FIRST RESPONDER NETWORK AUTHORITY

FirstNet Authority’s Lack of Contract Oversight for Device Connection Targets Puts the NPSBN at Risk of Impacting First Responders’ Use of the Network

OIG-24-027-A

WHAT WE FOUND

We found that FirstNet Authority did not adequately assess contractor performance to ensure AT&T achieved the desired results for device connection targets for each state and territory. Specifically, FirstNet Authority did not

• develop measurable performance standards and methods of surveillance to assess if reported device connections complied with the Act and contract requirements;
• develop an adequate performance metric to accurately measure public safety use and adoption;
• review AT&T’s quality control program results or consistently conduct audits of raw data; or
• remediate deficiencies for device connections.

WHAT WE RECOMMENDED

We recommended that the Assistant Secretary of Commerce for Communications and Information and NTIA Administrator direct FirstNet Authority’s Chief Executive Officer and Chief Procurement Officer to do the following:

1. Modify the current quality assurance surveillance plan (QASP) to ensure:
   a. surveillance methods are sufficiently defined and detailed to verify that AT&T’s performance meets contract requirements and the Act’s requirements for all work requiring surveillance, including all the criteria of a device connection.
   b. device connection target key performance indicators are sufficiently designed to accurately measure performance.

2. Direct the contracting officer’s representative to document and maintain all surveillance activities, to include surveillance activities conducted by subject-matter experts, in the official contract file.

3. Direct the contracting officer’s representative to follow the QASP to conduct sufficient surveillance of device connection targets, to include performing random audits, reviewing AT&T’s Quality Control Plan results, and holding AT&T accountable via remediation actions for deficiencies in reporting and performance.