

UNITED ARAB EMIRATES
MINISTRY OF HUMAN RESOURCES
& EMIRATISATION



الإمارات العربية المتحدة
وزارة الموارد البشرية
والتوظيف

Request for Proposal (RFP) **"TawafQ" Service Centers Tender / Abu Dhabi - Dubai**

The Ministry of Human Resources and Emiratization invites specialized companies in the UAE to make their proposals to carry out labor relations services operations on its behalf through service centers approved by it and operating under its supervision according to the criteria of the Emirates Programme for Excellence in Government Services.

The Ministry seeks to launch acceptance of franchise RFPs for "TawafQ" in its first phase in the Emirate of Abu Dhabi (2 centers) and Dubai (2 centers).

1. Definition of tawafq service centers

These are private sector owned centers and licensed by the Ministry of Human Resources and Emiratization to provide labor relations services on its behalf through institutional partnership according to the criteria of the Emirates Programme for Excellence in Government Services.

2. Services of tawafq service centers

These centers provide labor relations services as follows:

- a. Receive and study labor complaint applications and make recommendations to the Ministry for approval and deciding to resolve or refer the complaint to the judiciary.
- b. Provide legal consultancy services and reply to the enquiries related to labor relations.
- c. Provide any other services determined by the Ministry.

3. Licensing, Evaluation and Selection Criteria at tawafq service centers

The Ministry will carry on evaluation and selection by appointing a technical team to audit made applications, inspect the site and evaluate applications to launch TawafQ/Service Centers in Abu Dhabi and Dubai as a primary phase according to the following criteria:

- a. The applicant shall be twenty one years old and in full legal capacity.
- b. Neither a natural person nor any partner in the legal person has been convicted in any anti-honor or anti-trust offense, human trafficking offense or the offenses provided for in the Law on Regulation of Labor Relationships or the resolution in execution thereto, unless he/she has been rehabilitated in case of a custodial penalty or after one year from the date of a fine judgment.
- c. The applicant is not an employee of the Ministry or their relatives to the first degree, including the spouse.
- d. The applicant must furnish to the Ministry a bank guarantee that is at least One Million Arab Emirates Dirhams at all times the license is valid.
- e. The licensee's file with the Ministry of Human Resources and Emiratization is free from any violations that give rise to suspension of the establishments' file.
- f. The term of contract between the Ministry of Human Resources and Emiratization and the licensed center is 5 years.
- g. Customers' accessibility to the Service Center's location.
- h. Availability of public transportation at the Center.
- i. Closeness of the Center to labor accommodations locations.

- j. Future expansion possibility.
- k. The value of proposals made by the license applicants (operating costs and services). The Ministry will bear the charges of provided services.

4. **Service Criteria at tawafq service centers**

"TawafQ" Service Centers will provide its services according to operating criteria designed according to the Emirates Programme for Excellence in Government Services, including:

1. **Customers:**

- 1.1 Provide with a customer charter approved by the Ministry, which sets forth the Center's obligations towards the customers.
- 1.2 Stick to the approved classification of the Centers' customers as per their needs and expectations.
- 1.3 Provide a system to receive customers' suggestions and remarks, to be approved by the Ministry of Human Resources and Emiratisation.
- 1.4 Provide mechanisms to enlighten the customers of the decisions and procedures determined by the Ministry (e.g. guides, displays and internal informative boards, etc.).
- 1.5 Engage in the media and marketing campaigns held by the Ministry.
- 1.6 Customer satisfaction with the Center shall be at least 70%.

2. **Services:**

- 2.1 A service catalogue.
- 2.2 A list of provided services and required documents of each service.
- 2.3 Free or paid customer hospitality.
- 2.4 Water closets (men + women).
- 2.5 Prayer rooms (men + women).
- 2.6 Furnishing the Center with approved integrated banking service to meet customers' needs.
- 2.7 Provide legal translation service (as per the languages determined by the Ministry).
- 2.8 Keep cleanliness of health facilities and conformity to requirements in related matters.

3. **Service Delivery Channels:**

- 3.1 Adhere to official working hours from 08:00 a.m. to 8:00 p.m. for six working days.
- 3.2 Maximum waiting time is 10 minutes to get the service started.
- 3.3 Provide a transaction completion time system.
- 3.4 Provide a business center for the Center's customers.
- 3.5 Select the appropriate space of the ground floor as per the requirements of people with special needs, the aged and visitors of the Center.
- 3.6 Provide free or paid parking as per numbers of customers.
- 3.7 Provide Sufficient and comfortable seats for customer as per number of service counters.

- 3.8 A special entrance for people with special needs.
- 3.9 Provide other service channels (website, call center and service kiosks).
- 3.10 Comply with the specifications and features determined by the specifications guide and provide a high quality infrastructure.
- 3.11 Adhere to internal and external appearance of the Center, including corporate identity, posters and external board).
- 3.12 Building accessibility through clear guidance signs leading to the Center.

4. service efficiency and innovation

- 4.1 Comply with trademark guide.
- 4.2 The Center obtains the quality certification (ISO) within three years from the license approval date.
- 4.3 Comply with quality of services approved in the service level agreement (SLA).
- 4.4 The Center's capacity can absorb at least 25,000 labor complaints per annum.
- 4.5 The Center's area is at least 2500 sq. ft.

5. Human Resources

- 5.1 The Center shall comply with the Emiratisation policies ratified by the Ministry (provided that the primary policy is that the Center Manager and (4) Service Supervisors are UAE citizens).
- 5.2 The number of legal researchers shall be 50, who must hold university degrees in law. The employees must be courteous, tactful, trained in the arts of service provision and skills of reconciliation and settlement between disputing parties. The monthly salary of legal researchers shall be AED 10,000.
- 5.3 There number of administrative employees is 25.
- 5.4 There shall be receptionists to receive customers.
- 5.5 One customer service employee (One and Done).
- 5.6 The employees shall be qualified and trained according to the policy approved by the Ministry in this concern.
- 5.7 The Center shall provide (10) offices for the employees delegated by the Ministry.
- 5.8 A human resources incentives and remunerations policy shall be applied.
- 5.9 The employee's uniform approved by the Ministry of Human Resources and Emiratisation.
- 5.10 Employees' IDs shall be provided.

6. Technology:

- 6.1 Ensure that the Center is linked to the Ministry's systems.
- 6.2 Q-Matic System.
- 6.3 DVR system for high quality documentation and control of operations.
- 6.1 All services and information related to the Center are posted on the Ministry of Human Resources and Emiratisation website.
- 6.2 Smart application service is provided.
- 6.3 Information and data is kept confidential.

5. Required documents

1. Applicant's CV and background of the applicant establishment.
2. A copy of passport.
3. A copy of the trade licenses.
4. Proposed site plan of the Center.
5. Detailed internal design of the Center.
6. Letter of primary approval of the Center's lease from the site owner.

6. Proposal rejection notification

The Ministry is under no obligation to submit any justifications for refusal of any proposal and reserves the right to accept or refuse any proposal without elaborating reasons.

7. Milestones

RFP Announcement	10th May 2017
Proposal Submission Deadline	28th May 2017

8. Application Mechanism:

Applications shall be submitted via the following e-mail: TawafQ@mohre.gov.ae

For enquiry, please call us on: 04-7023219 02-4183966 07-2032216