


| | | | | |
|---|--------------------|--|------------------|---------------------------------------|
|  جامعة الشارقة UNIVERSITY OF SHARJAH | Policy Main Title | Central Labs | Effective Date | 01-Nov-19 |
| | Policy Subject | Annual Lab Equipment Maintenance Contracts | Last Review date | 01- Nov-22 |
| | Policy Number | UOS/CLD/MS/01 | Next Review date | 01- Nov-23 |
| | Responsible Entity | Central Laboratories Directorate - Maintenance Section | Approved By | Deanship of Academic Support Services |

Overview

Annual maintenance contract is the process of managing contract creation, execution, and analysis to get maximum output and enhance the performance for lab equipment.

This procedure is to explain the scope of work for lab maintenance contracts and to ensure critical/heavily used lab equipment are enrolled in annual maintenance contracts for preventive & breakdown maintenance and to make sure that lab equipment is in good working condition and ready to serve labs at any point of time. Maintenance section responsible for administering and managing contracts and evaluating the contractor selection.

Scope

This procedure applies to all contracts made by the Central Laboratories Directorate, University of Sharjah for the purpose of annual Lab Equipment Maintenance.

Purpose

The purpose of this policy is to:

- a) Make sure that all critical and high-end equipment are working properly undergoing routine maintenance via an Annual Maintenance contract.
- b) Ensure that the equipment is under a preventive maintenance contract to avoid any breakdown.
- c) Describe the roles and responsibilities of the CLD Maintenance Team in preparing the scope of work for the Annual maintenance contracts.
- d) Ensure that the selection of contractor for the Annual Maintenance contract is carried out keeping in mind quality of work, previous maintenance history, manufacturer's authorization, and cost effectiveness.
- e) Ensure that the results of the equipment are reliable due to annual maintenance and calibration of the equipment.

Abbreviation

CLD – Central Laboratories Directorate

CLDMT – Central Laboratories Directorate Maintenance Team

DCLD – Director Central Laboratories Directorate


MMO – Maintenance Management Officer

MTENG – Maintenance Engineer

DASS – Dean of Academic Support Services

UCLC – University Central Laboratories Committee

LS – Lab Staff: (Lab Supervisors, Lab Officers, Lab Engineers, Clinical Tutors, Lab Technicians, and research assistant)

| | | | | |
|---|--------------------|--|------------------|---------------------------------------|
|  جامعة الشارقة UNIVERSITY OF SHARJAH | Policy Main Title | Central Labs | Effective Date | 01-Nov-19 |
| | Policy Subject | Annual Lab Equipment Maintenance Contracts | Last Review date | 01- Nov-22 |
| | Policy Number | UOS/CLD/MS/01 | Next Review date | 01- Nov-23 |
| | Responsible Entity | Central Laboratories Directorate - Maintenance Section | Approved By | Deanship of Academic Support Services |

LFM – Labs Faculty Member (Professor, Associate Professor, Assistant Professor, Lecturer and Researchers)

LTL – Lab Team Leader

AMC – Annual Maintenance Contract

Reference


- Quality Management System ISO 9001:2015 / Clause: 8.4 (Control of Externally provided Processes, products & Services) / Clause: 8.5.1 (Control of Production and Service Provision).
- Education Sector Environment, Occupational Health & Safety Management System General Framework Version 2.0 / January 2020 (Risk Management Program for Scientific Laboratories).
- OSHAD-SF, version-3, May 2017; Clause: 11 (b & c) (Equipment Test, Inspection & Maintenance).
- CAA Standards for Institutional Licensure and Program Accreditation Dec 2019.

Policy


- a) Maintenance section should manage annual new & renewal contracts for lab equipment.
- b) Maintenance section committed to evaluate the scope of work for lab equipment contracts.
- c) Maintenance section should report performance assessment of contractor and handle complaints during contract period.
- d) Maintenance section must adhere and follow the instructions of contractor management provided by as per UOS Bylaw's, CAA Standards and local legal authorities.

Procedure


| RESPONSIBILITY | | ACTION |
|----------------|------------|---|
| | 1.0 | General |
| CLD | 1.1 | All critical/heavily used equipment in the labs should be working properly and safely. To ensure this, CLD maintains those equipment as per manufacturer's specifications or established guidelines and performs regular inspection and preventive maintenance using competent authority / contractor through annual equipment maintenance contracts. |
| | 1.2 | Main parties involved in annual lab equipment maintenance contracts include: <ul style="list-style-type: none"> • Academic Colleges / Research Institutes • Procurement Department • Vendors (Suppliers) Central Laboratories Directorate |
| | 1.3 | There should be regular preventive maintenance visits and calibration (if |

| | | | | |
|---|--------------------|--|------------------|---------------------------------------|
|  جامعة الشارقة UNIVERSITY OF SHARJAH | Policy Main Title | Central Labs | Effective Date | 01-Nov-19 |
| | Policy Subject | Annual Lab Equipment Maintenance Contracts | Last Review date | 01- Nov-22 |
| | Policy Number | UOS/CLD/MS/01 | Next Review date | 01- Nov-23 |
| | Responsible Entity | Central Laboratories Directorate - Maintenance Section | Approved By | Deanship of Academic Support Services |


| RESPONSIBILITY | | ACTION |
|--|------------|--|
| | | required) which is carried out by the approved vendor during the pre-arranged months. |
| | 1.4 | Safety and quality checks of selected critical/heavily used equipment should be done once per year by the approved vendor. |
| | 1.5 | The period of any repair work should not exceed more than 10 working days, if required spare parts are available locally depending upon contract terms and conditions. |
| | 1.6 | The period of any repair work should not exceed more than 6 ~ 8 weeks, if required spare parts come from overseas depending upon contract terms & conditions. |
| LS/LFM/LTL, DCLD & Procurement Department. | 1.7 | Contract duration shall be for one year. Contract is renewed every year based on the contractor's performance and assessment report by the LS/LFM/LTL & CLDMT, commercial agreement between procurement department & contractor. |
| CLDMT | 1.8 | Complies with any new plan generated by Central Labs Directorate or University of Sharjah due to any pandemic situation. |
| | 2.0 | Annual Lab Equipment Maintenance Contracts Procedure |
| | 2.1 | Contractor Selection Process and Criteria |
| CLD / End User / Procurement Department | 2.2 | <p>The contractor is selected by the CLD, End User and Procurement Department following certain criteria including but not limited to the following:</p> <ul style="list-style-type: none"> • Quality of Work • Previous Equipment Maintenance Performance History • Cost Effective • Other specific requirement if highlighted by the end user • Manufacturer's Authorized Local Service Provider. |
| MTENG | 2.3 | After receiving new AMC request from LTL or LFM, CLD Maintenance Engineer inspect the equipment and review the status also necessity of the AMC. |
| MTENG/MMO | 2.4 | MTENG will prepare all necessary documents like instrument details, scope of work, terms and conditions, contractor details etc. and share to MMO. MMO will send prepared documents softcopy to DCLD for approval to proceed. |
| DCLD | 2.5 | The final contractor's selection is reviewed and approved by the Director of Central Labs Directorate. |
| Procurement Department | 2.6 | Review the submitted documents and finalize formalities to Issue a Local Purchase Order for the AMC requested, LPO should include scope of work |

| | | | | |
|---|--------------------|--|------------------|---------------------------------------|
|  جامعة الشارقة UNIVERSITY OF SHARJAH | Policy Main Title | Central Labs | Effective Date | 01-Nov-19 |
| | Policy Subject | Annual Lab Equipment Maintenance Contracts | Last Review date | 01- Nov-22 |
| | Policy Number | UOS/CLD/MS/01 | Next Review date | 01- Nov-23 |
| | Responsible Entity | Central Laboratories Directorate - Maintenance Section | Approved By | Deanship of Academic Support Services |

| RESPONSIBILITY | | ACTION |
|----------------------------------|------------|---|
| | | agreed with CLD MT and Contractor |
| | 3.0 | Contract Coverage |
| CLDMT and Procurement Department | 3.1 | CLDMT and Procurement department decides about scope of works, terms and conditions in the contract suiting all parties. |
| CLDMT | 3.2 | Ensures that the contractor covers check-up of the equipment when; <ul style="list-style-type: none"> • Highlighted by the LS/LFM/LTL & CLMDT. • As per the operating manual check list of each equipment. • Adjustments, calibration, and certificate, when needed. |
| CLDMT | 3.3 | Arranges schedule of preventive maintenance visits, safety, and quality check visits after signing the contract. |
| CLDMT | 3.4 | Contract covers that CLD may call for unlimited breakdown repairs at no additional cost. |
| CLDMT | 3.5 | Contract covers that the supplier/contractor will give instant attention and response to the Central Labs Directorate, in case it faces any critical, urgent, and emergency and breakdown of the equipment or system. |
| CLDMT & Procurement Department. | 3.6 | In case contractor does not fulfil his obligations as per annual maintenance contract and / or equipment does not meet normal performance level as per the contract, then the contract is terminated by procurement department based on CLDMT recommendation as per contract terms and conditions and is not subject to further renewal. In such case, CLD informs Procurement department for new tendering / contract. |
| MMO/MTENG | 3.7 | Copy of all CLD Annual Preventive Maintenance contracts records is filed by MMO and assigned MTENG |
| MMO/MTENG | 3.8 | Maintains List of Emergency Contacts for all suppliers/contractors who have ongoing AMC with CLD |
| | 4.0 | Lab Equipment Maintenance Contracts Steps |
| CLDMT, LS/LFM/LTL | 4.1 | Liaises with end user and supplier for the scheduled maintenance activity to ensure effective preventive maintenance. |
| CLDMT | 4.2 | If the contractor needs to replace spare parts for the equipment to maintain its normal working condition, then ensures spare parts are replaced in the presence of CLDMT. |
| CLDMT & Procurement Department | 4.3 | If the spare parts are not included in the contract, CLDMT gets the spare part estimate from contractor with procurement officer in loop and evaluates. If estimate is justified CLDMT seeks DCLD approval to proceed with the purchase of required spare parts. |

| | | | | |
|---|--------------------|--|------------------|---------------------------------------|
|  جامعة الشارقة UNIVERSITY OF SHARJAH | Policy Main Title | Central Labs | Effective Date | 01-Nov-19 |
| | Policy Subject | Annual Lab Equipment Maintenance Contracts | Last Review date | 01- Nov-22 |
| | Policy Number | UOS/CLD/MS/01 | Next Review date | 01- Nov-23 |
| | Responsible Entity | Central Laboratories Directorate - Maintenance Section | Approved By | Deanship of Academic Support Services |

| RESPONSIBILITY | | ACTION |
|--------------------------|------------|--|
| DCLD | 4.4 | Sends Approved request to Technical Support Team for processing through procurement department. |
| LS/LFM/LTL & CLDMT | 4.5 | After successful servicing of the equipment by the contractor, Lab staff or in charge of the equipment and CLDMT signs the contractor service report. Hard or Electronic Copy. |
| MTENG, DCLD | 4.6 | MTENG Completes the technical report, signs it, and submits to the DCLD for further proceeding. Review the report and signs as evidence for satisfactory completion of scheduled maintenance. Hard or Electronic Copy. |
| MTENG | 4.7 | Receives invoice as per contract payment terms along with service/ preventive maintenance (PM) and calibration reports (if required). |
| MTENG/MMO | 4.8 | Reviews invoice and all supporting documents and share to MMO. MMO will submits to the CLD Admin Assistant to process with Finance department. Hard or Electronic Copy. Note: Supporting documents will include: <ul style="list-style-type: none"> • Cover Letter • Technical report • Service report from contractor • Contract copy |
| DCLD, Finance Department | 4.9 | Reviews the invoice, supporting documents, authorizes payment as per the contract terms and forwards the invoice to the finance department, Initiates the payment process as per the AMC terms. |
| | 5.0 | Monitoring and Control |
| MTENG | 5.1 | Assigned MTENG monitors the contractor's progress and performance to ensure that services are in line with the contract terms and conditions. |
| MTENG/LS | 5.2 | Submits 'Annual Lab Equipment Maintenance Contracts Report (ALEMCR)' highlighting performance of each contractor, timeliness of preventive maintenance activity, etc. |
| DCLD | 5.3 | Reviews the report and takes appropriate action as deemed necessary. |
| | 6.0 | Records |
| MMO/MTENG | 6.1 | Ensures that electronic version and / or hard copy of following records are maintained for a period of three years. <ul style="list-style-type: none"> • Copy of Annual Maintenance Contracts • Calibration Certificates if any • Maintenance Visit Reports • Contractor Performance Assessment Report (Form ref. MS/FR/01) |

| | | | | |
|---|--------------------|--|------------------|---------------------------------------|
|  جامعة الشارقة UNIVERSITY OF SHARJAH | Policy Main Title | Central Labs | Effective Date | 01-Nov-19 |
| | Policy Subject | Annual Lab Equipment Maintenance Contracts | Last Review date | 01- Nov-22 |
| | Policy Number | UOS/CLD/MS/01 | Next Review date | 01- Nov-23 |
| | Responsible Entity | Central Laboratories Directorate - Maintenance Section | Approved By | Deanship of Academic Support Services |

| RESPONSIBILITY | | ACTION |
|----------------|-----|--|
| MMO/MTENG | 6.2 | Disposes above mentioned records after expiry of retention period. Disposal may include: <ul style="list-style-type: none"> • Send to store • Destroy the records • Shred the records • Archive the records |

Document Amendment Record

| Date | Description of Amendment | Pages Affected |
|------------|--|----------------|
| 28-06-2022 | Add Overview, Purpose, Scope, Reference, and Policy statements | 1-2 |
| | Adding new statement for Pandemic/Emergency situations in clause no. 1.8. | 3 |
| | Adding options for required documents submission in clause no. 4.5, 4.6 and 4.8. | 5 |