UNITED ARAB EMIRATES
MINISTRY OF HUMAN RESOURCES
& EMIRATISATION

الإمارات العربية المتحدة
وزارة الموارد البشرية
والتوطين



Providing Publicity and advertising works to Tas'heel Service Centers
Initiative of qualifying and authorizing the work and service providers to Tas'heel Service Centers

تسهيل
TAS-HEEL

2017

Registration Details as Contractor/ Authorized supplier	
Description	This service allows qualified suppliers to register with the Department of Service Centers of the Ministry of Human Resources and Emiratisation (MOHRE) in accordance with the requirements stipulated by MOHRE regarding the design, printing, and supplying of all the materials specified and listed in the visual identification manual and the trademark logo of the service centers "TAS'HEEL", which spread all over the UAE territory, in compliance with the designs and specifications approved by MOHRE. The Ministry seeks to authorize number of approved suppliers to carry out these works. The registration in the Register shall be completed at the request of the suppliers or service providers. The submission of the request implies the supplier's undertaking to implement the required designs according to the directives, instructions and specifications set by MOHRE and in accordance with the conditions and regulations it approves.
Required Documents	• Business name, address, mailbox, e-mail, telephone and fax numbers. • The legal form and license issued by competent authority. • Name of the official and the managers delegated to contract and their signature forms. • Company profile including previous experience in implementing similar projects with leading agencies, as well as the sizes and types of works executed. • The company's MOA or proof that it is wholly owned by UAE citizens or one or more citizens have partners' shares of %51 at least of capital, and the company's total assets value.
Service terms and conditions	Companies and corporates seeking to apply for registration must satisfy the following conditions: 1 To be national companies or corporates in which the UAE citizens subscribed at least 51% of the capital. 2 The company must be licensed by the competent authorities, and its activities should comply with the nature

Description	and scope of works listed below. 3 It should not be barred from participation in tenders and bids conducted by any governmental departments. 4 Not owned by a staff member of the Ministry of Human Resources and Emiratisation. 5 The MOHRE Contracts and Procurement Section should be notified in writing in the event of any changes in data submitted upon registration, like: a. Modifying the trade name, address, location, business activity. b. Changing or replacing the sales manager / the PIC. c. Modifying or changing any other data, and/ or specialized materials. 6 MOHRE shall annually evaluate the company's performance, and has the right to revoke the registration and to preclude the company's participation process.
Bidding terms	1 Bid proposal must be submitted, to the Center's owner who wishes to contract, within of (10) days maximum from the date of receiving the request for price quotation. 2 Proposal must be valid/ binding for 45 days from the date of submitting the bid proposal. In the case of supplies in quantities, proposals shall be valid/ binding for 60 days from the date of submitting the proposal. 3 The supplier shall enclose, with his bid proposal, the samples, data and catalogs relative thereto. 4 The Center has the right to accept or reject, in whole or in part, any price quotation.
Implementation and Supply terms and conditions	1 In case of awarding a tender or any part thereof, the supplier shall be responsible for delivering the order within the specified time schedules. 2 The date of works/ materials receipt, conforming with the specifications and the scheduled time periods, shall be considered the actual date of implementation/ delivery of the ordered materials. 3 In case the service provider gives an excuse for non-performance (implementation/ supply on the dates specified in the proposal), or goes beyond the preset time limits, or in the event his supplies are rejected by the works/ materials inspection sections and the receiving departments, the Center shall have the right to take the following actions:

Description	a. The bidder shall be subjected to a delay fine of 2% of materials value per week; but not exceeding 10% maximum penalty of the total value of the materials. b. If the company continues to delay until the penalty reaches its maximum, the Center has the right to purchase the materials required in the tender from the marketplace on the expense of the supplier, adding 10% of supplies value as administrative fees, or to terminate the contract and confiscate the final assurance. 4. In case of delay in implementation or supply due to an emergent circumstances or force majeure or due to a reason attributed to the supplier, the latter should apply for exemption from the fines, penalties or sanctions accompanied by proof of occurrence of the emergency or force majeure or whatsoever other reasons, within 30 days from their occurrence, and submit such request to the concerned committee for perusal. Failure to provide this request by the supplier within the said period implies his own affirmation that there were no such compelling force that led to his failure to supply, beside his relinquishing of his rights to challenge. 5. The Center is entitled to request a bank guarantee (performance bond) equal to 10% of total value of the works amounting to AED 100,000 and above, provided that the bond is valid through the implementation period. The Center shall release or payback the bonded amount upon the final completion of works as required and the final receipt by MOHRE Evaluation Committee of the works related to the visual identity, without any related financial or legal responsibility on MOHRE's side.
Sub-contracting the works	The company may only partially assign some certain specialized works to only one or more subcontractors, provided that the subcontractors adhere to the same conditions applied on the principal supplier. Prior approval of the Center owner is not required, in this case, and the principal supplier shall continue to be liable for full implementation and trustworthiness of works.
Specifications and Quality of Works	The company shall carry out all the works assigned to it in all the service centers with high precision and in compliance with the specifications and quality standards determined by MOHRE. In whichever case, the supplier and the service center are not entitled to change or implement these specifications in poor quality. Otherwise, MOHRE shall reject and disapprove such works and shall apply monetary penalties in accordance with the operations manual and the visual identity manual.

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Supervision of Implementation of Works	MOHRE is entitled to employ a consultant or a superintendent to ensure that the supplier performs the works appropriately and also to make certain that works are conforming to the approved specifications listed in the visual identification manual and the trademark logo of the service centers. The Consultant or superintendent may, at any time, visit the work site, pick up and test some samples and give instructions, in the event works appear to be non-complying with the specifications, to change the materials and the works carried out. He is entitled to submit a report to Service Centers Department and to recommend methods of ensuring the proper conformity of works. MOHRE is entitled to object to the quality of works executed or the materials supplied, and request them be changed. MOHRE is also titled to refuse licensing the Center and the company shall execute and supply the required materials without any additional cost on the service center's side, in case it became evident that the company has violated its contract terms and the specifications manual.
Payments	In all cases, works value shall be only paid by the owner of the center, and MOHRE is not liable at all for any financial obligations arising from the contract signed by the two parties, or the disputes standing up between them.
Work Details and Items	The company should have the capacity to execute all the works listed below: 1- Various stationery like: career IDs, official letter heads, courtesy cards, envelopes, report sachets, files and box files, folders, dossiers, portfolios, note-taking books, bags, CDs labels and covers, greeting cards, giveaways, employees' IDs, name cards, and the like. 2- Digital designs like: digital advertising panels, internal directions posters, external directions posters, and signs of floors, sections, and rooms. 3- Media briefings supplies like: platforms and backgrounds, banners, and the like.
Warranty	The company must provide due bond, valid for one year from final acceptance of works, to guarantee the good

Validity of registration with MOHRE	One calendar year starting from the date of authorizing the supplier.
Contracts and Conditions	The supplier shall conclude a contract with the Center owner in Arabic for the works agreed upon, and the contract may be translated into English, taking into account that the Arabic text is the official prevailing version. The contract must specify all the details and items contained in the visual identity manual and the trademark logo as approved by MOHRE, without any change or amendments whatsoever. No unclear or indirect terms or conditions shall be included. In the event of any illegal clauses, they will be considered null and void.
Disputes	In the event of any dispute or disagreement on the technical details between the parties, MOHRE, represented by the Service Centers Department, is the competent authorized to consider and decide the dispute , noting that MOHRE's ruling shall be final and binding on both parties. In case of MOHRE's decision is unacceptable by any party, the courts of the Emirate within which the dispute broke out is competent to consider the dispute without any responsibility on MOHRE that may arise as a result of this dispute.
Communication Channels	MOHRE- Service Centers Dept. Contact: Mr. Khalil Al Khoury- Director of Service Centers Dept. Office: 02 4183991 Mobile: 0506666757 Or contract Mr. Hassan Al Sharky, Deputy Director of Service Centers Dept. Office: 04 7023326 Mobile: 0504333309

Date: / /2017

Request for authorization of contractor / service provider by the Service Center Dept.

Registration Type:

☐ **Contractor of Décor & Technical Systems** ☐ **Advertisement**

License details license number ..... ■ **Commercial** ■ **Professional** ■ **Other**

Contractor/ Supplier Details

Name of (Supplier- Contractor)

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Name of license holder ..... Name of company director .....

Type of approved activity .....

Contractor/ Supplier Address

Emirate..... City ..... Area .....

P.O. Box ..... E-mail .....

Tel..... Fax ..... Mobile .....

Are you registered at Ministry of Finance? Yes No

We confirm that the above statements are true and consistent with the Company's records. We also confirm that terms and conditions of registration in Service Providers Register kept in Service Centers Department have been read. We confirm that we have reviewed and accepted all terms and conditions and we undertake to adhere to their content.

Company owner's signature: ..... **Seal:**

Required Documents:

- Copy of commercial license
- Company's portfolio describing Company details and its biggest achievements
- Company's site plan
- Copy of the company's memorandum of association indicating partners' names.
- Copy of company's registration certificate at youth support entities (for youth support projects)
- Employees sheet issued by MOHRE

Remark: The concerned committee shall evaluate you at the end of the works assigned to you annually and upon which you shall be invited to future projects.

Service Centers Department's Use only

The supplier was registered under No | | | | | | |

Dept.Approval/Rejection :

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Signature: