



Tadbeer Service Centers

The Ministry of Human Resources and Emiratisation (MOHRE) now accepts potential franchisee applications for the brand name Tadbeer Service Center, under license from the Ministry. Franchisees shall provide services on behalf of the Ministry through a corporate partnership between the Ministry and the private sector, set according to the standards and guidelines of the Emirates Government Services Excellence Program.

Tadbeer Service Centers offer their customers comprehensive services related to recruiting foreign domestic workers according to the rules and regulations stipulated by the Ministry. Such domestic workers, include, and not limited to, the following:

<ul style="list-style-type: none"> • Assistant • Cook • Au pair / Housekeeper • Chauffeur / Private driver • Gardener • Body guard • Private nurse • Private tutor 	<ul style="list-style-type: none"> • Farm supervisor • Farmer • Horse trainer • Hostler • Jockey
--	---

Tadbeer Service Centers:

- Print, receive, and forward applications(digitally) to the Ministry
- Provide live-in or daycare domestic workers according to the (client) potential employer's needs, on weekly, monthly or yearly basis
- Assign a client relations officer to manage each case (i.e: client-domestic worker relationship)
- Provide additional services (medical examination issuing a residence permit/ID card, domestic worker airport pickup, drive workers to the location of employment, health insurance, etc.)
- Help clients learn the nationalities and professions available for recruitment
- Conduct pre-recruitment interviews
- Train and prepare workers for the job
- Provide a specialized support center to ensure the balance of the relationship between both parties
- Provide accommodation for the domestic workers

Tadbeer Service Centers:

1. Franchisee (Owner):

- Must be at least 21 years old, and have full legal capacity
- Any natural person or any of the partners in a legal person must not have been convicted of an offense involving moral turpitude; a crime of human trafficking; or any of the crimes set forth in the Law on Regulation of Labor Relations or any of its executive decrees, unless that person has received rehabilitation, in case of custodial penalties; or one year has passed since the date of judgment, in case of punishments requiring payment of a fine

- Must not be an employee of the Ministry of Human Resources and Emiratisation or a relative of the first degree including spouse-of an employee

- Must not have previously had a license of private employment agencies canceled, as per applicable laws

- Must provide the Ministry with a bank guarantee of not less than 500,000AED for the entire term of validity of the license

- Must possess a record free of any violations that predicate suspension of the establishment

- Must have experience in the same field

2. Location:

- Clients must be able to locate the premises easily
- Location must be near public transportation
- Must be in an area with adequate number of residents

3. The Building

- Must be at an appropriate location on the ground floor, for accessibility reasons
- Must be of an area appropriate to the approved layout
- Total area of the service center must not be less than 40002 feet
- The entire building, not only the service center must be of a high quality infrastructure
- Must include parking facilities

4. The Manager:

- Accommodation for the domestic workers recruited overseas by the Center. Accommodation facilities must be in accordance with the standards of labor accommodation approved by the Ministry

Operation Standards:

- One staff member comprehensive services (One and Done)
- Transactions are completed in one visit in no more than three steps
- A staff recognition system is in place, e.g. Employee of the Month
- staff members are courteous,tactful,well trained in customer service, able to communicate effectively with clients, and hold a training certificate from an institute accredited by the Ministry of Human Resources and Emiratisation
- Staff members are proficient in Arabic and English
- The manager must be a citizen of the UAE

Customers:

- There must be a Customer Charter in place clarifying the Center's obligations towards customers
- Customers must be classified according to their needs and expectations
- There must be a Ministry-approved system in place to receive the customers' suggestions and feedback
- There must be a system provided to inform the customers of the decisions and procedures specified by the Ministry (e.g. brochures and display screens)
- The Center must include an accessible entrance
- Adequate and comfortable seats must be provided for customers, in line with the number of service counters
- Participation in media and marketing campaigns
- Customer satisfaction must not fall under %70

Services:

- A service catalogue is available
- A Quick Service Counter is available
- All services and information related to the Center is available on the Ministry's website
- Service is categorized into coherent groups (service grouping)
- Parking facilities (free of charge or otherwise) sufficient for the expected number of customers-are provided
- Hospitality (cafeteria services) shall be provided to customers; free of charge or otherwise
- Customers must not be made to wait for more than 15 minutes to be served
- Working hours determined by the Ministry (8 am to 8 pm; for six work days) must be honored
- Brand name guide is observed
- A list of all services provided, including all required fees and documents
- Bathroom facilities (for both men and women) are provided

Channels:

- Other channels of service provision will be available (e.g. website, call center, service kiosks, etc.)
- The Center includes information desk and an electronic queuing system (Q-Matic System)
- All specifications and features specified in the specifications manual are adhered to; providing a high quality infrastructure
- The building must be easy to locate through clear direction signboards
- Service Centers will include approved comprehensive banking service to meet the needs of customers
- an appointment system for processing transactions is in place
- A business center is available at the Center for the clients benefit

Layout and Interior Design of Tadbeer Service Centers:



Required Documents:

- Applicant's CV and a brief outline of the company's profile
- Photocopy of the passport and family book
- Copies of commercial licenses for practicing the same activity (if available)
- A map of the proposed location of the center
- Detailed plans for the layout and interior design of the center
- Letter of preliminary approval to rent the proposed location from the owner

Evaluation Process:

The Evaluation Committee for Service Centers Franchisee Applications reviews submitted applications submitted, inspects the sites, evaluates the application, and submits the results for approval, provided to the following criteria are observed:

- Applicant submits their CV and a brief outline of the company's profile
- Applicant's record is free from any violations
- Applicant has previous experience in providing similar services related to recruitment of domestic workers
- Experience in business management and operation

The Right to Reject Proposals:

- The Ministry reserves the right to reject and submitted offers, and is not obligated to reimburse the applicant for any costs they may have sustained while writing the proposal.

Significant Dates:

Request for Proposal	26th of March, 2017
Deadline for receiving proposals	13th of April, 2017
Evaluation of the submitted proposals	20th of April to 11th of May, 2017
Announcing final outcome and equipping the newly-licensed centers	15th of May, 2017
Launching the first Tadbeer Service Center	Last quarter of 2017

Submission System:

Applications are to be received via e-mail: domestic.workers@mohre.gov.ae.

For any inquiries, please call: 7023487-04, 7023365-04 ,7023335-04.