

Circular No. 31/2021

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Sub: Preparation of Scope of Work for Facility Management Contracts.

During the investigation of a Facility Management Contract, following observations have been brought out by vigilance:

- i) Initially contract was awarded for housekeeping services for a particular area (Say X sq.ft) of ONGC building in 2010. Later on a part of this area (say Z sq.ft) was leased out to another company and another part of this area say Y sq.ft was vacated and was left unoccupied.
- ii) Since 2013, area under ONGC usage was T= X- (Y+Z) sq. ft only.
- iii) While preparing the scope of work for housekeeping services for the next period i.e. 2013 onwards till 2019, the concerned section had sought for suggestions/improvements/modifications in Scope of Work (SOW) from the Building Administrator. Concerned section also stipulated a date for the building administrators to respond.
- iv) Since the building administrator did not respond, an erroneous area figure as per earlier contracts/SOW i.e. X sq.ft was continued on the basis of the 2010 contract, although substantial changes had taken place in the area of building occupied by ONGC (Z sq.ft was leased out and Y sq.ft was vacated).

To prevent such casual practices for ascertaining area under usage for facility management/housekeeping contracts, all concerned are advised to ensure for proper coordination between building administrators/user sections and tendering authorities/contract executing group for preparation of proper SOW. It is not a desirable practice to specify a time limit to concerned user group and to continue with details as available, in case of no response from them. Concerted efforts should be made to get the actual details. Concerned department should also ensure that actual details are provided to tendering authorities/contract executing group well in time. Further, in case details are not provided in time or any dispute, the same is to be brought out to the knowledge of concerned key executive (s).

Above guidelines should be meticulously followed by all concerned.

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