



TENDER FOR THE PROVISION OF SUPPORT SERVICES
AT UNIVERSITY HOSPITAL SHARJAH

TENDER NO. **UHS/SERVICES/TENDER/0001/2025**
Closing Date: **10th May 2025**

University Hospital Sharjah
University City Sharjah
United Arab Emirates

SECTION 1

INSTRUCTIONS AND INFORMATION FOR TENDERERS

1. INVITATION TO TENDER

Tenders are sought by University Hospital Sharjah for the provision of support services listed below:

- 1) Housekeeping Services & Glass Cleaning Services – Document A
- 2) Laundry Services- – Document B
- 3) Porter Services -- Document C
- 4) Catering Services- – Document D

The Tenderer shall be deemed to have satisfied themselves before submitting its tender as to the accuracy and sufficiency of the rates and prices stated in their tender which shall (except in so far as is otherwise provided in the Contract) cover all the Service Provider obligations under the Contract and the Service Provider shall be deemed to have obtained for itself all necessary information as to risks and any other circumstances which might reasonably influence or affect the Service Provider tender.

2. SUBMISSION OF TENDER

Tenders should be submitted in two sealed envelope and submitted to Administration Office Finance Department- UHS not later than **3pm on 10th May 2025** (Tenders received after this time will NOT be considered):

- a. **The Service Specification Offer** (PLEASE DO NOT INDICATE ANY FINANCIAL VALUE IN THIS). If requested for additional clarifications and details these needs to be submitted to Director of Engineering and Support Services, University Hospital Sharjah- .
 - i. The Service Specification offer should conform to the requirement specified in the “Compliance Sheet” in this tender.
 - ii. The tenderer shall submit valid Commercial Licenses and other permits from various Government Agencies.
 - iii. Bills of Quantities/ Pricing Schedule (Unpriced Part).
 - iv. It is expected that the operational elements include all such services and conditions as presently prevailing and preferences will be given to added initiatives in services
- b. **The Financial Offer in a closed envelope** needs to be addressed to Director of Finance, University Hospital Sharjah.
 - i. The Service specification offer should conform to the requirement specified in the “Compliance Sheet” in this tender.
 - ii. List of Reference hospitals where the tenderer has existing contracts related to the services being sought by University Hospital.
 - iii. The tenderer shall submit valid Commercial Licenses and other permits from various Government Agencies.
 - iv. Bills of Quantities/ Pricing Schedule (Priced Part).
 - v. It is expected that each and every element out of the contract needs clarity and separate details under the Financial quote

Should you have any queries or if you are having any problems in submitting your offers you may contact Manager- Materials Management Department- University Hospital Sharjah.

Contact Details: Christopher Claveria
Mobile No. 0566 737 139
Email: christopher.claveria@uhs.ae

The tender submission must be submitted in hard copy in 2 separate envelopes labeled as **service specification** and **financial quotation** as stated above. Telephoned, faxed or emailed submissions will not be accepted.

It is the responsibility of the Tenderer to ensure that its tender submission and clarification, responses has been submitted in the prescribed manner and in accordance with the specified deadline issued by the University Hospital Sharjah.

Incomplete and late response from the tenderer will be considered as incomplete submission of tender and may be rejected.

All submissions must be in English and prices in AED, exclusive of VAT.

2. PAYMENT TERMS

The University Hospital Sharjah have the standard payment terms which specifies that the Service Provider will be paid within 60 (sixty) days of the date of receipt of the completed invoices together with the necessary supporting documents.

3. CONTRACT PERIOD

Subject to completing the negotiations and discussions, the Contract is anticipated to start on 1st August 2025 and will initially be awarded for a period of **TWO YEARS** and subject to performance as agreed on contract award, there will be an option to extend for a further 1 YEAR, to be reviewed annually and subject to written agreement by both parties.

The Hospital reserves the right to extend the commencement date at its discretion and are expected to provide a month's time for mobilization.

4. CLARIFICATION

Before submitting a tender, clarification should be sought on any points of doubt. The Tenderer are advised to visit the Hospital with pre-appointments and get full knowledge of the scope of services and the expected service conditions. The deadline for receipt of points for clarification if any shall be sought by the tenderer until 3 days from closing date of the tender. During the tender period requests for clarification can be made by email or in person, requests for clarification must be made via the email:

Support Service Contact Person Name:

Mr. Ali Al Ali

Facility Coordinator

Email Address: ali.alali@uhs.ae

Responses to clarification will be communicated by University hospital Sharjah by email. University Hospital Sharjah reserves the right to issue clarification responses to all tenderer at any stage when it believes, at its sole discretion if the clarification is valid (not mentioned in the tender document) or if necessary.

The tenderer will be expected to have satisfied itself that the tender price submitted will cover all expenses and obligations under the Contract/Agreement, the Specification and the Conditions are acceptable, before the tender is submitted. No claims can subsequently be made for omissions.

5. DOCUMENTS

As a part of the Tender document, the Tenderers are requested to provide their valid Trade License, Name, and Designation of the Managing Director/General Manager/Sr. Manager have the authority to bind their company for the business relationship. Also, is required the authorization letter/Agency certificate confirming that the vendor is legalized to supply the items on behalf of the manufacturer/principal company. As well as the following documents:

- a) Valid Trade License
- b) Updated Company Profile
- c) Tax Registration Certificate (TRN)
- d) Full Company Address & Contact Details
- e) Memorandum of Association (MOA) and Power of Attorney (POA) for authorized signatory (if applicable)
- f) An official Authorization Letter/Agency Certificate, confirming the vendor's legal authorization to supply the specified items on behalf of the manufacturer or principal company.

Any additional approvals or compliance documents mandated by government authorities in performance of the service contract.

6. WRITTEN ACCEPTANCE

Acceptance by the University Hospital Sharjah will only be made by written service contract to the successful tenderer.

7. EXPENDITURES

The University Hospital Sharjah shall not be responsible for, or pay for, any expenses or losses that may be incurred by any tenderer in preparing their tender proposals. It

is the responsibility of prospective tenderers to obtain for themselves, at their own expense, any additional information necessary for the preparation of their tenders.

8. CONFIDENTIALITY

Tenderers should treat the tender documents as private and confidential between the tenderer and the University Hospital Sharjah. The Hospital shall likewise keep the information relating to Tenderers as strictly confidential and Tenderers should note that the UHS shall use the tender documents for the purposes of evaluation and that the tender documents held will be kept in line with UHS policy.

9. RIGHT TO ISSUE FURTHER INSTRUCTIONS

During the tendering period, the University Hospital Sharjah reserves the right to make changes to the Contract Documentation and the tenderer upon mutual agreement shall accept such changes. Should it be necessary for the UHS to amend the tender documentation in any way, prior to receipt of tenders, all tenderers who have submitted documents will be notified simultaneously via updating documents in UHS website or by email.

10. SUSTAINABLE DEVELOPMENT, ENVIRONMENTAL MANAGEMENT AND BIODIVERSITY

The University Hospital Sharjah is committed to the principles of Sustainable Development, Environmental Management and protection of biodiversity. All tenderers should be aware of the Hospital Sustainability and Environmental Policy and agree to abide within its principles. Tenders must follow and adhere to any Environmental Management procedures concerning the provision of goods, supplies and services to the UHS. The UHS is committed to furthering the conservation of biodiversity and requires tenders to be mindful of this and where appropriate ensure that goods and services do not adversely affect local or global biodiversity.

11. TRAINING & PARTICIPATION TO SOCIAL EVENTS

The tenderer must provide schedule list of continuous training programs for various services offered by the tenderer, and shall undertake those programs during the contract period in a manner compliant with the hospital policies and procedure.

The Tenders shall indicate clearly if they will participate/sponsor & support any Social Events at the Hospital (such as Nurses Day celebrations, National Day celebrations etc) which may or may not relate to service activities performed by the Tenderers

12. COMPLIANCE

Tenders must be submitted in accordance with the tender compliance sheet. Failure to comply may result in a Tender being rejected by the UHS. *(Tenderer shall submit the compliance sheet with stamp and signed by authorized signatory as acceptance of the terms and condition of the tender)*

- a) University Hospital Sharjah will be constantly evaluating the compliance of Contracted Terms and consistency throughout the duration of the contract. Should Tenderers not be meeting the requirements of University Hospital Sharjah, we reserve the right to cancel the contract giving 3 months' notice period.
- b) Any delays or short supply or non-conformance may result in the termination of the contract and/or imposition of penalty for delayed supplies as per the Agreement terms and conditions. A performance bond shall be required to ensure commitment to the agreed timelines and quality standards.
- c) Tenderers must submit a risk management plan, identifying potential risks to the project, such as security breaches, system failures, and disruptions to delivery schedules. Tenderers should outline how they intend to address these risks, including their disaster recovery and business continuity plans.
- d) Tenderers are encouraged to adhere to ethical practices and sustainability standards in their operations. This includes providing energy-efficient equipment and adopting environmentally friendly practices in their supply chain and delivery.
- e) The Tenderers, its employees, its subsidiaries, and everyone who has a direct or indirect relationship with implementing and securing the works and purchases included within the scope of this tender, shall be obligated to inform UHS and disclose in writing any case of conflict of interest or any private interest that has arisen, will arise, or may arise. For any transaction related to the activities of UHS, in accordance with UHS policies.
- f) The Tenderers, its employees, and subsidiaries shall be obligated to maintain confidentiality of any data, drawings, documents, or information related to the tender - written or oral. Tenderers must ensure that any data shared is protected by encryption standards and secure transfer protocols. Additionally, Tenderers are required to notify UHS of any data breaches immediately. Compliance with relevant data privacy regulations (e.g., GDPR, UAE Data Protection Law) is mandatory. This includes all dealings, affairs, or secrets related to UHS they may have encountered during the tender process. Tenderers shall not be allowed to disclose any information related to the tender through any media outlet without obtaining prior written approval from UHS.
- g) The copyright of any documents and materials submitted by UHS within this tender is owned by UHS, and accordingly, these documents and materials may not be copied, in whole or in part, or reproduced, distributed, made available to any third party, or used without obtaining prior written approval from UHS. If the vendor develops any custom software or systems for UHS as part of this tender, UHS will retain ownership of the intellectual property or have clear licensing terms for its continued use. All documents submitted by the UHS in connection with the request for proposals shall be returned upon request without any copies being retained by the bidder or any other person.

PERIOD TENDERS ARE TO BE HELD OPEN

Tenders must keep the validity of terms and conditions remain valid for acceptance for a period of **three months** from the closing date for submission of tenders.

NON EXCLUSIVITY OF THE TENDER:

While the Hospital strives to ensure that all support services contract are with single or consolidated basis to achieve operational convenience, the Hospital reserves their right to assume that the quoted amounts under each type of service is stand alone and accordingly finalize the tender by award of any or all of the quoted services under the tender.

DOCUMENT A – HOUSEKEEPING SERVICES

COMPLIANCE SHEET

(Tenderer shall submit the compliance sheet with stamp and signed by authorized signatory as acceptance of the terms and condition of the tender)

TENDERERS AGREES TO THE SCOPE OF WORK AND COMPLETE DOCUMENT A – HOUSEKEEPING SERVICES

Scope of Work

The Service Provider shall comply with all the requirements set out in this General Service specification relevant to the delivery of the Housekeeping and Glass cleaning services.

- a. Complete Housekeeping services for all internal and common areas of the hospital and administration offices.
- b. The Service provider shall comply and fully support, engaged in JCI accreditation and re-accreditation including documented policies and procedure as required.
- c. Complete internal Glass Cleaning Services, the glass cleaning services consists of:
 - i. Cleaning services including schedule and reactive cleaning;
 - ii. Planned cleaning
 - iii. Dome cleaning
 - iv. Staff accommodation glass areas
- d. The service provider shall deploy at the site of the Client must be the trained staff in the requisite field and will have Level 1 English speaking skills.
- e. The Service Provider shall be responsible for the cleaning of all external areas (as per separate contract) and internal areas, to the standards and monitoring frequencies required and agreed with the UHS to ensure highest standard of cleanliness, these includes functional areas as mentioned in table 2 below.
- f. The Service Provider shall be responsible for deploying the necessary cleaning devices to facilitate housekeeping including external glass cleaning.
- g. Complete external glass cleaning services (separate contract) including the glass dome and atrium roofs and all high-level glass.
- h. Ensure to use the Highly skilled and specially nominated staff for the purpose of Glass Cleaning jobs and shall not entrust these jobs to the other staff designated for other job profiles such as House Keeping and Porter services.
- i. Ensure to use the Boom Lift Cleaning for high and elevated Cleaning and shall undertake at least twice a year, the cleaning of Main Hospital Doom.
- j. The service provider shall arrange at their costs such metal ware, Glass cleaning equipment, access equipment and any other such articles that the Service Provider may require for provision of the Services;

Covenants:

The service provider further covenant as follows:

- Obtains and maintains valid work related license from competent authority in the Emirate of Sharjah during the term of the agreement.
- All Service Provider staff shall be subjected to the regular medical tests and shall hold valid health card and in case their work specifies that they need to possess specific work license, they should comply with the requirement..
- Comply with applicable laws, rules, regulations and the policies of the Client.
- The Service Provider shall be responsible and shall pay any fines imposed by any authority for violations of regulatory violations or licensing issues.

PART 1

- 2) Tenderers must list **three** contracts done to other UAE Clients, that are similar in scope and complexity to this contract and that have been operational for a minimum of one year within the past **five** years.
- 3) Tenderers must give a detailed description of these contracts scope and number of manpower, validity dates and copies of KPI's, awards or recommendations.

PART 2- Specification Requirements**Service Specification**

A Service specification together with a reference data sheet as attached in table 1 (performance monitoring method). The reference data sheet provides the following key information together with specific recommendation data:-

- 1) Performance Monitoring Methods
 - a. This is generic list of various methods available. For each entry on the service specification, one or more of the methodologies needs to be selected.
- 2) Risk Categories and Audit Frequencies
 - a. Five generic risk categories are defined together with the frequency of service output audit required for each level. The higher the risk group, the more frequent the audits needs to be.
- 3) Reactive Cleaning response and rectification times
 - a. Definition of reactive cleaning request categories and the response and rectification time that needs to be achieved for each type of request.

The service specification incorporates the following key elements:

- a. Policies and Procedures

The service specification provides cross reference to our policies and standard Operating Procedures (SOPs) in relation to management, staffing and service. For each and every key task a cross reference is provided. The referenced policy or SOP defines their performance level as per table 1 (performance monitoring method).

b. Service Inputs

For the above scope of work, the service specification shall provide full input details for each key task as follows:

- Location – based on a 5-level tree structure i.e. Site, Building, Floor, Section and Rooms
- Elements- all elements to be cleaned in the specific location.
- Performance level- cross reference to policies, SOPs and other performance specification documents that will required to be mutually agreed e.q. service timings, etc.
- Task Frequency- how frequency the task is carried out
- Risk group- the level of risk associated with the location or task (audit frequencies shall be set as per table 2)
- Monitoring method- the method by which the specified performance levels shall be measured and monitored.

Table 1 (*Performance Monitoring Method*)

Ref	Performance Parameters	Performance Failure Category	Tolerance	Remedial Period	Monitoring Method
1	The Service Provider shall submit to the hospital for approval prior to service commencement and undertake quarterly review of this schedule to ensure they continue to support hospital activities. The Service Provider shall ensure that schedule cleaning is undertaken within the access time included within the Appendix A except where expressly permitted by the hospital representative in advance.	Major	5%	3 Days	Schedules in place. Quarterly review undertaken.
2	The Service Provider shall make available a current cleaning schedule to the hospital within 2 hours of the request.	Major	5%	2 hours	Determined by Default
3	The Service Provider shall ensure that schedule cleaning in VERY HIGH RISK function areas has been completed in accordance with the cleaning schedules agreed with the hospital and the services standards	Major (for each room affected)	0%	10 minutes	Determined by Default

4	The Service Provider shall ensure that schedule cleaning in HIGH RISK function areas has been completed in accordance with the cleaning schedules agreed with the hospital and the services standards	Major (for each room affected)	0%	20 minutes	Determined by Default
5	The Service Provider shall ensure that schedule cleaning in SIGNIFICANT RISK function areas has been completed in accordance with the cleaning schedules agreed with the hospital and the services standards	Medium (for each room affected)	0%	30 minutes	Determined by Default
6	The Service Provider shall ensure that schedule cleaning in LOW RISK function areas has been completed in accordance with the cleaning schedules agreed with the hospital and the services standards	Minor (for each room affected)	5%	1 hour	Determined by Default
7	The Service Provider shall ensure that all cleaning practices comply with the hospital Infection control Policy and Procedure	Major	5%	1 Day	Monthly Review of cleaning practices. Determined by Default
8	Emergency Ad-Hoc Services Requests for cleaning duties are attended within the attendance time.	Major (for each room affected)	0%	15 minutes	Determined by Default
9	Emergency Ad-Hoc Services Requests for cleaning duties are attended within the completion time.	Major (for each room affected)	0%	30 minutes	Determined by Default
10	Urgent Ad-Hoc Services Requests for cleaning duties are attended within the Attendance time.	Medium (for each room affected)	0%	45 minutes	Determined by Default
11	Urgent Ad-Hoc Services Requests for cleaning duties are attended within the completion time.	Medium (for each room affected)	0%	2 hours	Determined by Default
12	Routine Ad Hoc Services request for cleaning duties are attended within attendance time	Minor (for each room affected)	5%	30 minutes	Determined by Default
13	Routine Ad Hoc Services request for cleaning duties are attended within completion time	Minor (for each room affected)	5%	4 hours	Determined by Default
Planned Cleaning					

14	the Service Provider shall agree the requirements for planned cleaning with the hospital prior to service commencement and undertake a quarterly review of this activity to ensure they continue to support hospital activities	Medium	0%	1 week	Quarterly review undertaken with hospital representative.
15	The Service Provider shall ensure that planned activities have been completed within the completion times within the service standards	Medium (for each room affected)	0%	1 week	Determined by Default
Barrier Cleaning					
16	The Service Provider shall undertake barrier cleaning procedures to include MRSA cleans, when requested by the hospital, in accordance with the hospital policies and 'Saving Lives: a delivery program to reduce healthcare associated infection (HCAI) including MRSA (reference and published by NHS UK)	Major (for each room affected)	0%	1 hour	Determined by Default
17	The Service Provider shall ensure that the procedures to be adopted for barrier cleaning have been agreed with the hospital prior to implantation	Major	0%	1 week	Quarterly review undertaken
Materials and Cleaning Equipment					
18	The Service Provider shall ensure all cleaning equipment used in the delivery of the cleaning services shall be cleaned in accordance with the Hospital control Infection policies.	Major	0%	1 Day	Determined by Default
19	The Service Provider shall ensure that all cleaning equipment used in the in the delivery of the services is stored to avoid any disruption to the hospital activities when not in use.	Major	0%	1 Day	Determined by Default
20	The Service Provider shall ensure that cleaning equipment and materials designated for use in specific location are clearly marked and used only those specific locations	Major	0%	30 minutes	Determined by Default
Additional Domestic Duties					
21	The Service Provider shall ensure feminine hygiene dispensers are stocked and disposal	Major	0%	1 hour	Determined by Default

Table 2 – Functional Area categorization

Category	Operational Status	Functional Areas included in Category
1	Very High Risk	Intensive Care Unit (ICU) Neonatal ICU and Special Baby Care Unit Isolation Rooms Operating Theatres Special Needs Areas
2	High Risk	CSSD Accident and Emergency Unit (Pharmacy Specialist Areas) Wards Maternity CCU Pathology/Laboratory Public thoroughfares
3	Significant Risk	Day Activity Areas Rehabilitation Areas Residential Accommodation General Pharmacy Kitchens Mortuary Medical Imaging Outpatient clinics Treatment and procedure rooms Cafeteria On-call bedrooms/Overnight stay rooms Engineering/ Technical Areas
4	Low Risk	Administrative Areas Non Sterile Supplies Areas Storage Areas

Table 3- Attendance and Completion times

Category	Attendance Time	Completion Time
Emergency	15 minutes	1 hour
Urgent	20 minutes	2 hours
Routine	30 minutes	3 hours
Planned		Within 20 minutes of agreed start time.

PART 3 - BOQ

Housekeeping Services pricing- BOQ

Item	Description	Expected Numbers	Monthly Charge	Total Charge
1	Male Housekeepers	26		
2	Female Housekeepers	49		
3	Male Supervisor	2		
4	Female Supervisor	1		
5	Male Glass Cleaning Staff	2		
Total		80		

Note: Above rates are applicable for 12 hour per day duty completion by each staff and should cover the services without interruption in respective Hospital areas. The requirement of staff to be deployed needs to be planned by the Tenderer independent of the above numbers of billable man-power.

Part 4- Assumptions

Item	Description	Reference
1	Price are quoted by UAE Dirhams	All
2	Prices are quoted on per calendar month basis	All
3	Distribution of staff to various areas within University Hospital Sharjah & Staff Accommodation shall be manage by the Cleaning Services upon approval from the Support Services Department of the Hospital. The proposed staff distribution as per table below.	All
4	Staff will work 6 days per week and 12 hours per day. All Staff will make use of the University Hospital Sharjah's electronic attendance system. To allow for minor delays in staff transportation and queuing for registration a tolerance of +/- 10 minutes will be applied for all staff. However, that delays if any are to be adequately compensated. They payment shall be made on the basis of aggregate attendance of the month. The Service Provider may also maintain a manual attendance record which will be signed off daily by the hospital representative to verify the University Hospital Sharjah electronic records.	All
5	Rates include the adequate provision and maintenance of all cleaning equipment, consumables and standard paper hygiene products. The cost of biocidal hand soap and sanitizer is not included. The UHS shall provide them which shall be refilled by the Service Provider housekeeping staff.	All

6	The List of quantity and specification of all cleaning equipment will be provided by the tenderer and shall ensure availability upon commencement of the contract.	All
7	All Glass surface frames must be free from concrete, paints, glue and other building waste material prior to commencement of the glass cleaning services.	All
8	For External as well as Internal cleaning, provision for high level access equipment (reach and wash) shall be procured and deployed by the Service Provider at their own cost	All
9	Maintenance, repair and replacement of all equipment supplied by UHS is excluded.	All
10	All cleaning instruments, liquid, consumables and paper products shall be arranged by the Tenderer and the pricing for services should take into consideration the above costs as well	
11	The Hospital requires the Tissue boxes that are to be deployed at all areas of the Hospital including the Patient rooms, OPD, Administration and other areas be suitably designed to carry the logo of the Hospital and that of the Service provider.	
10	Completion and adherence to Key Performance Indicators monitoring	All

Distribution Table (Housekeeping):

Sample Distribution of Staff to be decided by the University Hospital Sharjah.

SN	Location	SHIFTS			
		7am to 7pm		7pm to 7am	
		M	F	M	F
1	Ground Floor				
	Main Lobby/ OPD				
	Cath-lab				
	Emergency				
	NICU/Pediatric				
	OB-Gyne Ward				
	Imaging Department				
2	First Floor				
	Surgical Ward				
	Operation Theatre				
	Labour & Delivery				
	ICU				
	Himchan- UHS Spine and Join				
	Laboratory				
	Administration				
3	2 nd Floor and 3 rd Floor VIP				
	Nursing Accommodation				
	Doctors Accommodation				
	Basement				
	CCU				

	Garbage Collection				
	Floor Maintainer (Floor Polishing)				
	Male Supervisor				
	Female Supervisor				
	Total				
	Total Male Cleaner			26	
	Total Female Cleaner			49	
	Housekeeping Supervisor			2	
	Female Supervisor			1	
	External Glass Cleaning Staff			2	
	Total Staff			80	

Key Performance Indicators (Housekeeping):



PERFORMANCE INDICATOR MONITORING				
Department	Housekeeping			
Indicator title	Patient Room Cleaning Monitoring (inpatient rooms)			
Dimensions of Healthcare Quality	<input type="checkbox"/> Safety <input type="checkbox"/> Effective <input checked="" type="checkbox"/> Efficient <input type="checkbox"/> Timeliness <input type="checkbox"/> Patient - Centered <input type="checkbox"/> Equitable Healthcare			
Rationale	To monitor the cleaning in the patient room with high quality of standard to ensure the readiness of the room for the next admission.			
Selection Criteria	<input type="checkbox"/> High Risk <input checked="" type="checkbox"/> Problem Prone <input type="checkbox"/> Others: <input type="checkbox"/> High Volume <input type="checkbox"/> High Cost			
Data Definition:	Monitoring of the cleanliness of discharged inpatient rooms			
Numerator	Number of items done on the discharged patient rooms in the audit checklist			
Denominator	Total number of items on the discharged patient room audit checklist			
Data Outcome	<input type="checkbox"/> Percentage <input type="checkbox"/> Number <input type="checkbox"/> Ratio <input type="checkbox"/> Others:			
Inclusion(s)	All cleanable items and areas inside the discharged inpatient rooms			
Exclusion(s)	Medical equipments and bed linens			
Type of measure	<input checked="" type="checkbox"/> Process <input type="checkbox"/> Structure <input type="checkbox"/> Outcome			
Source of Data	Cleaning audit checklist for inpatient rooms			
Data collection tool				
Data Collection Methodology				
Reporting Frequency	Monthly	Data Collection Methodology	<input type="checkbox"/> Retrospective	<input checked="" type="checkbox"/> Concurrent
Target	100%			
Benchmark & Reference	Internal Comparison			
Responsibility	Facility and Support Services Manager			
Data Collector				
Reported to	Quality Department			

PERFORMANCE INDICATOR MONITORING				
Department	Housekeeping			
Indicator title	Emergency Room Cleaning Monitoring			
Dimensions of Healthcare Quality	<input type="checkbox"/> Safety	<input type="checkbox"/> Effective	<input checked="" type="checkbox"/> Efficient	
	<input type="checkbox"/> Timeliness	<input type="checkbox"/> Patient - Centered	<input type="checkbox"/> Equitable Healthcare	
Rationale	To monitor the cleaning in the emergency room with high quality of standard to ensure the readiness of the room for the next admission.			
Selection Criteria	<input type="checkbox"/> High Risk	<input checked="" type="checkbox"/> Problem Prone	<input type="checkbox"/> Others:	
	<input type="checkbox"/> High Volume	<input type="checkbox"/> High Cost		
Data Definition	Monitoring of the cleanliness of discharged emergency rooms			
Numerator	Number of items done on the discharged emergency rooms in the audit checklist			
Denominator	Total number of items on the discharged emergency room audit checklist			
Data Outcome	<input type="checkbox"/> Percentage	<input type="checkbox"/> Number	<input type="checkbox"/> Ratio	<input type="checkbox"/> Others:
Inclusion(s)	all cleanable items and areas inside the discharged emergency rooms			
Exclusion(s)	Medical equipments and bed linens			
Type of measure	<input checked="" type="checkbox"/> Process	<input type="checkbox"/> Structure	<input type="checkbox"/> Outcome	
Source of Data	Cleaning audit checklist for inpatient rooms			
Data collection tool				
Data Collection Methodology				
Reporting Frequency	Monthly	Data Collection Methodology	<input type="checkbox"/> Retrospective	<input checked="" type="checkbox"/> Concurrent
Target	100%			
Benchmark & Reference	Internal Comparison			
Responsibility	Director of Engineering and Support Services			
Data Collector				
Reported to	Quality Department			

DOCUMENT B – LAUNDRY SERVICES

COMPLIANCE SHEET

(Tenderer shall submit the compliance sheet with stamp and signed by authorized signatory as acceptance of the terms and condition of the tender)

TENDERERS MUST COMPLETE DOCUMENT B – LAUNDRY SERVICES

Scope of Work

The following list of activities represents our proposed scope of work. The following included and excluded services have been considered.

1. Included

- a. Full support for JCI accreditation and re-accreditation including documented policies and procedure as required.
- b. Full training, support and supervision from laundry services provider.
- c. Collect, Segregate, send to Laundry and receive them back of laundry items entrusted by the Client. It is expected that the Safe keeping of Laundered items and number control of the items batch-wise is also the responsibility of the Supplier.
- d. The service provider may operate on their own or permitted to appoint a suitable Third-Party laundry provider, in consultation with the Support Services Department of UHS and shall not change the Laundry operator during the term of this contract except with the prior approval of the UHS. Despite operating through Third-party, the Service Provider shall be solely responsible for accountability, damage, stock handling and timely delivery of the items. The Hospital shall deploy optimum number of Linen and other items for Laundry, as may be appropriate.
- e. Complete Linen laundry management (washing, Drying, press, storage and distribution across the hospital functional areas, including collection of soiled linens/uniforms)
- f. Continuously review and monitor the quality standards in the performance of the laundry services.
- g. Radio Frequency Identification (RFID) Electronic Records keeping of laundry items in circulation along with the laundry items collected and delivered by third party laundry provider (if applicable) and prepare monthly invoices based on the rates agreed.
- h. Check, repair and recycle for alternative use all items of the linen whenever possible. Maintaining the record soft copy and hard copy of linens issued to the external laundry team for cleaning and a monthly report to be submitted for review.
- i. Working in coordination with the Infection Control team to ensure working practices are aligned and the infection risk are minimized at all times.
- j. Radio Frequency Identification (RFID) Linen stock take and management and linen inventory.

2. Exclusion
 - a. Replacement of laundry items.

PART 1 - BOQ

Laundry Services pricing- BOQ

Item	Description	Number	Monthly Charge	Total Charge
1.01	Laundry Staff	2		

Note: Above rates are applicable for 12 hour per day duty completion by each staff.

Part 2- Assumptions

Item	Description	Reference
2.1	Price are quoted by UAE Dirhams	All
2.2	Prices are quoted on per calendar month basis	All
2.3	Laundry prices are quoted on a per piece basis as per table below. The fixed monthly rate in above 1.01 is charged on a calendar month basis.	All
2.4	The fixed monthly charge is for the provisions of 2 laundry staff (Tailor and laundryman)	All
2.5	Staff will work 7 days per week and 12 hours per day (though the Service Provider shall facilitate a day-off as Labor law). All staff will make use of the Clients electronic attendance system. To allow for small delays in staff transportation and queuing for registration, a tolerance of +/- 15 minutes will be applied for all staff e.g. if a member of staff on an 0600-1800 shift is recorded as 'clocking in' at 0615 and 'clocking out' 1745, they will be assumed to have worked a 12-hour shift.	All

Part 2- Laundry Items Rates

No.	Description	Contracted Rate
1	Bed Sheet	
2	Blanket	
3	Pillow Case	
4	Bath Towel	
5	Hand Towel	
6	Fitted Sheet	
7	Mattress Protector	
8	Pillow	
9	Duvet	
10	Duvet Cover	

11	Pjyama Top	
12	Pjyama Bottom	
13	Scrub Suit Top	
14	Scrub Suit Bottom	
15	Patient Gown Adult	
16	Patient Gown Child	
17	Baby Dress/ NBG	
18	Baby Towel	
19	Baby Blanket	
20	Baby Sheet	
21	Baby Mittens	
22	Baby Cap	
23	Draw Sheet	
24	Laundry Bag	
25	Prayer Mat/Bath Math	
26	Curtain	
27	Dr. Coat	
28	CSSD Towels	
29	Small Blanket	
30	Incubator/ NICU Bed Cover	
31	Snudgel Up	
32	New Born Gown/ Jump Suit	

Note: if there are any additional listing please add them separately and independent of above Table and mention it as ADDITIONAL PRICING.

DOCUMENT C – PORTER SERVICES

COMPLIANCE SHEET

(Tenderer shall submit the compliance sheet with stamp and signed by authorized signatory as acceptance of the terms and condition of the tender)

Tenderers agrees to the scope of work and complete **Document C – Porter Services**

Scope of Work

The following list of activities represents our proposed scope of work. The following included and excluded services have been considered.

3. Included
 - a. Complete porter services for all internal areas of the hospital and administrative offices.
 - b. External grounds porter services within the boundary wall
 - c. Porter services for all hospital inpatient and outpatient clinics
 - d. Movement of hospital line and staff uniforms laundry to the nominated sites
 - e. Items/task identified elsewhere in this agreement.
4. Exclusion
 - a. Porter services outside the scope of this agreement
 - b. Porter services undertaken voluntarily and at the request of patients which are not forming part of the agreement.

Part 1 Service Specifications

A Service Specification together with a Reference Data sheet is attached. The Reference Data sheet provides the following key information together with specific recommended data:-

- **Table 1 – Performance Monitoring Methods**
This is a generic list of various methods available. For each entry on the Service Specification, one or more of these methodologies needs to be selected.
- **Table 2 – Risk Categories and Audit Frequencies**
Five generic risk categories are defined together with the frequency of service output audits required for each level. The higher the risk group, the more frequent the audits need to be.
- **Table 3 – Reactive Porter services response and rectification times**
Definition of reactive Porter services request categories and the response and rectification time that needs to be achieved for each type of request.

The draft Service Specification incorporates the following key elements: -

- **Policies and Procedures**

The Service Specification provides cross-references to our Policies and Standard Operating Procedures (SOPs) in relation to management, staffing and services. For each and every key task a cross-reference is provided. The referenced Policy or SOP defines our performance level.

- **Service Inputs**

For the above scope of work, the Service Specification shall provide full input details for each key task as follows:-

- Location
Based on a 5-level tree-structure i.e. Site. Building, Floor, Section and Room
- Performance Level
Cross-reference to Policies, SOPs and other performance specification documents that will be required to be mutually agreed e.g. menu profiles, Service timings, Laundry stock levels, etc.
- Task Frequency
How frequently the task is carried out
- Risk Group
The level of risk associated with the location or task (audit frequencies shall be set as per Table 2)
- Monitoring Method
The method by which the specified performance levels shall be measured and monitored

Table-1 (Performance Monitoring Method)

1. Specific Requirements

Ref	Performance Parameters	Performance Failure Category	Tolerance	Remedial Period	Monitoring Method
<i>Movement of patients</i>					
	The Service Provider shall respond to requests for the intra-site movement of patients utilising appropriate forms of patient transport in accordance within the Attendance Times and Patient Movement Times set out in Appendix A.	Major	5%	1 Hour	Helpdesk records. Determined by default.

SP01	Emergency requests for patient movements are Attended within the Attendance Time.	Major	0%	20 minutes	Helpdesk records. Determined by default.
SP02	Emergency requests for patient movements are Completed within the Patient Movement Time.	Major	0%	30 minutes	Helpdesk records. Determined by default.
SP03	Urgent requests for patient movements are Attended within the Attendance Time.	Medium	0%	30 minutes	Helpdesk records. Determined by default.
SP04	Urgent requests for patient movements are Completed within the Patient Movement Time.	Medium	0%	30 minutes	Helpdesk records. Determined by default.
SP05	Routine requests for patient movements are Attended within the Attendance Time.	Minor	5%	3 hours	Helpdesk records. Determined by default.
SP06	Routine requests for patient movements are Completed within the Patient Movement Time.	Minor	5%	30 minutes	Helpdesk records. Determined by default.
SP07	Planned requests for patient movements are Attended within the Attendance Time.	Medium	5%	10 minutes	Helpdesk records. Determined by default.
SP08	Planned requests for patient movements are Completed within the Patient Movement Time.	Medium	5%	10 minutes	Helpdesk records. Determined by default.
SP09	Dedicated Porter Staff will be required to operate in the following departments under the direct supervision of a clinical manager performing Porters related tasks as directed: A&E; Assessment Unit; Diagnostic Imaging; Pharmacy; Pathology; Endoscopy Out-Patients; Theatres,	Medium	5%	1 hour	Suitably qualified Staff available in accordance with agreed roster.

	Wards				
<i>Movement of deceased patients and mortuary duties.</i>					
SP10	The Service Provider shall Attend requests to move deceased patients from clinical areas to the mortuary in accordance with the Urgent Attendance Time as set out in Appendix A.	Medium	[5%]	30 minutes	Helpdesk records. Determined by default.
SP11	The Service Provider shall Complete the movement of deceased patients to the mortuary in a sensitive manner that maintains the dignity of the deceased at all times. The route taken should avoid public areas wherever possible. Requests shall be Completed within the Urgent Completion Time as set out in Appendix A.	Medium	5%	30 minutes	Helpdesk records. Determined by default.
SP12	Any Porters used in the movement of the deceased must receive training relating to the needs of the bereaved appropriate to the religious beliefs of the deceased.	Medium	5%	1 day	Monthly review of Staff records. No reported non-compliances.
SP13	The Service Provider shall, in accordance with Helpdesk records. Determined by default. procedures, provide out of hours non clinical mortuary duties in order to support: a) Viewing of deceased persons by police, relatives and other authorised individuals; and b) Receiving of deceased persons. Requests shall be	Medium	5%	30 minutes	Helpdesk records. Determined by default.

	Attended in accordance with the Urgent Attendance Time as set out in Appendix A.				
<i>Movement of Pathology items</i>					
	The Service Provider shall respond to requests for the delivery and collection of specimens, samples and Pathology related items (including blood, plasma and reports) in accordance with the Attendance Times and Completion Times set out in Appendix A.	Major	5%	20 minutes	Helpdesk records. Determined by default.
SP14	Emergency requests for specimen, sample or pathology item movements are Attended within the Attendance Time.	Major	5%	20 minutes	Helpdesk records. Determined by default.
SP15	Emergency requests for specimen, sample or pathology item movements are Completed within the Completion Time.	Major	5%	30 minutes	Helpdesk records. Determined by default.
SP16	Urgent requests for specimen, sample or pathology item movements are Attended within the Attendance Time.	Medium	5%	30 minutes	Helpdesk records. Determined by default.
SP17	Urgent requests for specimen, sample or pathology item movements are Completed within the Completion Time.	Medium	5%	30 minutes	Helpdesk records. Determined by default.
SP18	Routine requests for specimen, sample or pathology item movements are Attended within the Attendance	Minor	5%	3 hours	Helpdesk records. Determined by default.

	Time.				
SP19	Routine requests for specimen, sample or pathology item movements are Completed within the Completion Time.	Minor	5%	30 minutes	Helpdesk records. Determined by default.
SP20	Planned requests for specimen, sample or pathology item movements are Attended within the Attendance Time.	Medium	5%	10 minutes	Helpdesk records. Determined by default.
SP21	Planned requests for specimen, sample or pathology item movements are Completed within the Completion Time.	Medium	5%	10 minutes	Helpdesk records. Determined by default.
SP22	Scheduled specimen, sample or pathology item movements are Attended within Service Attendance Time.	Medium	5%	10 minutes	Helpdesk records. Determined by default.
SP23	Scheduled specimen, sample or pathology item movements are Completed within the Completion Time.	Medium	5%	10 minutes	Helpdesk records. Determined by default.
<i>Delivery & collection of Linen</i>					
	The Service Provider shall respond to requests for the provision and collection of Linen in accordance with the Attendance Times and Completion Times set out in Appendix A.				
SP24	Emergency requests for Linen collection are Attended to within the Attendance Time	Major	5%	20 minutes	Helpdesk records. Determined by default.
SP25	Emergency requests for Linen provision are Completed within the Completion Time.	Major	[5%]	30 minutes	Helpdesk records. Determined by default.
SP26	Urgent requests for Linen collection are Attended to	Medium	[5%]	30 minutes	Helpdesk records.

	within the Attendance Time.				Determined by default.
SP27	Urgent requests for Linen provision are Completed within the Completion Time.	Medium	[5%]	30 minutes	Helpdesk records. Determined by default.
SP28	<p>Scheduled Linen movements are carried out in accordance with the Schedule agreed with the Hospital's Representative /Ward Housekeeper. This shall include deliveries of Linen to Residential Accommodation, On- Call Rooms and Relatives Rooms, prior to occupation by a new user. The Service Provider shall Complete the provision of Clean Linen to local storage facilities, at times notified to the Hospital, and on a frequency that ensures sufficient Linen is available for planned clinical demand.</p> <p>The Service Provider shall Attend to the collection of Used Linen from local storage facilities, at times notified to the Helpdesk records.</p> <p>Determined by default. And on a frequency that avoids excessive Used Linen build-ups based on planned clinical demand. Scheduled requests for Linen movements are Attended to / Completed within the Attendance / Completion Time.</p>	Minor	5%	10 minutes	Helpdesk records. Determined by default.
SP29	The Service Provider shall ensure that segregation of Clean and Soiled Linen (as defined in the Linen Service Specification) is	Major	5%	1 hour	Determined by default.

	maintained at all times.				
SP30	The Service Provider shall ensure that used trolleys are returned to their designated despatch / collection point in a clean and Contamination free condition.	Medium	5%	1 hour	Determined by default.
Local Waste movement to nominated areas					
SP31	The Service Provider shall submit to the Hospital and review on a monthly basis, a schedule of local Waste collection activities, at a frequency that avoids excessive build-up based on planned Hospital activity, to ensure disruption to patients and Hospital activities is minimised, and to ensure additional hazards are not introduced because of Waste being left for a period of time.	Medium	5%	1 day	Scheduled provided and monthly review undertaken.
	The Service Provider shall respond to requests for the local collection of Waste in accordance with the Attendance Times set out in Appendix A.				
SP32	Emergency requests for Waste movements are Attended within the Attendance Time.	Major	5%	20 minutes	Helpdesk records.
SP33	Urgent requests for Waste movements are Attended within the Attendance Time.	Medium	5%	30 minutes	Helpdesk records. Determined by default.
SP34	Routine requests for Waste movement are Attended within the Attendance Time.	Minor	5%	2 hours	Helpdesk records. Determined by default.
SP35	Planned Waste movements are Attended	Medium	5%	10 minutes	Helpdesk records.

	within the Attendance Time.				Determined by default.
SP36	Scheduled Waste movements are Attended within the Service Attendance Time.	Medium	5%	10 minutes	Helpdesk records. Determined by default.
SP37	The Service Provider shall ensure a sufficient availability of local Waste receptacles for Hospital use recognising the segregation requirements of the various categories of Waste.	Medium	5%	30 minutes	Helpdesk records. Determined by default.
SP38	The Service Provider shall ensure that Confidential Waste remains secure.	Major	5%	30 minutes*	Determined by default.
SP39	The Service Provider shall ensure that any accidental spillages of Waste are cleaned in accordance with a procedure approved by the Hospital.	Major	5%	30 minutes	Determined by default.
SP40	The Service Provider shall ensure that all Waste storage areas are safe, secure, maintain appropriate segregation, free from pests, odours and debris.	Minor	5%	1 hour	Determined by default.
SP41	The Service Provider shall ensure local Waste movements are undertaken in accordance with the Service Standards set out within the Waste Management and Disposal Service Specification.	Medium	5%	1 hour	Monthly review of procedures. Determined by default.
<i>Distribution of Non-Stock Items</i>					
	The Service Provider shall respond to requests for the movement of Non-Stock Items in accordance with the Completion Time set out in Appendix A.	Medium	5%	1 hour	Determined by default.

	[This shall include but not be limited to: - pharmacy bulk fluids, paper products such as patient bottles, delivery items etc.]				
SP42	Emergency distribution of Non-Stock Item(s) is/are Completed within the Completion Time.	Major	5%	30 minutes	Helpdesk records. Determined by default.
SP43	Urgent distribution of Non-Stock Item(s) is/are Completed within the Completion Time.	Medium	5%	30 minutes	Helpdesk records. Determined by default.
SP44	Routine distribution of Non-Stock Item(s) is/are Completed within the Completion Time.	Minor	5%	30 minutes	Helpdesk records. Determined by default.
SP45	Planned distribution of Non-Stock Item(s) is/are Completed within the Completion Time.	Medium	5%	10 minutes	Helpdesk records. Determined by default.
SP46	Scheduled distribution of Non-Stock Item(s) is/are carried out within agreed CompletionTime.	Medium	5%	10 minutes	Helpdesk records. Determined by default.
<i>Movement of equipment and furniture</i>					
	The Service Provider shall respond to requests for the movement of general furniture and equipment in accordance with the Completion Time set out in Appendix A.	Minor	5%	1 hour	Helpdesk records. Determined by default.
SP47	Routine movement of equipment and or furniture is Completed within the Completion Time.	Minor	5%	30 minutes	Helpdesk records. Determined by default.
SP48	Planned movement of equipment and or furniture is Completed within Completion Time.	Minor	5%	1 hour	Helpdesk records. Determined by default.
<i>Postal services</i>					
SP49	The Service Provider shall ensure that outgoing mail leaves the Hospital accurately categorised on	Medium	5%	1 day	Helpdesk records. Determined by default.

	the same day as released by the originator, ready for onward delivery. For the avoidance of doubt the postal cost of franking / stamping outgoing Hospital mail shall be borne by the Hospital.				
SP50	The Service Provider shall ensure that all incoming mail is security checked in accordance with Hospital Policies / a protocol agreed with the Hospital.	Medium	5%	1 hour	Determined by default.
SP51	The Service Provider shall ensure that all internal mail (to include faxes newsletters / flyers / posters etc) is delivered to its intended recipient within [24 hours].	Medium	5%	1 hour	Determined by default.
SP52	The Service Provider shall ensure courier items are despatched in accordance with the timescale stipulated by the member of Hospital staff. For the avoidance of doubt the courier cost shall be borne by the Hospital.	Major	5%	1 hour	Determined by default.
SP53	The Service Provider shall ensure that all incoming couriered items are delivered to the recipient with 30 minutes of receipt.	Major	5%	1 hour	Determined by default.
SP54	The Service Provider shall ensure that during normal office hours on delivery days all post is delivered to its intended recipient within 2 hours of arrival in the post room.	Medium	5%	1 hour	Determined by default.
SP55	The Service Provider shall provide information to the Hospital's Representative on a monthly basis, including but not limited to:	Minor	5%	1 day	Completed output issued to the Hospital by due date.

	franking machine totals; total number of mail items receipted and distributed from the post room; number of return to sender items; special deliveries and recorded mail; and post receipted or sent on behalf of Service Providers/ Service Providers.				
Medical gas services					
	The Service Provider shall ensure that bottled medical gas deliveries, to the correct type, size and volume, are undertaken in accordance with the Completion Times in Appendix A.	Medium	5%	30 minutes	Helpdesk records. Determined by default.
SP56	Emergency distribution of bottled medical gases is Completed within the Emergency Completion Time.	Major	5%	30 minutes	Helpdesk records. Determined by default.
SP57	Urgent distribution of bottled medical gases is Completed within the Urgent Completion Time.	Medium	5%	30 minutes	Helpdesk records. Determined by default.
SP58	Routine distribution of bottled medical gases is Completed within the Routine Completion Time.	Minor	5%	30 minutes	Helpdesk records. Determined by default.
SP59	Planned tasks associated with the distribution of medical gases are Completed within the Planned Completion Time.	Medium	5%	10 minutes	Helpdesk records. Determined by default.
SP60	Scheduled tasks associated with the distribution of medical gases to meet the planned demand of the Hospital as agreed with the local Hospital manager are Completed	Medium	5%	10 minutes	Helpdesk records. Determined by default.

	within the Scheduled Completion Time.				
SP61	The Service Provider shall ensure that medical gas cylinders are transported, handled and stored securely and safely in the appropriate manner to meet statutory obligations and HTM 2010.(United Kingdom)	Medium	5%	30 minutes	Determined by default.
Emergency procedures					
SP62	The Service Provider shall establish a procedure, to be agreed with the Hospital, for the duties of Portering Staff in the event of cardiac arrests, major incidents and other clinical emergencies.	Major	5%	1 day	Procedures agreed with the Trust.

PART 2 - BOQ

Portering Service pricing- BOQ

Item	Description	Number	Monthly Charge	Total Charge
1	Male/ Porters	23		
2	Female/ Porters	7		
3	Female Porter in Family Medicine	1		
4	Female Porter in Himchan Clinic	1		
	Total	32		

Note: Above rates are applicable for 12 hour per day duty completion by each staff. For any additional porters at the demand and discretion of the facility management and support services manager, if any these shall be provided by the Service Provider.

Part 3- Assumptions

Item	Description	Reference
2.1	Price are quoted by UAE Dirhams	All
2.2	Prices are quoted on per calendar month basis	All
2.3	Portering staff will be managed by the service provider in accordance with the service agreement and approval from the support service department manager.	All

	Adequate staff deployment plans needs to be made in order to ensure coverage on 24 X 7 basis of the required numbers at the designated areas of the Hospital keeping into consideration the working hours specified in 2.4 below	
2.4	<p>The services to be provided by the Service Provider is for full week from Saturday to Friday. The Staff of Service Provider will however work 6 days per week and 12 hours per day, while the coverage during full week is ensured by rotational weekly off. All staff will make use of the University Hospital Sharjah electronic attendance system. To allow for small delays in staff transportation and queuing for registration, a tolerance of +/- 20 minutes will be applied for all staff so however that the delays if any are adequately compensated. The payment shall be made on the basis of aggregate attendance for the month.</p> <p>Example if a member of staff on an 0600-1800 shift is recorded as 'clocking in' at 0620 and 'clocking out' 1700, this will not be considered as failure to attend if the shortage is compensated on another day by the staff. They will be assumed to have worked a 12 hour shift based on aggregate attendance hours. The Service Provider may also maintain a manual attendance record which will be signed off daily by the University Hospital Sharjah to verify the University Hospital Sharjah's electronic records.</p>	All

Terms and Conditions

The following Terms and Conditions apply to all of the above Pricing Schedules and supersede any previously agreed or discussed commercial terms.

1. The University Hospital Sharjah shall pay the Service Provider within 60 (sixty) days of the date of receipt of the completed invoice together with the necessary supporting documentation.
2. It is agreed between Service Provider and University Hospital Sharjah that the Porter staff and Supervisors will be required to mark their attendance at the University Hospital Sharjah's site using the Time Recording device(s) that are provided to the employees of the University Hospital Sharjah.
3. The Number of staff shall therefore be reckoned on the basis of attendance data generated through the Computer System of the University Hospital Sharjah.
4. All Porter services consumables shall be sourced by the Service Provider at their cost.
5. The payment contemplated on the amounts billed shall be paid on a 60-day credit terms.

6. It is further agreed that the Service Provider will instruct and provide appropriate training for the Porter staff on any tasks which require special areas of expertise/techniques in order to provide a safe service. Such training will include, but not be limited to, lifting and handling, patient movement, transferring patients from/to beds/trolleys/chairs etc.
7. The Service Provider staff will work 12 hours per day and six days per week, while the covered services by the Service Provider needs to be for all days of the week. This will be ensured by considering the rotational weekly off for their staff.
8. The Tenderer are advised to understand the method of man-day attendance calculation and the concerned Hospital staff will explain the mode of calculations upon request.

DOCUMENT D – CATERING SERVICES

COMPLIANCE SHEET

(Tenderer shall submit the compliance sheet with stamp and signed by authorized signatory as acceptance of the terms and condition of the tender)

TENDERERS AGREES TO THE SCOPE OF WORK AND COMPLETE DOCUMENT D – CATERING SERVICES

1. SCHEDULE -1 A - Specific Requirements

Service Specifications

The Service Specification together with a Reference Data sheet are attached. The Reference Data sheet provides the following key information together with specific recommended data :-

- Table 1 – Performance Monitoring Methods
This is a generic list of various methods available. For each entry on the Service Specification, one or more of these methodologies needs to be selected.
- Table 2 – Risk Categories and Audit Frequencies
Generic risk categories are defined together with the frequency of service output audits required for each level. The higher the risk group, the more frequent the audits need to be.
- Table 3 – Reactive Catering response and rectification times.
Definition of reactive Catering request categories and the response and rectification time that needs to be achieved for each type of request.

The Service Specification incorporates the following key elements: -

- a) Policies and Procedures.
The Service Specification provides cross-references to our Policies and Standard Operating Procedures (SOPs) in relation to management, staffing and services. For each and every key task a cross-reference is provided. The referenced Policy or SOP defines our performance level.
- b) Service Inputs
For the above scope of work, the Service Specification, shall provide full input details for each key task as follows: -
- c) Performance Level
Cross-reference to Policies, SOPs and other performance specification documents that will be required to be mutually agreed e.g. menu profiles, Service timings, etc.

- d) ask Frequency
How frequently the task is carried out
- e) Risk Group
The level of risk associated with the location or task (audit frequencies shall be set as per Table 2)
- f) Monitoring Method
The method by which the specified performance levels shall be measured and monitored

○ TABLE-1 (PERFORMANCE MONITORING METHOD)

Performance Parameter	Method of Measurement	Level of Performance	Frequency	Rectification Time
Food Service Plan in place with internal audit processes	Documented Continual Improvement Activities	Achieve minimum score of 95%	Monthly	1 day
Independent third-party audit of Food Safety Plan	External auditor	Full compliance	Annually	Immediate to 5 days
Microbiological testing	Results from food samples, bench swabbing and kitchen/ cafeteria equipment testing	Full compliance	Monthly	Immediate to 7 days
Patients provided with meal service in accordance to dietary requirements	Number of failures to provide special meal requirements within 24 hours of request	No more than 2 occasions for each patient	Daily	Immediate to 1 day
Patients to be served meals in accordance to scheduled times	Number of meals not served at scheduled times	No more than 2 occasions within a month	Monthly	5 days
Patients' Satisfaction Survey	Results of Patients' Satisfaction Survey	Exceeds 95% high levels of satisfaction with 90% of respondents confirming service is 'Good', 'Very Good' or	Bi Annual	1 month

Performance Parameter	Method of Measurement	Level of Performance	Frequency	Rectification Time
		'Excellent', on the basis of Patient survey statistics.		
Patients' complaints	Number of complaints about food services	All complaints to be resolved within 14 days	Daily	Immediate to 14 days
Meal Quality	Meals are prepared in accordance to an agreed and approved cycle menu, tested standardized recipes, standard portion serves, appropriate meal temperatures at bedside established in the Specification	No more than 2 (two) occasions in a month where meals do not meet bedside temperatures or complaints received from patients	Monthly	7 days
The agreed menu is provided	Number of departures from published menu without prior notice	No more than 1(one) occasion in a month where a menu item is not provided without prior notice	Monthly	10 days
Tray Accuracy	All meal trays must be assembled with accurate selected meal items and appropriate utensils	Full compliance	Monthly	5 days
Meal Quality in Restaurant/ Cafeteria	Number of complaints received from staff and visitors in relation to menu choice and meal temperatures	No more than 3 (three)written complaints received in a week	Monthly	1 month
Service Response Time	Number of complaints received from staff and visitors in relation to queuing for meal orders	No more than 3 (three)written complaints received in a week	Monthly	1 month

Performance Parameter	Method of Measurement	Level of Performance	Frequency	Rectification Time
	and accessibility to clean tables and chairs			
Staff at all times extend a high level of courtesy to patients, staff, visitors as well as maintain appropriate business relationships, dress codes and personal hygiene	Number of substantiated verbal and written complaints made to Facility Management and Support Services Manager and Hospital management regarding level of courtesy to patients, staff and visitors, or failure to maintain appropriate business relationships, dress codes and personal hygiene.	No more than 2 (two) written complaints per quarter which are subsequently found to be substantiated and valid	Quarterly	1 month
Maintenance of Ward Stocks (applicable for VIP rooms only)	Wards and departments are supplied items such as tea/coffee/milk/sugar	No more than 2 (two) regular products are out-of-stock from any ward or department stocks	Weekly	1 week
Compliance with Contract Specification	Random independent external audit inspections to ensure service delivery meets all legislative standards and specifications set in the Contract	Exceeds 95%	Annually	1 month

SCHEDULE 1-B

Conditions and stipulations of Asset Management

- Food Service Equipment

The University Hospital Sharjah shall provide to Service Provider the equipment identified in– Assets Listing, and the University Hospital Sharjah shall assume responsibility for maintaining, repairing or replacing parts provided that the Equipment is treated by the Service Provider with due care and attention and there is no willful or negligent damage to the Equipment in which case, it will be the Service Providers responsibility to repair the damaged Equipment.

The maintenance of all items listed in the Assets Listing is to be in accordance with the manufacturers' specifications.

The University Hospital Sharjah shall ensure that the equipment is serviceable at all times. The Service Provider must immediately report to the University Hospital Sharjah any Equipment maintenance requirements. A summary of the report shall be included in the Service Provider monthly report.

The University Hospital Sharjah shall ensure that all the equipment are tested regularly for safety, and are tagged with the current electrical safety testing date.

In the event of moving the Service Provider equipment at the expiration of the Contract, particularly in the Cafeteria/ Restaurant, the Service Provider shall ensure that all surfaces (floors, walls, ceilings) which have been affected by installation, are restored to their original state.

- Facilities

The Service Provider shall use the designated offices UHS provides in a safe, serviceable and clean manner.

All faults, defects and maintenance requirements pertaining to the provision of facilities are to be reported to the Facility Management and Support Services Manager.

The Service Provider shall exercise care when maneuvering trolleys, or any equipment throughout UHS so as to avoid damage to any walls, floors, furniture or fixtures.

- Utilities

The Service Provider shall not move or remove an installation, operate any valves or fittings, water faucets or electric power points without written approval from the Facility Management and Support Services Manager.

The Service Provider shall report any faults, damage, malfunction of blown light bulbs, electrical faults, plumbing, frayed or damaged floor coverings, damaged walls to the Engineering department as soon as it is noticed.

SCHEDULE 1-C - Quality Management & Risk Management

○ Quality Management System

Quality Improvement Programs

- a. The Service Provider is required to establish and maintain a Quality Assurance System for the management of the Food Service operations.
- b. Quality Improvement Activities will be carried out by the Service Provider to satisfy the requirements of UHS and the hospital's accreditation standards. The Service Provider will assist UHS in attaining external Hospital Accreditation and will follow the direction of the Facility Management and Support Services Manager and UHS Quality Manager in this regard.
- c. The Service Provider must establish systems and recording mechanisms to regularly monitor and ensure that standards detailed below are observed in respect of:
 - patients' satisfaction
 - receiving and inspection of food
 - portion sizes and plate waste
 - temperature controls for food and refrigeration
 - hygiene and cleaning
 - tray accuracy
- c. The Service Provider shall develop and maintain an Equipment Maintenance Record document detailing all damage, repairs and maintenance of UHS kitchen equipment.
- d. The Service Provider together with the Facility Management and Support Services Manager shall institute and maintain a system of periodic inspections of all food service facilities and equipment utilized in the provision of the services.
- e. The Service Provider shall record in detail the results of such periodic inspections and shall furnish the Facility Management and Support Services Manager with written reports.
- f. The Service Provider shall submit all results of Quality Improvement Activities in such manner and/or form advised by the Facility Management and Support Services Manager.

- g. The Service Provider shall compile a Quality Plan incorporating an Operations Manual, Quality Improvement Activities, Equipment Maintenance, Staff Training, Food Safety Plan, Occupational Health and Safety Manual for the approval of the Facility Management and Support Services Manager.
- h. The Service Provider shall attend departmental Quality Improvement meetings organized by UHS as requested.
- i. The Service Provider shall be subject to external independent audits, conducted randomly in accordance with an overall contract provision as outlined in this agreement.

Quality Measurements

- a. UHS shall measure the performance of the Service Provider service regularly, with the establishment of the Key Performance Indicators as enclosed in Part F Appendix 6.
- b. The consequence for the Service Provider in relation to non-performance, failure to reach acceptable standards and non-compliance may trigger penalties to apply. For serious, persistent or significant failures the University Hospital Sharjah will assess the level of penalty and will deduct the amount from the Service Provider next invoice due for payment. Under no circumstances, for the most serious, persistent or significant failures, can the penalty exceed 10% of the monthly invoice total.

○ Risk Management

Risk Management Plan

- a. The Service Provider shall provide details of systems and procedures that will be used to minimize the potential risks in the delivery of the Food Services.
- b. The Service Provider shall provide details of a Risk Management Plan that includes:
 - areas of perceived primary potential risk
 - prioritization of risk in terms of possible impact
 - risk review/ assessment measures

Contingency Plan

The Service Provider shall submit a contingency plan to the Facility Management and Support Services Manager for the provision of safe meals to all the patients, staff and visitors in the event of natural disasters. The Service

Provider will, during the first 2 (two) months of the period of this Agreement provide a Business Continuity Plan to the University Hospital Sharjah

- Management of Contract
 - Staff Profile
 - a. The Service Provider shall provide their organizational structure identifying functional reporting lines between the Service Provider and UHS. The Hospital expects the similar ratio of male/female staff as well as Filipino and other staff ratio. This can be explained upon request.
 - b. The Service Provider shall identify the roles of sub-Service Providers (if any) within the proposed organizational structure, and provide details of responsibilities.
 - c. The Service Provider shall describe in detail how the Contract will be managed and controlled by the Service Provider, including specific details of the on-site management.
 - d. The Service Provider shall provide details of personnel resources that will be used in the delivery of the Contract. Details are to include all levels of management, supervisory and operational staff.
 - e. The Service Provider shall include the proposed staffing numbers and input hours by grade that will be applied for the delivery of the Contract.
 - f. The Service Provider shall provide a summary of the skills and qualifications profile that will apply to the personnel to be employed in the delivery of the Contract.
 - g. The Service Provider shall detail the roles and responsibilities of on-site and off-site line managers who will be involved in the delivery of the Contract.
 - h. The Service Provider shall include the resume details of on-site and off-site line managers who will be involved in the delivery of the Contract.
 - i. The Service Provider shall provide details of the appropriate technology to be used to deliver the services consistent with the specifications.
 - j. The Service Provider shall provide details of rosters outlining roles, responsibilities and typical tasks to be performed during rostered shifts to ensure there is no degradation of service performance.
 - k. The Service Provider shall identify strategies for managing peak workloads in staffing requirements such as functions, emergencies, annual leave and sick leave.

- Operational Capability

2. The Service Provider shall provide Occupational Health and Safety records in a format to be agreed with the University Hospital Sharjah.
3. The Service Provider shall provide details of how it is intended to maintain and monitor satisfactory Occupational Health and Safety regulatory requirements.

- Sustainability of Contract

The Service Provider shall ensure continuing availability of sufficient skilled personnel over the contract period. Whereas the following elements to be focused on:

- a. On-site management and technical experience to be provided for the purpose of conducting each task
- b. Specific qualifications and skills profile of the proposed personnel
- c. Service delivery arrangement already tested in place
- d. Experience of on-site management has in managing quality plans and systems.

Schedule 2

The following pricing schedules have been prepared on the basis of the information currently available and the above scope of work. All pricing schedules are subject to the Terms and Conditions detailed below.

Table 1 - Pricing Schedules and Terms and Conditions	
1.1	Service Provider to charge the University Hospital Sharjah a fixed monthly charge for staff on the basis of actual attendance with a ceiling of the staff number as stipulated and applicable as per the below schedules (Schedule 2A). The increase in staff numbers above the base level of 12 will be mutually agreed but broadly in-line with the suggested schedules. Staff costs are fully inclusive and valid for duration of the contract. Staff costs are determined considering that they will work for 12 hours per day and 6 days per week. What about the seventh day. Any overtime payments or extra compensation arising as a result of such working hours shall be the responsibility of the Service Provider.

1.2	<p>Staff will work 6 days per week and 12 hours per day. All staff will make use of the University Hospital Sharjah's electronic attendance system. To allow for small delays in staff transportation and queuing for registration, a tolerance of +/- 15 minutes will be applied for all staff, so however that the delays if any are adequately compensated. The payment shall be made on the basis of aggregate attendance for the month.</p> <p>Example, if a member of staff on an 0600-1800 shift is recorded as 'clocking in' at 0620 and 'clocking out' 1700, this will not be considered as failure to attend if the shortage is compensated on another day by the staff. They will be assumed to have worked a 12-hour shift based on aggregate attendance hours. The Service Provider may also maintain a manual attendance record which will be signed off daily by the University Hospital Sharjah to verify the University Hospital Sharjah's electronic records.</p>
1.3	<p>The number of staffs will be increased in accordance with the attached staffing schedules (Schedule 2A- item 1 to 6) and in-line with the hospital patient numbers. The Fixed manpower costs shall be billed accordingly. Any change/shift in staffing schedules require prior approval of the Hospital's Senior Management Team.</p>
1.4	<p>Supplier to charge the University Hospital Sharjah a fixed monthly charge of AED XX for non-food kitchen supplies list to provide that would be mutually agreed pricing.</p>
1.5	<p>Supplier to charge the Client for the Food cost & Disposable cost of patient meals an inclusive amount of AED _____, to be billed separately categorized for the type of meal served as follows:</p> <ul style="list-style-type: none"> • Breakfast (AED _____) • Morning snack (Free of cost - inclusive) • Lunch (AED _____) • Afternoon snack (Free of Cost- inclusive) • Dinner (AED _____) <p>The meal shall be as per menu profile (Schedule 2B read with Appendix 1 – Cycle Menu). This charge is based upon the actual number of patients served.</p> <p>For the VIP patient meals, the rate applicable shall be AED 56.50 per patient per day (including the welcome pack separate menu as agreed with the Facility Manager and/or Dietician).</p> <ul style="list-style-type: none"> • Breakfast (AED _____) • Morning snack (Free of cost - inclusive) • Lunch (AED _____) • Afternoon snack (Free of Cost- inclusive) • Dinner (AED _____) • Welcome pack Included with extra charges

	<p>The provision of TWO Guest Meal is additionally chargeable at the same rate as standard meal rate for Guest, subject there being an order for the same on the system.</p> <p>The Guest meal applicable to standard rooms, when are requested and recorded in the system by the staff of Client, shall be billed at the rate as below:</p> <p>Breakfast (AED _____)</p> <p>Lunch (AED _____)</p> <p>Dinner (AED _____)</p> <p>The VIP Guest Meal rates however are</p> <p>Breakfast (AED _____)</p> <p>Lunch (AED _____)</p>
1.6	<p>Apart from the regular meals as above, the following shall be charged which are applicable for other than regular meal (the same patient cannot be charged both regular meal rate and the following and the charges shall be either regular meal rate or the following:</p> <p>a) Liquid meal (Gastro feed, PEG, special non-solid diet meal AED _____</p> <p>b) Dialysis patients' snacks AED _____</p> <p>c) Water bottles (1.5 Litre) AED _____</p> <p>The Gastrofeed shall include but not limited to the following:</p> <ul style="list-style-type: none"> • 120 HP Soup • -120 / 150 ML HP Soup • -Coconut Water • -300/ 310 ML Green Leafy Veg Soup -100 / 150 ML High Salt Soup
1.7	<p>Doctors/On-call staff meal shall be priced as follows. It shall be as per the process to be advised by the Client (UHS) which can be either meal numbers fixed and advised (as at present) or a process by which the coupons will need to be collected from the staff on duty and meal given to them in which case the Accuro will be reimbursed for the coupons surrendered to the Client at the end of the month and billed.</p> <p>Rate agreed to be charged per meal - AED ____/- per meal</p>
1.8	<p>An appropriate additional payment up to AED _____ per bed day for Isolation Beds, towards the cost of Disposables will be considered for Isolation patients based on the materiality of the numbers (e.g., if more than 10% of total bed days). This charge is not subject to a minimum guarantee and will be charged based upon the actual number of patients served.</p>
1.7	<p>For the Cafeteria run by Service Provider (measuring the counter area of 50 Sq Meters and the sitting area of around 182 sq meters to be used the customers).</p> <p>The following shall be basis of terms:</p>

	<p>The compensation that will be payable shall be clearly specified and for general reference the present prevailing rates are either of the two amounts whichever is higher:</p> <p>d) The expected rental amount will be charged at an annual rate of AED 2000 per Sq Mtr for Counter area, and AED 550 per sq Mtr for the Dining area, which translates to AED 200,000 per annum of Rental.</p> <p>OR</p> <p>e) An amount calculated at 35% of the value of NET SALES, as evidenced by the daily report in the form of Cash Register reading which is aggregated on monthly basis.</p> <p>Provided that higher of the two shall be considered on month-to-month basis and final adjustment will be made based on annual figures in total. The above will be subjected to VAT as per the Federal Tax Legislation. The above rates indicated are as a bench-mark and quoted terms can be higher than the above.</p> <p>It is clarified that for the purpose of calculating the NET SALES (without VAT) mentioned in (b) above, all the sales from the Cafeteria including the catering functions, parties, events shall be considered. For the above purpose, the prices are to be regulated and approved by the University Hospital Sharjah on quarterly basis with the agreed charges, separately applicable to staff and other beneficiaries. The staff rates shall be so devised to have a discounted by 20% of standard rates.</p> <p>This will be monitored on the basis of the recorded X and Z readings from the cash register. These readings will be taken each day by the main cashier from the hospital at an agreed time.</p>
1.8	Supplier to charge the University Hospital Sharjah an agreed amount as per the attached schedule (Schedule 2A read with Appendix 1- Cycle Menu) for all other items sold in the staff restaurant facility. Sale price for these items to be mutually agreed between the Parties.
1.9	Supplier to charge the University Hospital Sharjah an agreed amount as per a mutually agreed price list for all items sold to patients and visitors as Room Service. Menu and sale price for these items is also to be mutually agreed between the Parties.
1.10	Supplier to provide function and event catering services to the University Hospital Sharjah upon request as per the attached menu and price list (Schedule 2B) from the University Hospital Sharjah's kitchen.
1.11	University Hospital Sharjah to pay all other kitchen operating expenses including but not limited to gas, sewerage, pest control, equipment supplies, small operating equipment, Equipment maintenance, equipment replacement (including all spare parts), grease trap cleaning,

	specialist exhaust hood and extract cleaning, general maintenance of all MEP (mechanical, electrical and plumbing) services. The supplier shall be paying for a fixed SEWA/Cooking gas charges of AED 6,000 per month and shall also maintain and bear the cost of the cutlery, crockery and Glassware, after agreeing with the University Hospital Sharjah the type and nature of these items.
1.12	Supplier to assist in maintaining the University Hospital Sharjah's kitchen equipment used by the Supplier excluding the provision of all spare parts or replacement of equipment both of which will remain the responsibility of the University Hospital Sharjah.
1.13	All food items including the vegetables, canned food, processed food, chicken, meat, fish shall be fresh item and shall be inspected and certified by the Kitchen Supervisor of the University Hospital Sharjah. The items that are rejected and not certified by the Kitchen Supervisor of the University Hospital Sharjah needs to be removed and not used, while arranging to immediately get a replacement for such items.

Terms and Conditions

1. The payment will be billed once in a month supported by a documented invoice in original. The basis of the invoice will be the meals served based on the Hospital's midnight bed census.
2. The University Hospital Sharjah reserves the right to use other methods of recording the attendance hours, if such change is contemplated.
3. The provision for use in the kitchen of disposable material, tissue boxes, wiping material, hand-wash liquid, Catering chemicals etc., shall be provided by the Service Provider the cost of which are included in the Pricing referred above.
4. The payment contemplated on the amounts billed shall be paid on a 60-day (sixty days from date of receipt of invoice) credit terms.
5. It is further agreed that the Service Provider will produce within 7 (seven) days of the month end a written report in a format to be agreed by the University Hospital Sharjah.
6. The Pricing of the Saleable items at the cafeteria are to be pre-approved by the University Hospital Sharjah from time to time on Quarterly basis and those which are approved shall be the implemented for the quarter and shall remain so until the new list is approved. The initial list of items to be sold and their prices are indicated in Schedule 2-B.

Schedule 2A

Staffing schedules (excluding staff restaurant) – Illustrative details

GROUP -A - ADMINISTRATIVE AND SUPERVISORY STAFF			
6 days a week (adjusted for Public Holiday closure of OPD of Hospital)			
Position	No.	Monthly Charge	Total Charge
Assistant Manager	1		
Storekeeper	1		
Male Supervisor	1		
Female Supervisor	1		
Arabic Chef	1		
Group Total	5		
Pastry Cook	1		
General Cook	1		
Diet Cook	1		
General Cook	1		
Continental Cook	1		
Salad Maker	2		
Indian Cook	1		
Cook	1		
Bucher	1		
Group Total	10		
GROUP -C – SERVICE AND DISTRIBUTION STAFF			
7 days a week (No adjustment for any public Holiday or week end)			
Position	No.	Monthly Charge	Total Charge
Female Service Crew	10		
Male Service Crew	2		
Note: Arabic female staff member to take orders from Inpatient rooms			
Group Total	12		
Position	No.	Monthly Charge	Total Charge
Male Steward	5		
Male Chief Steward	1		
Group Total	6		
GRAND TOTAL OF ALL GROUPS	33		

GROUP-E – EXEMPTED FOR BILLING AND PAYMENT BY UHS				
the following staff shall be available on-site, considered as staff at the cost to service provider, since the cafeteria is a business operation of Service provider and these staff relate to their Cafeteria:				
No.	Position	No.		
1	Cashiers (1 Arabic Speaker)	3		
2	Male Steward (1 Arabic Speaker)	2		

Note: Only the staff in Group A above are permitted to have 6-day week and all other groups are required to have the total head count applicable for number days of the month. In the event of any excess (as a result of attendance for relievers or otherwise) within the group on Daily/monthly basis will be ignored for calculation, so however that any shortage within the group on daily/ monthly basis will be adjusted at the highest applicable rate for the group. It is considering the fact that the relievers can relieve anyone in the group and once the attendance number is considered as fulfilled the amounts as per the above group total can be billed and payable by the University Hospital Sharjah.

Conditions:

- a) The above is applicable for overnight average (based on monthly statistics) in-patients Bed Occupancy of up to 160 per day. In the event of any increased average patient numbers, the additional staffing will be discussed (for ward service staff & Cooks only) by mutual written addendum (to be operative from the beginning of the month) for so however the rate applicable will remain same as above and will be paid on pro-rated basis of attendance as determined and described in (b) below.
- b) For the purpose of determining number of man-months for the above staff, it is assumed that the number of staff in each group above as required above is for all days (Except those in the category grouped as 6 days working) of the week and therefore the rate applicable for each category is presumed to be for full month without any operation break-days (Except for the group as aforesaid). However, in order to facilitate the above full-time attendance, the service provider shall deploy suitable additional staff on rotational basis (free of cost to UHS) to ensure providing any day-off to above staff. Furthermore, the attendance records shall be reckoned to be for 12-hour working to consider full day. The daily, monthly compliance to total man-day/s will be with reference to each group and any shortage in number of staff to any applicable group on daily/monthly basis shall not be billed and if found to have been billed, it shall be deducted from payment.
- c) The time-recording shall be recognized when recorded by only designated staff out of the pool pre-enrolled and approved by client (including the possible replacement staff for absence, if any) and they need to be identified with their respective job-category and in the event of any change in their category, unless they are pre-notified, agreed and system-corrected or documented the payments will continue to be on system status of the functional role. The Cafeteria staff shall be designated differently as such and the man-days derived for these staff shall be excluded for payments while determining the staff attendance for the purpose of contracted staff in above Schedule 2A, since the number of staff as referred above in the table are for patient related services only.
- d) The temporary absence of staff, either on sick leave or otherwise, shall be suitably compensated by deployment of alternate staff out of the pre-agreed pool of staff to ensure that attendance for the purpose of payments are intact. The deployment as referred above shall be for like to like positions.
- e) The nationality mix of total staff is required to be maintained.

SCHEDULE -2B

SALE PRICES OF CAFETERIA ITEMS:

Sample List			
CAFETERIA SALES PRICE LIST		Agreed Prices	
		Staff	Guest/Non-staff
SL NO:	DESCRIPTION	New Retail Pricing including VAT	New Retail Pricing including VAT
1	Mineral Water- 500ml -logo		
2	Water Big – 1.5ltr		
3	Main Course R		
4	Full lunch		
5	Al Rabie Juice 200 ml		
6	Al Rabie Juice 330 ml		
7	Lacnor Juice Asst. 180ml		
8	Lacnor Milk		
9	Soft Drinks		
10	Melco Juice		
11	Pokka Juice Asst. 330ML		
12	Viteane C		
13	Perrier Water		
14	Fruto		
15	Chocolates		
16	Tea (lipton)		
17	Coffee		
18	Lemon 1000		
19	Peach Tea		
20	Red Bull		
21	Pringles		
22	Twistos		
23	Nutro Digestive		
24	Marie Biscuts		
25	Asst.Sandwich		
26	Asst. Croissant		
27	Doughnut		
28	Muffin		
29	Danish Pastry		
30	Cak/ Pastry		
31	Banna Cake / English Cake		
32	Sweet Pudding		

33	Fresh Fruits Salad		
34	Chips Small		
35	Chips Big		
36	Fresh Milk / Low Fat/ Narmal		
37	Yoghurt		
38	Labna Up		
39	Cutlets		
40	Samosa		
41	Baguette Pizza		
42	Reguler veg. Pizza		
43	Vegetable Puff		
44	Chicken PIZZA		
45	Fresh Orange Juice		
46	Chef Salad		
47	Green Salad (s)		
48	Green Salad Large		
49	Fresh Fruits		
50	Full Break Fast		
51	Boilled Egg		
52	Full Lunch UHS Staff		
53	Soup		
55	Vegetable		
56	Rice		
57	veg. meal		
58	Coconut Water		
59	Sausage 3Pce		
60	Fre. Toast		
61	Pl. Omelets		
62	Pl. Parota		
63	Aloo Parota		
64	Housekeeping staff Break Fast		
65	Housekeeping staff Lunch		
66	Housekeeping staff Main Course		
67	Dhal		
68	Spring Roll		
69	Chicken Cesar Salads		
70	Greek Salad		
71	Idli W/ Chutney		
72	Dosa W/ Chutney		
73	Dhal Vada		
74	Bread /Jam/Butter		
75	Foul /Bread		

76	Egg/ Bread		
77	Oat Meal		
78	Asst Fruits yoghurt		
79	Green Tea		
80	Coffee/ M		
81	Cappchino/M		
82	Espresso/M		
83	Hot Chocolate/M		
84	Lemon/Tea		
85	Cadaman Tea		
86	Ice Cream L/Diary		
87	Ice Cream Igloo/Quanta		
88	Parcel charge		
89	Chips medium		
90	Roasted Almond		
91	Arabian Mix Nut		
92	Roasted Cashew nut		
93	Mix Nut(salad big)		
94	Geco & security staff meal price		
95	Beef Kebab Roll		
96	Bread Chicken masala		
97	Bread Balbakeya		
98	Bread Chicken Kabab		
99	Safeeya		
100	French Fries		
101	Barbican Non Alcoholic		
102	Rani Float		
103	Chicken Burger W/ Chips		
104	Beef burger W/ Chips		
105	Fish N Chips		
106	Smoked Turkey S/W & Chips		
107	Beef S/W & Chips		
108	Grilled Chix W/ Croqt Potatos		
109	Snapple Juices		
110	Wrap Sandwiches		
111	Room Service B/Fast patients		
112	Room Service Meals patients		
113	Pasta cafeteria		
114	Slice/53ocacc bread only		
115	Cheese		

116	Jam		
117	Butter		
118	Honey		
119	Club Sandwich W/ Chips		
120	Sausage Roll		
121	Mars/Galaxy drink		
122	Young Coconut Juice		
123	Pizza		
124	Pizza spcl		
125	Pizza Adtnl Toppings		
126	Pasta special		
127	Live Pancake		
128	Type of egg Preparation		
129	Sandwich or wraps – Grilled/plain(shawarma, Multigrain, Pita,ciabatta, 54ocaccia)		
130	Fresh juice		
	A La Carte Menu		
131	Snacks-Freshly Prepared,Veg and Non veg and Seafood		
132	Salads –Choose your own recipe		
133	Italian –Choose your own recipe		
134	Grill – Chicken, Meat, Fish, Vegetables		
135	Sea food – Grilled or Fried		
136	steaks-Salmon, Beef- Choose your own recipe		
137	Biryani- Chicken or Mutton Or Fish,Vegetables		
138	Rice , Noodles-Choose your own recipe		
Note: The staff prices are applicable to all temporary, permanent and Hospital nominated Guests.			
The staff ID or authorization from Hospital can be asked for Staff Rates.			
All other visitors to the Cafeteria than the above, shall be applied with Guest rates			
The Cash Register to be configured as above, under supervision from UHS Supervisor/Manager			

APPENDIX 1

Sample Proposed 7-Day Cycle Menu

The actual Menu will have to be agreed in consultation with Dietician of the Client.

Provisional and example:

	Day 1	Day 2	Day 3	Day 4	Day 5	Day 6	Day 7
BREAKFAST							
Fruit	Sliced Pears	Sliced Peaches	Pineapple Pieces	Apricot Halves	Two Fruits	Fruit Salad	Peaches & Pears
Eggs	Poached Eggs	Poached Eggs	Poached Eggs	Poached Eggs	Poached Eggs	Poached Eggs	Poached Eggs
	Scrambled Eggs	Scrambled Eggs	Scrambled Eggs	Scrambled Eggs	Scrambled Eggs	Scrambled Eggs	Scrambled Eggs
Hot Main	Saute Mushrooms	Grilled Herbed Tomato	Pikelets with Maple Syrup	Baked Beans on Toast	Olive, Rosemary & Cheese Muffin	Corn Fritters	Grilled Beef Sausages
MORNING TEA	Scone, Jam & Cream	Zucchini Bread	Orange Cake	Apple Nut Bread	Pear Ginger Tea Cake	Shortbread	Cheese & Chive Scone
LUNCH							
Starters	Turkish Bread with Hummus & Greens	Tabouli Salad	Strawberry, Date & Fig Salad	Smoked Trout Mousse & Toast Fingers	Marinated Vegetable Platter (Mezze)	Chickpea & Tomato Salad	Orange Salad (Salata al-Burtuqal)
Main 1	Roast Beef with Pan Gravy	Tandoori Chicken with Cucumber & Yoghurt Sauce	Beef Schnitzel with Light Demi Glaze	Roast Turkey with Cranberry Sauce & Gravy	Battered Fish with Tartare Sauce	Beefburgers with Pineapple Chutney	Roast Chicken with Pan Gravy
Main 2	Poached Fish with Tarragon Sauce (Samak Hara)	Meatballs in Tomato Gravy (Dawood Basha)	Grilled Fish Steak with Lemon Sauce (Hammour)	Lamb Korma with Rice (Bamia Bil Laham)	Chicken & Mushroom Risotto	Salmon Mornay	Spaghetti Bolognese

	Day 1	Day 2	Day 3	Day 4	Day 5	Day 6	Day 7
			<i>Meshwi</i>)				
Main Vegetarian	Vegetarian Lasagne	Thai Vegetable Curry with Jasmine Rice	Mushroom, Pumpkin & Spinach Risotto	Chickpea Fritters with Honey Tahini Dip	Macaroni Cheese	Artichoke, Tomato & Black Olive Pizza	Baked Potato with Cheese, Coleslaw & Sour Cream
Sandwich	Assorted Ribbon	Assorted Ribbon	Assorted Ribbon	Assorted Ribbon	Assorted Ribbon	Assorted Ribbon	Assorted Ribbon
Vegetables	Roast Potato	Creamed Potato	Steamed Potato	Roast Potato	Chipped Potato	Creamed Potato	Roast Potato
	Baked Pumpkin	Buttered Corn	Honey Glazed Carrots	Grilled Tomato	Steamed Pumpkin	Baked Sweet Potato	Roasted Root Vegetables
	Peas with Sage	Saute Spinach	Zucchini with Diced Capsicum	Broccoli Florets	Baby Beans	Peas with Sage	Cauliflower Mornay
Dessert	Crème Caramel	Glazed Lemon Tart with Cream	White Chocolate Timbale & Fresh Fruits	Classic Baked Cheesecake	Butterscotch & Banana Parfait	Semolina Cake with Custard (<i>Basboosa</i>)	Creamed Rice with Berry Sauce
Fruit	Apples	Peach & Pears	Fruit Salad	Two Fruits	Apricots	Pineapple Pieces	Sliced Peaches
AFTERNOON TEA	Cheese & Crackers	Shortbread	Choc Chip Muffin	Date Scone	Cheese & Crackers	Banana Cake	Chocolate Brownies
DINNER							
Soup	Potato & Leek	Lentil Soup	Minestrone	Chicken & Sweet Corn	Cream of Pumpkin (<i>Qishda al-qara</i>)	Carrot & Coriander	Spring Vegetable
Main 1	Chicken Filo	Roast Lamb	Stir Fry Chicken	Parmesan Fish Bake	Roast Veal	Baked Chicken	Veal Medallio

	Day 1	Day 2	Day 3	Day 4	Day 5	Day 6	Day 7
	Parcels	with Mint Gravy (<i>Lamb Taouk</i>)	with Rice Noodles		with Gravy	with Cous Cous & Raisin Stuffing (<i>Farj Mahshu bi-l-sami wa-Isabib</i>)	ns with Saute Mushrooms
Main 2	Curried Lamb with Saffron Rice (<i>Kabseh</i>)	Leek & Mushroom Frittata	Lamb, Apricot & Date Tagine (<i>Lamb Tagine</i>)	Mongolian Beef with Pistachio Cous Cous	Lamb Parcel with Mango Curry Sauce	Lentil Patties with Tomato Relish	Fish Curry, Tomato Salsa & Rice
Vegetables	Steamed Potato	Roast Potato	Scallop Potato	Lyonnise Potato	Roast Potato	Scallop Potato	Steamed Potato
	Buttered Carrots	Roasted Root Vegetables	Baked Sweet Potato	Saute Golden Squash	Honey Glazed Carrots	Ratatouille	Baked Pumpkin
	String Beans	Cauliflower Mornay	Minted Peas	Vegetable Medley	Saute Spinach	Braised Cabbage	Zucchini with Diced Capsicum
Main Salad	Corned Beef with Caper Creamed Cheese	Beef & Noodle Salad with Coriander Dressing	Tandoori Chicken Salad	Tuna Salad with Lime Dressing	Waldorf Chicken Salad	Nicoise Salad	Falafel & Tabouli Salad (<i>Salata Falafel Tabouli</i>)
Sandwich	Assorted Ribbon	Assorted Ribbon	Assorted Ribbon	Assorted Ribbon	Assorted Ribbon	Assorted Ribbon	Assorted Ribbon
Dessert	Cherry Crumble & Vanilla Custard	Mixed Berry Mousse	Vanilla Panna Cotta	Baked Rice Custard (<i>Umm Ali</i>)	Apple Strudel & Cream	Tiramisu with Vanilla Sauce	Mango & Yoghurt Whip
Fruit	Pineapple Slices	Apricots	Two Fruits	Sliced Pears	Peaches & Pears	Stewed Apple	Sliced Pears

-END-