to Commander, 409th CSB:

a. (U) Recommendation a.1. Develop and implement a process to continuously track COR coverage for all LOGCAP V services in USEUCOM and designate CORs as applicable

a.1. (U) Action taken or planned by 409th CSB: Concur. However, the goal of having 100% CORs appointed for all activated services is not achievable for LOGCAP. We will institute the metrics used in ACC on COR appointments, 70-79% is red, 80-89% is yellow, and 90-100% is green. The 409th CSB has implemented:

a. An improved COR tracking spreadsheet in October 2022, which tracked monthly reporting but did not elevate issues in missing monthly reporting.
b. A process for identifying the total number of CORs required by identifying critical services.

(U) 409th Contracting Support Brigade (cont'd)

CCSB-EUZ-CMD
SUBJECT: The 409th Contracting Support Brigade's (CSB) response to the findings of the Audit of Army's Oversight for Ukraine-Specific Logistics Civil Augmentation Program V Services in the U.S. European Command Area of Responsibility (Project No. D2022-D000RH-0122.001)

c. A process to brief the Commander, 409th CSB on the status of missing CORs and missing monthly reports starting in April 2023 during our monthly Mission Operation Briefing. The Commander will engage the first O-6/COL in the COR's chain of command if there are COR performance issues, positive or negative.

b. (U) Recommendation b.1. Implement requirements from the 409th CSB Quality Assurance (QA) Plan and Standard Operating Procedures (SOP) for tracking completion and ensuring quality assurance specialist personnel review and approve COR monthly surveillances.

b.1. Action taken or planned by 409th CSB:
Concur. The 409th CSB has implemented:

a. The Quality Assurance Supervisor updated the QA Plan and SOP to include technical assistance visits to all CORs within the first 30 days of appointment.
b. Directed his QA Specialists to track the status of their monthly surveillance requirements of CORs IAW with their QA Plan and SOP. This will be monitored using a metric that measure the number of COR Surveillances Accomplished/COR Surveillances Required. The metric will use the rating of 70-79% as red, 80-89% as yellow, and 90-100% as green. This will be briefed to the Brigade Commander on a monthly basis as well.

4. Point of contact this memorandum is [redacted]

MOFFITT.JARRETT [redacted]

JARRETT S. MOFFITT
Colonel, LG
Commanding

2

(U) Acronyms and Abbreviations

ACO	Administrative Contracting Officer
ACC-RI	Army Contracting Command–Rock Island
AFSB	Army Field Support Brigade
AOR	Area of Responsibility
COR	Contracting Officer's Representative
CSB	Contracting Support Brigade
FOS	Forward Operating Site
LOGCAP	Logistics Civil Augmentation Program
NCR	Nonconformance Report
PMR	Performance Management Review
QASP	Quality Assurance Surveillance Plan
USAREUR-AF	United States Army Europe and Africa
USEUCOM	U.S. European Command


INSPECTOR GENERAL
INTEGRITY
EFFICIENCY
DEPARTMENT OF DEFENSE

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For more information about DoD OIG reports or activities, please contact us:

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