



INTERNATIONAL ISLAMIC UNIVERSITY
MALAYSIA

VERSION NO. : 03

REVISION NO. : 01

RENEWAL AND EXTENSION OF BUSINESS OPERATOR

EFFECTIVE DATE : 01/01/2019

DOCUMENT NO. : IIUM/RSD/02

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RENEWAL AND EXTENSION OF BUSINESS OPERATOR

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DATE : 01/01/2019

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1. OBJECTIVE

This procedure is to ensure effective and efficient system of re-appointment for business operators.


2. SCOPE

This procedure covers the selection of re-appointment of current operators for the following services:

- i) Food and Beverage.
- ii) Auxiliary such as convenience shop, launderette, photocopy and etc.


3. DEFINITION/ABBREVIATION

3.1 IIUM	:	International Islamic University Malaysia
3.2 FD	:	Finance Division
3.3 RSD	:	Residential and Services Department
3.4 ED	:	Executive Director
3.5 RSMC	:	Residential and Services Management Committee
3.6 DIR	:	Director
3.7 DD	:	Deputy Director
3.8 SAD	:	Senior Assistant Director
3.9 AAO	:	Assistant Administrative Officer
3.10 AAcc	:	Assistant Accountant
3.11 AA	:	Administrative Assistant
3.12 OAC	:	Operator Appraisal Committee
3.13 F&B	:	Food & Beverages
3.14 AccA	:	Accounting Assistant
3.15 TS	:	Tender Secretariat
3.16 STADD	:	Student Affairs and Development Division

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4. REFERENCES

- 4.1 IIUM Guidelines on Appointment and Re-appointment of Business Operator.
- 4.2 Tender Document.
- 4.3 Tenancy Agreement.

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5. RESPONSIBILITY AND DETAILED PROCEDURE

Responsibility	Detailed Procedure	
	5.2	RE-APPOINTMENT OF BUSINESS OPERATOR
AAO	5.2.1	Conduct performance evaluation prior to the end of tenancy agreement period. The evaluation shall be based on the following criteria: - <ul style="list-style-type: none"> i) Operator's performance (F & B only) ii) Rental payment iii) End user feedback iv) Demerit points (F & B only) v) Shariah Compliance Appendix 1 – Guidelines' on Business operator's Contract Evaluation.
AAO	5.2.2	Table the performance report in OAC Meeting for recommendations and submit to RSMC for approval.
AAO	5.2.3	Issue Issue letter of extension or renewal of contract to successful operator and notice of end contract to unsuccessful operator.
AAO/AA	5.2.4	Inform companies on the result through letter. For renewal of contract, issue tenancy agreement together with offer letter.
AAO/AA	5.2.5	Process the Tenancy Agreement for stamping.
AA	5.2.6	File all documents accordingly. <ul style="list-style-type: none"> - Individual Business Operator (IIUM/213/9/6/3/xxx) & (IIUM/213/9/6/4/xxx). - Tenancy Agreement (IIUM/213/C/21/2)


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6. QUALITY RECORD

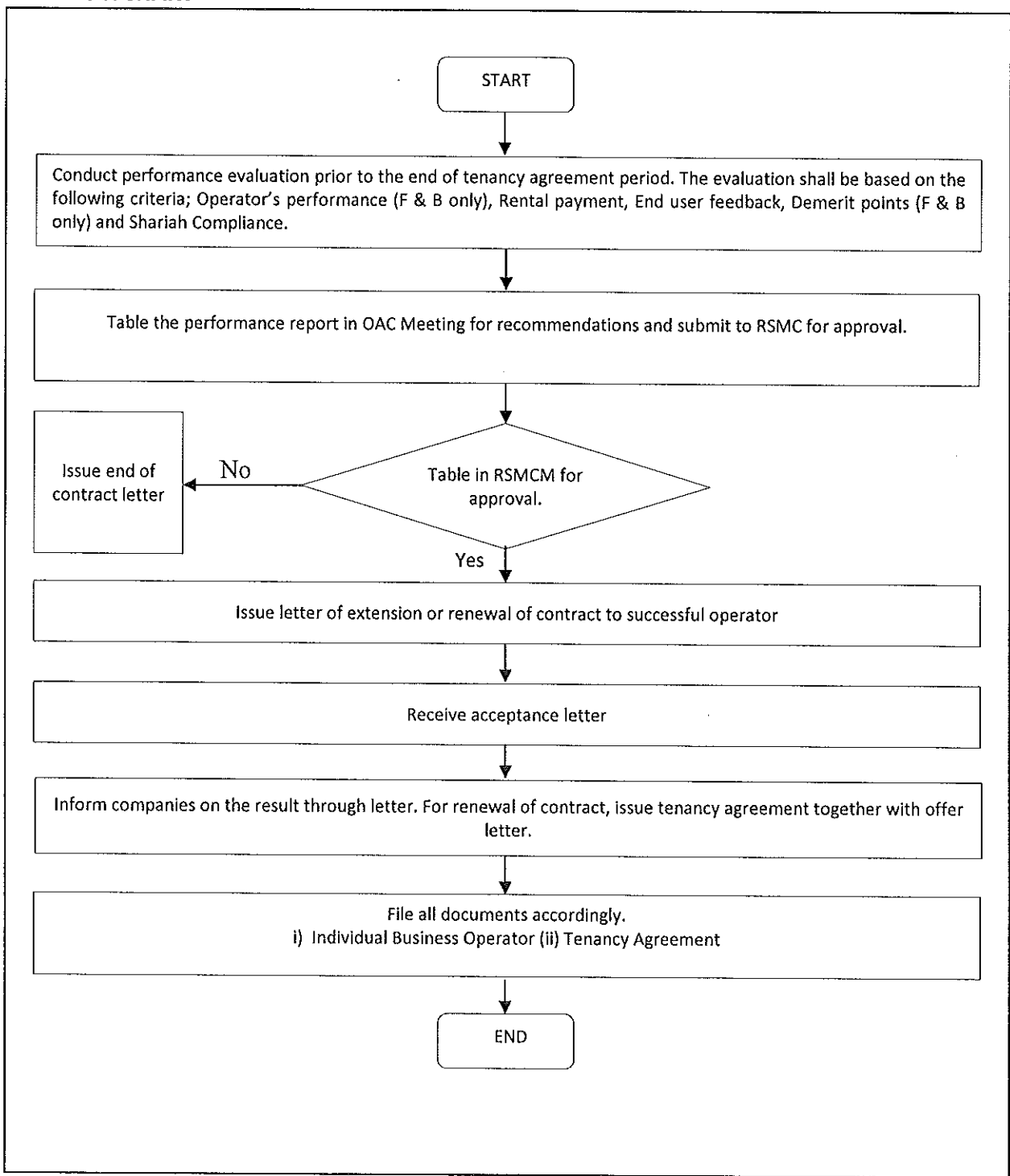
NO.	RECORD	RETENTION PERIOD	LOCATION	RESPONSIBILITY
1.	Tender document File i. Food & Beverage Tender Document (IIUM/213/10/12/1) ii. Auxiliary Services Tender Document (IIUM/213/10/12/2)	5 Years	Filing Cabinet, Tender File	AA
2.	Business operator individual file	5 years	File cabinet	F & B Officer / AA
3.	Tenancy Agreement (IIUM/213/C/21/2)	7 years after contract/case expires	File cabinet	AA

7. APPENDICES

1. Appendix 1: Guidelines' on Business Operator's Contract Evaluation.

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8. FLOWCHART



GUIDELINES ON BUSINESS OPERATOR'S EVALUATION

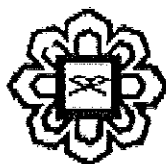
NO.	AREAS	EVALUATION						
1.	Operation Performance	Shall meet at least 75% of satisfactory level (monthly monitoring points)						
2.	Rental Payment (Payment record of 12 months)	Shall meet good paymaster <table border="1" data-bbox="667 622 1289 1059" style="margin-left: 20px;"> <tr> <td data-bbox="667 622 746 696">1.</td> <td data-bbox="751 622 1289 696"> <input type="checkbox"/> Good paymaster ➤ pay on time or within the time </td> </tr> <tr> <td data-bbox="667 703 746 837">2.</td> <td data-bbox="751 703 1289 837"> <input type="checkbox"/> Average payment ➤ payment made after one (1) month ➤ few reminders issued (<i>state no. of reminders issued</i>) </td> </tr> <tr> <td data-bbox="667 844 746 1059">3.</td> <td data-bbox="751 844 1289 1059"> <input type="checkbox"/> Poor paymaster ➤ payment made after two (2) months ➤ Have outstanding exceeding two (2) months (<i>state no. of outstanding</i>) </td> </tr> </table>	1.	<input type="checkbox"/> Good paymaster ➤ pay on time or within the time	2.	<input type="checkbox"/> Average payment ➤ payment made after one (1) month ➤ few reminders issued (<i>state no. of reminders issued</i>)	3.	<input type="checkbox"/> Poor paymaster ➤ payment made after two (2) months ➤ Have outstanding exceeding two (2) months (<i>state no. of outstanding</i>)
1.	<input type="checkbox"/> Good paymaster ➤ pay on time or within the time							
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3.	<input type="checkbox"/> Poor paymaster ➤ payment made after two (2) months ➤ Have outstanding exceeding two (2) months (<i>state no. of outstanding</i>)							
3.	End user feedback	70% of end user feedback rated 3 and above						
4.	Demerit Point (F&B Only)	Points gained 250 and below ➤ The more points accumulated show the poor performance of the operator						

APPENDIX 7	
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**RESIDENTIAL AND SERVICES DEPARTMENT
FINANCE DIVISION**

GUIDELINES ON BUSINESS OPERATOR'S CONTRACT EVALUATION

NO.	AREAS	EVALUATION						
1.	Operation Performance	Shall meet at least 80% satisfactory level						
2.	Rental Payment	Shall meet 50% and above <table border="1" data-bbox="740 925 1299 1173" style="margin-left: 20px;"> <tr> <td data-bbox="740 925 903 992">Good</td> <td data-bbox="903 925 1299 992">Pay within the month</td> </tr> <tr> <td data-bbox="740 992 903 1099">Satisfactory</td> <td data-bbox="903 992 1299 1099">Have outstanding payments, but not exceeding 2 months</td> </tr> <tr> <td data-bbox="740 1099 903 1173">Poor</td> <td data-bbox="903 1099 1299 1173">Have outstanding</td> </tr> </table>	Good	Pay within the month	Satisfactory	Have outstanding payments, but not exceeding 2 months	Poor	Have outstanding
Good	Pay within the month							
Satisfactory	Have outstanding payments, but not exceeding 2 months							
Poor	Have outstanding							
3.	Customer Feedback	80% of customer rated 3 and above						
4.	Demerit Points	Points gained 250 and below						



**RESIDENTIAL AND SERVICES DEPARTMENT
FINANCE DIVISION**

IIUM GUIDELINES ON APPOINTMENT AND RE-APPOINTMENT OF BUSINESS OPERATOR

1. Appointment of Business Operators

- 1.1 Appointment of business operator shall be done through an announcement; open or restricted tender or quotation.
- 1.2 Any vacancy of business space for a particular service shall be announced to get potential tenants.
- 1.3 The appointment of business operators shall go through a selection process by committees appointed by the University.
- 1.4 The Selection Process will include the following:-

i. Tender Process

Announcement on a tender exercise shall be approved by Head of Departments of respective campuses before it is being made available for public. The announcement shall be made through newspapers, University official website or invitations.

The following shall be conducted during the tender process:-

- a. Briefing to potential tenderers/tenants on the services required. This session is made compulsory to the tenderers.
- b. Site visit to the outlets or premises that is being tendered.
- c. Opening of tender documents.

Membership:

Representative from Finance Division
Representative from RSD
Representative from Student Affairs Division

Functions:

- i. To open Tender Box at a specific time.
- ii. To initial and give a code number to each of the tender statements being opened.
- iii. To complete the tender opening schedule, indicating the name of the tender, type of services, tender premises and to sign on the said schedule.
- iv. To initial any amendments made on the tender document by the tenderer.
- v. To make notes on the tenderer who did not sign or fill in the Form of Tender.

ii. **Short Listing**

Membership:-

a. **IIUM Gombak Campus**

Chairman: Deputy Director, RSD
Members: Assistant Director, STAD
Assistant Accountant, Finance Division
Secretariat: Assistant Director, RSD
Assistant Administration Officer (F & B), RSD
Assistant Administration Officer (Auxiliary Services), RSD

b. **IIUM Kuantan Campus**

Chairman: Deputy Director, Finance Department
Members: Assistant Director or representative One Stop Student Centre
Assistant Director or representative, Development Department
Secretariat: Assistant Director or representative, OCD

c. **IIUM CFS, Petaling Jaya**

Chairman: Deputy Director, Administration & Services Dept.
Members: Assistant Director, STADD
Assistant Director, RMD
Accountant or representative, Finance Department
Secretariat: Assistant Director or representative, Administrative CFS

d. IIUM Pagoh Campus

Chairman: Director/Deputy Director, KLM Pagoh Campus

Members: Representative, Development Division

Representative, Finance Division

Representative, RSD

Secretariat: Assistant Director or representative, KLM Pagoh Campus

Functions:

- i. To check and scrutinize copy of advertisement and tender opening schedules.
- ii. To check on compliance with conditions of tender.
- iii. To visit tenderer's business outlets, if necessary.

iii. Interview

Membership:-

a. IIUM Gombak Campus

Chairman: Director, Residential and Services Department

Members: Deputy Director or representative, STADD

Deputy Director, RSD

Accountant, Finance Division

Representative, Development Division

Representatives from end user (K/C/D/I)

Secretariat: Assistant Director, RSD

Assistant Administration Officer (F & B), RSD

Assistant Administration Officer (Auxiliary Services), RSD

b. IIUM Kuantan Campus

Chairman: Director, Office Campus Director

Members: Deputy Director or representative, One Stop Student Centre

Deputy Director or representative, Finance Department

Deputy Director, RSD

Representatives from Development Department

Representatives from end user (K/C/D/I)

Secretariat: Assistant Director or representative, OCD

c. IIUM CFS, Petaling Jaya

Chairman: Director, Administration & Services Department
Members: Deputy Dean or representative, STADD
Deputy Dean or representative, RMD
Accountant or representative, Finance Department
Deputy Director, RSD
Secretariat: Assistant Director or representative, Administrative CFS

d. IIUM Pagoh Campus

Chairman: Dean, KLM Pagoh Campus / Principal of Mahallah
Members: Representative, STADD
Representative, Development Division
Representative, Finance Department
Deputy Director, RSD
Secretariat: Deputy Director / Assistant Director or representative, KLM Pagoh Campus

The respective campuses may invite additional interviewer based on requirement; representative from Kulliyah if the location of services is at the Kulliyah.

Any changes of membership of the interview committee shall be approved by the RSMCM.

Function:

- i. To evaluate the tenderer's financial status, past experience, ongoing business, company's background and strengths.
- ii. To prepare the evaluation reports and make recommendations to the Residential and Services Management Committee Meeting (RSMCM).
- iii. To make site visit at tenderer's business outlet, if necessary.

2. RE-APPOINTMENT OF BUSINESS OPERATOR

2.1 Extension and renewal of contract shall be tabled in the Operator Appraisal Committee Meeting (OAC).

2.2 The functions of OAC are as follows:-

- i. To discuss on operator's (Auxiliary, Food & Beverage Services) performance for re- appointment upon the expiry of the contract.
- ii. To put up the recommendations/proposals to be tabled in the Residential and Services Management Committee Meeting.

2.3 Rules and Regulations:

- i. The quorum at all meetings shall be two-third (2/3) of number of members.
- ii. All decisions made by the meetings shall require a simple majority of those present.
- iii. In the absent of Chairman, any member appointed by the Chairman will have the rights to chair any meetings held.

2.4 Membership

a. IIUM Gombak Campus

Chairman	: Director, Residential and Services Department
Deputy Chairman	: Deputy Director, Residential and Services Department
Members	: Representative from Office of the Legal Adviser Representative from Student Affairs Division Representative from Finance Division
Secretariat	: Assistant Director, RSD Assistant Administration Officer (F& B), RSD Assistant Administration Officer (Auxiliary Services), RSD

RSD may invite representative from Kulliyah if necessary.

b. IIUM Kuantan Campus

Chairman	: Director, Office of Campus Director
Members	: Deputy Director, Finance Department Deputy Director, RSD Assistant Director from respective Kulliyah Representative from Office of Legal Adviser
Secretariat	: Assistant Director or representative, Representative from Food and Services Unit

c. IIUM CFS, Petaling Jaya

Chairman	: Director, Administration & Services Department
Members	: Deputy Dean or representative, STADD Deputy Dean or representative, RMD Deputy Director, RSD Representative from Finance Department Representative for Office of Legal Adviser
Secretariat	: Assistant Director, Administrative CFS Officer from Food and Services Unit

d. IIUM Pagoh Campus

Chairman : Director / Deputy Director, KLM
 Members : Representative, STADD
 Representative from Finance Department
 Representative for Office of Legal Adviser
 Representative, RSD
 Secretariat : Assistant Director, KLM

2.5 Departments monitoring the performance of business operators shall evaluate the business operators based on the following criteria:-

- i. Rental performance
- ii. Operation performance
- iii. End user feedback
- iv. Complaint Report
- v. Accumulated Demerit points (F & B only)
- vi. Shariah Compliance

3. AUTHORIZATION OF SIGNATORY ON APPOINTMENT, RE-APPOINTMENT AND TERMINATION

No.	Description	Position	Remarks
1	Appointment and re-appointment of business operators	Director, Residential and Services Department	Gombak Campus
		Director, Administration and Service Department	CFS, Petaling Jaya
		Director (Administration), Office of Campus Director	Kuantan Campus
		Director / Deputy Director, KLM	Pagoh Campus
2	Termination	Director, Finance Division	Gombak Campus
		Director, Administration and Service Department	CFS
		Director (Administration), Office of Campus Director	Kuantan Campus
		Director / Deputy Director, KLM	Pagoh Campus

4. **AUTHORIZATION OF SIGNATORY AND APPROVAL ON APPEAL ON TERMINATION OF CONTRACT**

Appeal of termination shall be forwarded to the following:

No	Position	Remarks
1	Executive Director, Finance Division	Gombak Campus
2	Dean, Centre for Foundation Studies	CFS
3	Campus Director	Kuantan Campus
4	Dean, Kulliyah of Languages Management	Pagoh Campus

5. **RESIDENTIAL AND SERVICES MANAGEMENT COMMITTEE MEETING (RSMCM) MEMBERS**

Membership

Chairman: Executive Director, Finance Division
Members: Legal Adviser, Office of Legal Adviser
Executive Director, Management Services Division
Director, Student Affairs and Development Division
Director, Residential and Services Department
Director, IIUM Health and Wellness Centre
Director, Administration and Service Department, CFS
Director (Administration), Office of Campus Director, Kuantan Campus
Deputy Director, Kulliyah of Languages Management, Pagoh Campus

Secretariat: Deputy Director, Residential and Services Department
Assistant Director, Residential and Services Department

Functions:-

- i. Decide on policies pertaining to Food and Services in IIUM such as rental charges, legal matters, contract, etc.
- ii. Plan for services to be provided for IIUM community.
- iii. Decide on the concept of the outlets in IIUM; restaurant, kiosk food court or cafeteria.
- iv. Approve the appointment and re-appointment of business operators recommended by the Selection Committee and Operator Appraisal Committee.

6. RENTAL RATE

No.	Type of Service	CAMPUS and RENTAL per month (RM)			
		GOMBAK	KUANTAN	GAMBANG	PAGOH
1.	Mahallah Cafeteria	2,000	1,000 – 1,500	-	-
2.	Café @ Executive Café	2,000 – 3,000	-	-	-
3.	Food Court	600 – 1,800	150 – 500	1.50 per square foot	500
4.	Food Kiosk	600 – 800	-	-	-
5.	Auxiliary Services	2.00 – 3.00 per square foot	1.50 per square foot	1.50 per square foot	1.50 per square foot
6.	Laundry Service (Coin operated)	2.00 per square foot or 50.00 per machine	1.50 per square foot	1.50 per square foot	50.00 per machine
7.	Vending Machine	150 per machine	150 per machine	150 per machine	150 per machine
8.	Photostat Service	2.00 per square foot + 50.00 per machine	1.50 per square foot	1.50 per square foot	1.50 per square foot
9.	ATM Machine	150 – 300 per machine	150 per machine	-	-
10.	Push Cart	800			
11.	Promotion Booth	60 per day			
12.	Open Space	150 - 200			

Utility will be charged according to fixed rate or meter reading.

The rental rate for business space shall be approved by the Standing Finance Committee through the Residential and Services Committee Meeting.

7. CONTRACT PERIOD

The contract period for business operators shall be as follows:-

Type of Services	Terms
Mahallah Cafeteria & Food Kiosk	2 years + 1 year (optional)
Café@ Executive Cafe	3 years + 2 years (optional)
Auxiliary Services	2 years + 1 year (optional)

The contract may be extended or renewed subject to approval by Residential and Services Management Committee Meeting after a review has been accomplished and recommendations made by Operator Appraisal Committee Meeting of respective campuses.

The renewal of the contract period is given only once and the maximum period is up to six (6) years or ten (10) years according to type of services.

*RSD
Approved in RSMCM 4/2017
8th Jan 2018
Edited 4th Jun 2018 -- RSMCM 1/2018*

*NEW RENTAL RATE APPROVED in RSMCM 1/2019
26th Feb 2019
- Edited 11th April 2019*