

**Congress of the United States**  
**House of Representatives**

COMMITTEE ON OVERSIGHT AND REFORM

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<https://oversight.house.gov>

July 15, 2022

The Honorable Robin Carnahan  
Administrator  
General Services Administration  
1800 F Street, N.W.  
Washington, D.C. 20405

Dear Administrator Carnahan:

I write with serious concerns about the General Services Administration's (GSA) efforts to transition federal contractors to a new online identification system for the federal government's federal awards process.<sup>1</sup> According to many of my constituents, they have encountered significant difficulty in migrating their existing contractor accounts into the new framework, jeopardizing their businesses and their ability to pay their workers. I write to request information on GSA's transition to a new Unique Entity ID (UEI) and to determine whether GSA is providing all necessary assistance to the federal business partners federal agencies rely on every day.

GSA officials have stated that transitioning to a UEI would remove "an extra step" in the verification of contracting partners and would modernize GSA's "systems to support government-wide technology modernization initiatives."<sup>2</sup> Pursuant to the transition to UEIs by on April 4, 2022, every "individual, company, or institution that does business with the federal government" needed to ensure that their previous unique identifier (formerly called the Data Universal Numbering System [DUNS] number) transitioned to a UEI.<sup>3</sup>

Although GSA's websites and other guidance indicate entities that already had a DUNS number "do not need to do anything to get your Unique Entity ID," I have heard from constituents who have struggled to transition to the new unique identifier—and in

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<sup>1</sup> General Services Administration, *Federal Acquisition Service: SAM.gov Update* (Nov. 2021) (online at [www.gsa.gov/about-us/organization/federal-acquisition-service/office-of-systems-management/integrated-award-environment-iae/iae-systems-information-kit/samgov-update](http://www.gsa.gov/about-us/organization/federal-acquisition-service/office-of-systems-management/integrated-award-environment-iae/iae-systems-information-kit/samgov-update)).

<sup>2</sup> General Services Administration, *Press Release: GSA Systems Switch to Unique Entity ID (SAM) on April 4, 2022* (Mar. 16, 2022) (online at [www.gsa.gov/about-us/newsroom/news-releases/gsa-systems-switch-to-unique-entity-id-sam-on-april-4-2022-03162022](http://www.gsa.gov/about-us/newsroom/news-releases/gsa-systems-switch-to-unique-entity-id-sam-on-april-4-2022-03162022)).

<sup>3</sup> *Id.*

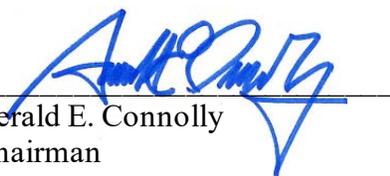
some cases were removed entirely from the GSA online system.<sup>4</sup> Moreover, when seeking help and assistance from GSA, these government partners were often provided links to unhelpful online frequently asked question pages or stuck on telephone calls for hours with customer service representatives who were unable to help troubleshoot the problems.

Many of the businesses, universities, nonprofits, and other organizations that partner with government rely on these unique identifiers to demonstrate their track record of success and to ensure they can bid on and secure contracts. We cannot allow website glitches or a lack of customer service prompt panic. I write, therefore, to request information on the following:

1. Since April 4, 2022, how many partner entities have contacted GSA with concerns about or problems encountered because of the transition from a DUNS to a UEI?
2. How is GSA addressing concerns from entities that have reported concerns or problems with the transition from a DUNS to a UEI?
3. Have any of these entities reported financial impacts because of the transition from a DUNS identifier to a UEI?
4. What steps is GSA taking to communicate with both partner entities and federal agencies to help remedy any actual or potential financial harm caused by the transition from DUNS identifiers to UEIs?
5. What steps could or should GSA have taken prior to the transition from DUNS identifiers to UEIs to avoid technological and administrative problems incurred during this transition?

The Committee on Oversight and Reform is the principal oversight committee of the House of Representatives and has broad authority to investigate “any matter” at “any time” under House Rule X. If you have any questions, please contact Subcommittee staff at (202) 225-5051.

Sincerely,

  
Gerald E. Connolly  
Chairman  
Subcommittee on Government Operations

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<sup>4</sup> *Id.*

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cc: The Honorable Jody Hice, Ranking Member  
Subcommittee on Government Operations