

Construction and Operation of the Unified Service Center
Ajman Department of Economic Development
Under the Public–Private Partnership (PPP) Model
(Al Humaideya Area)

Subject:

Construction and operation of the Unified Service Center for the Ajman Department of Economic Development under the Public–Private Partnership (PPP) model.

Introduction:

This project aims to attract a private-sector investor with the required specialization and experience in providing business-sector services. The investor shall construct and operate a building in the Al Humaideya area of the Emirate of Ajman, comprising a service center and a business incubator for companies and entrepreneurs.

The project shall be implemented under the Public–Private Partnership (PPP–BOT) model for a duration of eight (8) years*, whereby the investor shall be responsible for the construction and operation of the building throughout the partnership period, the provision of the Department’s services and integrated services for the business sector, after which ownership of the project shall be transferred to the government partner.

Part 1:

Project Information and General Obligations

Project Land:

The land shall be provided by the Department and allocated to the center without charging the investor any rental fees throughout the partnership period.

General Project Specifications:

Item	Details
Number of Floors	Two floors (Ground + First)
Area	Land area: 4,000 sq. meters
Built-up area: 800 sq. meters	
Total built-up area: 1,600 sq. meters	
Partnership Duration	8 years
Ownership After Partnership	Fully transferred to the government entity

Project Details:

- Construction of a ground and first-floor building with an approximate total built-up area of 1,600 sq. meters.
- Compliance with the Department's instructions regarding designs, plans, and building operation regulations.
- Provision of the Department's services to investors and the business sector.
- Adherence to excellence service standards and the star rating system.
- The investor shall bear all construction and operational costs.

- Transfer of ownership of the project to the government partner upon expiry of the partnership period.

Key Obligations of the Company:

- Full compliance with all relevant federal and local laws and regulations.
- Obtaining all required federal and local permits and approvals.
- Implementation of the project in accordance with the highest safety and security standards at the site.
- Execution of the project in line with the highest quality specifications.
- Appointment of a project manager and a coordinator to liaise with the Department.
- Coordination with the Department and obtaining its approval at all stages of the project.
- Compliance with all legal, administrative, and technical regulations specified by the Department for the project.

Required Documents and Submissions:

- The company's proposal and conceptual framework for project implementation.
- Business plan and project timeline.
- Valid trade license.
- Details of the project manager and company coordinator responsible for communication and contract follow-up (name, phone number, email address, and copy of Emirates ID).
- Company profile and record of previous experience.

Part 2:

Unified Service Center Operational Requirements

First: Financial Capacity Requirements

- Submission of proof of a capital deposit of not less than **AED 10,000,000 (ten million UAE dirhams)**, through an official bank certificate or audited financial statements.
- No outstanding financial liabilities payable to government entities within the Emirate of Ajman.

- A clean credit record, free from major defaults or bankruptcy cases.
- No final financial court judgments that may materially affect the investor or the applying entity.
- Bank statements for the investor covering the last two years.

Second: Administrative Capacity Requirements

- A minimum of **ten (10) years** of practical experience in managing service centers or similar entities.
- Proposed CVs for the Operations Manager and Administrative Manager must demonstrate clear and relevant experience appropriate to the nature of the center's operations.
- Both the Center Manager and the Deputy Center Manager must be UAE nationals.
- Submission of an economic feasibility study approved by one of the accredited consultancy firms within the UAE, including the proposed organizational structure of the center.
- Submission of a clear recruitment plan outlining the mechanism for filling positions within the approved organizational structure.
- Submission of a formal undertaking to fully comply with all technical, technological, and operational requirements applicable to integrated and accredited business centers as approved by the Ajman Department of Economic Development.

Third: Building Specification Requirements

- Total built-up area shall not be less than **15,000 square feet**.
- Provision of parking spaces sufficient for at least **80%** of the center's hourly visitors.
- Provision of at least one designated parking space for People of Determination, located near the main entrance.
- Parking spaces shall not be located more than **50 meters** away from the center.
- The center must have at least one glass façade.

The following systems must be implemented:

- Electrical and safety systems approved within the UAE.
- Building alarm systems.
- Firefighting systems throughout the center.
- Central air-conditioning system.
- 24/7 security and protection system.

- Access control system, CCTV surveillance system, and external alarm system.

Fourth: Services Provided Within the Center

At a minimum, the center shall provide the following services:

- Ajman Department of Economic Development services.
- Business center services.
- Business incubator services.
- Administrative and legal consultancy services.
- Tax and banking services.
- Feasibility study preparation services.
- Investment attraction services.
- Business setup and establishment services.

Part 3:

Submission Mechanism and Communication Channels

Method of Submitting the Company Proposal:

- website of the Department of Economic Development
- Via email, or
- By hand-delivering a hard copy to the Department's headquarters.

Coordination and Communication:

A site visit to the project location and further details may be arranged through:

Administrative Services Section – Ajman Department of Economic Development

Phone: 06 703 3956

General.services@ajmanded.ae