

Tender Announcement



مجلس أبوظبي للتعليم
Abu Dhabi Education Council
التعليم أولاً Education First

PROCUREMENT & CONTRACTS MANAGEMENT DIVISION

1. The Abu Dhabi Education Council (ADEC) is pleased to invite licensed companies in Abu Dhabi to bid for the following tenders:

Tender Number	Tender Description	Submission Closing Date
ADEC/2016/1356	Interior Design and Build for INSEAD Campus Relocation to ADGM at Maryah Island	After 3 weeks after tender floating date on the ERP system (online tender)
ADEC/2016/1311	Outsourcing of Government Relations Services (PRO)	

- Interested bidders are requested to visit the Council's web site www.adec.ac.ae, Procurement and Contracts link <http://www.adec.ac.ae/en/Suppliers/Pages/Tenders.aspx> to view the tender documents, terms and conditions, as well as submission requirements.
- Bidders interested to participate in one of the above tenders should send a confirmation email no later than Sunday February 5, 2017 to tenders@adec.ac.ae accompanied with a duly signed Form of Proposer's Response (included within the tender documents).
- Interested bidders are required to complete their registration process or update their registration prior to the date stipulated in point 3 above by visiting the following link: <http://www.adec.ac.ae/en/suppliers/pages/vendor-registration.aspx> or communicate with the ADEC suppliers Management Team on 02/6150432
- All interested bidders shall visit regularly the above stated link to view any update on the tender before floating it online by ERP system
- Upon receiving the confirmation emails, ADEC shall invite only the Bidders who expressed their interest to participate in any of the above mentioned tenders to submit their technical and commercial proposals through an online limited Tender, the online tender will contain the instruction to bidders, ADEC terms and conditions, detailed scope of work and pricing structure and will be closed after 3 weeks from the tender invitation date (unless extended by ADEC.)
- Bidders inquiries if any shall be sent by the bidders and attended to by ADEC only during the online tender period as per the timetable that will be communicated in the ERP tender documents
- All proposals must be accompanied with a bid bond with a value stipulated in the online tender documents before the tender closing date.
- The Council has the right at any time to cancel the above stated tenders without any legal obligations.
- This Public Advertisement and its content shall be considered an integral part of the above stated tenders and their conditions once issued.



مجلس أبوظبي للتعليم
Abu Dhabi Education Council
Education First **التعليم أولاً**

Outsourcing of Government Relations Services (PRO)

RFP No. ADEC/2016/1311

Scope of Work

Scope of Work

1. Background

The Abu Dhabi Education Council is initiating a process for contracting a competent **Government Relations Service Provider** to provide all ADEC staff and their dependents with different types of services related to the General Directorate of Residency and Foreign Affairs, Emirates ID Authority, and many other services provided by other entities.

ADEC is planning to conclude a contract for an initial period of one year with one vendor for the provision of PRO Government Relations Services. The contract will be subject to renewal on expiration for further period of one (1) year annually based on the same fee, upon a satisfactory Performance Appraisal of the services provided.

Services referred to in this scope shall apply to all Government Relations Services and transactions of ADEC staff and their dependent.

2. Objective

ADEC is hereby undertaking a solicitation of bid proposal from interested Government Relation Services agencies, the successful bidder shall be contracted for this purpose for an initial of the contract.

The total annual service charge fees of transactions procured by ADEC in 2016 was AED 900,000/-.

ADEC shall provide payment via bank transfer to the contracted PRO agent for the received PRO management services based on the issued invoices at the beginning of each next month after the delivered services.

3. PRO Policy

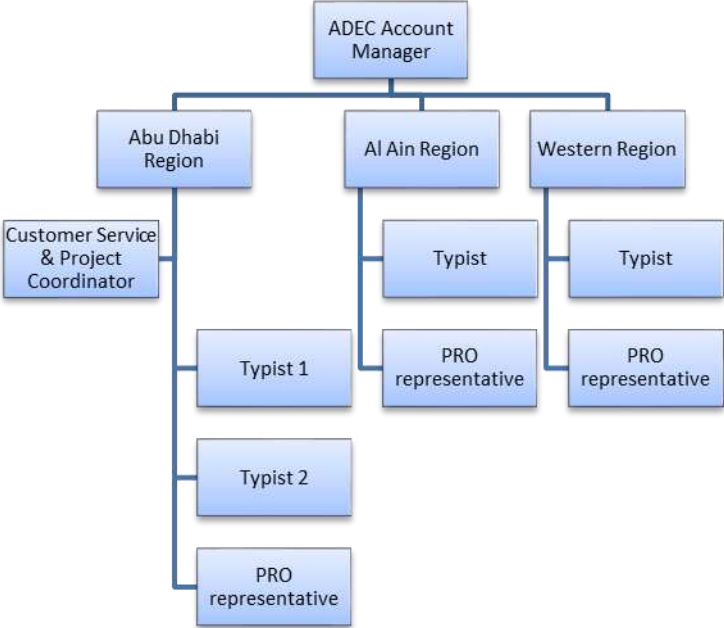
The selected **Government Relations Service Provider** shall be given complete copies of ADEC various PRO policies and procedures and shall be fully familiar and comply with these policies and procedures for all official services provided.

4. Implant Offices Requirements

The successful **Government Relations Service Provider** shall be required to devote four (4) full time employees in Abu Dhabi and two (2) in each region, Al Ain and Western Region, at its own cost with the following minimum requirements to work in ADEC premises in a full time basis.

1. Project Coordinator & Customer Service Consultant:
 - a. Minimum three (3) years of practical experience in the management of PRO services.
 - b. Has adequate authority to make decisions for the timely resolution of problems.
 - c. 24 hours a day access for emergency services.
2. The service provider shall be responsible for providing all Hardware required at the implant offices.
3. The provided Hardware must comply with ADEC IT policy and procedures.

Implant office structure:



ADEC reserves the right to request the **Government Relations Service Provider** to replace or add more consultants within ADEC HQ, Al Ain and Western Region offices.

The **Government Relations Service Provider** shall have a contingency replacement plan to be enforced during periods of illness and vacations of its personnel in order to maintain full services at all time under the provision of the contract.

If the **Government Relations Service Provider** decided to terminate the services of the PRO consultant, the **Government Relations Service Provider** must notify ADEC one month in advance and attach the CV of the succeeding proposed senior PRO consultant.

ADEC has the right to reject newly nominated PRO consultant(s) if not competent enough to handle management of the PRO services.

The implant team shall be interviewed by a technical evaluation committee; bidder is requested to provide the CV.

5. Services to be furnished by the PRO service provider:

5.1 Ministry of Interior “General Directorate for Naturalization & Residence”

The Government Relations Service Provider must be able to prepare all type of General Directorate of Residency and Foreign Affairs & Naturalization & Residence applications and handle all services like: new born baby registration, issuing new passport, passports renewal, family book requests, new entry permit, new residency, residency renewal, cancellation, escape report.....etc.

Also, they should update ADEC organization with all information, services, process, and requirements.

5.2 Emirates ID Authority process: The Government Relations Service Provider must be able to prepare all type of Emirates ID applications and handle all services like: new registration, renewal of ID card, fine, reports.....etc.

5.3 Foreign countries embassies requirements: The Government Relations Service Provider must be ready to assist and handle all foreign countries visas application, appointments, submissions, payments, passport collection.....etc, also embassies and consular other services.

5.4 Miscellaneous services

- All services related to legal translation of official documents.
- All services related to applying for medical insurance (staff, dependents,....etc.)
- All services related to authentication of documents in all UAE cities and authorities.
- All services related to traffic departments (driving license and car registration).
- All other government services (Ministry of Labour, Municipality, Health Authorities, Medical insurances).
- All services related to UAE/Abu Dhabi Customs Department.
- All services related to UAE Airports Services (Cargo, Security Pass Permissions, etc.)
- Managing special projects if requested by ADEC (example group medical check-up, UAE ID appointments, passport collection upon arrival of new staff hired by ADEC, etc.).

5.5 Billing and Invoices

- The **Government Relations Service Provider** shall provide ADEC with an itemized invoice for each transaction which should reflect among other the following information:

- ADEC contract number
 - Service name
 - Service date
 - Application copy.
 - Actual cost
 - Added service charges cost
- The appointed service provider should fulfil all personal requirements for ADEC staff and dependants, where all the costs of these services shall be covered directly by ADEC staff requesting the service.
 - ADEC undertakes to pay valid invoices in full within 30 (thirty) days from statement date of work, if all supporting documents for PRO are submitted.

5.6 Management Reporting System

- **Government Relations Service Provider** shall submit the following reports on a monthly/quarterly regular basis to ADEC General Service Division:
 - Monthly production statistics (as per ADEC general Service Division and consolidated format);
 - Monthly volume of business analysis.
 - Quarterly list of all transactions handled.
 - Any other report/s that ADEC may deem necessary.

5.7 Hours of Operation

The Government Relations Service Provider shall provide PRO services from 7:30 AM to 4:30 PM during working day, in addition Government Relations Service Provider shall provide for 24 hours a day emergency services, as well as for services during the weekends and official holidays where emergency PRO services is required; at least one of the PRO consultant employee shall always be reachable by phone.

5.8 Dress code:

The following guidelines must be always observed regardless of the formality of dress required in any situation:

- All employees must be clean and well-groomed. Grooming preferences or dictates by religion, ethnicity etc. are not restricted but should always be well-presented
- All clothes must be clean and in good repair. Discernible rips, tears or holes will not be tolerated
- All clothes must be appropriate for the office. Clothes worn typically in workouts, outdoor activities or recreation ventures are not allowed
- All clothes must project professionalism. Clothes that are too revealing or inappropriate for a specific situation are prohibited
- Employees should avoid clothes with stamps that might be perceived as offensive or inappropriate

As stated above, the types of clothes an employee may wear depend on the company's official image and their position. For example, if the company has decided on a semi-formal attire, both male and female employees may be required to wear suits, ties, white shirts and appropriate shoes. If the company has a more casual outlook, it may allow jeans, simple blouses, boots or other clothing.

5.9 Government Relations Service Provider QC

- The **Government Relations Service Provider** warrants that the personnel assigned to handle ADEC PRO arrangements shall constantly be trained to be kept up-to-date.

6. Special Projects Requirements

6.1 English and Arabic Medium Teachers (EMTs & AMTs)

In line with ADEC continuous recruitment process to provide the government schools with the necessary required expats English and Arabic Medium Teachers (EMT, AMT) each year, ADEC is expecting to recruit between 600 to 1000EMTs from all over the world with anticipated arrive date(s) to UAE.

To deliver the above mandate successfully, **Government Relations Service Provider** must handle all the visa & residency arrangements for the recruited teachers and their dependents inclusive of the passport collection, medical check arrangements in

addition to the provision of all necessary **Government Relation Services** as will be directed and coordinated with ADEC General Services.

The **Government Relations Service Provider** shall be fully aware that ADEC is not obliged under this Agreement to guarantee a minimum number of guests (EMTs, AMTs and their dependents) and thus shall have no right to claim ADEC for any loss of profit or to claim any extra charges if the number of teachers has gone less or more.

The scope of work for the EMTs & AMTs shall be as follows:

- 6.1.1 Visa program should be checked and updated by the service provider for all EMTs with the different status and tasks of the project.
- 6.1.2 Collection of original entry permits from ADEC and submitting them to the relevant airport visa pickup office.
- 6.1.3 Collection of data from all guests.
- 6.1.4 Provide ADEC with weekly and monthly progress reports as well as information required on a timely basis.



مجلس أبوظبي للتعليم
Abu Dhabi Education Council
Education First **التعليم أولاً**

Request for Proposal

From

ABU DHABI EDUCATION COUNCIL

Relating to

**Outsourcing of
Government Relations Services
(PRO)**

RFP No. ADEC/2016/1311

APPENDIX A
Form of Proposer's Response

FORM A

A. Form of Proposer's Response

Note: Bidders interested in participating in the above tender must send a confirmation email no later than Sunday 5th of February, 2017, 12:00PM to tenders@adec.ac.ae by attaching the signed "Form of Proposer's Response". It is the Bidders' responsibility to ensure that their emails were received and acknowledged by ADEC before the aforementioned closing date.

Upon receiving the confirmation emails, ADEC shall invite only the Bidders who expressed their interest to participate in any of the above mentioned tenders to submit their technical and commercial proposals through an online limited Tender, the online tender will contain the instruction to bidders, ADEC terms and conditions, detailed scope of work and pricing structure and will be closed after 3 weeks from the tender invitation date (unless extended by ADEC.)

Form of Proposer's Response
[To be typed on Proposer's Letterhead]

Vendor Registered with ADEC:	<input type="checkbox"/> Yes, Vendor No. _____
	<input type="checkbox"/> No (note: please complete your registration before Sunday 5th February, 2017, 12:00 PM)

[Date]

To: ABU DHABI EDUCATION COUNCIL
P. O. Box 36005
Abu Dhabi - U.A.E.
C/O Procurement & Contracts Division

TENDER NO. : ADEC/2016/1311

TENDER TITLE : Outsourcing of Government Relations Services (PRO)

Dear Sirs,

We acknowledge the receipt of the RFP Invitation Package ADEC/2016/1311 dated/...../2017.

- a) You may expect to receive our PROPOSAL on or before
- b) We do not intend to submit a proposal because.....

.....
and herewith return the RFP Invitation Package.

We wish to advise you of the following details with regard to our main office:-

Postal Address:

Street Address:

Telephone Number:

Fax Number:

Authorized Contact Person:

E-mail Address:

SIGNED BY:

DATE:

NAME:

TITLE:



مجلس أبوظبي للتعليم
Abu Dhabi Education Council
Education First **التعليم أولاً**

Request for Proposal

From

ABU DHABI EDUCATION COUNCIL

Relating to

**Outsourcing of
Government Relations Services
(PRO)**

RFP No. ADEC/2016/1311

APPENDIX B
Form of Proposal Security (Bid Bond)

Form of Proposal Security [Bid Bond]
[To be typed in Original on Banker's Letter Head]

To: **ABU DHABI EDUCATION COUNCIL**
P. O. Box 36005
Abu Dhabi - U.A.E.
C/O Procurement & Contracts Division

TENDER NO. : **ADEC/2016/1311**

TENDER TITLE : **Outsourcing of Government Relations Services (PRO)**

We, the undersigned, _____ (**THE BANK**) _____ whose registered office is at _____ have the honour to inform you that we irrevocably and unconditionally guarantee Messrs: [**TYPE Proposer's Name here**] _____ to the amount of AED XXX,XXX (UAE Dirham -In Words- only) against your Request for Proposal to RFP No. ADEC/XXXX/XXX for <Insert Title>

We undertake to pay to you the said amount or part thereof at your first demand without warning or any restriction or condition and without recourse and notwithstanding any objection from the said Messrs: [**TYPE Proposer's Name here**] _____.

This guarantee shall remain valid for a period of **120 days** starting from XX Month Year being the date fixed for the submission of Tenders and all *demands* for payment shall be received by us within the said period.

Signed and sealed this _____ day of _____ 2014.

For and behalf of

THE BANK