



**Request of price quotations for the project of:  
Development and maintenance of a central system to  
control the compliance of the service centers (Tas'heel)  
with the operations standards**



**2017**



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## 1 Foreword:

Since its inception, the Ministry of Human Resources and Emiratisation (MOHRE) constantly endeavors to realize customers' satisfaction by delivering excellent and consolidated services to all customers without discrimination. Therefore the notion of launching the service centers to develop novel network of service delivery to customers came into being in compliance with the premier quality standards and in partnership with the private sector.

The licensing and operations standards set by the Ministry of Human Resources and Emiratisation (MOHRE) for the Service Centers are continually improving, particularly with regard to upgrading the control systems, which the service centers should install, and linking them with central monitoring and control room located at the Service Centers Department in Abu Dhabi quarters of MOHRE. The purpose is to monitor the performance of the service centers and measure the levels of service quality rendered to the customers, besides ensuring the service centers adherence to the guidelines of the operations manual.

Due to the special significance of the service centers, being the physical expression of MOHRE's image and reputation, MOHRE plans to develop a central system that would display the outputs of the systems indicated in the technical specifications manual to empower the process of monitoring and control of the performance as regards: the digital queuing system, the CCTV system, the consolidated cashier, and the attendance system, provided that the system will be initially developed during 2017 and continually upgraded during the years to follow based on the feedback to its performance.

## 2 Project Description:

The system shall embrace two key phases. The first phase involves the design and developing of a software program that would read, analyze and segregate the data, received from various systems installed in the service centers spreading across the UAE, and instantaneously display them in detail on special monitors at the central control room located at the Service Centers Dept. in MOHRE's HO. The system should be in modules that would accommodate sub-components for control and warning in the event the dispatched data exceeds the critical thresholds preset by MOHRE. This will help the quality officer to immediately identify the violations committed by the service centers not complying with the system structure and interfere to correct their conduct.



The second phase of the system shall include the supply, installation, and commissioning of integrated high-tech system, conforming to the up-to-date technologies accessible in the marketplace, at the central control room located at the Service Centers Dept. in MOHRE's HO in Abu Dhabi. The system shall link five (5) principal systems, installed at Tas'heel service centers, with the control and monitoring screens proposed to be installed within the new system in the central control room. The five (5) systems should reflect/ display their observations and conclusions in the central control room to empower MOHRE to follow up and monitor the levels of service quality rendered through the various systems of the service centers.

The five (5) systems shall comprise the following:

1. The central digital queuing system
2. The CCTV system
3. The Happiness Indicator system
4. The consolidated cashier system
5. The attendance system.

The central control room should:

- Be designed to accommodate ten (10) employees, of the quality and follow up officers
- Contain the central display monitor, which will live and directly display streams transmitted through the cameras mounted in the service centers "Tas'heel".
- Comprise auxiliary monitors displaying the controls and indicators received from the other systems operating in the service centers.
- Have a hotline to receive the requests of technical support.

### 3 Scope of the project:

Configuring the new system and installation of the control systems shall be done in the new central control room in the MOHRE HO in IPIC building in Abu Dhabi. The system specifications shall be as follows:

- 1 Designing the control room and its fittings and accessories in compliance with the most up-to-date available in the market in 2017, and they should be of the best renowned global brands registered with the Emirates Authority for Standardization and Metrology (ESMA), provided prior approval of MOHRE is obtained as the equipment specifications before their final supply.



- 2 Designing the control room and its fittings and accessories in compliance with the UAE governmental standards - the Monitoring and Control Centre (MCC) criteria.
  - 3 The principal display monitor:
    - a) Size of monitor: define the number and size of the principal monitors on basis of the recommendations of the party in charge of executing the project, and the actual space/ area of the room itself.
    - b) The monitor should have the ultra-high-definition (UHD) properties, in compliance with the best specifications available in the market in 2017.
    - c) Set and tune the present video management system (VMS) to clearly display its contents on the monitor.
    - d) "Milestone is the VMS currently used by the Service Centers Dept.
  - 4 Auxiliary monitors and other systems' monitors:
    - a Their sizes should not be less than 55 inches, noting that more than one monitor might be utilized to display from the same source system.
    - b The auxiliary monitors should have the ultra-high-definition (UHD) properties, in compliance with the best specifications available in the market in 2017, and to have rich display.
  - 5 The central control room should be designed to accommodate ten (10) employees, of the quality and follow up officers, provided that each officer would be able to access the following:
    - a Desk top follow-up monitor, instantaneously and effectively linked with the principal display monitors
    - b Desk phone with a hotline
    - c The desk phone should be equipped to allow using the head-set feature
    - d Ease of access to the other systems' control panels and indicators.
- The Service Centers Dept. requests the company executing the project to:
- 1 Provide a full design of the central control room
  - 2 Deliver a methodology and an action plan
  - 3 Establish the testing mechanisms and final delivery procedures
  - 4 Document the project implementation operations and the configuration processes
  - 5 Sign an annual service contract, unmistakably indicating the service-level agreement (SLA).



#### 4 The exclusion clause:

The scope of the project shall not include the:

1. Setting and tuning of the video management system (VMS).

#### 5 The project executing company must comply with the following

The bidders should provide the following items as integral part of their bid proposal for our review and perusal:

- Description of former experience in executing control room projects
- Examples of three (3) similar systems, which the company executed within one year maximum prior to the date of its current bid offer.
- The professional cadres, who will be employed to work on the project (with details of their specialization and expertise)
- Full testing and commissioning plan
- The methodology of managing the project.

#### 6 Bid proposals criteria:

The Service Centers Dept. shall assess and value the bid proposal in alignment with the following criteria:

- Bid compliance with the requirements: the proposed solutions offered by the bidder should entirely satisfy the project scope and demands duly indicated in this document and should be presented in well-organized and flawless manner.
- The experience of the bidder: former experience of the bidders is salient factor in assessing and valuating them, as regards the link between their experience and the scope of the project, the success of their deliverables, and the leading customers they delivered their services to.
- Former experience: the bidders shall be assessed on basis of their works in the field of executing monitoring and control systems, and the certificates of satisfaction issued by their clients as well as their business references shall be taken into consideration.



## 7 The project stakeholders:

- The MOHRE Service Centers Dept.
- The service centers “Tas’heel” spreading all over the country.

## 8 The project implementation phases, after approving the bid

**Phase one:** approving the project implementation action plan, and the technical specifications document relating to the systems and equipment, which will be supplied and installed in the central room. The project executing company shall preview and inspect the place designated for usage as a central control room, define the required electrical and technical arrangements, which usually precede the supply and installation operations. The company shall on itself arrange all required items needed to ensure proper installation of systems and equipment within the project timetable and its cost schedules.

**Phase two:** the company, in collaboration with the service center work team, shall satisfy all the requirements for designing and implementing a software system committed to the control and monitoring function, issue its initial design, commence the testing, and full commissioning before end of Sept.'2017 (30/09/2017).

**Phase two:** supply and install the equipment after their procurement and storing to the central control room, where all works of fixing the equipment, the display monitors, and the central room accessories are completed without exclusion.

**Phase three:** commissioning the equipment and ensuring their compliance and conformity with the five (5) systems, which should be interlinked, besides submitting the warranty and maintenance certificates of the equipment, provided that their validity shall not be less than five (5) calendar years starting from the final actual operation date in accordance with the receipt report.

## 9 The tender and bid time schedule:

Phase	Date
1 Tender announcement	May 01'2017



1 Closing the receipt of bids	May 31'2017
2 Segregation of bids	June 04'2017
3 Bid assessment committee meeting	June 08'2017
4 Signing the procurement contract	June 14'2017
5 Developing and commissioning the new software	Sept. 30'2017
6 Final supply of equipment and delivery to MOHRE	July 02'2017
7 Final installation of equipment	July 20'2017
8 Commissioning and linking the equipment with the new system, which will be linked with the five (5) systems.	October 12'2017

## 10 Project value and cost:

The bidders shall be assessed on basis of their solutions cost and the compatibility of their proposed works with the scope of this project.

## 11 General terms and conditions:

- 1 The company awarded the contract shall perform the support and the entire maintenance of the systems and equipment supplied, for a period extending for not less than two (2) years from the date of final receipt.
- 2 The company shall provide the trained employees to execute all the maintenance required for the whole equipment, provided the such employees shall have enough expertise to operate the supplied equipment properly.
- 3 The company shall provide the spare parts and materials required to perform timely maintenance of the equipment, and shall replace the damaged parts on its own cost.
- 4 The company shall perform the instant, preventive, and periodical maintenance for the hardware and the operating system (hardware+O.S) once every three (3) months, in a manner to ensure the seamless and





- uninterrupted operation of equipment. The periodical and preventive maintenance schedules shall be agreed upon in advance by the two parties.
- 5 In case any damage, jamming or disruption occurs in the system/ the attached equipment included in the procurement and maintenance agreement, the company shall promptly respond to the case and correct the damage, jamming or disruption in a time not exceeding two hours from the moment it receives MOHRE's notification of same.
- 6 Maintenance and work done on the equipment shall be performed in the site the equipment is installed, during the working hours. In the event the company requires to perform maintenance after the working hours, prior approval of MOHRE is necessary.
- 7 The company shall repair the damage in less than twelve (12) hours from the moment of commencement. This time period may be extended, if so required, to forty eight (48) hours by special approval of MOHRE, and in such case, the company shall provide free alternative equipment and the required software for temporary operation to ensure continuous flow of work till original equipment is repaired.
- 8 In case the company fails to respond within two hours from being notified of damage, or in case it fails to fix the damage within forty eight (48) hours as indicated previously, MOHRE shall be entitled to call another third party having sufficient expertise to repair the damage, and the company shall incur all related costs and liabilities.

## 12 Working hours of the stakeholders

### Ministry of Human Resources & Emiratisation (MOHRE)

Weekly from Sunday to Thursday, from 08:00 am to 02:00 pm.

The service centers (Tas'heel)

All week days except Fridays, from 08:00 am to 08:00 pm.

## 13 Communication Channels

MOHRE- Service Centers Dept.

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