

UNITED ARAB EMIRATES  
MINISTRY OF HUMAN RESOURCES  
& EMIRATISATION



الإمارات العربية المتحدة  
وزارة الموارد البشرية  
والتوظيف

## Announcement of "Taqieem" Centers

The Ministry of Human Resources and Emiratisation announces the beginning to accept franchise applications for "Taqieem" Centers, licensed by the Ministry to provide services through institutional partnership with the private sector according to the criteria of the Emirates Programme for Excellence in Government Services. "Taqieem" Centers will provide information and assessment services about the establishments according to the controls and provisions set by the Ministry.

### **"Taqieem" Centers' Services**

- Provide information about establishments and validity of trade licenses.
- Provide turnover information
- Record labor accommodations in the Labor Accommodations System

### **Licensing Criteria of "Taqieem" 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.

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

- Services shall be provided within Tasheel Centers under a service level agreement (SLA) between "Taqieem" Center and Tasheel Center approved by the Ministry.
- An independent office for the licensed establishment and parking for assessors' vehicles.
- An operations room for follow-up of field visits of the residents approved by the Ministry.
- Spaces for the Ministry's staff at the licensed establishment's office.

#### **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.

#### **"Taqieem" Center's Responsibilities:**

1. Ensure efficient and effective provision of services under a SLA with the Ministry.
2. Comply with the forms approved by the Ministry.
3. Link the Center to the Ministry's systems.
4. Subscribe to the call center (Number 600)
5. Keep information and data confidential.
6. Comply with service criteria according to Emirates Programme for Excellence in Government Services.

#### **Operating Criteria of "Taqieem" Centers:**

"Taqieem" 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.
- Must have command of Arabic and English.
- The Center Manager and Assessors shall be UAE citizens.
- The Center Assessors shall wear the uniform specified by the Ministry.
- Cars are provided to the Center Assessors as per the specifications and body 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.
- A gate 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.
- Mechanisms to raise customers' awareness of the decisions and procedures set by the Ministry (e.g. manuals and displays).
- 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 Emiratisation website.
- Sufficient free or paid parking as per number of customers.
- Free or paid customer hospitality (cafeteria).
- Maximum waiting time is 15 minutes to get the service started.
- 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 transaction completion time system.
- Provision of a business center for the Center's customers.

#### Internal Design of "Taqieem" Centers:

##### **Required Documents:**

- Applicant's CV.
- A copy of the passport.
- Certificate of good conduct from the competent authorities to the Center's owner.
- 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 / emirates assessed. This may include more than one emirate.

**Service 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	10 <sup>th</sup> May 2017
Proposal Submission Deadline	28 <sup>th</sup> May 2017
Assessment of Submitted Proposals	From 28 <sup>th</sup> May to 29 <sup>th</sup> June 2017
Notification of Results and Commencement of Preparation of Licensed Centers	7 <sup>th</sup> July 2017
Opening of the first "Taqieem" Service Center"	September 2017

**Application Mechanism:**

Applications shall be made via the following e-mail: [Taqieem@mohre.gov.ae](mailto:Taqieem@mohre.gov.ae)  
For enquiry, please call us on: 02-4183864 – 02-4183871 – 02-4183908