

Agreed


Catalin Radu
«Aviation Administration of
Kazakhstan» JSC

Approved


Alp Er Tunga Ersoy
«Almaty International Airport» JSC

**Technical Specification
to the Tender documentation for the selection of a ground handling service
provider at the airport of Almaty**

General information

1. This technical specification has been developed in accordance with Article 65 of the Law of the Republic of Kazakhstan dated July 15, 2010 "On the Use of Airspace and Aviation Activities", by Order of the Minister for Investment and Development of the Republic of Kazakhstan dated October 02, 2019 No. 750 and defines the requirements for the list of goods, works, airfield and ground services included in as part of airport activities (hereinafter referred to as Services).

2. List of ground handling services transferred to the competitive environment:

№ п/п	Section	Service
1	Passenger handling	Passenger check-in: 1) check-in of passengers for the flight; 2) weighing and baggage handling; 3) excess baggage check-in; 4) identification of available seats; 5) preparation of passenger check-in and baggage statements; 6) providing information on the number of passengers and their seating in the aircraft in order to control loading; Important: perimeter of this tender includes only service and the processes of VIP/CIP check-in

3. Potential provider of ground handling services must have a sufficient number of qualified personnel to provide uninterrupted service to passengers departing from Almaty airport.

4. Potential provider receives ID-passes to the controlled area of the airport at its own expense, with the passage of all procedures for confirming the identity of personnel through authorized special bodies, and also trains its employees at its own expense, including aviation security.

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5. Potential provider conducts independent quality control of the services provided and sends at least once a quarter or at the request of the Airport to the e-mail address quality.ala@tav.aero reports on flight punctuality and baggage delivery time (first/last delivery).

6. Potential provider enters into a contract with the Airport for the provision of ground handling services and the use of centralized infrastructure.

General requirements

7. According to Article 64 of the Law of the Republic of Kazakhstan dated July 15, 2010 "On the use of the Airspace of the Republic of Kazakhstan and aviation activities", the service provider is obliged to comply with the norms established by the airport operator in accordance with the legislation of the Republic of Kazakhstan on the use of the airspace of the Republic of Kazakhstan and aviation activities.

8. Service Provider must comply with quality standards in the process of providing Services and be guided by the following documents in operational activities:

The Law of the Republic of Kazakhstan dated July 15, 2010	On the use of the airspace of the Republic of Kazakhstan and aviation activities
The Law of the Republic of Kazakhstan № 94-V of 21.05.2013	On personal data and their protection
The Law of the Republic of Kazakhstan dated 7 June 2000, N 53-II	On ensuring the uniformity of measurements
Order of the Minister for Investment and Development of the Republic of Kazakhstan dated April 30, 2015 No. 540	On approval of the Rules for the Carriage of Passengers, Baggage and Cargo by Air Transport
Order of the Acting Minister for Investment and Development of the Republic of Kazakhstan dated February 24, 2015 No. 189	On approval of the Rules of Passenger service organization at Airports of the Republic of Kazakhstan
	Ground Operations Manual
	Airport Handling Manual
	Baggage Reference Manual

Organization and management requirements

9. Potential provider must have a management system that ensures that the top management of the company is directly responsible for ensuring aviation safety and the quality of the services provided, as well as its distribution and coordination throughout the organization, the availability of sufficient production and human resources to provide check-in services.

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Handwritten signatures and initials

10. Potential provider must have a planned and/or approved organizational structure and staffing list of its company.

11. The managers of the potential provider and the personnel involved in operations should be familiar with the manuals, instructions and technological documents regulating operations processes.

12. Potential provider must provide ground handling in accordance with the requirements of airlines, IATA SGHA, SLA and the standards of the airport operator.

Requirements for ground handling personnel and their training

13. Potential provider personnel should be trained and have access to check-in systems Khavatek, Hitit, I-Port, Altea, Astra, Troy, Sabre, Gow Naw, Sprint.

14. Potential provider must be staffed with administrative, managerial and operations personnel sufficient to carry out its activities, but not less than 19 (nineteen) employees.

15. Potential provider provides recruitment and training of check-in staff within at least ten days from the date of conclusion of the contract at a training center certified by AHM 1110 or an organization in the field of civil aviation of the Republic of Kazakhstan, if there are legislative requirements.

16. Potential provider should have a responsible person in training and skills development, who will coordinate the processes of training and advanced training of personnel.

17. Potential provider should develop an annual training plan, professional development plan of personnel involved in the process of check-in services and ensure its implementation.

18. All check-in and baggage handling staff must be provided with the necessary personal protective means in accordance with applicable law.

Requirements for information and documentation support

19. Potential provider must have a system for managing and controlling internal and external documentation, as well as data that is used directly during the provision of services.

20. Potential provider must have at his disposal a set of documentation including:

- a. Legislation of the Republic of Kazakhstan in the field of civil aviation in accordance with paragraph 8 of this technical specification;
- b. General and administrative documents, job descriptions and technological instructions (maps), service regulations;

Infrastructure requirements

21. Workplaces should be equipped with organizational and computer equipment and meet the requirements for ensuring labor protection, fire safety and environmental protection.

22. The production environment should correspond to the work being carried out and allow the staff to perform the work in an efficient manner.

23. Communications (telephone, portable radio stations), with the possibility of connecting to the airport system.

Approved
President of Almaty International
Airport JSC

Alp Er Tunga Ersoy
03 August 2023



Bid Documentation for Lot No. 2

The selection documentation has been developed in accordance with the Airport Ground Operations Rules approved by Order No. 750 of the Minister of Industry and Infrastructure Development of the Republic of Kazakhstan dated 02 October 2019 (hereinafter the “Rules”).

1. General

Airport operator	Almaty International Airport JSC
Location of the airport operator	Mailin Street #2, Almaty/Kazakhstan
Brief description of the services	<p>Passenger check-in: 1) check-in of passengers for the flight; 2) weighing and baggage handling; 3) excess baggage check-in; 4) identification of available seats; 5) preparation of passenger check-in and baggage statements; 6) providing information on the number of passengers and their seating in the aircraft in order to control loading.</p> <p>IMPORTANT: applications from potential suppliers are accepted for a range of all services listed in paragraph 2 of the Technical Specification, which is an integral part of this Technical Specification.</p>
Technical Specification	Appendix 1
Bidder Assessment Criteria	Appendix 2
Contract term	<p>6 years</p> <p>IMPORTANT: A service provider shall proceed with its contractual obligations within six (6) months from the date of execution of a ground handling service agreement.</p> <p>Note: If necessary, the draft agreement attached to the tender documentation may be revised by the Parties of the Agreement</p>
Financial Conditions	5,000,000 tenge excluding VAT monthly
Draft Ground Handling Service Agreement	Appendix 4
Application for Ground Handling Services	Appendix 5

2. Tender Schedule

Bid commencement date	04 August 2023
Bid closing date	03 October 2023, at 08:30 Astana time
Place of acceptance and registration of bids	Mailin Street 2, Almaty
Date, time and place of bid opening	03 October 2023, at 10:00 Astana time

Date of results summing-up	The tender committee decides on the results of the tender within five (5) business days after bids opening.
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3. Requirements to Potential Providers

3.1. The services potential provider participating in the tender shall attach to its bid copies of the following documents (information):

- 1) for a legal entity – name, registration number in the commercial register, legal address, surname, first name, patronymic (if any) and position of the head, phone number, e-mail address of the contact person;
- 2) for an individual entrepreneur – first name, last name, patronymic (if any), individual identification number, phone number, e-mail address;
- 3) A certificate of state registration (re-registration) of a legal entity, with a coupon/notification of the commencement of activities as an individual entrepreneur or a certificate of state registration of an individual entrepreneur and an identity card for individual entrepreneurs, as well as other documents confirming the state registration of a non-resident legal entity issued by the authorized state bodies of a country of residence of the potential provider for the official filings on the territory of the Republic of Kazakhstan. If necessary, such documents shall be accompanied with a notarized translation into the state/Russian language and contain a consular legalization or an apostille.
- 4) Documents as per the technical specification of the airport;
- 5) A copy of a third-party liability for a period of performance the services for 5 000 000 (five million) KZT;

Organizational structure and HR policy:

- 6) The current organizational structure and the draft new organizational structure of the potential provider;
- 7) The current staffing table of the potential provider;
- 8) Documents confirming the presence of at least 5 (five) employees who have completed training that meets the requirements of the Model Programs and IATA AHM 1110, issued by a training center certified by an authorized organization, or a civil aviation organization, subject to the requirements of the Rules for the Professional Training of Aviation Personnel;
- 9) the approved annual plan of training and advanced training of personnel involved in the process of ground handling;
- 10) HR Policy, incorporating a plan for the training, advanced training and admission to work of ground handling personnel in accordance with the Rules for the Professional Training of Aviation Personnel (Order No. 159 of the RK Ministry of Industry and Infrastructure Development dated 24 February 2015) and the standard programs of professional training of the aviation personnel dealing with flight safety (Order No. 764 of the RK Ministry of Transport and Communications dated 28 September 2013);

Material resources:

- 11) A description of the tools that will be used for IT and data processing, as well as details of the required interfaces and how the potential provider's systems will interact with the airport operator's systems.
- 12) confirm the availability of ownership or lease of fixed assets necessary for the provision of services;

Corporate security:

- 13) Approved emergency plan and emergency response plan developed on the basis of

the Almaty Airport Emergency Plan;

Information and documentation support to the activities of the ground handling organization

14) Check-in handling manual, job instructions, job descriptions;

Service quality system:

15) Quality management system certificate or quality policy, quality manual (or documented information describing the quality management system), as well as documents confirming the qualifications of the employee responsible for the quality management system;

Financial stability of the company:

16) Confirmation of financial resources: a potential provider's deposit account statement confirming the availability of necessary financial resources required by the bid documentation or any other document from a bank confirming the availability of financial resources required by the bid documentation.

17) A certificate from a bank (banks) on the absence of overdue debts of the potential provider to the bank (banks) (if the potential provider is a client of several second-tier banks or branches, and also of a foreign bank, such certificate to be issued by each such bank) for a period of more than three (3) months preceding the date of bid opening, signed by the CEO or acting CEO and affixed by the seal of the bank (banks). The certificate shall be issued not earlier than the date, on which an announcement of selection of a service provider is placed on the Company's website;

18) A paper copy of an electronic document or a copy of information on the absence (presence) of tax debts, issued not earlier than three (3) months before the date of bid opening.

3. Bid opening, review and assessment

4.1. A bid shall be submitted by the potential provider or its representative under a power of attorney on paper in a sealed envelope. The bid on paper shall be bound, its pages numbered, the back of the last page at the place of punching shall be certified by the signature and seal (if any) of the potential provider. No empty line, erasure, correction or addition is allowed in the documents.

4.2. The potential provider shall specify on the front side of the sealed envelope:

- 1) the lot number and name;
- 2) the full name and postal address of the potential provider;
- 3) full name of the airport operator. The potential provider shall bear all costs associated with the preparation of its bid.

4.3. A bid submitted after the expiration of the established period shall not be opened and shall be returned to the potential provider.

4.4. It is not allowed to withdraw a bid after the deadline for submitting envelopes with bids.

4.5. A meeting of the tender commission shall be deemed quorate if at least two thirds of the total number of its members are present thereat.

4.6. The tender commission consists of the chairman, deputy chairman and members of the tender commission. The commission is headed by its chairman or, in his/her absence, by the deputy chairman.

4.7. If the submitted documents comply with the requirements of paragraph 22 of the Rules, the tender commission allows the potential provider to participate in the tender.

4.8. When processing bids, the tender commission may request additional materials, clarifications or supporting documents both from a potential provider and from the state bodies of the Republic of Kazakhstan.

4.9. The commission shall reject and return a bid of a potential provider in the following

cases:

- 1) the provider does not meet the requirements set forth in the airport user manual in respect of the provision of a relevant service;
 - 2) the provider's bid and the documents attached thereto do not meet the requirements of paragraph 22 of the Rules;
 - 3) revealing the fact of submission of inaccurate information as to the compliance with the requirements set out in paragraph 22 of the Rules;
 - 4) limited technical capabilities of the airport infrastructure.
- 4.10. A bid rejected by the Tender Commission is not accepted for assessment and comparison of bids.
- 4.11. The commission shall sum up the results of the tender within five (5) business days from the date of opening the envelopes with bids and issue a tender results minutes to be signed by the members of the commission and the secretary of the commission.
- 4.12. The ground handling service provider with the most scores based on the tender results shall be announced a preferred bidder. At the same time, the minimum threshold value for a preferred bidder shall be seventy (70) points. During the tender, it is allowed to determine more than one preferred bidder, depending on the technical capabilities of the airport.
- 4.13. The airport operator shall, within five (5) business days following the day of signing of the tender results minutes, publish a text of the signed minutes on the Internet resource of the airport operator. The airport operator shall, within 10 (ten) calendar days from the date of publication of the tender results, enter into an appropriate agreement with the preferred bidder for a period of six (6) years.
- 4.14. The potential provider shall bear all costs associated with the preparation of its bid.
- 4.15. The potential provider and its affiliate may not participate in the tender for the same lot.
- 4.16. Potential providers may modify or withdraw their bids before the expiration of bid submission period. The withdrawal of a bid shall be made by a written application in any form to the address of the airport operator. Those potential providers who have withdrawn their bids may re-apply for participation in the tender before the deadline for submitting bids. No amendment to bids shall be allowed after the deadline for submitting bids.
- 4.17. The preferred bidder shall take part in a preliminary meeting with the representatives of the airport operator, receive any information required to clarify the terms and conditions of the agreement.
- 4.18. The preferred bidder shall be given an opportunity to visit the site for overlook, subject to the compliance with the safety requirements established at the territory of the airport. The preferred bidder shall bear all costs connected with visiting the territory of the airport.

Appendix 2

Assessment Criteria

No.	Description	Number of points
1	Organizational structure, HR policy (personnel of the ground handling organization and its training)	10
2	Material resources (machinery, equipment, infrastructure requirements of the company)	20
3	Corporate security (SMS)	30
4	Information and documentation support to the activities of the ground handling organization	10
5	Service quality system	20
6	Company's financial stability	10
TOTAL MAXIMUM POINTS		100

1.1. Each member of the commission shall insert points to a potential provider in the assessment sheet for each criterion. The points inserted by the tender commission for all criteria shall be summed up and the average score for each section shall be shown. Following the calculation of points, a final assessment shall be given to the potential provider's bid, expressed in points.

A ground handling service provider with the most points in the tender shall be announced a preferred bidder. At the same time, the minimum threshold for a preferred bidder is seventy (70) points. During the tender, it is allowed to determine more than one preferred of the tender, depending on the technical capabilities of the airport.