

Technical Proposal for Ambulatory Services - MOPA Hospitals

Submitted by One Health LLC
04 February 2025

<https://onehealth.ae>



Agenda



1	Company Overview
2	Technical Proposal
3	Services Offered
4	Mobilization Plan
5	Compliance with Scope of Work
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.



ONE
HEALTH

A PUREHEALTH ASSET

Technical Proposal

Technical Proposal for Ambulance Services:



Lease or Lease-to-Own Model:

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:



Key Features



Vehicle Insurance:

Comprehensive coverage for drivers, passengers, and third parties.



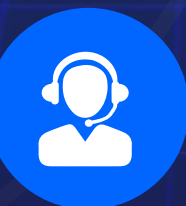
Maintenance Policy:

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:

Day 16-30:

Driver recruitment, training, and accommodation setup.

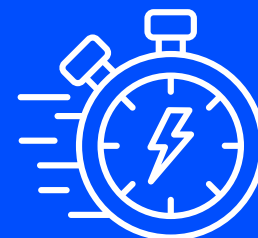
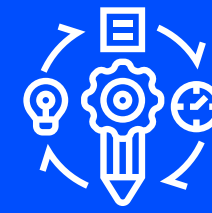
Vehicle procurement and customization.

Day 31-45:

Vehicle registration, insurance, and final inspections.

Day 46-60:

Deployment of vehicles and drivers to MOPA Hospitals.



Risk Management



01

Risk
Delays in Vehicle Procurement or Conversion

Mitigation
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.

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.

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.



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 & escalation procedures.

Proactive Steps for Timely Mobilization

Proactive Steps for Timely Mobilization:



Key
Features



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.

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.



**1 ALS Ambulance at
Fujairah Hospital.**

**1 ALS Ambulance at
SKSH Hospital.**

**1 ALS Ambulance
covering Ajman and Umm
Al Quwain hospitals.**

Key Highlights

Key Highlights:



Key Features



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



Key Milestones



Thank You

Conclusion

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.