

## BIDDING DOCUMENTS

Title of procurement package: Provision of Ramp Handling Services for  
Vietnam Airlines' flights at MUC airport  
for the period 01 October 2025 to 30 September 2028  
Procuring Entity: Passenger Service Department  
**Vietnam Airlines JSC**

Hanoi, / 24 / 07 / 2025

**On behalf of Vietnam Airlines JSC**  
**Director of Passenger Service Department**



**Ngo Hong Minh**

## TABLE OF CONTENTS

Content	Page
Invitation for Bid letter	2
1. Requirements for Eligible Goods and Services	3
2. Eligibility of Bidders	5
3. Price Proposal	6
4. Evaluation Criteria	7
5. Other requirements	8
5.1. Preparation and submission of Bid	8
5.2. Clarification of Bid	9
5.3. Bid evaluation	9
5.4. Conditions for proposal award	11
5.5. Notification of Award	11
5.6. Contract negotiation and finalization	11
5.7. Handling Violences	11
5.8. Forms	12
Form 1: Application for Bid	13
Form 2: Power of Attorney	14
Form 3: Price Proposal	15
Form 4: Experience record	16
Form 5: Commitment to SLA	17
Form 6: Commitment to training program	22
Checklist 1,2: Questionnaire	23

### ABBREVIATIONS

VNA	Vietnam Airlines JSC
EUR	EUR
SLA	Service Level Agreement
DOW	Date of week
ETD	Estimated Time of Departure
ETA	Estimated Time of Arrival
LT	Local time
AC	Aircraft
SGHA	Standard Ground Handling Agreement

## INVITATION FOR BID

Vietnam Airlines JSC would like to request your esteemed company for the Proposal to provide ramp handling services for Vietnam Airlines' flights at MUC airport for the period 01 October 2025 to 30 September 2028 with enclosed Bidding Documents.

Please kindly submit your Bid as soon as possible but no later than 16h:00 on 29 July 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, Bo De Ward, Ha Noi City - Viet Nam

Contact point:

- Vu Thi Kim Lien/Ground Service Division
- Nguyen Danh Phong/Ground Service Division

**Tel:** (84) 24 38732732 ext 1589

**Fax:** (84) 24 38735754

- Email:** [lienvtk@vietnamairlines.com](mailto:lienvtk@vietnamairlines.com)  
[phongnd@vietnamairlines.com](mailto:phongnd@vietnamairlines.com)

Note: The file size of the Bid sent via email must not exceed 20MB

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*



**Ngô Hồng Minh**

## 1. REQUIREMENTS FOR ELIGIBLE GOODS/SERVICES

### 1.1 Some information provided by the Carrier

#### 1.1.1 Planned Schedule: (According to Vietnam Airlines Tentative Winter Schedule 2024)

Sector	Flight No	DOW	ETD (LT)	ETA (LT)	AC
MUC - SGN	VN32	_2_4_	11:50	04:55+	B787
SGN - MUC	VN33	1_3_	23:50	06:20+	B787
MUC - HAN	VN34	1_6_	12:20	04:30+	B787
HAN - MUC	VN35	_5_7_	23:50	6:05+	B787

#### 1.1.2 Strategic plan on number flights at for 01 year (From 01 Oct 2024 to 30 Sep 2025)

A/c Types	Year 2025 (from 01 Oct 2025 to 31 Dec 2025)	Year 2026	Year 2027	Year 2028 (from 01 Jan 2028 to 30 Jun 2028)
A787/ A350	52	522	522	392

#### 1.1.3 Information on 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 01 October 2025 to 30 September 2028)

### 1.2 Details of purchasing goods/services:

The Ramp Provider shall provide by itself including but not limited to ramp services, cabin cleaning to make the package services with relevant manpower and equipment which are shown in the below table. If the ramp provider cannot provide by itself, they shall arrange part of services with other service providers which can be subcontractors at MUC.

**Aircraft in operation: B787/A350**

No	Requested services (SGHA2018 is used for listing) (SGHA 2013/2023 is also acceptable)	Qualified (Commit to provide services)	
		Yes	No
	SECTION 1. MANAGING FUNCTIONS 1.1 Representation 1.1.2, 1.1.3, 1.1.4 1.2 Administrative Functions 1.2.3(c), 1.2.4, 1.2.6 (a)		
	SECTION 3. RAMP SERVICES 3.1 Baggage Handling 3.1.1 (a), 3.1.2, 3.1.3 (a/2,3), 3.1.4, 3.1.5, 3.1.6, 3.1.7, 3.1.8 (a/3), 3.1.9 3.2 Marshalling 3.2.1 3.3 Parking 3.3.1, 3.3.2 (a,b/6) 3.4 Ancillary Items 3.4.1 (b/1,2,3,4,5; c/2), 3.6 Loading and Unloading 3.6.1 (a,c/1), 3.6.2 (b), 3.6.3 (a,c), 3.6.4 (a), 3.6.5 (a/1 between agreed points which is cargo handler's warehouse on the airport), 3.6.6 (a,c,d,e,f), 3.6.7 (a) 3.7 Safety Measures 3.7.1 (b) 3.8 Moving of Aircraft 3.8.1 (a/1,2), 3.8.2 (b), 3.8.3 (a) 3.10 Interior Cleaning 3.10.1, 3.10.2, 3.10.3 (1), 3.10.4 (a,b/1) 3.11 Toilet Service 3.11.1(a)(1) 3.12 Water Service 3.12.1 (a/2)		
	SECTION 6 SUPPORT SERVICES 6.3 Unit Load Device (ULD) Control 6.3.1 (a/1), 6.3.2, 6.3.3 (a,b,c), 6.3.5 6.5 Ramp fuelling/Defuelling Operations 6.5.1, 6.5.3		
	SECTION 7. SECURITY 7.1 Passenger and Baggage Screening and Reconciliation 7.1.1 (a), 7.1.4 (a)		
	<b>Ground Equipment</b>		

1	<i>Passenger Steps: Door number:</i> <ul style="list-style-type: none"> <li>For A350/B787: L1: 4.24m – 4.80m L4: 4.70m - 5.08m</li> </ul>	Yes	
2	High-loader: High Range: 3.02m for A350/B787 (> 6800 kg)	Yes	
3	Conveyorbelt for A350/B787	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: 247 tons for widebody)	Yes	
8	Towbar for B787/A350	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	
	Crew Transport (within rampside) (provide or arrange)	Yes	
	<b>Others</b>		
16	Manpower for unloading/loading baggage, cargo	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

### - BIDDERS

- 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.

**- BID DOCUMENTS**

Verify the Eligibility of Bid Documents

- a) Submission date of the Bid.
- b) Eligibility of Bidders as stipulated in Section 2 (after clarification or supplementing documents as required by VNA, if any).
- c) The validity (signature, time, stamp if possible) of the Bid as required in Application for Bid, Power of Attorney (if any), Price proposal table.
- d) The validity of Proposal as stipulated in Item 5.1.2.
- e) Eligibility and qualification of goods/services as specified in Section 1;
- f) Other items (if any).

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

**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: EUR.**

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 Bidders' experience and eligibility

No.	Requested criteria	Guidance for documents to be submitted	Evaluation	
			Pass	Fail
1.	Number of years having experience of supplying ramp handling Services	Business registration certificate and/or other relevant	$\geq 2$ years	$< 2$ years
2.	Report of experience: 02 similar contracts on provision of ramp 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)	Form No 4 to be filled - v	$\geq 2$ Contracts	$< 2$ Contracts

*Note: Similar contract means the contract that covers full services including but not limited to ramp service, cabin cleaning and supporting services.*

##### 4.2. 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" in this	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 ( <b>Details of purchasing goods/services</b> )	Draft IATA SGHA 2013 or SGHA 2018 or SGHA 2023	Qualified/ Commit to provide service	Not qualified/ Not commit to provide service
4.	- Training records are available	Documents copied	Qualified/ Commit to provide service	Not qualified/ Not commit to provide service
	<b>Conclusion</b>		<b>Qualified for all criteria</b>	<b>Not qualified for all criteria</b>

***Note: In case the Bidder has not gained ISAGO Certificate which is valid at the moment, the Bidder is requested to further fill in the Checklist 1, 2 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);
  - 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: .....16h:00 on 29 July.....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. Vu Thi Kim Lien/Manager – Ground Service Division  
Email: [lienvtk@vietnamairlines.com](mailto:lienvtk@vietnamairlines.com)
  - Copy to Ground Handling Team  
Email: [phongnd@vietnamairlines.com](mailto: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 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 WHCRs, INAD, MASS, 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 the 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: Commitment to training program

**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 16h00 on 29July2025 (Hanoi local time)

**Legitimate Representative of Bidder <sup>(1)</sup>**

*[Full name, title, signature and seal]*

**Remarks:**

(1) In the event that the legitimate representative of Bidder 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 Bidder 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 <sup>(1)</sup>**

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 Ramp 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<sup>(2)</sup>

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

Power of attorney becomes effective from \_\_\_\_ to \_\_\_\_<sup>(3)</sup>. 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 Bidder to legally represent the Bidder to carry out contents of above mentioned works. The use of seal in case of being authorized must be the seal of Bidder 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 date of validity and invalidity of power of attorney that is suitable with 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 1 year	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	

2. The Bidder commits to provide goods/services in compliance with the standards for technical evaluation stipulated in Section 4.2 of this Bidding Documents or the Bidder specifies the detailed criteria according to the criteria specified in Section 4.2.

3. The Bidder 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 Bidder**  
(Name, title, signature and seal)



**EXPERIENCE RECORD**

**(Of similar contracts implemented by the Bidder  
on provision of ramp handling services for airlines in nearest 5 years)**

Name of the Bidder: \_\_\_\_\_

No	Contact name and number	Sign date	Contractual partner (the bidder is providing services at present time)	Address	Contact point of contractual partner (if possible)	Value of contract (in bid currency) (if possible)
1						
2						
3						

**Authorized Representative of the Bidder**  
*(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 Ramp 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 Ramp Handling Company and the Carrier to assess the level of performance against the targets set.

**A. General:**

1. 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.
2. All staff of the Ramp Handling must have the capabilities in both English and local language.
3. The ramp service staff assigned to handle the Carrier shall be dedicated (if applicable) and shall not be assigned to provide handling to other airlines concurrently.
4. There will be periodic meetings, weekly or monthly to be mutually agreed, between the local management offices of the parties to review the performance.
5. The Ramp Provider ensure their staff have sufficient valid certificates for handling Vietnam Airlines flights according to IATA and Vietnam Airlines regulation.
6. The Ramp Provider shall ensure all the agents in different customer handling touch points follow all the policies and procedure of Vietnam Airlines related to airport operation, 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.
7. The Service Delivery Standards outlined below and the application of penalties specified are subject to the Carrier operating on schedule (+/-15 minutes) and/or when the schedule is impacted, adequate prior notification is provided and factors being within the control of the ramp provider in accordance with the applicable delay codes. Fairness will be applied in the administration of the standards. The Ramp Provider has the right to challenge reported delays provided it can be proven that the Ramp Provider is not solely accountable for the delay.
8. At all times the Service Delivery must not compromise safety/security procedures.
9. Items marked with “covered by central ground handling infrastructure” or “covered by the airport operator” are mentioned as a matter of completeness in order to review on a monthly basis

In what follows, the following definitions are considered:

- ATA = actual time of arrival (touchdown)
- ATD = actual time of departure (airborne)

- STA = scheduled time of arrival (according to flight schedule)
- STD = schedule time of departure (according to flight schedule)
- ETA = estimated time of arrival
- ETD = estimated time of departure
- ONB = on-blocks (anti-collision lights turned off)
- OFB = off-blocks (start of push-back)
- TOBT = targeted off-block-time
- TSAT = targeted start-up approval time

**B. Performance target:**

The performance of the ramp provider 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 (refer only to flight delays attributable to Ramp Handling Company)		$\geq 99.7\%$	The percentage of On-time flights in total departure flights is more than 99.7%
Baggage mishandling (delay baggage, damaged baggage etc)		$\leq 4.0$	Rate of mishandling baggage (pieces per 1000 passengers) is lower than 4.0
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"> <li>- Approaching and providing service when the beacon light is not turned off.</li> <li>- Operating ground support equipment over-speed when approaching the aircraft</li> <li>- Wrong service position of ground support equipment.</li> <li>- Non-compliance on parking brake/; chock on /off.</li> <li>- Non-qualified/certified employees.</li> <li>- The locks are not pulled up (the empty positions included).</li> <li>- Other non-compliance processes</li> </ul>

	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"> <li>- Flight was departed following the incorrect load sheet.</li> <li>- Damage of baggages and cargo due to loading did not follow the VNA regulations and loading instruction report.</li> <li>- Damage of Aircraft compartments due to loading did not follow the VNA regulations and loading instruction report.</li> <li>- Flight was departed following the loading which was different the loading instruction report</li> </ul>
--	--	---	--

### C. Ground Handling

#### I. Arrival Handling

1. 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.
2. 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.

#### II. Ramp Handling

1. The Ramp Provider 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. b/ Pushback truck: ETD – 05 min.
Offload	Offloading at ATA + 03 min.
Cargo-ULD	Available at aircraft side: - For B787/A350 at: ETD – 60 min.
Bulkload, Mail	Available at aircraft side: For B787/A350: ETD – 50 min.

NOTOC	In cockpit:	ETD – 10 min.
Loadsheet	In cockpit: - EDP/Manual - ACARS	ETD – 10 min. 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* <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 Ramp 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. Related to the water service, the water quality must be in line with the water standard regulated in IATA – AHM 440.
12. Notwithstanding Sub-Article 8.1 (d) of the Main Agreement, the Ramp Handling Company shall indemnify and hold the Carrier harmless from and against: any 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 Ramp Handling Company for use under this Agreement caused by gross negligence or wilful misconduct of the Ramp Handling Company, its agents or subcontractors, provided that such liability of the Ramp Handling Company shall be maximum Unit price per occurrence

## **VII. Penalty for Mal – performance**

1. Delay codes attributable to the Ramp Handling Company will be as follows:

(A) AIRCRAFT AND RAMP HANDLING: 31, 32 (heavy load excluded), 33, 34, 39, 52

2. If the Ramp Handling Company causes the delay (in accordance with the delay codes as per point 1) and is fully and solely accountable for the delay, the handling charge will be deducted from the package rate as follows:

- Delay > 15 minutes: 10% of turnaround cost waived of the respective handling charge
- Delay > 30 minutes: 20% of turnaround cost waived of the respective handling charge
- Delay > 60 minutes: 50% of turnaround cost waived of the respective handling charge

3. Any possible immigration fines from departure station (MUC) and arrival stations (HAN/SGN) which may be applied to the Carrier due to the Handling Company's mal-performance/mistakes in handling shall be reimbursed to the Carrier by the Handling Company.

## REQUIREMENT ON TRAINING

Please state « Yes » or « No »

1. Other content (loading instruction, etc)

a. Training duration: around 04 days « Yes » or « No »

b. Trainee: local trainers of ground handlers« Yes » or « No, however we have trainers trained on other systems who can be nominated for certification »

*Note : the duration and content of training can be adjusted on mutual agreement.*

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

### **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	
<b>Safety &amp; Quality Management</b>	
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 inMUCstructure 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?	
<b>Facilities</b>	
<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"> <li>• Buildings, workspaces and associated utilities;</li> <li>• Facilities for people in the organization;</li> <li>• Support equipment, including tools, hardware and software;</li> <li>• Support services, including transportation and communication.</li> </ul> <p>A suitable work environment satisfies human and physical factors and considers:</p> <ul style="list-style-type: none"> <li>• Safety rules and guidance, including the use of protective equipment;</li> <li>• Workplace location(s);</li> <li>• Workplace temperature, humidity, light, air flow;</li> <li>• Cleanliness, noise or pollution.</li> </ul>	

## CHECKLIST 2: 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)
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

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"/>	
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"/>	

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

### 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 accordance with IATA regulations	A		B		DG Training (if no DGR Training please do not tick the checkbox)	Nbr. of employees
		Yes	No	Yes	No		
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

<input type="checkbox"/> Training Curriculum/Materials  <input type="checkbox"/> Method (classroom/practical)  <input type="checkbox"/> Own Instructor/external provider	
--	--

## 5. Quality & Safety Management

Head of Safety & Quality Management		
<b>Name</b>		
<b>E-Mail</b>		
<b>Telefon</b>	Office:	Mobile:
<b>Fax</b>		

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? ☞ Please state where it is published	
Are safety performance indicators defined? ☞ Please attach overview of safety performance indicators	
Is the Organization's SMS readily available to all Ramp staff? ☞ 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.

<b>6-1 Basic Documentation</b>
(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
<b>6-2. Working Assignment / Roster</b>
(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

<ul style="list-style-type: none"> <li>➤ Shift patterns, number of staff and responsible person at each shift need to be described</li> </ul>
(4) <input type="checkbox"/> The current Moving of Aircraft (Marshalling/Parking) assignment table
<ul style="list-style-type: none"> <li>➤ Shift patterns, number of staff and responsible person at each shift need to be stated</li> </ul>
(5) <input type="checkbox"/> A sample of intended Roster for ITEM 6-2(1)-(4) staff for VN operation
<b>6-3. Training</b>
(1) <input type="checkbox"/> Dangerous Goods Training Record
<ul style="list-style-type: none"> <li>➤ Records of staff who are planned to be involved in VN handling</li> </ul>
(2) <input type="checkbox"/> DG Training policy manual/syllabus
<ul style="list-style-type: none"> <li>➤ DG Training policy manual or equivalent which mentions training program or syllabus</li> </ul>
(3) <input type="checkbox"/> Ramp Safety Training policy manual/syllabus
<ul style="list-style-type: none"> <li>➤ Ramp Safety policy manual or equivalent which mentions training program or syllabus</li> </ul>
(4) <input type="checkbox"/> Training policy manual of Loading, Unloading, Aircraft moving, Marshalling, Water service training
<ul style="list-style-type: none"> <li>➤ Training policy manual or equivalent which mentions training program or syllabus of Loading,</li> <li>➤ Unloading, Aircraft moving, Marshalling, Water service training</li> </ul>
<b>6-4. Emergency contact list</b>
(1) <input type="checkbox"/> Emergency contact list
<ul style="list-style-type: none"> <li>➤ Emergency contact list or contact flow chart in case of accident or incident</li> </ul>
(2) <input type="checkbox"/> Manual or equivalent regarding accident/incident handling
<ul style="list-style-type: none"> <li>➤ present the established procedures in case of accident/incident</li> </ul>
<b>6-5. GSE</b>
(1) <input type="checkbox"/> GSE list (All equipment list)
<ul style="list-style-type: none"> <li>➤ Equipment, Date of manufacture/Model, Serial/Registration No. , Manufactures , Capacity</li> </ul>
<b>6-6. Water Service</b>
(1) <input type="checkbox"/> Water quality certification
<ul style="list-style-type: none"> <li>➤ please attach the latest water quality certification</li> </ul>
<b>6-7. Deicing services (if needed at the airport)</b>
<ul style="list-style-type: none"> <li>➤ Is the deicing procedure in accordance with IATA and ICAO standards?</li> </ul>
<ul style="list-style-type: none"> <li>➤ Is deicing liquid in accordance with SAE standards? Provide the deicing liquid's list in use?</li> </ul>
<ul style="list-style-type: none"> <li>➤ Provide the proof for the staff's attending the deicing training course</li> </ul>