



General Services Administration
National Capital Region
Washington, DC 20407



May 23, 1990

Ms. Joan A. Estrada
Professional Carpet Service
4603 North Park Avenue
Chevy Chase, MD 20315

Dear Ms. Estrada:

Thank you for your letter dated May 7, 1990, addressed to Richard G. Austin, Acting Administrator, General Services Administration (GSA), concerning the identification of improper billing practices on the part of All Star Carpet and Bedding under their Contract GS-11P88BJD0080 with GSA in the National Capital Region (NCR). Your letter to the Acting Administrator was referred to the GSA, National Capital Region for reply.

As you know, contract GS-11P88BJD0080 provides for carpet installation and repair services for buildings located in the National Capital Region, Washington, DC. This contract authorizes GSA organizations as well as other Federal agencies to place delivery orders for carpet installation and repair services as the need arises. However, other Federal agencies must obtain written approval from the GSA Contracting Officer to issue delivery orders under the contract.

In your letter, you identified billing practices on the part of All Star Carpet and Bedding which were not in conformance with the terms of the contract. These practices included: charging additional ~~work~~ for carpet removal, for cut arounds, for furnishing and installing carpet pads and for the takeup of gluedown. I agree with you that the identified practices are not acceptable under the terms of the contract. However, it should also be noted that the Invoices attached with your letter, for work performed at the Federal Aviation Administration, (FAA) did not constitute work authorized under Contract GS-11P88BJD0080. Please keep in mind that the FAA did not have authorization to utilize the contract until October 20, 1989. All of the Invoices provided reflect work performed prior to the October 20, 1989, date.

It should also be noted that All Star Carpet was confronted by the GSA Contracting Officer regarding the practice of charging additional fees for the disposal of old carpet from the premises. On December 16, 1980, All Star Carpet was instructed by the GSA Contracting Officer that any charges made for removal of carpet was improper and directed that reimbursement be made to any agency charged for the work. All Star Carpet complied with the Contracting Officer's direction and provided the reimbursement. In addition, on February 9, 1990, All Star Carpet was informed by the Contracting Officer not to market the carpet installation and repair services to Federal agencies who were not delegated written ordering authority.

In closing, I would like to thank you for bringing this matter to our attention. This matter has also been referred to the appropriate office within GSA for further review and investigation. If you have any additional concerns or questions, please do not hesitate to contact me.

Sincerely,

Paul Christoline
James C. Handley
Regional Administrator



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National Capital Region
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As you know, Contract GS-11P88MJ00080 provides for carpet installation and repair services for buildings located in the National Capital Region, Washington, DC. This contract authorizes GSA organizations as well as other Federal agencies to place delivery orders for carpet installation and repair services as the need arises. However, other Federal agencies must obtain written approval from the GSA Contracting Officer to issue delivery orders under the contract.

In your letter, you identified billing practices on the part of All Star Carpet and Bedding which were not in conformance with the terms of the contract. These practices included: charging additional monies for carpet removal, for cut arounds, for furnishing and installing carpet pads and for the takeup of gluedown. I agree with you that the identified practices are not acceptable under the terms of the contract. However, it should also be noted that the invoices attached with your letter, for work performed at the Federal Aviation Administration, (FAA) did not constitute work authorized under Contract GS-11P88MJ00080. Please keep in mind that the FAA did not have authorization to utilize the contract until October 20, 1989. All of the invoices provided reflect work performed prior to the October 20, 1989, date.

It should also be noted that All Star Carpet was confronted by the GSA Contracting Officer regarding the practice of charging additional fees for the disposal of old carpet from the premises. On December 16, 1988, All Star Carpet was instructed by the GSA Contracting Officer that any charges made for removal of carpet was improper and directed that reimbursement be made to any agency charged for the work. All Star Carpet complied with the Contracting Officer's direction and provided the reimbursement. In addition, on February 9, 1990, All Star Carpet was informed by the Contracting Officer not to market the carpet installation and repair services to Federal agencies who were not delegated written ordering authority.

In closing, I would like to thank you for bringing this matter to our attention. This matter has also been referred to the appropriate office within GSA for further review and investigation. If you have any additional concerns or questions, please do not hesitate to contact me.

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