



INTERNAL AUDIT DIVISION

REPORT 2026/009

Follow-up review on the implementation of recommendations from the audit of facilities maintenance, repair and ground maintenance services contract in the United Nations Support Office in Somalia

UNSOS had enhanced its procurement and contract management; however, gaps remained in needs assessments for procurement and in monitoring vendor performance

5 June 2026

Assignment No. AP2025-638-04

**Follow-up review on the implementation of recommendations
from the audit of facilities maintenance, repair and ground maintenance
services contract in the United Nations Support Office in Somalia**

EXECUTIVE SUMMARY

The Office of Internal Oversight Services (OIOS) conducted a follow-up review on the implementation of recommendations from the audit of the facility maintenance, repairs, and ground maintenance services contract in the United Nations Support Office in Somalia (UNSOS). The objective of the audit was to determine whether UNSOS effectively implemented the recommendations contained in the Audit report 2023/018 dated 18 June 2023 and strengthened procurement and contract management.

OIOS determined that UNSOS had effectively implemented six of the nine recommendations contained in Audit Report 2023/018 and was making progress in implementing one other recommendation. While UNSOS had acted on the two remaining recommendations, OIOS found that the underlying issues were still not fully addressed. OIOS has therefore closed the two recommendations while issuing two new ones to address the residual risks arising from the underlying issues.

UNSOS needed to:

- Develop and implement formal guidelines to define the scope and monetary thresholds for facility maintenance and minor construction activities; and establish a mechanism for allocation of tasks among contractors (if solicitation results in multiple awards for the same requirement) and document any deviations from the agreed allocation process.
- Strengthen monitoring of vendor key performance indicators by: (a) using automated systems to capture and track contractor performance data; and (b) developing a structured evaluation methodology, including scoring and weighting systems.

UNSOS accepted all recommendations and has initiated action to implement them.

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Follow-up review on the implementation of recommendations from the audit of facilities maintenance, repair and ground maintenance services contract in the United Nations Support Office in Somalia

I. BACKGROUND

1. The Office of Internal Oversight Services (OIOS) conducted a follow-up review on the implementation of recommendations from the audit of the facility maintenance, repairs, and ground maintenance services contract in the United Nations Support Office in Somalia (UNSOS).
2. UNSOS is responsible for maintaining and repairing its facilities, grounds, and those used by the African Union Support and Stabilization Mission in Somalia, United Nations Transitional Assistance Mission in Somalia (UNTMIS), and Somali Security Forces.
3. Between April and December 2022, OIOS conducted an audit of the facilities maintenance, repair, and ground maintenance services contract in UNSOS, services which were offered by Contractor A. In addition, the audit covered relevant services provided by two contractors that affected Contractor A's work: Contractor B, which delivered third-party engineering services, specifically quality assurance/quality control (QA/QC); and Contractor C, which supplied labour in locations without United Nations staff.
4. On 12 June 2023, OIOS issued the final audit report (Report 2023/018) and made two critical and seven important recommendations which aimed to address gaps that compromised staff accountability and the transparency of procurement and contract management processes. UNSOS had accepted all nine audit recommendations.
5. At the time of the current follow-up review, OIOS noted that UNSOS implemented six of the recommendations, as shown in table 1.

Table 1: Status of recommendations

No.	Recommendations from Report 2023/018	Status
1.	UNSOS should, when replacing the current facilities maintenance, repair and grounds maintenance services contract, conduct and document a detailed needs analysis using benchmarks to arrive at a reasonable estimate of the contract not-to-exceed amount with a clear breakdown of cost components (Critical recommendation).	Implemented
2.	UNSOS should, in the technical evaluation for the successor facilities maintenance, repair and grounds maintenance services contract, ensure that: (a) relevant evaluation criteria are used and properly weighted; and (b) technical evaluation scores are supported by vendor submissions.	Implemented
3.	UNSOS should, in the successor facilities maintenance, repair and grounds maintenance services contract, ensure that work specifications are clearly defined in the Statement of Requirements, including clear definition and justification for additional labour charges.	Not fully implemented
4.	UNSOS should review the Engineering Section staffing capacity and examine the duties performed by the staff versus those performed by contractors' personnel to identify and avoid potential duplications and gaps, ineffective use of resources and excessive reliance on contractor personnel for core contract management functions (Critical recommendation).	Implemented
5.	UNSOS should closely monitor the timely implementation of mitigating measures to address contract management risks, including: (a) conducting	Implemented

No.	Recommendations from Report 2023/018	Status
	site visits to monitor the work performed by contractor personnel in the sectors; and (b) rotating contractor staff at pre-defined periods.	
6.	UNSOS should improve the performance management of Contractor A by holding regular performance meetings.	Implemented
7.	UNSOS should formulate adequate key performance indicators in the successor contract.	Not fully implemented
8.	UNSOS should streamline controls over the management of its documents and ensure that all relevant documents are properly signed, legible and uploaded in Umoja to support payments.	Implemented
9.	UNSOS should finalise and monitor the implementation of: (a) standard operating procedures for the identification of requirements and management of task orders; and (b) procedures for managing activities at the meeting facility used by the host government in coordination with UNSOM.	In progress

6. UNSOS replaced the contract for facility and grounds maintenance, which was reviewed in the previous audit, upon its expiry on November 15, 2024, with two new contracts¹. In addition, Contractor C continued to provide project oversight and technical staffing in high-risk areas under an extended contract to June 2026.

7. Comments provided by UNSOS are incorporated in italics.

II. AUDIT OBJECTIVE, SCOPE AND METHODOLOGY

8. The objective of the follow-up review was to determine whether UNSOS effectively implemented the recommendations contained in audit report 2023/018 dated 18 June 2023 and strengthened procurement and contract management.

9. This follow-up review was included in the 2025 OIOS audit workplan because the audit had identified significant weaknesses, and OIOS wished to provide assurance that the recommendations were effectively implemented and positively impacted UNSOS's internal controls and results.

10. OIOS conducted this follow-up review from September to November 2025 and covered the period from June 2023 to October 2025. Based on recommendations raised in the previous audit, the follow-up audit included reviews of: (a) effectiveness of procurement processes; (b) contract management; and (c) invoice documentation controls.

11. The audit methodology included: (a) interviews with key personnel in UNSOS Engineering and Facilities Management and Maintenance Section (EFMMS), Procurement Section, and contract managers; (b) review of relevant documentation such as invoice supporting documents, bid submissions, technical evaluation reports and minutes of contractor performance review meetings, (c) analytical review of data on task order management and (d) sample testing of 35 out of 2026 invoice using a statistical sampling approach.

¹ Contractor A was again awarded a three-year contract, with two optional one-year extensions, to provide facilities maintenance and minor construction services for a not-to-exceed (NTE) amount of \$35.5 million and another Contractor was awarded the Pest and Vector Control and grounds maintenance services, with a NTE amount of \$34.9 million. UNSOS split the former facilities maintenance, repair, and ground maintenance services contract to achieve greater efficiencies in contract management.

12. To assess the reliability of data on UNSOS facilities maintenance and other relevant contracts, OIOS: (a) reviewed data in Umoja (the United Nations Enterprise Resource Management system), including contract and invoice payments data, and related task orders; (b) interviewed Engineering Section personnel knowledgeable about the data; (c) compared invoice documents to data in Umoja; and (d) traced a random sample of invoices and related payment information to task orders. OIOS also reviewed data in the Contractor Performance Review Tool dashboard to assess the completeness of contractor performance reviews. Based on the assessment, OIOS determined that the data obtained were sufficiently reliable to address the audit objectives.

13. The audit was conducted in accordance with the Global Internal Audit Standards.

III. AUDIT RESULTS

A. Effectiveness of procurement processes

Recommendation 1 was implemented, while UNSOS could strengthen documentation in future procurements

14. OIOS had recommended that UNSOS should conduct and document a detailed, benchmark-based needs analysis to estimate a reasonable Not-to-Exceed amount (NTE) with a clear cost breakdown when replacing the current facilities maintenance, repair, and grounds maintenance services contract. The recommendation was closed as implemented on 26 June 2024 based on UNSOS enhanced cost breakdown practices and supporting documentation.

15. The review of the procurement process confirmed that UNSOS incorporated key elements of the recommendation, including planning assumptions, activation criteria, and justification of service scope and frequency within the Statements of Requirements and operational practices. UNSOS also provided additional documentation outlining benchmarks and needs analysis supporting the Statements of Requirements.

16. While implementation was ascertained, OIOS noted that future procurements could benefit from presenting these processes in a clearly structured and consolidated manner. More explicit and structured documentation of service volumes, unit-rate rationales, and activation criteria would enhance transparency and further support cost estimation and contract management.

Recommendation 2 was implemented: The technical evaluation criteria were properly formulated

17. OIOS determined that UNSOS fully implemented Recommendation 2 concerning the proper formulation and application of technical evaluation criteria for the two successor contracts. For both contracts, OIOS reviewed the vendor submissions against the evaluation criteria and assessed the scores awarded as well as the rationale provided by UNSOS for each score assigned, and noted the following:

(a) Facilities maintenance services and minor construction work contract

- The new technical evaluation matrix incorporated detailed, contract-specific criteria – including experience, mobilization, Occupational Health and Safety (OHS), quality control, logistics, method statements, and personnel with clear point scales and appropriate weighting.
- Experience was significantly emphasized (40 points) with defined documentary thresholds; mobilization and demobilization timelines, and safety/OHS were explicitly assessed.

- The “methodology” criteria, although still weighted at 60 points combined, were part of a more balanced overall scoring structure than the approach used in the previous contract.
- Review of the technical evaluation report against vendor submissions confirmed that the scores assigned were well supported by documentation such as valid licenses/permits, equipment lists per location, OHS/Safety Data Sheet materials, and Gantt charts for mobilization and demobilization.

(b) Pest and vector and grounds maintenance services contract

- The technical evaluation matrix similarly reflected improvements recommended in the previous audit.
- Experience was set as a mandatory requirement, with clear thresholds for project value and duration.
- Key operational criteria such as mobilization plan (20 points – 4.88 per cent), safety management (10 points – 2.44 per cent), and maintenance team structure (60 points – 14.63 per cent of the total technical score) were given appropriate weightings. The method statement, while still important, was limited to 35 points (9 per cent) and no longer dominated other key operational criteria.
- The technical scores for the three vendors were clearly supported by submissions, including Gantt charts, curriculum vitae, reference checks, and detailed plans. The technical evaluation matrix provided clear justifications for each score.

Recommendation 3 was not fully implemented: The Statement of Requirements did not properly define the scope of work to be done

18. OIOS had recommended that UNSOS should, in the successor facilities maintenance, repair and grounds maintenance services contract, ensure that work specifications are clearly defined in the SOR, including clear definition and justification for additional labour charges. This recommendation was closed as implemented in June 2024 after UNSOS informed of changes intended to strengthen the SOR for the replacement contract – including separating minor construction from maintenance activities and removing monthly labour costs for the hangar facility and fixed costs for ground maintenance, which it asserted resulted in cost savings of approximately \$480,000 per month.

19. However, OIOS noted that the scope of work in the SOR for the facilities, maintenance services and minor construction work contract needed to be further defined, as below:

(a) The SOR did not set a ceiling value for minor construction activities nor provide clear criteria distinguishing minor from major construction. This allowed UNSOS to use the maintenance contract for major construction projects such as structural modifications to buildings J, L, and M in Mogadishu, costing \$239,000, \$237,000, and \$229,000, respectively, and involving construction elements outside the scope of the contract. The modification works started in June 2024, before a \$3.8 million major construction contract was fully mobilized, but continued well beyond the mobilization date.

(b) Furthermore, UNSOS lacked effective mechanisms for allocating security enhancement projects to qualified contractors as key factors such as contractor capability, existing workloads, and NTE availability were not considered. These weaknesses exposed the organization to financial, operational, and reputational risks, including higher costs and the potential for substandard work. As a direct consequence of these shortcomings, UNSOS assigned security enhancement works under the maintenance contract without transparent allocation criteria, resulting in Contractor A (under three separate contracts) receiving a disproportionate share of task orders, accounting for 266 out of 450, as shown in Table 2 below.

Table 2: UNSOS security enhancement-related works between June 2023 and November 2025

Contract No.	Contractor	# of Task Orders	Total Amount
PD/C0003/16	Contractor A (Hardwall contract)	43	\$4,470,136.09
PD/C0005/16	Other Hardwall contract	52	\$4,280,736.66
CON/23/013	Other Block Wall contract	116	\$3,326,666.52
PD/C0056/17	Contractor A (Old Facilities maintenance and repair contract)	110	\$2,537,728.84
CON/24/027	Contractor A (New Facilities maintenance and minor construction contract)	113	\$2,601,581.00
CON/24/031	Contractor E	4	\$366,646.29
CON/23/014	Other contract	2	\$271,285.80
CON/23/015	Other contract	10	\$67,775.82
Total		450	\$17,922,557.02

(1) UNSOS should: (a) develop and implement formal guidelines to define the scope and monetary thresholds for facility maintenance and minor construction activities and ensure compliance with their intended use; and (b) establish a mechanism for allocation of tasks among contractors (if solicitation results in multiple awards for the same requirement) and document any deviations from the agreed allocation process.

UNSOS accepted recommendation 1 and stated that: (a) it will develop a guideline with clarifications on the scope of construction work detailed in the contract and will ensure that the contract is not used beyond its intended purpose, and (b) the guideline will include a mechanism for allocation of tasks among contractors and the Mission will ensure that deviations are documented, including a checklist to verify compliance with the defined scope prior to issuance of task orders.

B. Contract management

Recommendation 4 was implemented, but updating of procedures to reflect current staffing and operational practices was needed

20. UNSOS implemented the previous recommendation to review the staffing capacity of the Engineering Section and clarify the allocation of duties between United Nations personnel and contractor staff. The objective was to prevent duplications or gaps in responsibilities, ensure effective use of resources, and limit over-reliance on contractors for core contract-management functions.

21. In response, UNSOS issued general guidelines on 12 June 2024 outlining the roles of United Nations personnel, Contractor C project managers, and Contractor B's QA/QC staff in sectors without United Nations staff presence. Based on this action, OIOS closed the recommendation as implemented, noting that the effectiveness of the new framework would be assessed in subsequent audits.

22. However, this follow-up review noted that changes in contracting arrangements affected how project management and QA/QC functions were carried out. Contractor B's contract expired on 30 September 2024 and Individual Contractors (ICs) performing QA/QC functions were later discontinued. As a result, UNSOS currently relies on Engineering Section staff and Contractor C project managers to perform these functions. Prior to this, one IC within the Facilities Management Unit, supervised by the

Chief of the Unit, was responsible for overseeing project implementation, ensuring compliance with quality standards, and verifying field reports.

23. Against these changes, however, a review of the Engineering Section guidelines and a sample of eight task orders, valued at \$351,000, and relevant supporting documents showed that procedures were not fully aligned with current staffing or practices. The guidelines contained outdated references to former contractors and did not reflect newly introduced approval thresholds. In addition, although the guidelines outline the required documentation and review steps for project managers, QA/QC personnel, Section Chiefs, and Unit Chiefs, none of the eight task orders and supporting documentation reviewed clearly reflected the sequence or nature of reviews performed. Strengthening documentation practices would help reinforce accountability and traceability within the established framework. UNSOS could further refine procedures as staffing arrangements and operational needs continue to evolve.

Recommendation 5 was implemented: UNSOS carried out site visits and had rotated contractor personnel.

24. UNSOS fully implemented Recommendation 5, which called for strengthened oversight of contract management risks by: (a) conducting regular site visits to monitor the work performed by contractor personnel in the sectors; and (b) rotating contractor staff at defined intervals. The recommendation was closed as implemented on 24 June 2024 based on evidence confirming these actions.

25. During the follow-up review, OIOS noted that UNSOS had established the required processes and carried out key activities such as conducting sector visits and rotating contractor staff. At the same time, opportunities remain to enhance the overall effectiveness of risk mitigation measures associated with contract oversight.

26. UNSOS conducted sector visits in line with the EFMMS guidelines issued on 6 June 2024 which require quarterly visits and Sector Coordinator approval of task orders. Field data showed that the task order approval process was functioning as intended. Five sector visits were completed in Dhusamareb, covering work valued at \$3.5 million, and were supported by QA/QC progress reports. Additional reports for Baledogle (2025) Dhobley (2024) were in draft form, and UNSOS records showed limited work at these locations.

27. A review of the minutes of the UNSOS Risk Management Committee meeting of 16 September 2025 showed that outsourcing and conflict-of-interest risks continued to be assessed as medium. This risk level reflected several contextual factors, such as instances where contractors had at times taken on responsibilities beyond their intended scope, including coordination roles or initiation of task orders. While these issues did not undermine the implementation of the earlier recommendation, they highlight areas where refinements to existing controls could further strengthen oversight.

28. Given UNSOS's ongoing operational adjustments – including planned reductions in contractor staffing under the contingency plan, closure of certain sector locations and plans to transition the hangar to the host government, OIOS is not issuing a new recommendation. Related mitigating measures such as finalisation of the SOP for EFMMS and establishment of a mechanism to track task orders, are addressed in other parts of this report and offer further opportunities to strengthen oversight over contract management.

Recommendation 6 was implemented: UNSOS held regular performance review meetings

29. OIOS previously recommended that UNSOS should improve the performance management of Contractor A by holding regular performance meetings. The recommendation was closed as implemented after a new Contracts Manager for the Service Delivery Pillar, who joined in January 2024, began reviewing contracts and establishing meeting frequencies based on assessed risk. Prior to this, UNSOS had conducted

performance review meetings in June 2023 and in March and April 2024 under the previous facilities maintenance and repair and grounds maintenance contract.

30. OIOS noted that in line with contractual provisions, the Resident Contracts Manager determined that performance review meetings should occur quarterly. Between December 2024 and September 2025, UNSOS conducted three such meetings and followed up on agreed actions. For example, after the 28 April 2025 meeting, the contractor submitted both their security plan and the monthly KPI report as required.

31. For the PVC and ground maintenance contract, UNSOS held two of the three required performance review meetings, noting that no significant issues had arisen that warranted discussion. UNSOS further stated that it plans to reassess the required meeting frequency to ensure meetings are conducted only when necessary and aligned to the level of risk.

Recommendation 7 was not fully implemented: UNSOS did not establish the methodologies and systems required to collect and analyse performance indicators in successor contracts

32. OIOS previously recommended that UNSOS establish adequate key performance indicators (KPIs) in the successor contract to enable effective monitoring of contractor performance. UNSOS had taken steps toward formulating adequate KPIs, and OIOS had closed the recommendation. However, the follow-up review found that despite the action taken, UNSOS had not established methodologies and systems required to collect and analyse performance data for the replacement contracts in a structured manner.

(a) KPIs in the facilities maintenance services and minor construction work contract

33. The contract incorporated five KPIs relating to personnel attendance, responsiveness to service requests, adherence to task schedules, quality standards, and OHS. Monthly monitoring was expected through tools such as time-punch clock reports, attendance records, task/work order logs, and spot checks, with performance thresholds ranging from 80 to 100 per cent.

34. However, UNSOS did not have reliable data to assess contractor performance against these indicators. It was unable to provide time-punch clock reports for checker team attendance and lacked an automated mechanism to track emergency work order response times. Although UNSOS already used the iNeed system for Information Technology-related requests, it had not applied the system to facilities management – despite its use for that purpose in other missions such as the United Nations Interim Security Force for Abyei.

35. Site inspections in Mogadishu further revealed lapses in OHS compliance, including workers operating without required personal protective equipment. Discussions with the UNSOS OHS Officer indicated that coordination between EFMMS and OHS was insufficient to ensure adherence to safety requirements despite the existence of relevant KPIs in the contracts.

(b) KPIs in the pest and vector control and grounds maintenance services contract

36. The PVC and grounds maintenance services contract included nine KPIs covering personnel attendance, responsiveness to maintenance and emergency requests, adherence to task/work order schedules, quality compliance, and use of PPE. While many of the indicators were measurable and time-bound, others lacked clarity. Terms such as “good or standard practice” for workmanship and safety were subjective and undefined, and reliance on non-conformance reports, without a standard scoring or weighting system, risked inconsistent evaluations.

37. These weaknesses occurred because UNSOS had not developed structured methodologies or systems, including leveraging existing platforms like iNeed, to support consistent data collection and

performance analysis. As a result, UNSOS was unable to reliably determine whether contractors met the required contractual standards.

(2) UNSOS should strengthen monitoring of vendor key performance indicators by: (a) using automated systems to capture and track contractor performance data; and (b) developing a structured evaluation methodology, including scoring and weighting systems.

UNSOS accepted recommendation 2 and stated that it would: (a) explore the use of automated tracking platforms to record and monitor contractor performance data; and (b) formally integrate the strengthened monitoring methodology into the facility maintenance and minor construction guidelines.

Recommendation 9 was yet to be implemented: UNSOS had not yet finalised and implemented the standard operating procedures for the Engineering Section or for managing activities at the meeting facility

(a) Lack of finalised standard operating procedures for the Engineering Section

38. OIOS previously recommended that UNSOS finalize and implement standard operating procedures for identifying requirements and managing task orders [part (a) of recommendation 9]. The implementation of this recommendation was outstanding.

39. Although the UNSOS risk register indicated that EFMMS SOPs had been developed two years earlier, no such SOPs were in place. In March 2025, the EFMMS circulated approval thresholds for task orders via email, but this did not constitute a formal SOP. Additionally, efforts to automate task order processes through the “iNeed” system had stalled since September 2022 due to a lack of senior management follow-up.

40. Staffing constraints also affected oversight arrangements. The contract of the Facilities Management Unit IC, engaged from 12 January to 31 August 2025, was not renewed due to financial constraints. Engineering personnel, supported by three Contractor C personnel in locations without staff presence, assumed QA/QC duties. With further staff reductions expected, clearly defining quality control and oversight responsibilities in the EFMMS SOP is essential to ensure contractor outputs meet required standards.

41. While the current review did not identify any ex-post facto task orders, weaknesses in monitoring and tracking continued to expose UNSOS to risks such as duplicate payments and payments for incomplete or poor-quality work. Finalising and implementing the Engineering Section SOP, including automated procedures for managing task orders, remains essential for effectively mitigating these risks.

(b) Absence of procedures for managing activities at the meeting facility

42. OIOS also recommended that UNSOS, in coordination with the United Nations Assistance Mission in Somalia (now UNTMIS), should finalise procedures for managing activities at the meeting facility used by the host government and civil society entities to hold meetings related to mandate implementation.

43. Between June 2023 and November 2024, the facility hosted 9,200 participants over 157 days. Although UNSOS achieved annual cost savings of \$58,000 by shifting from permanent contractor staffing to an event-based payment model, it did not establish SOPs or controls to ensure protocol officers managed the booking and vetting of requests for managing activities at the hangar. Instead, Contractor C personnel continued receiving direct requests from host government officials and civil society representatives and assigning work to Contractor A, despite these functions being a core responsibility of Political Affairs and Protocol Officers.

44. The meeting facility incurs high operating costs of \$31,000 per month (excluding translation, internet, and other services). Given the planned handover to the host government or other entity by March 2026, UNSOS should formalize the handover arrangements and assign responsibility to the receiving party to ensure operational, financial, and reputational risks are properly addressed. The handover should adhere fully to organizational procedures.

45. Accordingly, recommendation No. 9 is reiterated. UNSOS should (a) finalise and implement standard operating procedures for identifying requirements and managing task orders, and (b) finalise and monitor the implementation of procedures for managing activities at the meeting facility used by the host government.

C. Invoice documentation controls

Recommendation 8 was implemented: UNSOS streamlined controls over document management

46. OIOS previously recommended that UNSOS strengthen controls over document management to ensure all supporting documents for payments are properly signed, legible and uploaded in Umoja.

47. As part of this follow-up review, OIOS examined a sample of 35 invoices totaling \$2.4 million, drawn from a population of 206 invoices valued at \$9 million. This review assessed the completeness, legibility, and approval of supporting documentation in Umoja. For facilities maintenance invoices, OIOS verified the presence of required evidence such as photos, signed task or work orders, and completion certificates. For ground maintenance invoices, OIOS checked logbooks and work tickets supporting on-call services.

48. The review noted that all payments were certified by authorized officials, and the prices in task orders matched contractual terms. All 60 task orders reviewed included legible names and signatures, with no post-facto approval. Supporting documents were uploaded and sufficiently substantiated the invoiced amounts. OIOS concluded that UNSOS had adequately implemented the recommendation.

IV. ACKNOWLEDGEMENT

49. OIOS wishes to express its appreciation to the management and staff of UNSOS for the assistance and cooperation extended to the auditors during this assignment.

Internal Audit Division
Office of Internal Oversight Services

STATUS OF AUDIT RECOMMENDATIONS

Follow-up review on implementation of recommendations from the audit of facilities maintenance, repair and ground maintenance services contract in the United Nations Support Office in Somalia

Rec. no.	Recommendation	Critical ² / Important ³	C/ O ⁴	Actions needed to close recommendation	Implementation date ⁵
1	UNSOS should: (a) develop and implement formal guidelines to define the scope and monetary thresholds for facility maintenance and minor construction activities and ensure compliance with their intended use; and (b) establish a mechanism for allocation of tasks among contractors (if solicitation results in multiple awards for the same requirement) and document any deviations from the agreed allocation process.	Important	O	Receipt of (a) guidelines clarifying the scope of construction work under the contract together with evidence showing that the contract is not used beyond its intended purpose, and (b) evidence of a mechanism for allocation of tasks among contractors with deviations documented and explained, including evidence that a checklist is used to verify compliance with the defined scope prior to the issuance of task orders.	30 June 2027
2	UNSOS should strengthen monitoring of vendor key performance indicators by: (a) using automated systems to capture and track contractor performance data; and (b) developing a structured evaluation methodology, including scoring and weighting systems.	Important	O	Receipt of evidence of: (a) implementation of automated systems to record and monitor contractor performance; and (b) a documented contractor performance monitoring methodology integrated into the facility maintenance and minor construction guidelines.	30 June 2027

² Critical recommendations address those risk issues that require immediate management attention. Failure to take action could have a critical or significant adverse impact on the Organization.

³ Important recommendations address those risk issues that require timely management attention. Failure to take action could have a high or moderate adverse impact on the Organization.

⁴ Please note the value C denotes closed recommendations whereas O refers to open recommendations.

⁵ Date provided by UNSOS in response to recommendations.

APPENDIX I

Management Response



United Nations Support Office in Somalia (UNSOS)

Interoffice Memorandum

To: Mr. Byung-Kun Min, Director
Internal Audit Division, OIOS

Ref: 2026/05/M.
Date: 6 May 2026

Ms. Fatoumata Ndiaye, Under-Secretary-General
For Internal Oversight Services

From: Qurat-ul-Ain Sadozai, *Quratulain*
Acting ASG, UNSOS

Subject: **Response to draft report on a follow-up review on implementation of recommendations from the audit of facilities maintenance, repair and ground maintenance services contract in the United Nations Support Office in Somalia (Assignment No. AP2025-638-04)**

1. Further to your memorandum reference no. OIOS-2026-00640 of 1 April 2026, please find attached UNSOS response to the subject audit.
2. We thank you for your continued support to the work of UNSOS.

cc: Ms. Judith Gotz, Chief of Staff, UNTMIS
Mr. S.M Ali Azam, UNSOS
Mr. Muhammad Farooq Sabir, UNSOS
Mr. Kiril Serafimov, UNSOS
Ms. Helen Tsegay, UNSOS

Management Response

APPENDIX I

Follow-up review on implementation of recommendations from the audit of facilities maintenance, repair and ground maintenance services contract in the United Nations Support Office in Somalia

Rec. no.	Recommendation	Critical ¹ / Important ²	Accepted? (Yes/No)	Title of responsible individual	Implementation date	Client comments
1	UNSOS should: (a) revise the facility maintenance and minor construction contract to clearly define the scope and monetary threshold of work under minor construction; and (b) establish a mechanism for allocation of tasks among contractors and document any deviations from the agreed allocation process.	Important	Yes	Chief Engineering and Facilities Management Section	30 June 2027	<p>Management would like to clarify to the auditors that the current contract of facility maintenance can not be revised as per the recommendation due to possible financial and legal issues. However:</p> <ul style="list-style-type: none"> a. UNSOS will develop a guideline with clarifications on the scope of the construction work detailed in the contract of the facility maintenance and minor construction and will ensure that the contract is not used beyond its intended purpose. b. The guideline will include a mechanism for allocation of tasks among contractors and ensure deviations are documented and will clearly define what constitutes minor construction and, a checklist will be incorporated into the process to verify compliance with the defined scope and applicable limitations prior to issuing Task Orders.
2	UNSOS should strengthen monitoring of vendor key performance indicators by: (a) using automated systems to capture and track contractor performance data; and (b) developing a structured evaluation methodology,	Important	Yes	Chief Engineering and Facilities Management Section	30 June 2027	<p>Management (a) will explore possibilities of utilizing automated tracking platforms to capture and track contractor performance data, and (b) will formally integrate the strengthened monitoring methodology into the facility maintenance and minor construction guidelines.</p>

¹ Critical recommendations address those risk issues that require immediate management attention. Failure to take action could have a critical or significant adverse impact on the Organization.

² Important recommendations address those risk issues that require timely management attention. Failure to take action could have a high or moderate adverse impact on the Organization.

Management Response

APPENDIX I

Follow-up review on implementation of recommendations from the audit of facilities maintenance, repair and ground maintenance services contract in the United Nations Support Office in Somalia

Rec. no.	Recommendation	Critical ¹ / Importan t ²	Accept ed? (Yes/N o)	Title of responsible individual	Implementation date	Client comments
	including scoring and weighting systems.					