

**Unified Service Center**  
**Ajman Department of Economic Development**  
**(Ajman Industrial Area)**

## **Subject:**

# **Unified Service Center of the Ajman Department of Economic Development Ajman Industrial Area**

## **Introduction:**

This project aims to attract a private-sector investor with the required specialization and experience in providing business-sector services. The investor shall lease and operate a building in the Ajman Industrial Area of the Emirate of Ajman (or in a nearby area such as Al Tallah), to include a service center and a business incubator for companies and entrepreneurs.

## **Part One:**

### **Project Information and General Obligations**

#### **Project Location:**

Leasing and operating a center in the Ajman Industrial Area or one of the neighboring areas, such as Al Tallah.

#### **Project Details:**

- Compliance with the Department's instructions regarding designs, layouts, and operational regulations of the center.
- Provision of the Department's services to investors and the business sector.
- Adherence to excellence service standards and the star rating system.

#### **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.

- Execution of the project in accordance with the highest quality, security, and safety standards.
- Appointment of a project manager and a coordinator to liaise with the Department.
- 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 the company coordinator responsible for communication and contract follow-up (name, phone number, email address, and copy of identification).
- Company profile and record of previous experience.

## Part Two:

### 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 Three:

### 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

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