

UNITED ARAB EMIRATES  
MINISTRY OF HUMAN RESOURCES  
& EMIRATISATION



الإمارات العربية المتحدة  
وزارة الموارد البشرية  
والتوظيف

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## Announcement of "Tawjeeh" Centers

The Ministry of Human Resources and Emiratisation announces the beginning to accept franchise applications for "Tawjeeh" Centers, licensed by the Ministry to provide awareness and orientation services to employees and employers on its behalf through institutional partnership with the private sector according to the criteria of the Emirates Programme for Excellence in Government Services.

"Tawjeeh" Centers will provide integrated services to the target customers of orientation and awareness operations under the Labor Law and the ministerial resolutions in execution thereto and any letters related to the labor market and the UAE society's culture according to the controls and provisions set by the Ministry.

### **"Tawjeeh" Centers' Services**

- Orient and raise awareness of employers.
- Orient and raise awareness of employees.
- Provide work permit and employment contract delivery services.
- Provide work certificate services to employees.
- Distribute and receive materials and awareness brochures to employees and employers.

### **Licensing Criteria of "Tawjeeh" Centers:**

#### **1. Applicant (Owner):**

- Must be at least twenty one years old and in full legal capacity.
- 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.
- Not be an employee of the Ministry or their relatives of the first degree, including the spouse.
- Must furnish to the Ministry a bank guarantee that is at all times at least One Million Arab Emirates Dirhams.
- The licensee's file with the Ministry of Human Resources and Emiratisation is free from any violations that give rise to suspension of the establishments' file.

#### **2. Territory**

- Customers' accessibility to the Center's location.
- Availability of public transportation at the Center.
- Closeness to labor density areas.

#### **3. Building:**

- Building area must be appropriate to the approved internal design.
- The Center's area is at least 13,000 sq. ft.
- Infrastructure quality to the building generally and the Center particularly.
- Parking availability.

#### **4. Center Manager:**

- Must be a UAE citizen with experience in the field.
- Has not 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.

#### **5. "Tawjeeh" Center's Responsibilities:**

- Ensure efficient and effective provision of services under a SLA.
- Comply with the forms approved by the Ministry.
- Enlighten the employer and employee on rights and duties.
- Link the Center to the Ministry's systems.
- Provide smart applications service.
- Keep information and data confidential.
- Comply with service criteria according to Emirates Programme for Excellence in Government Services.

#### **6. Operating Criteria of "Tawjeeh" Centers:**

"Tawjeeh" Centers shall provide their services according to the operating criteria designed according to the criteria of the Emirates Programme for Excellence in Government Services, including:

##### Customer Service Quality:

- One customer service employee (One and Done).
- Transaction is done in one visit in maximum three steps.
- An employee rewarding system: Employee of the month.
- Employees must be courteous, tactful, trained in the arts and skills of service provision, able to have complete communication with customers and hold a training certificate from the institutes approved by the Ministry of Human Resources and Emiratisation.
- Orientation services shall be provided in a language understood by the customers.
- All the Center employees who provide the Ministry's services at the Center (excluding lecturers) are UAE citizens.
- The lecturers shall hold a law degree with at least an approved course in the arts of lecturing from a licensed institute, and have required approvals from the competent authorities as the Ministry may determine.
- The Center employees shall wear the uniform specified by the Ministry.

##### Customers:

- A customer charter to show the Center's obligations towards the customers.
- A classification of the Center's customers as per their needs and expectations.
- A system to receive customers' suggestions and remarks, to be approved by the Ministry of Human Resources and Emiratisation.
- Mechanisms to raise customers' awareness of the decisions and procedures set by the Ministry (e.g. manuals and displays).
- An entrance for people with special needs.

- Sufficient and comfortable seats for customer as per number of service counters.
- Engagement in media and marketing campaigns held by the Ministry.
- Customer satisfaction with the Center shall be at least 70%.

#### Services:

- A Service Catalogue.
- A quick service counter.
- All services and information related to the Center are posted on the Ministry of Human Resources and Emiratization website.
- Sufficient free or paid parking as per numbers of customers.
- Free or paid customer hospitality (cafeteria).
- Maximum waiting time is 15 minutes to get the service started as per predetermined timing.
- Working hours fixed by the Ministry from 8:00 a.m. to 8:00 p.m. for six days shall be complied with.
- Trademark guide shall be complied with.
- A list of provided services, their charges and required documents.
- Water closets (men and women).

#### Channels:

- Q-Matic System.
- Compliance with the features and properties set by the Specifications Guide and provision of a high-quality infrastructure.
- Building accessibility through clear guidance signs leading to the Center.
- Provision of service time system.
- Provision of a business center for the Center's customers.

#### **Required Documents:**

- Applicant's CV.
- A copy of the passport.
- Certificate of good conduct from the competent authorities to the Center's owner.
- Experience in provision of orientation services as to the Center Manager.
- The proposed site plan of the Center.
- Detailed internal design of the Center (having referred to approved designs of the Ministry)
- Letter of primary approval of the Center's lease from the site owner.
- Feasibility study of the project, including the regions / emirate covered by the orientation operations. This may include more than one emirate.

#### **Applications Assessment Mechanism:**

The Centers Licensing Application Assessment Committee shall audit the made applications, inspect and assess sites and refer results for approval according to the following criteria:

- Applicant's CV.
- The applicant's file is free from any violations of the Labor Law and the ministerial resolutions in execution thereto.
- Experience in management and operation.

**Right to Refuse Proposals:**

- The Ministry has the right to refuse submitted proposals without being bound to pay any costs incurred by the application in the preparation of these proposals.

**Milestones:**

RFP Announcement	10th May 2017
Proposal Submission Deadline	28th May 2017
Assessment of Submitted Proposals	From 28th May to 29th June 2017
Notification of Results and Commencement of Preparation of Licensed Centers	7th July 2017
Opening of the first "Tawjeeh" Service Center"	December 2017

**Application Mechanism:**

Applications shall be made via the following e-mail: [Tawjeeh@mohre.gov.ae](mailto:Tawjeeh@mohre.gov.ae)

For enquiry, please call us on: 04-2062803 04-2062887