
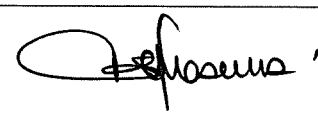


RENEWAL AND OPTIONAL RENEWAL TERM OF CONTRACT BUSINESS OPERATOR

Prepared By:-	Approved By:-
(Signature) 	(Signature) 
Name : Rosiyah Azlin binti Mohammad Ishak	Name : Mazlina binti Mustafa
Position : Sen. Assistant Administrative Officer Residential and Services Department	Position : Director, Residential and Services Department
Date : 01/02/2024	Date : 01/02/2024

1.0 OBJECTIVE

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

2.0 SCOPE

This procedure covers the selection of appointment of new business operators and re-appointment of current 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	
	5.1	RENEWAL AND OPTIONAL RENEWAL TERM
AAO	5.1.1	<p>Conduct performance evaluation prior to the end of tenancy agreement period. The evaluation shall be based on the following criteria: -</p> <ol 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 <p>Produce performance reports based on the above criteria.</p> <p>Appendix 1 – Guidelines on Business operator's Contract Evaluation.</p>
AAO	5.1.2	Table the performance report in OAC Meeting for recommendations and submit to FASMC for approval.
AAO	5.1.2	Issue letter of renewal and optional renewal term of contract to successful operator and notice of end contract to unsuccessful operator.
AAO/AA	5.1.3	Inform companies of the result through a letter. For renewal of contract, issue tenancy agreement together with offer letter and terms and condition.

Title : RENEWAL AND OPTIONAL RENEWAL
 TERM OF CONTRACT BUSINESS OPERATOR
 Ref. No. : IIUM/RSD/02
 Version No. : 04
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AAO/AA	5.1.4	Process the Tenancy Agreement for stamping. Business operator to stamp the Tenancy Agreement
AA	5.1.5	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 DEFINITION/ABBREVIATION

4.1	IIUM	:	International Islamic University Malaysia
4.2	RSD	:	Residential and Services Department :
4.3	FASMC	:	Food and Auxiliary Services Management Committee
4.4	AAO	:	Assistant Administrative Officer
4.5	FBO	:	Food and Beverage Officer
4.6	AA	:	Administrative Assistant
4.7	OAC	:	Operator Appraisal Committee
4.8	BO	:	Business Operator

5.0 REFERENCES

- 5.1 IIUM Guidelines on Appointment and Re-appointment of Business Operator.
- 5.2 Tenancy Agreement

6.0 RECORD RETENTION PERIOD

NO.	RECORD	RETENTION PERIOD	LOCATION	RESPONSIBILITY
1.	Business operator individual file (IIUM/213/9/6/1/XXX)	5 years	File cabinet	F & B Officer / AA
2.	Tenancy Agreement (IIUM/213/C/21/2)	7 years after contract/case expires	File cabinet	AA

7.0 PROCESS FLOW

