

Technical Proposal for Ambulatory Services - MOPA Hospitals  
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#### Agenda

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6. Conclusion

#### Company Overview

One Health LLC - Company Profile

Leading provider of healthcare and ambulance services in the UAE.

Part of the Pure Health Group.

Extensive experience in maintaining ambulance equipment and managing large-scale healthcare logistics.

#### Technical Proposal

Technical Proposal for Ambulance Services:

Lease or Lease-to-Own Model:

Compliance with MOHAP and EN1789 standards.

Vehicle Specifications:

2025 model ambulances with less than 5,000 km mileage.

Replacement Policy:

Vehicles replaced at 200,000 km or in case of breakdowns.

#### Services Offered

Services to Be Provided:

Item # | Item Description | Qty

01 | Power-PRO XT Hydraulic Emergency Cot with Knee Gatch and Power Load Compatible | 2

02 | Power-LOAD powered fastener system | 2

03 | M1 Roll in Emergency Cot With knee Gatch | 9

04 | LIFEPAK CR2 Defibrillator with lifelink central (AED program manager) | 1

05 | Rotaid AED Cabinets | 1

06 | LIFEPAK 15 monitor/defibrillator | 10

07 | V7 pus b electric suction system- 12V | 11

08 | Evacuation Chair | 11

09 | BLS Full set | 1

10 | ALS Full set | 10

11 | Mercedes Benz sprinter van 419 CDI | 12

12 | Mercedes Benz 419 CDI Conversion to ambulance | 11

13 | Mercedes Benz 419 CDI Conversion to hearse | 1

14 | Bracket for ventilator | 10

FOC Item

15 | ALS Ambulance Ford transit with conversion and medical equipment | 1

16 | UV light for ambulance disinfection | 12

17 | UX10G3 Fully rugged tablet | 1

18 | Power Pro IT powered incubator stretcher | 1

#### Important Notice

Brand Flexibility: One Health provide flexibility to the end user in selecting their preferred brand for stretchers and defibrillators. The end user may choose any of the below-listed brands without any cost impact.

Stretchers: Stryker & Stollenwerk.

Defibrillators: CorePuls, Mindray & Stryker.

The same is applicable for the conversion of the ambulances, the end user can choose his preferred features and design without cost impact.

#### Services Offered

##### Services to Be Provided:

##### Vehicle Insurance:

Comprehensive coverage for drivers, passengers, and third parties.

##### Maintenance Policy:

Regular maintenance, monthly reports, and replacement of consumables.

##### Driver Management:

Qualified drivers with UAE driving experience and induction training.

##### Customer Support:

24/7 customer support team.

#### Value-Added Services

##### Telemedicine System:

Real-time patient data transmission to hospitals.

##### Oxygen Concentrator:

Continuous oxygen supply during transit.

##### Internal & External Cameras:

For patient monitoring and traffic conditions.

##### Centralized Dashboard:

Real-time monitoring of all connected devices.

#### Mobilization Plan

##### Day 1-15:

Vehicle procurement and customization.

##### Day 16-30:

Driver recruitment, training, and accommodation setup.

##### Day 31-45:

Vehicle registration, insurance, and final inspections.

##### Day 46-60:

Deployment of vehicles and drivers to MOPA Hospitals.

#### Risk Management

##### Risk Mitigation

##### 01 Delays in Vehicle Procurement or Conversion

Proactive Planning: Vehicles have already been reserved with the local supplier, and a formal confirmation letter is attached.

Partner Commitment: AVM has guaranteed delivery of fully converted ambulances within 45 days, with increased manpower during Ramadan to avoid delays.

Buffer Time: The mobilization timeline includes buffer periods to account for unforeseen delays.

##### 02 Breakdown or Mechanical Failure of Ambulances

Backup Ambulances: 3 ALS backup ambulances (1 brand new and 2 well-maintained used ambulances) will be strategically placed at key locations: Fujairah Hospital, Ajman and Umm Al Quwain hospitals, SKSH Hospital.

Rapid Response: Guaranteed response time of 5 to 10 minutes in case of failure.

Regular Maintenance: Monthly maintenance checks and immediate replacement of faulty parts to minimize breakdowns.

### 03 Shortage of Medical Equipment

Stock Reservation: All medical equipment is already available in stock in the UAE and has been reserved exclusively for this tender.

Confirmation Letter: A letter from the local dealer confirms the availability of equipment (attached as evidence).

Alternative Suppliers: Established relationships with multiple suppliers to ensure quick procurement if needed.

### 04 Delays in Vehicle Registration

Early Registration: Partial vehicle registration will begin during Day 15-50 of the mobilization timeline.

Liaison with Authorities: Dedicated team to coordinate with relevant authorities to expedite the registration process.

Buffer Time: The timeline includes buffer periods to accommodate any delays in registration.

### 05 Driver Fatigue or Performance Issues

Shift Management: Drivers will work in shifts to prevent fatigue, with adequate rest periods between shifts.

Performance Monitoring: Regular audits and monitoring of driver performance through detailed driving logs.

Training: Ongoing training programs to ensure drivers are well-prepared for emergencies.

### 06 End user Dissatisfaction or Complaints

Customer Support: A 24/7 end user support team will be available to address any issues or complaints.

Regular Audits: Regular audits and performance evaluations to ensure high-quality service delivery.

Feedback Mechanism: A feedback mechanism will be established to gather input from MOPA Hospitals and improve services.

## Communication Plan

### Notice Boards

Maintain notice boards or digital displays within the CSSD department to post important notices, reminders, and upcoming events for staff awareness.

### Open-Door Policy

Encourage an open-door policy where staff feel comfortable approaching supervisors or management with questions, suggestions, or feedback on CSSD operations and processes.

### Regular Staff Meetings

Hold weekly or bi-weekly staff meetings to discuss operational updates, share feedback, and address any concerns or issues raised by CSSD personnel.

### Coordination Meetings

Hold regular cross-departmental meetings (Surgery, Nursing, Materials) to discuss collaboration, address issues, and align goals.

### Vendor Communication

Maintain regular communication with vendors and suppliers to discuss product updates, resolve supply issues, and coordinate equipment maintenance and servicing schedules.

### Emergency Contact List

Maintain an updated list of emergency contact information for CSSD staff, including phone numbers and email addresses, to facilitate communication during emergencies or unexpected events.

### Emergency Response Protocols

Establish clear communication protocols for emergencies (equipment failures, outages, disasters). Define channels and escalation procedures.

## Proactive Steps for Timely Mobilization

### Vehicles Reserved:

One Health has secured the required vehicles from the local supplier.

Evidence: Formal letter from the supplier confirming reservation (attached).

#### Conversion of Vehicles:

Partner AVM has committed to delivering fully converted ambulances within 45 days.

Evidence: Official commitment letter from AVM (attached).

Ramadan Plan: AVM will increase manpower during Ramadan to avoid delays.

#### Medical Equipment:

All medical equipment is available in stock in the UAE.

Evidence: Confirmation letter from the local dealer (attached).

#### Ambulance Replacement – SOS Plan

##### Backup Ambulances:

3 ALS Backup Ambulances:

1 brand new ALS ambulance.

2 fully equipped and well-maintained used ambulances.

1 ALS Ambulance at Fujairah Hospital.

1 ALS Ambulance covering Ajman and Umm Al Quwain hospitals.

1 ALS Ambulance at SKSH Hospital.

##### Response Time:

Guaranteed response time of 5 to 10 minutes in case of failure.

##### Contingency Plan:

Ensures uninterrupted service during breakdowns or electrical-mechanical failures.

#### Key Highlights

##### Proactive Planning:

Vehicles, conversion, and medical equipment secured in advance.

##### Timely Delivery:

AVM's commitment to deliver within 45 days, even during Ramadan.

##### Backup Plan:

3 ALS ambulances strategically placed for rapid response.

##### Guaranteed Response:

5 to 10 minutes response time for any failure.

#### Timeline & Milestones

##### Project Phases:

01 Planning

02 Implementation

03 Monitoring & Evaluation

##### Key Milestones:

Equipment Setup Completion

Staff Training

Initial Operational Audit

Full Operational Status

#### Conclusion

One Health LLC is fully prepared to deliver high-quality ambulance services to MOPA Hospitals.

Proactive steps have been taken to ensure timely mobilization and uninterrupted service.

Backup ambulances and a robust contingency plan guarantee rapid response in case of failures.

Looking forward to a successful partnership with MOPA Hospitals.

Thank You