

BIDDING DOCUMENTS

Title of procurement package: Provision of Ground Handling Services
for Vietnam Airlines' flights at CEB airport
for the period 26 October 2025 to 25 October 2028
Procuring Entity: Passenger Service Department
Vietnam Airlines JSC

Hanoi, 29/ 08/ 2025

On behalf of Vietnam Airlines JSC
Director of Passenger Service Department



Ngô Hong Minh

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ABBREVIATIONS

VNA	Vietnam Airlines JSC
USD	US dollar

INVITATION FOR BID

Vietnam Airlines JSC would like to request your esteemed company for the Proposal to provide ground handling services for Vietnam Airlines' flights at CEB airport with enclosed Bidding Documents.

Please kindly submit your Bid as soon as possible but no later than **11h30 am on Wednesday, 10th September 2025** (Hanoi local time) by **email** or **by post** at working hours to the following addresses:

- **By post:**

Passenger Service Department

Vietnam Airlines JSC

200 Nguyen Son, Long Bien District, Ha Noi City - Viet Nam

Contact point:

- Nguyen Danh Phong/Manager/Ground Service Division
- Nguyen Thi Hai Binh/Manager/Ground Service Division
- Nguyen Ngoc Mai/Executive/Ground Service Division

Tel: (84) 24 38732732 ext 2291

- **Email:** phongnd@vietnamairlines.com
binhnghuyenhai@vietnamairlines.com
mainn@vietnamairlines.com

Should you have any questions or need further information, please kindly contact us at the above address.

ON BEHALF OF VIETNAM AIRLINES JSC

Director of Passenger Service Department



Ngo Hong Minh

1. REQUIREMENTS FOR ELIGIBLE GOODS/SERVICES

1.1 Some information provided by the Carrier

1.1.1 Planned Schedule (*updated according to approved Summer schedule 2025*):

<i>Sector</i>	<i>DOW</i>	<i>ETD (LT)</i>	<i>ETA (LT)</i>	<i>AC</i>
HAN-CEB	_2_4_7	23:20	04:00+	A321
CEB-HAN	1_3_5_	05:00	07:50	A321

1.1.2 Plan on number flights at CEB for 03 years (From 26 Oct 2025 to 25 Oct 2028)

A/c Types	Year 2025 (from 26 Oct 2025 to 31 Dec 2025)	Year 2026	Year 2027	Year 2028 (from 01 Jan 2028 to 25 Oct 2028)
A321	29	156	157	127

Note: The number of flights is calculated on the tentative plan of 3 flights/week by A321. There may be changes in aircraft type on ad-hoc basis and/or on some special flights or specific periods.

1.1.3 Information on narrow-body and wide-body aircraft type in VN's fleet:

Aircraft type	Configuration	Details	MTOW
B787-9	274 seats	28C/35I/211Y	247,207 kgs
B787-9	311 seats	28C/283Y	250,830 kgs
B787-10	367 seats	24C/343Y	254,000 kgs
A350-900	305 seats	29C/45I/231Y	275,000 kgs
A350-900	305 seats	29C/36I/240Y	268,000 kgs

1.1.4 Tentative duration on service purchase by the Carrier: 03 years (planned from 26 October 2025 to 25 October 2028)

1.2 Details of purchasing goods/services:

The Handling Company shall provide by itself including but not limited to passenger service, flight operation, weight and balance (in case of need), ramp services to make the package services with relevant manpower and equipment which are shown in the below table. If the handling company cannot provide by itself, they shall arrange part of services with other service providers which can be subcontractors at CEB.

Note: Weight and balance of VN's flight is done by Centralized Load Control (CLC).

Aircraft in operation: A321

No	Requested services (SGHA2023 is used for lists)	Qualified (Commit to provide services)	
		Yes	No
	SECTION 1. MANAGEMENT FUNCTIONS 1.1 Representation 1.1.2, 1.1.3, 1.1.4 1.2 Administrative Functions 1.2.1, 1.2.2, 1.2.3, 1.2.4 1.3 Supervision and/or Co-ordination 1.3.1, 1.3.2, 1.3.3, 1.3.4, 1.3.5, 1.3.6, 1.3.8, 1.3.9		
	SECTION 2. PASSENGER SERVICES 2.1 General 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 2.1.10 2.2 Departure 2.2.1, 2.2.2, 2.2.3, 2.2.4, 2.2.5, 2.2.6, 2.2.7, 2.2.8, 2.2.10, 2.2.11, 2.2.12, 2.2.13, 2.2.14, 2.2.15, 2.2.16 2.3 Arrival 2.3.1, 2.3.2, 2.3.3		
	SECTION 3. RAMP SERVICES 3.1 Baggage Handling 3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.1.5, 3.1.6, 3.1.7, 3.1.8, 3.1.9 3.2 Marshaling 3.2.1 3.3 Parking 3.3.1, 3.3.2(a)(b)(1)(6) 3.4 Ancillary Items 3.4.1 3.5 Ramp to Flight Deck Communication 3.5.1, 3.5.2 3.6 Loading and Unloading 3.6.1(a)(c)(1), 3.6.2(on request and recharge), 3.6.3, 3.6.4(a) (c), 3.6.5, 3.6.6(a-e), 3.6.7, 3.6.8, 3.6.9, 3.6.10 3.7 Safety Measures 3.7.1, 3.7.2, 3.7.3 3.8 Moving of Aircraft 3.8.1, 3.8.2, 3.8.3 3.10 Interior Cleaning 3.10.1, 3.10.2, 3.10.3, 3.10.4 3.11 Toilet Service 3.11.1 3.12 Water Service 3.12.1(a)(1,2,3)		

	SECTION 4. LOAD CONTROL AND FLIGHT OPERATIONS 4.1 Load Control 4.1.1, 4.1.2 (2) 4.2 Communications 4.2.1, 4.2.2, 4.2.3 4.4 Crew Administration 4.4.1, 4.4.4		
	SECTION 6. SUPPORT SERVICES 6.2 Automation/Computer Systems 6.2.1, 6.2.2, 6.2.4 6.3 Unit Load Device (ULD) Control 6.3.1, 6.3.2, 6.3.3, 6.3.4 6.6 Surface Transport 6.6.1		
	SECTION 7. SECURITY 7.1 Passenger and Baggage Screening and Reconciliation 7.1.1, 7.1.4		
	Ground Equipment		
1	<i>Passenger Steps: Door number:</i> <ul style="list-style-type: none"> For A321: L1: 3.43m – 3.45m L4: 3.54m – 3.73m For A350/B787: L1: 4.24m – 4.80m L4: 4.70m – 5.08m 	Yes	
2	High-loader: - High Range: 2.26m for A321 - High Range: 3.02m for A350/B787 (> 6800 kg)	Yes	
3	Conveyor Belt for different types of aircraft	Yes	
4	Tractor (subject to load)	Yes	
5	Dollies (subject to load)	Yes	
6	Baggage Carts (subject to load)	Yes	
7	Push-back Tractor (MTOW: 89 tons for narrow-body 93 tons for narrow-body) (MTOW: 247 tons for wide-body)	Yes	
8	Towbar for different types of aircraft	Yes	
9	Lavatory Service	Yes	
10	Portable Water Service	Yes	
11	Ground Power Unit: 2*90 KVA minimum, 3*90 KVA recommend	Yes	
12	Air Starter Unit	Yes	
13	Cooling Unit	Yes	
14	Heating Unit	Yes	
15	Passenger Transport (within rampside) (provide or arrange)	Yes	

16	Crew Transport (within rampside) (provide or arrange)	Yes	
	Others		
17	Weight & Balance (in case)	Yes	
18	Manpower for unloading/loading baggage, cargo	Yes	
19	Full Cabin Cleaning (provide or arrange)	Yes	

Requirements for service: in accordance with the evaluation criterion, which are prescribed in Section 4 of this RFP.

Note:

- *Services mentioned on the above table is VNA's most desired service package. In case the provider is incapable of offering one or more of the above-mentioned services which shall not affect the flight operation or VNA can seek alternative solutions due to such service shortage, it can still be accepted. Under this circumstance, the result of the service provider's evaluation shall not be influenced.*
- *The above service items can be adjusted on mutual agreement which shall depend on operational conditions and features of each station.*

2 ELIGIBILITY OF HANDLERS

- 2.1 Holding valid Certificate of Business Registration or equivalent documents issued by an authorized body or organization such as company's owner's name, address, head office, legal capital, function and scope of business and in accordance with the law of the country where the Handler's business is operated.
- 2.2 Company Safety Manual and Quality Manual or equivalent document that show company's capability.
- 2.3 Until the time when the Handler submits their proposal, the Handler must have no disputes, claims, conflict of interest and contract violation with VNA.

3 PRICE PROPOSAL

- 3.1 Price proposal:
Price proposal is the price quoted by Handlers in the Application for Bid (Form No. 1 attached) after deducting the discount stated at the Letter of bid discounts (if any). The Proposal Price includes all the costs necessary for implementing the bidding package as required in bidding documents. All costs shall be quoted in the form of individually-detailed and aggregated tables.
- 3.2 Letter of Bid discounts:
In the presence of any discount, Handlers must submit the Letter of bid discounts to VNA together with the Bid or separately from the Bid, provided that the Letter of bid discounts is received by VNA before the submission deadline. If the Letter of bid discounts is submitted together with the Bid, the Respondent must inform VNA by submission deadline, or must have the Letter of bid discounts declared in the table of contents of the Bid.

3.3 Price Proposal Table:

Price Proposal Table must be fully filled as requested at Form No. 3 (Section 5.8) and signed by the legitimate representative of the Handlers, including all costs associated such as software cost, managed services cost, training, installation, implementation costs etc.

Failure to complete the Price Proposal Table may lead to the disadvantage in Bid evaluation or Bid elimination.

3.4 Bid currency: USD.

Exchange rate for Bid evaluation: USD/VND: 25.750

3.5 Payment:

Payment will be made by bank transfer within 30 days from the date of preferred monthly invoices issued by the Ground Handling Company who wins the Bid. Invoices will be issued on the basis of the Carrier's confirmation on the number of flights to be operated per month.

4 EVALUATION CRITERIA

4.1. Evaluation criteria of Handlers' eligibility

No.	Requested criteria	Guidance for documents to be submitted	Evaluation	
			Pass	Fail
1.	Legitimate business license or valid Certificate of Business Registration or equivalent documents	Business license and/or other relevant	Yes	No

Note: The handler is not having a name in two or more Proposals as the main Supplier (independent entity or a partner of a Joint Venture) of the same bidding.

4.2. Evaluation criteria of Handlers' experience

No.	Requested criteria	Guidance for documents to be submitted	Evaluation	
			Pass	Fail
1.	Number of years having experience of supplying ground handling services (mother company and/or group of the handling company is also accepted)	Business license and/or other relevant	≥ 2 years	< 2 years
2.	Report of experience: 3 similar contracts on provision of ground	Form No 4 to be filled - v	≥ 3 Contracts	< 3 Contracts

	handling services for airlines in most recent 5 years as in Form No.4 Section 5.8 (See the Note for definition of similar contracts)			
3.	List of airlines currently being handled, including at least two partners that are full-service carriers or rated 4–5 stars.		≥ 2 Partners	< 2 Partners
4.	Can the handler handle wide-body aircraft without limitation?		Yes	No

Note: Similar contract means the contract that covers full services including but not limited to passenger service, flight operation, W & B, loading/unloading and other ramp and supporting services.

4.3. Technical evaluation criteria:

No.	Requested criteria	Guidance for documents to be submitted	Evaluation	
			Pass	Fail
1.	Capability to serve VIP flight (except another handler is appointed by airport authority to provide handling for VIP flight)	One of guidances: - Draft SGHA or - Email of confirmation on VIP handling experience or - Tick “Yes”	Yes	No
2.	Company Manual (such as Safety Management, Quality Assurance etc) and/or equivalent documents that shows company capability	Documents copied	Qualified Commit to provide service	Not qualified/ Not commit to provide service
3.	Capability to provide or arrange the services which are specified in Paragraph 1.2 (Details of purchasing goods/services)	Draft IATA SGHA 2023	Qualified/ Commit to provide service	Not qualified/ Not commit to provide service
4.	- Safety Management System training program to all Ramp	Documents to be submitted upon	Qualified/ Commit to provide service	Not qualified/ Not commit to provide service

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	Staff is available - Training records are available	VN request		
5.	Commitment to follow the Carrier's training programme on Carrier's own DCS training program installation (including DCS check-in and weight & balance (if any) as in Form No 6.	Clearly shown in draft SGHA	Yes	No
6.	The Handling Company is supposed to have solution for using both local DCS system or Carrier's own DCS system.		Yes	No
	Conclusion		Qualified for all criteria	Not qualified for all criteria

Note: In case the Handler has not gained ISAGO Certificate which is valid at the moment, the Handler is requested to further fill in the Checklist 1, 2 & 3 attached with this Bid document.

5 OTHER REQUIREMENTS

5.1 Preparation and submission of Bids

- a) Contents of Bids
- b) Language of the Bids as well as all correspondences and documents between VNA and the Handlers shall be written in English.
- c) Bids prepared by Handlers include the following contents:
 - Documents to prove the eligibility of the Handler (such as: legitimate business license or valid Certificate of Business Registration or equivalent documents);
 - Application for Bid as stipulated in Form No.1 of the bid documents, signed by Handler's legitimate representative (the official representative by law or the legitimately authorized person accompanied with the letter of authorization in accordance with Form No. 2 of bid documents);
 - Power of attorney (if any) as stipulated in Form No.2;
 - Price proposal table as stipulated in Form No.3;
 - Documents to prove the Handler's experiences and proficiency: Introduction letter of the Handler; experience record in lastest 5 years as in Form 4 (section 5.8); other documents that can prove the Handler's experience and proficiency to meet the standard evaluation criteria in section 4.1;
 - Other documents (if any).

5.1.1 Effective period of Bids

The effective time period of bid is **120 days** from submission deadline stipulated in Item 5.1.2 (b).

5.1.2 Submission of Bids

- a) Bids prepared by Handlers shall be typed, written, printed with inerasable ink, continuously page numbers. The file size of the Bid sent via email must not exceed 20MB. The Application for Bid, (if any), documents to supplement and verify the Bid (if any) are required to have the signature of the Handler's legitimate representative and with company stamp (if any). Inserted texts, erased texts, or overwrite in the typed document shall be only valid if accompanied by the signature of the person who signs the Application for Bid and with company stamp (if any).
- b) The Bid shall be sent to the email or by post, provided that VNA receives the Bid no later than the Submission Deadline: **11h30 am on Wednesday, 10th September 2025** (Hanoi local time). The Bid submitted after the submission deadline is deemed illegitimate, and shall be rejected. The Submission Deadline stated in this Article shall be strictly followed but may be extended by mutual consent between The Handlers and VNA. Prior to the expiration time, if any of the Handlers fail to meet the Submission Deadline or need more time to prepare requested documents, they may request VNA to extend the Submission Deadline. However, due to prior fixed timeline of the tender, the request of time extension is not preferred and VNA may not accept the Handlers' request to guarantee VNA's tight timeline (if any). The Handlers should submit in due course.

Contact point:

- Ms. Nguyen Ngoc Mai – Ground Service Division
Email: mainn@vietnamairlines.com
 - Copy to Ground Handling Team Manager
Email: binhnguyenhai@vietnamairlines.com
phongnd@vietnamairlines.com.
- c) In the event that the Bidder submits the Bid via multiple ways (e.g., both hard copy and email submissions), and all are received prior to the submission deadline, the latest version received before the deadline shall be considered for evaluation.

5.2 Clarification of Bids

- 5.2.1 During the process of Bid evaluation, VNA can request Handlers to clarify some of the contents in their Bids including the unusual price. The Handler may also be requested to add documents to the submitted Bid when there lacks of evidences to prove the Handler's eligibilities, capacity and experience, or other requested documents (including legitimate business registration certificate, certificates related to their specialize field, selling permit of the manufacturer, or the certificate of Joint Venture, or other equivalent documents as requested in the Bidding Documents), without any changes of basic contents of submitted Bid and bid price.
- 5.2.2 Handlers also can request VNA to clarify some of the contents in Bids. Clarifications and discussions must not affect the bid submission deadline.
- 5.2.3 The clarification of Bids is only implemented between VNA and Handlers whose Bids need to be clarified and shall be either directly discussed (VNA may invite the Handler to come for face-to-face discussion, and the contents of enquiries and responses shall be

recorded in writing), or indirectly (VNA requests for clarification and the Handler responds in writing). There shall be a deadline for the clarification of Bids. All clarification information must be made in writing and shall be kept by VNA as a part of the Bid.

In the event of exceeding time limit for clarification, if the Handler does not reply in written form, or the Handler's responses do not meet VNA questions, VNA shall consider and further proceed in accordance with applicable law.

5.3 Bid evaluation

Bid evaluation shall be carried out in compliance with the following procedure:

5.3.1 Verify the Eligibility of Bids

- a) Submission date of the Bid. In case the Handler sends the Bids by both methods (direct copy + email) and both arrive before the Bids submission deadline, VNA will evaluate the valid Bids sent last.
- b) Eligibility of Handlers as stipulated in Section 2 (after clarification or supplementing documents as required by VNA, if any).
- c) The validity (signature, time, stamp) of the Bid as required in Application for Bid, Power of Attorney (if any), Price proposal table.
- d) The validity (signatures, time) of documents such as Application for Bid, Power of Attorney (if any), Price proposal table.
- e) The validity of Proposal as stipulated in Item 5.1.2.
- f) Eligibility and qualification of goods/services as specified in Section 1.
- g) Other items (if any).

Proposal shall be rejected and not be further considered if it perpetuates any one of the above requirements.

5.3.2 Evaluation of the Handler eligibility and capacity:

Evaluation of the Handler's eligibility and capacity shall be conducted in compliance with the criteria stated in Item 4.1 of this Bidding Documents, using the "Pass/Fail" standard. The Handler is considered to meet requirements of eligibility and capacity when all criteria are assessed as "Pass" and the Bid of such Handler shall be taken into technical evaluation.

5.3.3 Technical Evaluation

Evaluation of the Technical criteria shall be conducted in compliance with details in Item 4.2 of this Bidding Documents, using the "Pass/Fail" standard. The Handler is considered to meet requirements of eligibility and capacity, experience when all criteria are assessed as "Pass".

5.3.4 Comparison of Handlers' price proposals

A Handler shall be selected if it meets the following conditions of price:

- a) VNA shall determine the price proposal to be taken into comparison after fixing and correcting errors (if any) according to the provisions of the Vietnam Bidding Law, and subtracting the discount amount stated in the Letter of Bid discount (if any). Bid with lowest price (after correcting errors and applying discounts) shall be ranked first (1st) place. The price-based evaluation will be analyzed on the same list of services among Handlers.

The list of services that VNA will take into account shall include: i) the package list of services which are equivalent to basic rate per flight that Handlers shall propose plus ii) extra services which are equivalent to extra rate per flight. Extra services may vary among Handlers and may be calculated on the number of average use of service per flight. The extra services may include but not limited to WCHRs, INAD, MAAS, arising manpower v.vv).

- b) In the event that the Handlers have the same proposal price (after correcting errors and applying discounts), VNA shall rank the Handlers based on the comparison of other criteria such as settlement conditions; technical attributes, quality of goods/services; scale, capacity, experiences of the Handlers, the Handler's handling ability at other stations that VN has regular flights; other conditions that are more beneficial for the beneficiaries from goods/services (the content that encourages the Handlers to offer more favorable conditions is stipulated in Form No.3, Section 5.8).

5.3.5 Negotiate with Handlers (Directly or indirectly based on VNA's request)

If there are 3 or more Handlers meet the RFP's requirements, VNA will negotiate with the top 3 Handlers. If there are less than 3 Handlers that meet the RFP's requirements, VNA will negotiate with all Handlers who meet the RFP's requirements.

The negotiation of the contract is based on Proposal and clarification documents (if any) of the Handler and VNA's RFP. The negotiation includes but is not limited to: price, product list, product specifications, quantity, delivery schedule,...

Post-negotiation price is the basis for re-ranking the Handler.

The officially-submitted price of handlers according to Bid requirements must be less than or equal to VNA planned total cost for the whole term of the contract.

The negotiation shall be conducted either directly or indirectly or both in combination, and the specific method will be notified by VNA.

5.3.6. Post-negotiation Handler ranking

The Proposal having the lowest price shall be ranked the first.

5.4 Conditions for proposal award:

A Handler shall be selected if it fully meets the following conditions:

- Having valid and legitimate Bid, meeting technical requirements stipulated in the Bidding Documents in item 4.2. Technical evaluation criteria;
- Meeting experience and eligibility requirements stipulated in the Bidding Documents in item 4.1. Evaluation criteria of Handlers' experiences and proficiency;
- The Handler's name does not appear in two or more Bids as a major supplier, and not violate the prohibited acts under the provisions of Vietnam Bidding Law;
- Have Bid with the price proposal after errors rectification, and applying discounts (if any) not exceeding the approved price of the package. Based on the price proposal/flight or other additional charge (if any) submitted by the Handler, the Carrier will calculate the total charge per purchasing package (one, two, three or more years depending on its approved purchasing package);
- Lowest post-negotiation price;

- In all circumstances, Vietnam Airlines JSC reserves the right to select Handler to be awarded;
- VNA also reserves the right to annul the Proposal process and reject all Proposals at any time prior to award of Agreement, without thereby incurring any liability to the affected Offeror or any obligation to explain the affected Offeror of the grounds for the VNA's action. VNA shall inform the Offeror in the case of annulling the Proposal process.

5.5 Announcement of the bid result

After having the approved decision of the successful vendor, VNA will send written notification to all vendors who submitted Proposals without any reason explanation to unsuccessful vendors. Notification to successful vendor will include time and venue for contract conclusion.

5.6 Contract negotiation and finalization

In order to sign contract for the procuring package, contract negotiation and finalization shall be carried out based on the approved result of supplier selection, bidding documents, and the selected Handler's Bid.

5.7 Handling Violations:

In the event that the selected Handler takes any prohibited acts, the Handler shall be punished based on the violating level.

5.8 Forms:

- Form 1: Application for Bid
- Form 2: Power of Attorney
- Form 3: Price Proposal
- Form 4: Experience record
- Form 5: Commitment to be qualified or provide services
- Form 6: Comittment to Carrier's own DCS training program.

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APPLICATION FOR BID

_____, date ____ month ____ year ____

To: Vietnam Airlines JSC

After studying the Bidding Documents and Bidding Documents amendment document number *[number of amendment document (if any)]* which we have received, we *[full name of the Respondent]*, commit to supply *[name of products written]* as required by the Bidding Documents with the detailed Price Proposal Table attached. Also, we commit to ensure until the time we submit this proposal, we have no disputes, claims, conflict of interest and contract violation with Vietnam Airlines JSC.

If our Bid is accepted, we commit to supply products/services in compliance with terms and conditions agreed in the contract.

This Bid is valid for 120 days, from 11h30 am, Wednesday, 10th September 2025.

Legitimate Representative of Handler ⁽¹⁾*[Full name, title, signature and seal]***Remarks:**

(1) In the event that the legitimate representative of Handler gives authority for subordinate to sign Application for Bid, Power of Attorney as per Form No. 2 must be attached. In the event that company regulations or other relevant documents assigned the authorization to sign the Bid by subordinate, copies of official dispatched documents must be attached (in that case, Power of Attorney by Form No.2 is not required). The winner, before signing the contract, must submit to the VNA the certified copies of these documents. If any inaccuracy of the initial listed information is detected, the Handler is considered violating the Vietnam Bidding Law and will be treated according to stipulations at Item 5.7 of this Bidding Documents.

POWER OF ATTORNEY⁽¹⁾

Today, date ____ month ____ year ____, at ____

I, *[full name, ID card or Passport No, title of legal representative written]*, am the legal representative of *[full name of Respondent]* with address number at *[address of Respondent]* by this document to give authority to *[name, ID card or passport numbers, title of attorney]* to implement following duties during process of bidding for the package of "Provision of Ground Handling Services for Vietnam Airlines' flights from (airport of operation) organized by Vietnam Airlines JSC.:

- To sign Application for Bid;
- To sign documents, materials for contacting with the Offer during process of bidding, including explanation document, making clear Bid;
- To participate in processes of negotiation, contract improvement;
- To sign contract with Offer/Investor if being selected]⁽²⁾

Above mentioned attorney only implements authorized duties as legitimate representative of *[Respondent's name]*. *[Full name of Respondent]* must take responsibility completely for duties of *[attorney's name]* to implement in scope of authorization.

Power of attorney becomes effective from ____ to ____⁽³⁾. This power of attorney is made into ____ copies with the same legal value, mandatory keeps ____ copy, attorney keeps ____ copy.

Attorney

[Full name, title, signature and seal, (if any)]

Mandatory

[Name of legitimate representative of contractor, title, signature and seal]

Remarks:

(1) In the event of authorization, the original copy of power of attorney must be submitted to VNA with Application for Bid form as stipulated at Point b Item 5.1.1. The authorization of legal representative for the deputy, subordinate, branch director or head of representative office of Handler to legally represent the Handler to carry out contents of above mentioned works. The use of seal in case of being authorized must be the seal of Handler or the seal of relevant authorized unit or individual. The authorized people are not allowed to authorize other people.

(2) Scope of authorization includes one or many above mentioned works.

(3) To write the date of validity and invalidity of power of attorney that is suitable with the bidding process.

(4) This paper will be exempted if the person signing the bidding documents is the person authorized to sign the Ground Handling Contract (show the signing authorization

(5) This paper can be replaced by other legitimate documents that have equivalent legal value of authorization of above mentioned works.

PRICE PROPOSAL TABLE

1. Price proposal table:

No	Content	Unit	Flight numbers planned by the Carrier for 3 years	Unit charge (before VAT)	Charge (before VAT)	All tax
I	Package basic charge	flight			A1	B1
II	Extra basic charge	flight			A2	B2
III	Other charge (if any)	flight			A3	B3
III	Total charge before VAT				$A=A1+A2+A3$	
IV	All tax					$B=B1+B2+B3$
V	Total charge after VAT				$C= A+B$	

- The Handler commits to provide goods/services in compliance with the standards for technical evaluation stipulated in Section 4.2 of this Bidding Documents or the Handler specifies the detailed criteria according to the criteria specified in Section 4.2.
- The Handler is encouraged to provide other favorable conditions for beneficiaries of goods/services (if any). VNA shall consider the aforementioned condition during the bid evaluation stipulated in item 5.3.4.b.

Authorized Representative of the Handler
(Name, title, signature and seal)

EXPERIENCE RECORD AND HANDLING CAPABILITY

Name of the Handler: _____

1. Experience Record:

(Of similar contracts implemented by the Handler on provision of ground handling services for airlines in nearest 5 years)

No	Contact name and number	Sign date	Contractual partner	Address	Contact point of contractual partner (if possible)	Value of contract (in bid currency) (if possible)
1						
2						
3						

2. Handling Capability:

No.	Requested criteria	Answer
1.	List of airlines currently being handled, including at least two partners that are full-service carriers or rated 4–5 stars.	≥ 2 Partners
2.	Can you handle wide-body aircraft without limitation?	Yes/No
3.	Capability to serve VIP flight (except another handler is appointed by airport authority to provide handling for VIP flight)	Yes/No

Authorized Representative of the Handler
(Name, title, signature and seal)

COMMITMENT TO SLA TO BE QUALIFIED OR PROVIDE SERVICES

Please state « Yes » or « No » or adjustments (if any)

Note : - The SLA can be adjusted on mutual agreement.

- SLA will be in conjunction with SGHA and supposed to be signed at the same time with SGHA.

The Handling Company's performance will be monitored in accordance with the mutually agreed service standards and performance targets. Regular meetings will be held between the Handling Company and the Carrier to assess the level of performance against the targets set.

A. General:

1. All staff of the Handling Company must show politeness, warmth, friendliness and with Services Straight From The Heart mentality and attitude to maintain image of Vietnam Airlines as a reputable airline in providing excellent customer services to the passengers.
2. All staff of the Handling Company must have the capabilities in both English and local language.
3. All staff must be trained with a Safety Management System (SMS) in accordance with IATA AHM 610 and/or ICAO Annex 19, local and international regulations, or other governing rules.
4. The passenger service staff assigned to handle the Carrier shall be dedicated (if applicable) and shall not be assigned to provide handling to other airlines concurrently.
5. There will be periodic meetings, weekly or monthly to be mutually agreed, between the local management offices of the parties to review the performance.
6. The handling company ensure their staff have sufficient valid certificates for handling Vietnam Airlines flights according to IATA and Vietnam Airlines regulation.
7. The Handling Company shall ensure all the agents in different customer handling touch points follow all the policies and procedure of Vietnam Airlines related to airport operation, passenger handling and customer service like Passenger handling manual (PHM), Ground operation manual (GOM), Dangerous good manual (DGM) etc. Vietnam Airlines documents must be available (hard or soft copy) for staff can access during their working time.

B. Performance target:

The performance of the Handling Company is required to meet the KPIs set by the Carrier that shown in the following table.

All the target is reviewed annually and change accordingly if needed.

KPI	Target	Explanation
Punctuality - within 15 minutes of STD/ETD	≥ 99.31%	The percentage of On-time flights in total departure flights is more than 99.31%

(refer only to flight delays attributable to Handling Company)			
Customer reflex	Check-in	≥ 79.5	Base on a customer online survey carried out by Vietnam Airlines
	Boarding	≥ 77.5	
	Post flight	≥ 80	
	CSI check-in staff	≥ 80.5	
Baggage mishandling (delay baggage, damaged baggage etc)		≤ 0.3	Rate of mishandling baggage (pieces per 1000 passengers) is lower than 0.3.
Mishandling travel document		≤ 0.2	Rate of mishandling travel documents (cases per 10,000 passengers) is lower than 2 cases.
Safety	No incident related to non-compliance of established processes on ramp	0	<p>The following issue is considered as a non-compliance incident:</p> <ul style="list-style-type: none"> - Approaching and providing service when the beacon light is not turned off. - Operating ground support equipment over-speed when approaching the aircraft - Wrong service position of ground support equipment. - Non-compliance on parking brake;/ chock on /off. - Non-qualified/certified employees. - The locks are not pulled up (the empty positions included). - Other non-compliance processes
	No incident related to loading, weight & balance	0	<p>The following issue is considered as a loading incident:</p> <ul style="list-style-type: none"> - Flight was departed following the incorrect load sheet. - Damage of baggages and cargo due to loading did not follow the VNA regulations and loading instruction report. - Damage of Aircraft compartments due to loading did not follow the VNA regulations and loading instruction report. - Flight was departed following the loading which was different the loading instruction report

C. Ground Handling

I. Check-in

1. The Handling Company shall arrange a single line for customers to queue at 15 minutes prior to check-in counter opening time (provided airport authority allows).
2. The Handling Company shall attend to any special handling request for the flight such as INF, CHD, family, WCHR, MEDA, Frequent Flyers etc.
3. The Handling Company shall ensure all check-in equipment/signage shall be in use. Sufficient stock of check-in documents like boarding pass, lounge invitation card, baggage tag and meal coupon etc. shall be available 15 minutes before check-in counters open.
4. The Handling Company shall make staff available on the basis of the number of check-in counters according to types of aircraft as below:

Aircraft	Counter for Business class passenger	Counter for priority passenger (FFP card holder)	Counter for Premium Economy class passenger	Counter for economy class passenger & web check-in	Total
A320/A321	1	1	1	2	5
A350/B787	1	1	1	4	7

Note: Check-in agents must be present right after the counters are open

5. The check-in counters shall be operated according to the following opening time:

STD -3 hrs to STD -50mins	All counters open
STD -3 hrs to STD -50mins	All counters open

6. Queuing time for passengers at business counters and priority counters is not more than 3 minutes, for passengers at economy counter is not more than 8 minutes.
7. The check-in process shall be done as quickly and efficiently as possible, with the check-in processing time at business counters, priority counters is not more than 2.5 minutes and at economy counters not more than 3 minutes.
8. The handling company shall provide 01 queue controller to welcome and instruct passengers as well as effectively manage the queue.
9. Check-in staff shall address passenger by name and extend warm and friendly greeting and farewell to the passengers, receive/hand over passenger's document by both hands. The passenger must be advised of gate number and boarding time.
10. When accepting passenger's baggage, check-in staff must follow to the Dangerous Good Regulation, passengers must be asked about the content of their baggage. Check-in staff shall ensure that all baggage is correctly tagged and weighted, name label is attached if passenger request.

11. Check-in staff shall issue lounge invitation to eligible passengers in accordance with Vietnam Airlines policy.
12. At least 1 dedicated check-in supervisors per flight shall be available at all times to effectively supervise, anticipate and solve problems encountered.
13. Check-in staff shall check if passengers are holding valid travel documents, visa or air tickets required.
14. The Handling Company shall perform other necessary tasks including entering frequent flyer data into the system, processing passenger's request to redeem miles point, collecting excess baggage charge.
15. The Handling Company shall assign at least one staff to assist passengers at kiosk check-in (if applicable).
16. The Handling Company shall handle the irregularities like deny boarding, involuntary downgrading in accordance with the Vietnam Airlines policy and procedure.
17. The Handling Company shall carry out a test of the manual fallback systems for check-in once per year without any disruption to the Carrier.

II. Boarding/Departure Handling

1. Boarding of passengers shall be carried out in accordance with the Vietnam Airlines procedures. Generally, special passengers shall be boarded first.
2. The Handling Company shall ensure correct departure time and gate number(s) are displayed in flight display system and boarding gate signage set up
3. Assign at least three staffs and one supervisor to be ready at the gate for executing boarding procedure. One staff is to control the queuing lines and pre-check the boarding pass and travel document of passengers. Staff must be well briefed before handling passenger who needs special assistance as required, e.g. passenger with tight connection, special passengers, MAAS, UM, infant, etc.
4. Boarding staff shall address passenger by name and extend warm and friendly greeting and farewell to the passengers, receive/hand over passenger's document by both hands.
5. The Handling Company shall control carry-on baggage that does not comply with Vietnam Airlines regulation.
6. Boarding calls are to be audible, distinct, pleasant and courteous. Boarding announcements shall be made sufficiently in advance of commencement of pre-boarding. All announcements shall be made in English, Vietnamese and local language.
7. The Handling Company shall advise passengers who are in Business lounge about boarding status.
8. The Handling Company shall provide timely advice to the Vietnam Airlines representatives if there are passengers who has not boarded at minus 15 minutes to estimated time of departure.
9. The Handling Company shall handle involuntary upgrades/downgrades/denied boarding in accordance with Vietnam Airlines policy.
10. The Handling Company shall perform second verification of passenger documents while boarding passengers to ensure that passengers are holding valid documents for travelling.

11. The Handling Company shall ensure that checked baggage for passengers that have not been accepted for the flight will not be loaded on board the aircraft.

III. Delay and Cancelled Flight

1. In the event of delay, disruption or cancellation, the Handling Company is to consult, plan and co-ordinate with Vietnam Airlines for necessary arrangement and provides a supervisor to act as delay coordinator.
2. All staff involved in the delay handling must be fully briefed before passenger contact.
3. The Handling Company shall keep passengers informed of consistent and up-to-date information.
4. The Handling Company shall provide extra attention and service to Business Class customers, FFP card holder and passengers who need special need.
5. In the event of passengers being accommodated at hotel:
 - a) adequate staff shall be made ready to handle retrieval of baggage if necessary and to provide other necessary assistance.
 - b) the Handling Company shall provide adequate staff and supervision to re-check-in passengers and to make all necessary boarding arrangement.

IV. Arrival Handling

1. The Handling Company shall ensure correct arrival time and gate number(s) are displayed in the flight display system.
2. Agents must be well briefed and handle passengers who need special assistance as required, e.g. passengers with short connection, special passengers, UM, infant...
3. Aircraft doors must be opened within 2 minutes upon aircraft arrival on blocks.
4. Announcements shall be made at the arrival hall, if baggage delivery is delayed. Announcements shall be made in English and local language.
5. At least 2 staff at arrival gate Passengers must be met at and directed from aircraft side to CIQ, Baggage Reclaim or transit area and provide assistance for passengers with Customs/Immigration problems.
6. At least 1 staff shall be at baggage carousel and attend to any problem with passenger baggage.
7. The staff must be available until all passengers have been cleared from the CIQ and baggage claim area.
8. The Handling Company shall handle miss connection passenger according to Vietnam Airlines policy to provide assistance like reclaim baggage, meal, hotel...
9. First baggage shall be delivered to carousel within 15 minutes after actual time arrival. Baggage with priority tags always come first and crew baggage follows.
10. Last baggage shall be delivered to carousel within 35 minutes after actual time arrival if the number of unit loading device is less than 10 and within 55 minutes if the number of unit loading device is more than 10.

V. Lost and Found Handling

1. The Handling Company shall follow Vietnam Airlines procedure to handle all kinds of mishandled baggage cases (AHL, DPR, FWD, OHD, RFP...etc) and management reports.
2. The Lost and Found counter/office shall be easily accessible by the passengers and adequately manned during operational and office hour.

3. Lost and Found office shall ensure that missing - AHL - and found/surplus - OHD - baggage reports are updated in system accordingly. Mandatory elements must be updated.
4. Damage/Pilferage report - DPR - must be created in system. Mandatory elements must be updated.

VI. Ramp Handling

1. The Handling company must follow to the Ground Operation Manual (GOM) of Vietnam Airlines.
2. In principle, the following quality standards should be strictly followed in Vietnam Airlines aircraft handling on the ramp.

Items	Standards
Information for flight handling	GOM updated and available Flight information immediately available to all responsible personnel by the means of SITATEX, DCS training program, flight schedule ...and local station instructions.
Ground Service Equipment	a/ Approaching the aircraft after chock on: - Passenger Stairs/Aerobridge: ATA + 02 min. - GPU (on request): ATA + 02 min. - ACU (on request): ATA + 03 min. - Aerobridge: ATA + 05 min b/ Pushback truck: ETD – 05 min.
Offload	Offloading at ATA + 03 min.
Cargo-ULD	Available at aircraft side: - For A320/A321 at: ETD – 35 min. - For B787/A350 at: ETD – 45 min.
Bulkload, Mail	Available at aircraft side: For A321: ETD – 45 min. For B787/A350: ETD – 50 min.
NOTOC (issued by CLC)	In cockpit: ETD – 10 min.
Loadsheet (VNA will do CLC)	In cockpit (in irregular): - EDP/Manual ETD – 10 min. - ACARS ETD – 15 min.
Last minute change	Not later than ETD – 5 min.
Baggage	Last bag at aircraft ETD – 4 min.
Stairs/Aerobridge	Remove as soon as the aircraft door closes, but no later than ETD – 3 min.
Cargo doors	The latest closed at ETD – 3 min.
Aircraft pushback	STD/ETD
Operational messages	To be dispatched after takeoff within: - 60 minutes for long hall flight* - 30 minutes for medium hall flight* - 15 minutes for short hall flight* <i>*Movement messages MVT no later than ATA+15 min for arrival flight and ATD+15 min for departure flight.</i>

3. In accordance with VN standards, the sequence of Unloading is as follow:

- Baggage with Business/VIP/CIP/Priority tags.
 - Crew baggage.
 - Transfer baggage.
 - Economy class baggage.
4. Business/VIP/CIP baggage, Priority baggage, Crew baggage, transfer baggage must be loaded into ULDs separately and these ULDs shall be positioned next to cargo doors. The economy baggage must not mix-loaded with the priority baggage.
 5. Supervisory staff of loading/unloading of dangerous goods shall be qualified in handling of dangerous goods and hold valid certificate.
 6. Weight&Balance staff shall be qualified in making loadsheet and loading instruction report and hold valid certificate issued by Vietnam Airlines.
 7. All loading and servicing of aircraft to be completed at minus 5 minutes to ETD.
 8. Nil aircraft incident/accident caused by the Handling Company's ground equipment.
 9. All locks and nets always to be pull up/tied up even if position is empty.
 10. ULD control and handling:
 - In-coming and out-going ULDs to be checked physically when unload/load from/into the aircraft. UCM message in IATA standard format to be sent within one (1) hour after flight arrival and departure.
 - Stock level of ULDs to be advised periodically by VN. Any overstock of ULD to be sent back HAN/SGN.
 - Stock of ULDs to be physically checked and SCM message in IATA standard format to be sent weekly.
 - Any damaged ULD to be sent back HAN/SGN on space available for repairing.
 - Any transfer-out or transfer-in to be handled according to VN's transfer procedures. UCR to be issued and LUC message to be sent right after any transfer of ULD happens.
 11. The Handling Company shall indemnify and hold the Carrier harmless from and against: loss of, or damage (not being normal wear and tear) to ULDs belonging to either the appointed supplier or the Carrier related to the handling of the Carrier and held in custody by the Handling Company for use under this Agreement caused by gross negligence or willful misconduct of the Handling Company provided that such liability of the Handling Company shall indemnify and will be agreed upon by both parties.
 12. Related to the water service, the water quality must be in line with the water standard regulated in IATA – AHM 440.

VII. Penalty for Mal – performance

1. In addition to the liability for physical loss of aircraft mentioned in SGHA, the Handling Company shall reimburse to the Carrier all the other indirect losses that can be made into invoices or some kinds of others which are equivalent such as costs for meals vouchers, hotel accomodation, transportation and others relevant (if any).
2. The handling company causes the delay the handling charge will be deducted from the package rate as follows:
 - Delay > 5 minutes: 5% of turnaround cost waived
 - Delay > 15 minutes: 10% of turnaround cost waived
 - Delay > 30 minutes: 20% of turnaround cost waived
 - Delay > 60 minutes: 50% of turnaround cost waived

3. Penalties for other mistakes will be applied case by case separately. Cases are not limited but including (solely caused by The Handling Company and to be confirmed by both parties):

- All error leading to any inconvenience for the passenger, not matching with the standard services and others (such as bag not delivered due to tagless or wrong tag; flight misconnection due to check-in error, pax or airline immigration issues at the arrival point due to check-in error, mishandling travel documents), in addition to compensation (agreed by both parties), the Carrier shall promptly provide the Handling Company all relevant records, corrective actions,...

- The Handling Company shall reimburse the Carrier for actual fines imposed by the Authority and suffered by the Carrier as a direct result of a breach of the Handling Company's duties.

- Due to KPI in Section B, if the mistakes exceeds the allowed target, penalties for all mistakes mentioned above will be charged on a case-by-case basis.

REQUIREMENT ON DCS TRAINING

Please state « Yes » or « No »

1. DCS check-in:

- a. Training duration: 06 days including 04 days for check-in module and 02 days for supervisor module « Yes » or « No »
- b. Trainee: local trainers of ground handlers « Yes » or « No »

Note: if GHA's staff have many experience in using Carrier's DCS to serve other airlines' flights, we will consider reducing the training duration.

2. Other content (loading instruction, aircraft door & compartment door opening/closing, lost & found system if the Handler's system is not Worldtracer.

- a. Training duration: around 04 days « Yes » or « No »
- b. Trainee: local trainers of ground handlers « Yes » or « No »

Have trainers trained on other systems who can be nominated for certification « Yes » or « No »

Note : The duration of training can be adjusted on mutual agreement.

**(Handler who is currently having ISAGO certificate do not need to fill
Checklist 1, 2 & 3)**

CHECKLIST 1: CORPORATE & SAFETY MANAGEMENT QUESTIONNAIRE

Corporate Information	
Company's Name	
Address	
Contact Person's Name	
Job Title	
Email address	
Mobile	
Fax no	
Year of Incorporation	
Parent Company Name and Address (if applicable)	
Shareholder of company	
Resources	
TTL Number of Staff Worldwide –	
Number of Staff	
Safety & Quality Management	
State whether your organization has a series of documented Information Security policies and Quality Assurance policies	
Are Safety Standards and procedures reviewed regularly?	
Does the organization have a dedicated safety officer?	
How is non-compliance with organizational safety standards and procedures identified and dealt with?	
How, and by whom, are all proposed changes to operations or equipment assessed to determine their safety impact?	
How are corrective actions monitored to ensure implementation?	

Are safety critical systems and equipment inspected on a regular basis?	
Are risk assessments of identified and potential hazards undertaken?	
Have any safety incidents /accidents occurred in the last 12 months where equipment, systems or infrastructure was determined to be a part of the causal factors?	
What arrangements are in place to enable the detection of safety deviations from policy standards and procedures?	
Facilities	
<p>Does your company have the necessary facilities, work space, equipment and supporting services, as well as work environment, to satisfy ground handling operational safety requirements:</p> <ul style="list-style-type: none"> • Buildings, workspaces and associated utilities; • Facilities for people in the organization; • Support equipment, including tools, hardware and software; • Support services, including transportation and communication. <p>A suitable work environment satisfies human and physical factors and considers:</p> <ul style="list-style-type: none"> • Safety rules and guidance, including the use of protective equipment; • Workplace location(s); • Workplace temperature, humidity, light, air flow; • Cleanliness, noise or pollution. 	

CHECKLIST 2: PASSENGER SERVICE QUESTIONNAIRE

Vietnam Airlines JSC (VN) cordially appreciate if you could fill out this questionnaire and return it to us.

Name of Company	
Contact Address	
Name of the person in charge of passenger handling	
TEL	
FAX	
E-Mail	
SITA Address	

Please indicate your number of employees (Passenger Section):

Department	Full Time Employees	Part Time Employees
Management		
Administration		
Training		
Customer Services		
Supervisor		
Controller		
General agent		
Ticketing (Dedicate or non-dedicate)		
Lost & Found (Dedicate or non-dedicate)		
Lounges		
Others (Door operation, PBB operation, etc.)		
Employee who has more than 3 years' experience		

Please give details of your existing customers.

Airline	Services Offered				Check-in System (Online or Offline)	Aircraft Types	Flights per week
	Pax	Ticketing	Lost & Found	Other			

What are your busiest hours of the day?	
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What are your busiest days of the week?	
---	--

Do you subcontract any services to third parties?

Service	Provider

How do you manage third parties?	
----------------------------------	--

Please indicate your training environment:

Type of room	Location	Number of rooms	Number of installed equipment	Number of terminal which are connected to CUTE Network	If not connected to CUTE network, please give the difficulty level of CUTE connectivity.
Dedicated room	Inside terminal Bldg.				
	Outside terminal Bldg.(inside airport)				
	Far from airport (outside)				
	Close to airport (outside)				
Temporary room	Inside terminal Bldg.			Details on how to connect to the server/network	

(e.g. meeting room)	Outside terminal Bldg.(inside airport)			
	Far from airport (outside)			
	Close to airport (outside)			
Use other facility (e.g. check-in counters,etc.)	Details :			

	Staff without experience of Airline handling	Staff with experience of Airline handling
What kind of training do you provide for new recruits? Please give details on training curriculum and training material.		
How long does it need to start working?		

Do you have any human resource development program for your staff regarding airline handling? If you do, please give details on how you cultivate controllers, supervisors, etc.	
What kind of training material do you use when you conduct education and training for a new customer? Do your instructors create training materials based on the carrier's material, or do you use the material which carrier provides.	

Are you able to provide at least 2 instructors for VN handling? Please give details on the instructors.	
Number of dedicated instructor	
Number of instructor who combines with other work	
Details of other work	

Are you able to provide staff with airline handling experience? If yes, how many staff can you provide?	
How many carriers does one agent handle?	
How often do you assign an agent to one carrier?	

How is the composition of the team members for your customer carrier? * (e.g. Supervisor/Controller are dedicated / General agents are not // Land side staff are dedicated / Air side staff are not)	<input type="checkbox"/> compose all dedicate staff
	<input type="checkbox"/> compose all non-dedicated staff
	<input type="checkbox"/> mixed dedicate and non-dedicated staff *Details:

Do you have any Standard Operating Procedure (SOP) management system? If you do, how do you revise, inform revised content to all staff, and make sure the notice is informed to all staff.	
In what method is the new handling information updated to all staff?	
How long does it need for all concerned staff to confirm the new information?	

<p>Do you have any Quality Management Program? If you do, please give details on how you monitor, report and rectify, if necessary, the standards of services provided to your customer.</p>	
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<p>Do you have any Safety Management System? If you do, please give details.</p> <p>Do you train the SMS to your staff?</p> <p>Please provide the proof (certificate, records...)</p>	
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<p>Do you have ISAGO certificate?</p> <p>If yes, please provide the most recent year the certification was offered?</p>	
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<p>Can you provide WCHR/Baby stroller/Meet and Greet service? If yes, please give the maximum number per flight.</p>	WCHR	Baby stroller	Meet & Greet Service
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<p>Can you collect charges on behalf of Carrier?</p> <p>If yes, please give details on procedures to issue new tickets, EBT and MCO. (Is it possible to issue EBTs at check-in counter?)</p>	
<p>Do you have a license for money exchangers and some credit card authorization machines?</p>	

<p>Which department is in-charge of Door operation?</p>	
<p>Which department is in-charge of jet bridge operation?</p>	

Training and Qualification of Aircraft Servicing Staff

- ☞ please tick the applicable Boxes and give the number of staff for the job function group

A: Training must be completed by a written test (Yes/No)

B: A License is issued (Yes/No)

Services provided (Terminal handling)	Is training programme in accordance with IATA regulations	A		B		No of employees
		Yes	No	Yes	No	
Passenger handling agent		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Load control agent		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Baggage handling agent		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Following documents shall be attached upon submission with this request by VN.

Basic Information
1. Organization chart of Passenger Handling department at airport 1) Responsible person of each division needs to be assigned / mentioned 2) The number of staff of each division needs to be specified
2. Assign Sub contractor for Passenger Handling or not? If the sub contractor will be assigned, organization chart of the sub contractor is required
3. Layout of Passenger Service office (floor plan)
4. Picture of Uniform
Working Assignment / Roster
1. Roster for staff as of now Working hour, number of staff and responsible person at each hour need to be described
2. The image of Envisaged Roster for staff after starting VN operation 1) The basic envisaged roster image which covers VN handling 2) Working hour and number of staff, etc need to be described
3. The image of envisaged daily base working assignment after starting VN operation.
Training
1. Dangerous Goods Training Record 1) Records of all staff who are involved in VN handling 2) Records of customer service staff with IATA Category 3) Every staff shall take recurrent training within every 24 month 4) IATA DGR Certificate of DG instructors
2. DG Training policy manuals/syllabus

DG Training policy manual or equivalent which mentions training program or syllabus
3. Training policy manual or syllabus other than DG training Training which is regulated by law and other related training which is necessary for passenger service operation other than training which is required by Carrier.
4. The image of envisaged training plan for initial internal training for VN handling. 1) Training hours and curriculum for internal training before start up of VN handling. 2) Training schedule for internal training before start up of VN handling.
<u>Emergency Response</u>
1. Emergency contact list Emergency contact list or contact flow chart in case of accident or incident
2. Manual or equivalent regarding accident/incident Necessary procedures in case of accident/incident need to be established

CHECKLIST 3: RAMP SERVICE QUESTIONNAIRE

Vietnam Airlines JSC (VN) cordially appreciate if you could fill out this questionnaire and return it to us.

1. Company Details & Address

Name of Company		
Address		
Head of Ramp Handling Department		
Telefon	Office:	Mobile:
Email		
Fax		

- Please provide organizational charts of your company as well as of each department (see 6-1)

2. Handled Aircraft Types with References

- Please tick the appropriate boxes. If an aircraft type has not been handled for 6 months or more, please choose previously handled.

A/C Type	Currently Handled	Previously Handled	Schedule (S)/ Charter(C)/ Frequency (../..)	Customer Airline(s) (IATA Code)
A321/A321-Neo	<input type="checkbox"/>	<input type="checkbox"/>		
A350-900	<input type="checkbox"/>	<input type="checkbox"/>		
B787-900	<input type="checkbox"/>	<input type="checkbox"/>		

- Has your company gained ISAGO Certification? In which year with the latest one?

3. Services

- Please state the services provided and whether any of it are subcontracted.

Services Provided	Service Subcontracted?	Remarks
Moving of Aircraft/ pushback and towing	<input type="checkbox"/>	<input type="checkbox"/>
Aircraft Cabin cleaning	<input type="checkbox"/>	<input type="checkbox"/>
Toilet Services	<input type="checkbox"/>	<input type="checkbox"/>
(Potable)Water Services	<input type="checkbox"/>	<input type="checkbox"/>
Cabin Equipment	<input type="checkbox"/>	<input type="checkbox"/>
Cabin Material Storage	<input type="checkbox"/>	<input type="checkbox"/>
Baggage Handling and Sorting	<input type="checkbox"/>	<input type="checkbox"/>

Marshaling (VDGS)	<input type="checkbox"/>	<input type="checkbox"/>
Parking (chock/Safety cones)	<input type="checkbox"/>	<input type="checkbox"/>
Cooling/Heating	<input type="checkbox"/>	<input type="checkbox"/>
Ramp to Flight-deck Communications	<input type="checkbox"/>	<input type="checkbox"/>
Toilet Service	<input type="checkbox"/>	<input type="checkbox"/>
Passenger Door Operation	<input type="checkbox"/>	<input type="checkbox"/>
Jet bridge	<input type="checkbox"/>	<input type="checkbox"/>
Baggage/Cargo delivery	<input type="checkbox"/>	<input type="checkbox"/>
GPU/Air start services	<input type="checkbox"/>	<input type="checkbox"/>
Wing Walker	<input type="checkbox"/>	<input type="checkbox"/>
Safety/FOD check	<input type="checkbox"/>	<input type="checkbox"/>
Loading/Unloading	<input type="checkbox"/>	<input type="checkbox"/>
De/Anti Icing	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>

Ground Support Equipment

Legend:

A = safety relevant complaint

B = complaint, not safety relevant

C = no complaint, in accordance with carrier's standards fulfilled

D = not applicable, not checked

GSE	Quantity	Type/Make	Specification	Condition			
				A	B	C	D
Ground Power Unit (GPU)			Output KVA:				
Toilet Service Truck			Capacity:				
Aircraft Cooling Unit			Capacity:				
Portable Water Truck			Capacity:				
Airstart Unit (ASU)			Lbs/min:				
Container/Pallet Loader			Lift Capacity:				
Main Deck Loader			Lift Capacity:				
Conveyor Belt			Range of height:				
Catering Lift Truck			Range of height:				
Container Dollies							
Pallet Dollies			Size:				
Baggage/cargo carts							
Tugs							
Passenger steps			Range of height:				
Aircraft Tow tractors			Max. capacity:				
Tow bars			A/C types:				

Comments:

If you have any services subcontracted, please provide the following Information as attachment

- ➡ Name, Address, Contact Person, Contact Details of each subcontracted company
- ➡ Describe how you manage the safety & quality standards at subcontracted companies. Provide the proof.
- ➡ Have your subcontractors gained ISAGO certification? If available, which year is the latest ISAGO certification granted?

Maintenance of GSE	Remark
Are there formal records of the safety checks of airside equipment?	
What is the frequency of the equipment/vehicle checks for safety requirements? What is checked?	
Is there a procedure for determining if airside equipment/vehicles meet safety requirements?	
Do you have a preventive maintenance program plan for each type of equipment?	
Do staff members receive training prior to the introduction of any new equipment or new procedures? Please describe the set process.	
Such equipment remains serviceable and in good mechanical condition?	

- ➡ Please provide records of the above and a list with all equipment used at your station (see 6-5 for details)

4. Personnel & Training

Training and Qualification of Aircraft Servicing Staff

- ➡ please tick the applicable Boxes and give the number of staff for the job function group

A: Training must be completed by a written test (Yes/No)

B: A License is issued (Yes/No)

DGR Please fill in the applicable IATA category

Function/Service	Is training programme in	A	B	DG Training	
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	accordance with IATA regulations	Yes	No	Yes	No	(if no DGR Training please do not tick the checkbox)	Nbr. of employ ees
Airside Drivers		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> IATA CAT ____	
General loader		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> IATA CAT ____	
Operator Jet bridge		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> IATA CAT ____	
Loading Supervisor		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> IATA CAT ____	
Push Back operator		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> IATA CAT ____	
Towing operator		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> IATA CAT ____	
Cargo Delivery staff		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> IATA CAT ____	
Anti/de-icing operator		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> IATA CAT ____	
Cabin Cleaning Staff		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> IATA CAT ____	
Operator aircraft loading equipment		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> IATA CAT ____	
Baggage Delivery staff		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> IATA CAT ____	
GSE operator (GPU,ASU,ACU)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> IATA CAT ____	
Toilet Servicing staff		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> IATA CAT ____	
Walk out assistance		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> IATA CAT ____	
Potable Water servicing staff		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> IATA CAT ____	
Other agents (if any)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> IATA CAT ____	
Ramp Agent		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> IATA CAT ____	

Please describe your training system

Initial/ Recurrent Training

- Duration
- Training Curriculum/Materials
- Method (classroom/practical)

<input type="checkbox"/> Own Instructor/external provider	
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5. Quality & Safety Management

Head of Safety & Quality Management		
Name		
E-Mail		
Telefon	Office:	Mobile:
Fax		

Is there a formal safety/quality policy statement?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does the policy statement explicitly address apron and aircraft safety?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is the safety policy statement endorsed by the Board?	<input type="checkbox"/> Yes <input type="checkbox"/> No
At which intervals is the safety policy statement reviewed and revised?	
Is the safety policy published within the organization? <input type="checkbox"/> Please state where it is published	
Are safety performance indicators defined? <input type="checkbox"/> Please attach overview of safety performance indicators	
Is the Organization's SMS readily available to all Ramp staff? <input type="checkbox"/> please state via which channels	
What processes are in place for staff to raise safety concerns with senior management?	
How, and by whom, are safety improvement suggestions investigated?	
How, and by whom, are all proposed changes to operations or equipment assessed to determine their safety impact?	
What arrangements are in place to enable detection of safety deviations from policy, standards and procedures?	
How is the competence of sub contractors' staff checked?	

Do staff members receive training prior to the introduction of any new equipment or new procedures?	
How are reports of Ramp/ airside accidents/incidents investigated and recorded?	
How are corrective actions monitored to ensure implementation?	

6. Other Documentation

- Please attach the appropriate documents to this questionnaire.

6-1 Basic Documentation
(1) <input type="checkbox"/> <i>Organization chart</i>
➤ Please provide an organizational chart which describes the organizational structure of your company en bloc
(2) <input type="checkbox"/> <i>Organization chart of Ramp Handling department (if available)</i>
➤ Responsible person of each division needs to be assigned / mentioned
➤ The number of staff of each division needs to be specified
(3) <input type="checkbox"/> <i>Organization chart of the cleaning sector at your airport (if available)</i>
➤ Responsible person of each division needs to be assigned / mentioned
➤ The number of staff of each division needs to be specified
(4) <input type="checkbox"/> <i>Sub- contractor for Ramp Handling</i>
➤ If the sub-contractor is or will be assigned, organization chart of the sub-contractor is proposed
(5) <input type="checkbox"/> <i>Layout diagram of the Ramp Handling department (if available)</i>
➤ Indicate the location of the working area and office facilities
(6) <input type="checkbox"/> <i>Layout diagram of the cleaning sector (if available)</i>
➤ Indicate the location of the working area and office facilities
6-2. Working Assignment / Roster
(1) <input type="checkbox"/> The current Baggage Handling/Cargo Delivery assignment table
➤ Shift patterns, number of staff and responsible person at each shift need to be stated
(2) <input type="checkbox"/> The current Loading and Unloading assignment table
➤ Shift pattern, number of staff and responsible person at each shift need to be stated
(3) <input type="checkbox"/> The current Interior Cleaning, Toilet Service and Water service assignment table
➤ Shift patterns, number of staff and responsible person at each shift need to be described
(4) <input type="checkbox"/> The current Moving of Aircraft (Marshalling/Parking) assignment table
➤ Shift patterns, number of staff and responsible person at each shift need to be stated
(5) <input type="checkbox"/> A sample of intended Roster for ITEM 6-2(1)-(4) staff for VN operation

6-3. Training	
(1) <input type="checkbox"/> Dangerous Goods Training Record	➡ Records of staff who are planned to be involved in VN handling
(2) <input type="checkbox"/> DG Training policy manual/syllabus	➡ DG Training policy manual or equivalent which mentions training program or syllabus
(3) <input type="checkbox"/> Ramp Safety Training policy manual/syllabus	➡ Ramp Safety policy manual or equivalent which mentions training program or syllabus
(4) <input type="checkbox"/> Training policy manual of Loading, Unloading, Aircraft moving, Marshalling, Water service training	➡ Training policy manual or equivalent which mentions training program or syllabus of Loading, ➡ Unloading, Aircraft moving, Marshalling, Water service training
6-4. Emergency contact list	
(1) <input type="checkbox"/> Emergency contact list	➡ Emergency contact list or contact flow chart in case of accident or incident
(2) <input type="checkbox"/> Manual or equivalent regarding accident/incident handling	➡ present the established procedures in case of accident/incident
6-5. GSE	
(1) <input type="checkbox"/> GSE list (All equipment list)	➡ Equipment, Date of manufacture/Model, Serial/Registration No. , Manufactures , Capacity
6-6. Water Service	
(1) <input type="checkbox"/> Water quality certification	➡ please attach the latest water quality certification
6-7. Deicing services (if needed at the airport)	
➡ Is the deicing procedure in accordance with IATA and ICAO standards?	
➡ Is deicing liquid in accordance with SAE standards? Provide the deicing liquid's list in use?	
➡ Provide the proof for the staff's attending the deicing training course	