



**STANDARD BIDDING DOCUMENT FOR THE PROCUREMENT OF: GROUND
HANDLING SERVICE AGENCY IN SOUTH AFRICA**

Reference Number: AIRZIM/IRFP/SA/GHAS/0003/2023

Government of Zimbabwe

STANDARD BIDDING DOCUMENT

For the

Selection of Aviation Ground Handling Agency Services

In South Africa

Date of issue: 21 April 2023

Closing Date: 1 June 2023



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Standard Bidding Document for the Procurement of:-	GROUND HANDLING SERVICE AGENCY IN SOUTH AFRICA
Procurement Reference No	AIRZIM/IRFP/SA/GHAS/0003/2023
Procuring Entity	AIR ZIMBABWE
Date of Issue	21 April 2023

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PART 1: BIDDING PROCEDURES

References

References to the Act are to the Public Procurement and Disposal of Public Assets Act [Chapter 22:23] and references to the Regulations are to the Public Procurement and Disposal of Public Assets (General) Regulations (Statutory Instrument No. 5 of 2018). The terms and requirements in the Act and Regulations govern the submission of Bids and should be read by all Bidders upon downloading from the internet.

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Preparation of Bids

You are requested to bid for the items described in the Statement of Requirements below, by completing and returning the following documentation:

1. the Bid Submission in this Part;
2. a copy of documentation necessary to demonstrate your eligibility in terms of section 28 (1) of the Regulations – SI 5 of 2018.
3. Supplier Registration number showing that you are registered with the Procurement Regulatory Authority of Zimbabwe;
4. A copy of the company's documents which should include:-
 - a) Certificate of Incorporation
 - b) Company Directorship
 - (c) Current Tax Clearance Certificate/Business License (South Africa)
 - (d) Company Profile
5. Staffing & Qualifications
 - i. Handling Company must have adequate, skilled and experienced personnel with more than 2 years airline/ground operations.
 - ii. Must be in possession of Passenger, Cargo, Baggage and Ramp qualifications/certifications in line with Air Zimbabwe, IATA and Local Authorities requirements.
 - iii. Knowledge of industry Practices, Processes, Procedures and related Regulations.
6. 3 traceable Trade reference letters from reputable companies where similar services were or are being provided.



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7. External Audited Financial Statements for the past 3 years.
8. A certified copy of your certificate of registration demonstrating that you are a registered ground handling service provider.
9. A brief methodology for performing the ground handling service.

You are also required to pay the administration fee of USD \$400.00 payable by bidders for bids subject to prior review by the Special Procurement Oversight Committee in terms of section 54 of the Act and as set out in Part IV of the Fifth Schedule to the Regulations.

You are advised to carefully read and complete the Bidding Document before preparing your Bid. The standard forms in this document may be retyped for completion but the Bidder is responsible for their accurate reproduction. All pages of the Bid must be clearly marked with the Procurement Reference Number above.

Number of bids allowed

No Bidder may submit more than one Bid, either individually or as a joint venture partner in another Bid, except as a subcontractor. Where the requirements are divided into lots and packages, only one Bid can be submitted. A conflict of interest will be deemed to arise if Bids are received from more than one Bidder owned, directly or indirectly, by the same person.

Clarification

Clarification of the bidding document may be requested in writing by any Bidder up to 11/05/2023 and should be sent to tenderqueries@airzimbabwe.aero.

Validity of Bids

The minimum period for which the Bidder's bid must remain valid must be ninety days (90) from the deadline for the submission of bids.

Submission of Bids

Proposals should be submitted to the Email: purchasing@airzimbabwe.aero , no later than the date and time of the deadline below.

Date for Submission: 1 June 2023

Time of Submission 10 00 Am Local time



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N/B. Late Proposals will be rejected.

Air Zimbabwe (PVT) LTD reserves the right to extend the proposal submission deadline but will notify all Ground Handling Service Providers invited to submit proposals of the amended proposal submission deadline

Bid opening

Representatives may witness the opening of bids which will take place immediately following the deadline.

Withdrawal, amendment or modification of Bids

A Bidder may withdraw, substitute, or modify its Bid after it has been submitted by sending a written notice, duly signed by an authorized representative. However, no Bid may be withdrawn, substituted, or modified in the interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified by the Bidder or any extension of that period.

Bid Prices and Discounts

The prices and discounts quoted by the Bidder in the Bid Submission Form and in the Price Schedules must conform to the requirements specified in the Price Schedule included in Part 2: Statement of Requirements.

Evaluation of Bids

Bids will be evaluated using the following methodology:

1. Preliminary examination (A/C) to confirm that all documents required have been provided, to confirm the eligibility of Bidders in terms of section 28 (1) of the Regulations and to confirm that the Bid is administratively compliant in terms of section 28 (2) of the Regulations.
2. Technical evaluation (T/C) to determine substantial responsiveness to the specifications in the Statement of Requirements;
3. Financial evaluation (F/C) and comparison to determine the evaluated price of bids and to determine the lowest evaluated bid.

Bids failing any stage will be eliminated and not considered in subsequent stages.



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- (a) **Delivery schedule:** The specified Services are required to be delivered by the date indicated in the Delivery Schedule in Part 2. Bids offering delivery after the date shall be treated as non-responsive.
- (b) **Deviation in payment schedule:** The payment schedule is stated in the Special Conditions of Contract (SCC) in Part 3. A Bidder may propose a deviation from the schedule and if the deviation is considered acceptable to the Procuring Entity, the Bid will be evaluated by calculating interest earned for any earlier payments involved in the terms outlined in the Bid as compared with those stipulated in the SCC, at the rate of interest indicated by the Reserve Bank of Zimbabwe on the closing date for submission of bids.
- (c) **Bid Security-** N/A

Specific Additional Evaluation Criteria

Scoring Index

1st Stage-A/C	C (%)	NC (%)	2nd Stage-T/C	C (%)	NC (%)	3rd Stage-F/C	C (%)	NC (%)
Company Profile	5	0	Availability of ground handling equipment	30	0	Turnaround Charges per Aircraft	15	0
Current Tax Clearance Certificate (TCC)	3	0	Brief methodology for performing ground handling service.	13	0	Three year external audited Financial statements (Year 2020-2022)	15	0
Proof of accessing Airside	5	0	Location of the ground handling Company	2	0			
Directorship List	2	0						
Three (3) traceable reference letters from reputable companies where similar services is or has been	3	0						



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provided								
Staffing & Qualifications in airline and ground operations	7							
TOTAL	25	0		45	0		30	0

***Administrative Compliance (A/C) - 25%**

***Technical Compliance (T/C) - 45%**

***Financial Compliance (F/C)-30%**

Bid shall be regarded as compliant if its 80% and above.

Eligibility and Qualification Criteria

Bidders are required to meet the criteria in section 28 of the Act to be eligible to participate in public procurement and to be qualified for the proposed contract. They must therefore provide any available documentation and certify their eligibility in the Bid Submission Sheet. To be eligible, Bidders must provide the following documentation to meet the criteria for eligibility below, valid tax clearance certificate, any litigation history documents and outcome, declare any conflict of interests, Company Documents showing the nationality of directors.

1. Have the legal capacity to enter into a contract;
2. Not be insolvent, in receivership, bankrupt or being wound up, not have had business activities suspended and not be the subject of legal proceedings for any of these circumstances;
3. Have fulfilled their obligations to pay taxes and social security contributions (Valid Tax Clearance);
4. Not have a conflict of interest in relation to this procurement requirement;
5. Not be debarred from participation in public procurement under section 72 (6) of the Act and section 74 (1) (c), (d) or (e) of the Regulations or declared ineligible under section 99 of the Act;
6. Have the nationality of an eligible country as specified in the Special Conditions of Contract; and
7. Have attestation to register with the Authority as a Supplier and have paid the applicable Supplier Registration Fee set out in Part III of the Fifth Schedule to the Regulations.

Participation in this bidding procedure is open to South African suppliers only and their company registration documents should reflect the same.



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Origin of Services

All services and related services must have as their country of origin an eligible country, as specified in the Special Conditions of Contract.

Technical Criteria

The Technical Specifications Sheet details the minimum specification of the services required. The services offered must meet this specification, but no credit will be given for exceeding the specification. Alternatives to the specifications provided will also be allowed provided that the substitutes being offered are compatible with the existing infrastructure.

Currency

Bids are to be priced **in United States dollars or Rands** and should be inclusive of VAT.

Award of Contract

The lowest evaluated bid, after application of any additional evaluation criteria, including any margin of preference, which is substantially responsive to the requirements of this bidding document will be recommended for award of contract. The proposed award of contract will be by issue of a Notification of Contract Award in terms of section 55 of the Act which will be effective until signature of the contract documents in accordance with Part 3: Contract. Unsuccessful Bidders will receive the Notification of Contract Award and, if they consider they have suffered prejudice from the process, they may within 14 days of receiving this Notification, submit to the Procuring Entity a Challenge in terms of section 73 of the Act, subject to payment of the applicable fee set out in section 44 of and the Third Schedule to the Regulations.

Right to Reject

The Procuring Entity reserves the right to accept or reject any Bids or to cancel the procurement process and reject all Bids at any time prior to contract award.

Corrupt Practices

The Government of Zimbabwe requires that Procuring Entities, as well as Bidders and Contractors, observe the highest standard of ethics during the procurement and execution of contracts. In pursuit of this policy:



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1. The Procuring Entity will reject a recommendation for award if it determines that the Bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the Contract or has been declared ineligible to be awarded a procurement contract under section 99 of the Act;
2. The Authority may under section 72 (6) of the Act impose debarment and other sanctions under section 74 (1) of the Regulations; and
3. Any conflict of interest on the part of the Bidder must be declared.



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Bid Submission Sheet

{Note to Bidders: Complete this form with all the requested details and submit it as the first page of your Bid. Attach the Price Schedule and Statement of Methodology, Work Plan and Schedule together with any other documents requested in Part 1. Any variation from the Statement of Requirements should be indicated in the Statement of Methodology, Work Plan and Schedule, otherwise you commit to complying fully with these Requirements.

Ensure that your Bid is authorised in the signature block below. A signature and authorisation on this form will confirm that the terms and conditions of this Bid prevail over any attachments. If your Bid is not authorised, it may be rejected. If the Bidder is a Joint Venture (JV), the Bid must be signed by an authorized representative of the JV on behalf of the JV, and so as to be legally binding on all the members as evidenced by a power of attorney signed by their legally authorized representatives.

Bidders should mark as “CONFIDENTIAL” information in their Bids which is confidential to their business. This may include proprietary information, trade secrets, or commercial or financially sensitive information}.

Procurement Reference Number:

Subject of Procurement:

Name of Bidder:

Bidder's Reference Number:

Date of Bid:

We offer to perform the services listed in the Statement of Requirements to the indicated specifications and standards, at the prices indicated on the attached Price Schedule and in accordance with the terms and conditions stated in your Bidding Document referenced above.

We confirm that we meet the eligibility criteria specified in Part 1: Procedures of Bidding.

We declare that we are not debarred from bidding and that the documents we submit are true and correct.

The validity period of our bid is: 90 *{days}* from the date of submission.



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We confirm that the prices quoted in the attached Price Schedule are fixed and firm for the duration of the validity period and will not be subject to revision, variation or adjustment.

Bid Authorised By:

Signature	Name:
Position:	Date:(DD/MM/YY)
Authorised for and on behalf of:	
Company	
Address:	
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Part 2: Statement of Requirements

DESCRIPTION OF GHAS SERVICES REQUIRED

Appointment of Ground Handling Service Agency (GHAS) In Johannesburg- South Africa

(a) Background:

Air Zimbabwe, one of Africa's leading airlines hereby invites applications from reputable Ground Handling Service Agents/Providers (GHAS), to carry out vital ground handling services in South Africa territory. Applicants wishing to be considered for this role should be registered with South Africa Airports Company and approved by South African Civil Aviation Security to perform duties at the airside of the Oliver Tambo International Airport.

(b) Objectives:

GHAS DUTIES ACTIVITIES

The GHAS shall represent the best interests of the Airline to a standard which at all times meets the service levels that will be agreed upon during contract drafting and ratification.

(a) The GHAS will handle and charge commercial rates related to the following Aircraft

Types and the Turnaround times that commensurate with the flight schedule thereto in Force:

i. MA60/Q400/ERJ145 Aircraft

ii. B737/A320 Aircraft

iii. B767/B777 Aircraft

(b) Management functions: The employment of sufficient trustworthy and competent staff to undertake the services stipulated in this Request for Proposal (RFP) and the subsequent requirements enunciated in the IATA Ground Handling Standard Contract.

(c) The provision and maintenance of suitable offices to be used for the transaction of the services provided for this agreement. The office will be suitably located, clearly identified premises to the satisfaction of the Airline.



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- (d) The Information and Telecommunication (ICT) hardware and software must be provided by the GHAS.
- (e) The provision and maintenance of suitable ground handling equipment is the responsibility of the GHAS.
- (s) A monthly report with all services and activities, as well as any actions of importance taken by GHAS shall be distributed to the respective levels of the airline management.

List of Services and Price Schedule

Procurement Reference Number: _____

Bidder's Name: _____

Bidder's Reference Number: _____

Note to Bidders: Complete the currency of your quotation and the unit and total rates for each item listed below.

Currency of Quotation/Contract: _____

Item No ¹	Description of Services	Unit Rate	Total Price ²
1.	A. Management Functions i. Representation ii. Administration iii. Supervision	TBA	TBA
	B. Passenger Services i. General ii. Departures iii. Arrivals	TBA	TBA

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	<p>C. Ramp Services</p> <ul style="list-style-type: none"> i. Baggage Handling ii. Marshalling iii. Ancillary Equipment (Upon request at an additional charge) iv. Ramp to Flight Deck Communication v. Loading and Unloading vi. Safety Measures vii. Moving of Aircraft viii. Interior Cleaning ix. Toilet Service (Upon Request) x. Water Service 	TBA	TBA
	<p>D. Load Control, Communication and Flight Operations</p> <ul style="list-style-type: none"> i. Load Control ii. Flight Operations iii. Crew Administration 	TBA	TBA
	<p>E. Cargo and Mail Services</p> <ul style="list-style-type: none"> i. General ii. Customs Control iii. Documentation Handling iv. Physical Handling v. Transfer/Transit Cargo vi. Post Office Mail 	TBA	TBA
	<p>F. Support Services</p> <ul style="list-style-type: none"> i. Automation/Computer Systems ii. ULD Control iii. Fuel Farm (Depot) iv. Ramp Fuelling/Defueling Operations v. Surface Transport vi. Catering Services 	TBA	TBA
	<p>G. Security</p> <ul style="list-style-type: none"> i. Passenger and Baggage Screening and Reconciliation ii. Cargo iii. Ramp 	TBA	TBA
	<p>H. Commercial charges-Services related to Aircraft Types and Turnaround Charges:</p> <ul style="list-style-type: none"> i. ERJ145/ERJ120 ii. B737/A320 iii. B767/B777 	TBA	TBA
	<p>I. Additional Services and Charges-upon request, the following services will be rendered by the Handling Company:</p> <ul style="list-style-type: none"> i. Use of GPU 	TBA	TBA



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	<ul style="list-style-type: none">ii. Use of Ambulift-PAUiii. Use of ASUiv. Pushbackv. Wheelchairvi. Water Servicesvii. Toilet Servicesviii. Business Class Loungeix. Unaccompanied Minorx. Aircraft Towing		
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Note 1: Include any additional costs, such as hire or purchase of equipment to perform the services.



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Proposed Methodology, Work Plan and Schedule

{State the methodology and work plan you would propose to complete the required Services, the associated resources and the schedule for commencement and completion.}



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Technical Specification and Compliance Sheet

Name of Bidder:

Bidder's Reference Number:

The Services and Related Services must comply with following Technical Specifications and Standards:

[Columns A and B are completed by the Procuring Entity. Column C must be completed by the Bidder to indicate the full specification of the items offered and their compliance with the specification required (in Column B)]

Areas to be covered by the Ground Handling Service Provider Portfolio include:

A	B	C
<i>Item No</i>	<i>Item description and full technical Specification required (including applicable standards)</i>	<i>{Confirm full specification of items offered by Bidder <u>and</u> compliance of items to detail in column b}</i>
01	<ul style="list-style-type: none"> A. Management Functions <ul style="list-style-type: none"> i. Representation ii. Administration iii. Supervision B. Passenger Services <ul style="list-style-type: none"> i. General ii. Departures iii. Arrivals C. Ramp Services <ul style="list-style-type: none"> i. Baggage Handling ii. Marshalling iii. Ancillary Equipment (Upon 	<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>



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	<p>request at an additional charge)</p> <p>iv. Ramp to Flight Deck Communication</p> <p>v. Loading and Unloading</p> <p>vi. Safety Measures</p> <p>vii. Moving of Aircraft</p> <p>viii. Interior Cleaning</p> <p>ix. Toilet Service (Upon Request)</p> <p>x. Water Service</p> <p>D. Load Control, Communication and Flight Operations</p> <p>i. Load Control</p> <p>ii. Flight Operations</p> <p>iii. Crew Administration</p> <p>E. Cargo and Mail Services</p> <p>i. General</p> <p>ii. Customs Control</p> <p>iii. Documentation Handling</p> <p>iv. Physical Handling</p> <p>v. Transfer/Transit Cargo</p> <p>vi. Post Office Mail</p> <p>F. Support Services</p> <p>i. Automation/Computer Systems</p> <p>ii. ULD Control</p>	
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	<ul style="list-style-type: none"> iii. Fuel Farm (Depot) iv. Ramp Fuelling/Defueling Operations v. Surface Transport vi. Catering Services G. Security <ul style="list-style-type: none"> i. Passenger and Baggage Screening and Reconciliation ii. Cargo iii. Ramp H. Commercial charges-Services related to Aircraft Types and Turnaround Charges: <ul style="list-style-type: none"> i. ERJ145/ERJ120 ii. B737/A320 iii. B767/B777 I. Additional Services and Charges-upon request, the following services will be rendered by the Handling Company: <ul style="list-style-type: none"> i. Use of GPU ii. Use of Ambulift-PAU iii. Use of ASU iv. Pushback v. Wheelchair 	
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	vi. Water Services vii. Toilet Services viii. Business Class Lounge ix. Unaccompanied Minor x. Aircraft Towing	
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Declaration by the Accounting Officer

I declare that the procurement is based on neutral and fair technical requirements and bidder qualifications.

EDMUND MAKONA

A/CHIEF EXECUTIVE OFFICER