

BIDDING DOCUMENTS

Title of procurement package: Provision of Handling Services for Vietnam Airlines' freighter flights at SIN
for the period 10 December 2025 to 09 December 2028
Procuring Entity: Passenger Service Department
Vietnam Airlines JSC

Hanoi, 29 October 2025
On behalf of Vietnam Airlines JSC
Director of Passenger Service Department



Ngo Hong Minh

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ABBREVIATIONS

VNA	Vietnam Airlines JSC
SGD	Singapore Dollar
SLA	Service Level Agreement
DOW	Date of week
ETD/ETA	Estimated Time of Departure/ 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 Handling Services for Vietnam Airlines' freighter flights at SIN for the period 10 December 2025 to 09 December 2028 with enclosed Bidding Documents.

Please kindly submit your Bid as soon as possible but no later than **14h00** on **06 November 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 Thi Hai Binh/Manager/Ground Service Division
- Nguyen Ngoc Mai/Ground Service Division

Tel: (84) 24 38732732 ext 2291

Fax: (84) 24 38735754

- **Email:** binhnguyenhai@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 Winter schedule 2025)

Sector	DOW	ETD (LT)	ETA (LT)	AC
HAN-SIN	_2_4__	13:25	17:45	A321F
SIN-HAN	_2_4__	19:15	21:35	A321F

1.1.2 Plan on number flights at for 03 year (From 10 December 2025 to 09 December 2028)

A/c Types	Year 2025 (from 10 Dec 2025 to 31 Dec 2025)	Year 2026	Year 2027	Year 2028 (from 01 Jan 2028 to 09 Dec 2028)
A321F	6	106	104	98

*Note: The number of flights is calculated on the tentative plan of 2 flights/week by A321F.
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 aircraft type in VN's fleet:

Aircraft type	Configuration	Details	MTOW
A321F	Cargo compartments: -Main deck: up to 14 PAGs/AAVs (e.g. ULDs: 14×88"×125" pallets) - Lower deck: up to 10 AKHs/PKCs (e.g. AKHs: 10×96"×125" containers)	- Maindeck: with manual cargo loading system, and ventilation and temperature control system - Lower deck: with power cargo loading system, and ventilation and temperature control	87 ~ 93 tons (93,500 kgs)

1.1.4 Tentative duration on service purchase by the Carrier: 03 year (planned from 10 December 2025 to 09 December 2028)

1.2 Details of purchasing goods/services:

The Handling Company shall provide by itself including but not limited to weight and balance (in case of need), loading/unloading and other ramp and supporting 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 SIN.

Note:

- VN is doing CLC.

Aircraft in operation: A321F

No	Requested services (SGHA2023 is used for lists) (SGHA 2018 is also acceptable)	Qualified (Commit to provide services)	
		Yes	No
	SECTION 1. MANAGEMENT FUNCTIONS 1.1 Representation 1.1.1, 1.1.2, 1.1.3, 1.1.4 1.2 Administrative Functions 1.2.1, 1.2.2, 1.2.3(a/1,2)(b/4), 1.2.4 1.3 Supervision and/or Co-ordination 1.3.1 (c/1,2), 1.3.3, 1.3.4, 1.3.8, 1.3.9		
	SECTION 3. RAMP SERVICES 3.1 Baggage Handling 3.1.8 3.2 Marshaling 3.2.1 (a) 3.3 Parking 3.3.1 (a,b), 3.3.2 (1,3,7) 3.4 Ancillary Items (on request and recharge) 3.4.1 (b/1,3,4) 3.5 Ramp to Flight Deck Communication 3.5.1, 3.5.2 (d,e,f,g) 3.6 Loading and Unloading 3.6.1 (a,c/2), 3.6.3 (a/2), 3.6.4 (a,c), 3.6.6 (a/2,4,5), 3.6.7 (a,b,c,d,e,f), 3.6.8 (a,b) 3.7 Safety Measures 3.7.1 (a/1,2), 3.7.2 (a,b/1,2) 3.8 Moving of Aircraft 3.8.1 (a/1,2), 3.8.2 (a,c), 3.8.3 (a/1,2,3) 3.10 Interior Cleaning 3.10.1, 3.10.2 (a/2,i) 3.11 Toilet Service 3.11.1 (a/1,2) 3.12 Water Service 3.12.1 (a/1,2,3) Note: water standard must be in line with IATA – AHM 440		

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	SECTION 4. LOAD CONTROL AND FLIGHT OPERATIONS 4.1 Load Control 4.1.1, 4.1.2 (a,b/1) (necessary training to be provided by carrier) (VN will do CLC) 4.2 Communications 4.2.1, 4.2.2 (a,d), 4.2.3 (a,b)		
	SECTION 6 SUPPORT SERVICES 6.3 Unit Load Device (ULD) Control 6.3.2 (a,b,c), 6.3.3 (a,b) 6.5 Ramp Fuelling/Defueling Operations 6.5.1 Liaise with ramp fuel suppliers 6.7 Catering Services — Liaison and Administration 6.7.1 Liaise with the Carrier's catering supplier		
	SECTION 7. SECURITY 7.4 Ramp 7.4.1 (a/1,2)		
	Ground Equipment		
	High-loader: - Main deck cargo door height: approx. 2.60m – 3.20m - Lower deck doors (bulk/forward/rear cargo): approx. 1.60m – 2.00m - Recommended loader: Main deck loader (7T or 14T) for nose/forward cargo door + Lower deck loader (3.5T)	Yes	
	Conveyor Belt for different types of aircraft	Yes	
	Tractor (subject to load: towing dollies, carts...)	Yes	
	Dollies (subject to load: LD3, pallets, containers...)	Yes	
	Baggage Carts (subject to load)	Yes	
	Push-back Tractor (MTOW: 93 tons)	Yes	
	Towbar for different types of aircraft	Yes	
	Lavatory Service (in case)	Yes	
	Portable Water Service (in case)	Yes	

	Ground Power Unit: 1*90 KVA minimum	Yes	
	Air Starter Unit	Yes	
	Cooling Unit	Yes	
	Crew Transport (within rampside) (provide or arrange)	Yes	
	Others		
1	Manpower for unloading/loading baggage, cargo	Yes	
2	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. 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 Until the time when the Handler submits their proposal, Handler must have no disputes, claims, conflict of interest and contract violation with VNA.
- 2.3 Handlers may participate in the bidding either independently or as part of a joint venture. The Handler's name does not appear in two or more Bids as a major supplier.

2.2. ELIGIBILITY OF BID DOCUMENTS

Verify the Eligibility of Bid Documents

- a) Submission date of the Bid.
- 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 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 Price Proposal Table (Form No.3 attached) after deducting the discount stated at the Letter of bid discounts (if any). The Proposal Price is included 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: SGD

Exchange rate for Bid evaluation: SGD/VND: 19.105

3.5 Payment:

Payment will be made by bank transfer within 30 days from the date of preferred monthly invoices issued by the 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. Other method of payment (if any) or at the request of the Handler must be mutually agreed.

4 EVALUATION CRITERIA

4.1. Evaluation criteria of Handlers' eligibility

No.	Requested criteria	Guidance for documents to be submitted	Evaluation	
			Pass	Fail
1.	Holding valid Certificate of Business Registration or equivalent documents	Business license and/or other relevant	Documents to be provided	No documents
2.	Handler must have no disputes, claims, conflict of interest and contract violation with VNA	To be confirmed by VN	No records from VN	With records from VN
3.	Handlers may participate in the bidding either independently or as part of a joint venture. The Handler's name does not appear in two or more Bids as a major supplier	Handlers' Bid Documents	Yes	No

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	Business registration certificate and/or other relevant	≥ 2 years	< 2 years
2.	Report of experience: 2 contracts on provision of Ground Handling Services, including ramp operations, for airlines within the most recent 5 years as specified in Form No.4 Section 5.8	Form No 4 to be filled - v	≥ 2 contracts for airlines	< 2 contracts for airlines

Note: The contract that can be enough eligible for evaluation is the one that covers Ramp Handling Services, including but not limited to weight and balance, aircraft loading/unloading, and cargo handling on ramp, and other ramp-related supporting services.

4.3. Technical evaluation criteria:

No.	Requested criteria	Guidance for documents to be submitted	Evaluation	
			Pass	Fail
1.	Capability to provide or arrange the services which are specified in Paragraph 1.2 (Details of purchasing goods/services)	Draft IATA SGHA 2018 or SGHA 2023	Qualified/ Commit to provide service	Not qualified/ Not commit to provide service
2.	- Safety Management System training program to all Ramp Staff is available - Training records are available	Documents to be submitted upon VN request	Qualified/ Commit to provide service	Not qualified/ Not commit to provide service
3.	Commitment to follow the Carrier's training programme on Carrier's training program installation (including weight & balance (if any), loading instruction, aircraft door & compartment door opening/closing)	Clearly shown in draft SGHA	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 & 3 attached with this Bid document.

5 OTHER REQUIREMENTS

5.1 Preparation and submission of Bids

5.1.1 Contents of Bids

- a) Language of the Bids as well as all correspondences and documents between VNA and the Handlers shall be written in English.
- b) Bids prepared by Handlers include the following contents – to be provided by scan version:
 - Documents to prove the eligibility of the Handler (such as: 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 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.
- Service Level Agreement as stipulated in Form No.5
- Draft of SGHA
- Other documents (if any).

5.1.2 *Effective period of Bids*

The effective time period of bid is **120 days** from submission deadline stipulated in Item 5.1.3 (b).

5.1.3 *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 receive the Bid no than than the Submission Deadline: **14h00 on 06 November 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

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, 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, ertificates 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 can request VNA to clarify some of the contents in Bids. Handlers shall submit any request for clarification of the bidding documents to VN at least four (04) days prior to the proposal submission deadline. In case, clarification of the bidding documents is required, VNA shall send the clarification at least 03 days before the submission deadline to all handlers who have received the bidding documents. If necessary, VN may extend the bid submission deadline to ensure that the handlers have sufficient time to prepare their submission after the clarification has been provided.
- 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 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.

5.3.2 Evaluation of the Handler eligibility and experience:

Evaluation of the Handler's eligibility and experience shall be conducted in compliance with the criteria stated in Item 4.1 and 4.2 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 4.3 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 Evaluation of price proposal and Handlers's ranking

- a) VNA shall determine the price proposal to be taken into comparison after fixing and correcting errors (if any), 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 service 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 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 favourable conditions is stipulated in Form No.3, Section 5.8).

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

- a) VNA has the right to negotiate with ranking the Handlers who meet the following requirements: (i) Eligible Proposal Documents, (ii) Capability and experience, (iii) Technical requirements and (iv) the Evaluated price should be equal to or less than the Approved price of the services package.
- b) The officially-submitted price of handlers according to Bid requirements must be less than or equal to the previously-proposed price that handlers sent to the Carrier.
- c) 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.
- d) The negotiation of the contract is based on Proposal and clarification documents (if any) of Handler and VNA's RFP. The negotiation includes but is not limited to: price, product list, product specifications, quantity, delivery schedule,...
- e) Post-negotiation price is the basis for re-ranking the Handler.

5.3.6. Post-negotiation Handler ranking

- The Proposal having the lowest price shall be ranked the first.
- In the event that two handlers submit equivalent prices and conditions, a tie-breaking mechanism shall be applied as follows: (i) preference shall be given to the handler that has an existing cooperation with the Carrier at other airports and has demonstrated good performance; (ii) consideration shall be given to the handler's past service quality (if previously cooperated) or references from other airlines."

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 4.3. Technical evaluation criteria;
- Meeting experience and eligibility requirements stipulated in the Bidding Documents in item 4.1 Evaluation criteria of Handlers' eligibility, item 4.2 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 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 **14h00 on 06 November 2025** (Hanoi local time).

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 Handling Services for Vietnam Airlines’ freighter 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 takes 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 date of validity and invalidity of power of attorney that is suitable with bidding process.
- 4) 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	Forecast quantity fr 10/12/2025 - 09/12/2026	Forecast quantity fr 10/12/2026 - 09/12/2027	Forecast quantity fr 10/12/2027 - 09/12/2028	Price (SGD) Fr 10/12/2025 - 09/12/2026	Price (SGD) Fr 10/12/2026 - 09/12/2027	Price (SGD) Fr 10/12/2027 - 09/12/2028
I	Package basic charge	flight	105	105	104			
II	Extra basic charge	flight						
1	GPU	Per hour	105	105	104			
2	Push back per turnaround	Per service	105	105	104			
3	ACU service	Per hour	105	105	104			
III	Total charge before CAG							
IV	CAG 5%							
V	Total charge after CAG							

2. The Handler commits to provide goods/services in compliance with the standards for technical evaluation stipulated in Section 4.3 of this Bidding Documents or the Handler specifies the detailed criteria according to the criteria specified in Section 4.3.
3. 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

**(Of similar contracts implemented by the Handler
on provision of Handling Services for airlines in nearest 5 years)**

Name of the Handler: _____

No	Contact name and number	Contract term/contract duration	Contractual partner	Address	Contact point of contractual partner (if possible)	Value of contract (in bid currency) (if possible)
1						
2						
3						

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 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.

3. All staff of the Handling Company must have the capabilities in both English and local language.

4. If applicable, staff assigned to handle the Carrier shall be dedicated and shall not be assigned to provide handling to other airlines concurrently.

5. There will be periodic meetings, weekly or monthly, as mutually agreed, or whenever urgent matters arise, 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, 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.

8. 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 Handling Company in accordance with the applicable delay codes. Fairness will be applied in the administration of the standards. The Handling Company has the right to challenge reported delays provided it can be proven that the Handling Company is not solely accountable for the delay.

9. At all times the Service Delivery must not compromise safety/security procedures.

10. 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 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 (refer only to flight delays attributable to Handling Company)		≥ 99.18%	The percentage of On-time flights in total departure flights is more than 99.18%
Safety	No incident related to non-compliance of established processes on ramp	0	The following issue is considered as a non-compliance incident: - 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	The following issue is considered as a loading incident: - 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
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Note: the target can be discussed and adjusted on the basis of actual operation and airport facility

C. Ground Handling

I. 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. In case of flight delay or cancellation, cargo shall be stored and handled under appropriate conditions in accordance with standard industry practices and the Carrier's instructions. Perishable and special cargo will receive priority handling, and any re-routing or re-manifesting shall be coordinated between both Parties.

II. Lost and Found Handling

1. In the event of cargo being lost, misrouted, or damaged, the Handling Company shall immediately notify the Carrier and take all reasonable measures to safeguard the cargo.
2. The Handling Company shall initiate tracing actions in accordance with IATA procedures (CARGO-IMP/CARGO-XML) and issue the relevant irregularity reports, including but not limited to: Cargo Irregularity Report (CARGOIR), Property Irregularity Report (PIR), Damage Report, or any other irregularity report as required by the Carrier.
3. The Handling Company shall keep the cargo in safe custody until final instructions are received from the Carrier and shall ensure proper delivery or handover once the cargo is located.

III. 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
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Information for flight handling	GOM updated and available Flight information immediately available to all responsible personnel by the means of SITATEX, 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 A320/A321F at: ETD – 60 min. - For B787/A350 at: ETD – 60 min.
Bulkload, Mail	Available at aircraft side: - For A320/A321F at: ETD – 45 min. - For B787/A350 at: ETD – 50 min.
NOTOC (issued by CLC)	In cockpit: ETD – 10 min.
Loadsheet CLC by VNA	In cockpit: irregular - EDP/Manual ETD – 10 min. - ACARS ETD – 15 min.
Last minute change	Not later than ETD – 5 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:
 - Crew baggage (if any).
4. Supervisory staff of loading/unloading of dangerous goods shall be qualified in handling of dangerous goods and hold valid certificate.
5. Weight&Balance staff shall be qualified in making loadsheet and loading instruction report and hold valid certificate issued by Vietnam Airlines.
6. All loading and servicing of aircraft to be completed at minus 5 minutes to ETD.
7. Nil aircraft incident/accident caused by the Handling Company's ground equipment.
8. All locks and nets always to be pull up/tied up even if position is empty.
9. 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.

VII. Penalty for Mal – performance

1. Delay codes attributable to the Handling Company will be as follows:
 - (A) AIRCRAFT AND RAMP HANDLING: 31, 32 (heavy load excluded), 33, 34, 39, 52
 - (B) OPS HANDLING: 11, 13, 15
2. If the 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 > 10 minutes: 3% 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

REQUIREMENT ON TRAINING

Please state « Yes » or « No »

1. Training content (loading instruction, aircraft door & compartment door opening/closing, weight and balance)

a. Training duration: around 04 days « Yes »

b. Trainee: local trainers of ground handlers« Yes »

Have trainers trained on other systems who can be nominated for certification « Yes »

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 & 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?	

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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	
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: • Buildings, workspaces and associated utilities; • Facilities for people in the organization; • Support equipment, including tools, hardware and software; • Support services, including transportation and communication. A suitable work environment satisfies human and physical factors and considers: • Safety rules and guidance, including the use of protective equipment; • Workplace location(s); • Workplace temperature, humidity, light, air flow; • Cleanliness, noise or pollution.	

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)
A320/A321F	☐	☐		
A350-900	☐	☐		
B787-900	☐	☐		
Others	☐	☐		

- 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	☐	☐	
Aircraft Cabin cleaning	☐	☐	
Toilet Services	☐	☐	
(Potable) Water Services	☐	☐	
Cabin Equipment	☐	☐	

Cabin Material Storage	☐	☐
Baggage Handling and Sorting	☐	☐
Marshaling (VDGS)	☐	☐
Parking (chock/Safety cones)	☐	☐
Cooling/Heating	☐	☐
Ramp to Flight-deck Communications	☐	☐
Toilet Service	☐	☐
Aircraft Door Operation	☐	☐
Jet bridge	☐	☐
Cargo delivery	☐	☐
GPU/Air start services	☐	☐
Wing Walker	☐	☐
Safety/FOD check	☐	☐
Loading/Unloading	☐	☐
De/Anti Icing	☐	☐
Other (please specify)	☐	☐

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:				
HighLift 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:				
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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		☐	☐	☐	☐	☐ IATA CAT ____	
General loader		☐	☐	☐	☐	☐ IATA CAT ____	
Operator Jet bridge		☐	☐	☐	☐	☐ IATA CAT ____	
Loading Supervisor		☐	☐	☐	☐	☐ IATA CAT ____	
Push Back operator		☐	☐	☐	☐	☐ IATA CAT ____	
Towing operator		☐	☐	☐	☐	☐ IATA CAT ____	
Cargo Delivery staff		☐	☐	☐	☐	☐ IATA CAT ____	
Anti/de-icing operator		☐	☐	☐	☐	☐ IATA CAT ____	
Cabin Cleaning Staff		☐	☐	☐	☐	☐ IATA CAT ____	
Operator aircraft loading equipment		☐	☐	☐	☐	☐ IATA CAT ____	
Baggage Delivery staff		☐	☐	☐	☐	☐ IATA CAT ____	
GSE operator (GPU,ASU,ACU)		☐	☐	☐	☐	☐ IATA CAT ____	
Toilet Servicing staff		☐	☐	☐	☐	☐ IATA CAT ____	
Walk out assistance		☐	☐	☐	☐	☐ IATA CAT ____	
Potable Water servicing staff		☐	☐	☐	☐	☐ IATA CAT ____	
Other agents (if any)		☐	☐	☐	☐	☐ IATA CAT ____	
Ramp Agent		☐	☐	☐	☐	☐ IATA CAT ____	

Please describe your training system

Initial/ Recurrent Training ■ Duration ■ Training Curriculum/Materials ■ Method (classroom/practical) ■ 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?	☐ Yes ☐ No
Does the policy statement explicitly address apron and aircraft safety?	☐ Yes ☐ No
Is the safety policy statement endorsed by the Board?	☐ Yes ☐ 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.

6-1 Basic Documentation
(1) ☐ <i>Organization chart</i>
➤ Please provide an organizational chart which describes the organizational structure of your company en bloc
(2) ☐ <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) ☐ <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) ☐ <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) ☐ <i>Layout diagram of the Ramp Handling department (if available)</i>
➤ Indicate the location of the working area and office facilities
(6) ☐ <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) ☐ The current Baggage Handling/Cargo Delivery assignment table
➤ Shift patterns, number of staff and responsible person at each shift need to be stated
(2) ☐ The current Loading and Unloading assignment table
➤ Shift pattern, number of staff and responsible person at each shift need to be stated
(3) ☐ 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) ☐ 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) ☐ A sample of intended Roster for ITEM 6-2(1)-(4) staff for VN operation
6-3. Training
(1) ☐ Dangerous Goods Training Record
☛ Records of staff who are planned to be involved in VN handling
(2) ☐ DG Training policy manual/syllabus
☛ DG Training policy manual or equivalent which mentions training program or syllabus
(3) ☐ Ramp Safety Training policy manual/syllabus
☛ Ramp Safety policy manual or equivalent which mentions training program or syllabus
(4) ☐ 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) ☐ Emergency contact list
☛ Emergency contact list or contact flow chart in case of accident or incident
(2) ☐ Manual or equivalent regarding accident/incident handling
☛ present the established procedures in case of accident/incident
6-5. GSE
(1) ☐ GSE list (All equipment list)
☛ Equipment, Date of manufacture/Model, Serial/Registration No. , Manufactures , Capacity
6-6. Water Service
(1) ☐ 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