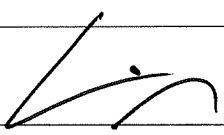
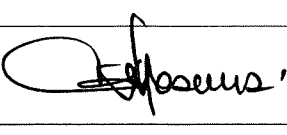


APPOINTMENT OF NEW BUSINESS OPERATOR

| Prepared By:- | Approved By:- |
|---|---|
| (Signature)  | (Signature)  |
| Name : Khairul Ridzwan bin Khairul Anwar | Name : Mazlina binti Mustafa |
| Position : Assistant Director, - Residential and Services Department | Position : Director, Residential and Services Department |
| Date : 01/02/2024 | Date : 1/2/2024 |

1.0 OBJECTIVE

This procedure is prepared in order to provide a systematic and transparent process of appointment of business operators at International Islamic University Malaysia.

2.0 SCOPE

This procedure covers the selection of appointment of new business operators for the following services:

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

3.0 ACCOUNTABILITY

| Accountability | Detailed Procedure | |
|----------------|--------------------|--|
| | 3.1 | TENDER PROCESS |
| AO/AAO | 3.1.1 | Prepare a tender schedule and tender document and obtain approval from DIR before it is made available to public. |
| AO/AAO | 3.1.2 | 1. Make an announcement through Newspaper/ IIUM website /Social Media / Department Notice Board; or 2. Invite potential operators to submit or purchase tender documents. |
| AAO / AAcc | 3.1.3 | Sell tender documents according to the serial number. All sales must be recorded in the Tender Document Sales Record Form. Appendix 1. |
| AO/AAO | 3.1.4 | Conduct briefing and site visit session. Appendix 2 - Attendance Tender Briefing Form. |
| AO | 3.1.5 | Invite committee members for the opening of the tender document proposals. Appendix 3 - IIUM Guidelines on Appointment & Re-Appointments of Business Operators. |

| | | |
|--------------------------------|--------|--|
| AAO/AA | 3.1.6 | Collect all tender documents submission for the opening of tender document. Record all the documents in the Form of Tender/Quotation. Appendix 4. |
| TS / AO | 3.1.7 | Invite committee members for opening tender document and short-listing meeting to evaluate and shortlist the tender proposal. Appendix 5 – Opening Tender Document Form. Appendix 5 – Short Listing Evaluation Form. |
| TS/ AO | 3.1.8 | Invite shortlisted companies for an interview session. |
| Interview panel / AO/AAO | 3.1.9 | Invite interview committee members to evaluate the presentation of shortlisted companies and record. Appendix 6 - Interview Evaluation Form. |
| AO | 3.1.10 | Prepare recommendation paper for FASMC approval. |
| AO/AAO | 3.1.11 | Inform companies on the result through a letter. For successful companies, Tenancy Agreement to be attached with the offer letter. |
| AAO/AA | 3.1.12 | Ensure the Tenancy Agreement is stamped. |
| AA | 3.1.13 | File all documents accordingly. - Individual Business Operator (IIUM/213/9/6/3/xxx) & (IIUM/213/9/6/4/xxx). - Tenancy Agreement (IIUM/213/C/21/2) |

4.0 ABBREVIATION (If any)

| | | | |
|------|-------|---|--|
| 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 | FASMC | : | Food and Auxiliary Services Management Committee Meeting |
| 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

5.0 REFERENCE

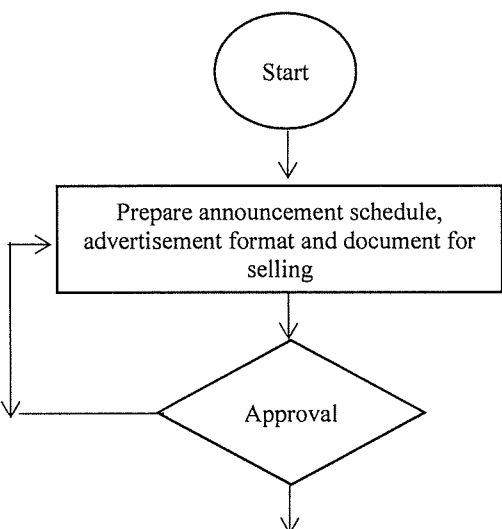
IIUM Guidelines on Appointment and Re-appointment of Business Operator.

- 4.1 Tender Document.
 4.2 Tenancy Agreement.

6.0 RECORD RETENTION PERIOD

| No. | Record | Retention Period | Location | Responsibility |
|-----|--|--------------------------------|-----------------------------------|----------------|
| 1. | Tender Document File i) Food and Beverage Tender Document (IIUM/213/10/12/1) ii) Auxiliary Services Tender Document IIUM/213/10/12/2 | 5 years | Filing Cabinet/ Tender Cabinet | AA |
| 2. | Business Operator Individual File (IIUM/213/9/6/3/XXX) | 5 years | File Cabinet | AA |
| 3. | Tenancy Agreement (IIUM/213/C/21/2) | 7 years after contract expires | File Cabinet | AA |

7.0 PROCESS FLOW

| Responsibility | Flow Chart | Remarks |
|----------------|---|--|
| AO/AAO |  <pre> graph TD Start([Start]) --> Prep[Prepare announcement schedule, advertisement format and document for selling] Prep --> Approval{Approval} Approval --> Prep Approval --> Ann[Make an announcement Invite potential operators] </pre> | <p>To get approval from HoD before the announcement is made available to the public</p> <p>HoD approve</p> |
| AO/AAO | <p>i Make an announcement ii Invite potential operators</p> | Through IIUM email announcement / RSD website /department notice board; or the potential operators to submit their business proposal |
| AO/AAO | Conduct briefing and site visit | One day session to brief participation company on the related documents for submission and a site visit to selected business premises |
| AAO/Aacc | Sales of documents | Participation company can purchase the documents once they attended the briefing session and site visit |
| AO | Opening of documents proposal | After receiving the business proposal from participation company upon closing date, secretariat will invite committee members to open the proposal |
| AO | Shortlist the tender proposal | Invite Committee members for shortlisting meeting to evaluate the proposal |
| | Continue | |

