

Croatian Civil Aviation Agency

RfP for the provision of GHS at Aerodrome Zagreb/Franjo Tuđman

FAQ

Questions received from the offerors who submitted a Letter of Intent during the Qualification Phase:

1. **Q:**
Based on the Dateline table, should the minimum requirements specified under Article 3.4.2 be submitted by 15 July 2025?

A:
As stipulated in RfP for the provision of Ground Handling Services at Aerodrome Zagreb/Franjo Tuđman Article 3.4.2, the minimum requirements must be submitted by 15 July 2025 (11:59 PM).
2. **Q:**
Per the Dateline table, the offerors' questions regarding the minimum requirements (Qualification Phase) must be submitted by 24 March 2025. Please confirm whether any queries or clarifications arising after this date may still be submitted.
Could you confirm if there will be an opportunity to submit further questions after completing the Qualification Phase and during the Tender Submission Phase?

A:
As outlined in Article 3.3 of the Request for Proposal (RfP), the deadline for submitting questions during the Qualification Phase is final, and the CCAA is not obliged to respond to questions received after that date. However, qualified Tenderers will have the opportunity to submit additional questions during the Tender Submission Phase (questions from the Tenderers will be open for submission from 01 November 2025 until 15 November 2025 11:59 PM, through email ZAG.Tender@ccaa.hr), as part of a new Q&A round organized exclusively for pre-qualified participants. Full instructions regarding this process will be provided along with the Tender Submission Package. Clarifications of questions regarding the Tender Submission Phase will be published under the FAQ section on the CCAA web page no later than 20 December 2025.
3. **Q:**
Could you please confirm whether an applicant is permitted to submit an intent to participate as a consortium during the second phase of the tender? If this is allowed, can the consortium include members who have not submitted a Letter of intent? If so, please provide the specific requirements and conditions for consortium participation.

A:
As stated in Article 3.3 and Article 3.4.1 of the Request for Proposal (RfP), participation in the Tender Submission Phase is limited to those entities that submitted a valid Letter of Intent by the deadline.

Participation through a consortium (or a joint venture) is permitted only if the consortium, in its final composition, submitted a joint Letter of Intent during the Qualification Phase.

It is not possible to add new consortium members at the Tender Submission Phase if they were not included in the initial Letter of Intent.

The entity (or consortium) qualifying through the Qualification Phase must remain consistent throughout the tender process and must clearly demonstrate that it meets the minimum qualification requirements as set out in Article 3.4.2 of the RfP.

4. Q:

Should the proof of no past or pending criminal records, as required under RfP page 8, paragraph 3.4.2 ""Minimum Requirements,"" be issued only for the person with the authority to act bindingly on behalf of the offeror, or is it required for all members of the Board of Directors (BoD)? "

A:

Proof of no past or pending criminal records must be submitted for the Tenderer as a legal entity (company), all members of the Tenderer if it is composed of multiple entities (e.g., consortium members), and all individuals who are members of the Tenderer's governing body (e.g., Board of Directors).

The proof must be issued by a competent public authority in the country of incorporation and apostilled where applicable.

5. Q:

Please confirm that the offeror should provide a statement about handling 25.000 movements (not turnarounds) between 25 March 2023 and 26 October 2024.

A:

The offeror has to confirm (through a statement) that he provided services at international airports, airports in the European Union, or airports of Third Countries for at least 25,000 movements ("movement" means either a take-off or landing) during the summer season of 2023, winter season 2023/2024, and the summer season of 2024 (cumulatively), which is the period from 26 March 2023 until 26 October 2024.

6. Q:

Can leveraged experience from the parent company or a joint venture be utilised to demonstrate Technical Capacity and/or Financial Capacity for this RfP, and if so, how should this experience be documented and presented?

A:

Tenderer may rely on the technical or financial capacity of an affiliated company (e.g., parent, subsidiary, or sister company) regardless of whether the affiliated company is formally part of the Tenderer's structure submitted in the Qualification Phase.

In contrast, reliance on the capacity of a joint venture partner is permitted only if the partners submitted a joint Letter of Intent during the Qualification Phase.

If the Tenderer relies on an affiliated company, it must provide evidence of the corporate relationship (such as an extract from the commercial register or a group structure declaration) and a formal written commitment from the affiliated company confirming that its resources will be made available for contract performance.

If the tenderer relies on a joint venture partner, it must submit a signed joint venture or consortium agreement that clearly defines the roles, obligations, and shared responsibility for performing the services under the contract.

The demonstration of Technical and/or Financial Capacity is defined in Article 3.5.3 of this RfP.

7. Q:

What Information Technology (IT) services does the ZAG airport authority (Aerodrome Zagreb/Franjo Tuđman) provide, and is an official price list available?

A:

As part of this Tender process, the Tenderer must deliver a confirmation of visit to Aerodrome Zagreb/Franjo Tuđman, according to the form in Annex XIV (Article 3.5.3. of RfP). Every question directly connected with the aerodrome operator will be clarified during that visit, by the aerodrome operator.

8. Q:
Where have the official documents or regulations regarding the training requirements for Basic Ground Handling been published?
- A:
The following legislation regulates the provision of ground handling services in the Republic of Croatia:
- Air Traffic Act (Official Gazette, No. 69/09, 84/11, 54/13, 127/13 and 92/14)
 - Ordinance on the provision of ground handling services (Official Gazette, No. 84/22)
 - Ordinance on professional training for tasks of importance for air traffic safety at the airport (Official Gazette, No. 69/16)
- The European Commission has published its first-ever safety regulation for ground handling, highlighting the importance of these services. This initiative incorporates ground handling operations into the regulatory framework through Commission Delegated Regulation (EU) 2025/20. It entered into force on 27 March 2025, and the application date is 27 March 2028.
9. Q:
In what tender phase can the offeror submit its request to visit the airport site?
- A:
There is no restriction or specified date until you can request a visit to the airport site. However, the visit has to be made by the deadline stated in the Dateline table regarding the submission of documentation in Article 3.5.3 of RfP.
10. Q:
Is Category 5.7, i.e., the transport, loading onto, and unloading of food and beverages from aircraft, included in the current tender process?
- A:
We confirm that the current Request for Proposal (RfP) does not include Category 5.7 - the transport, loading onto, and unloading of food and beverages from aircraft.
As outlined in Article 2.1 of the RfP and in line with Directive 96/67/EC, the tender is limited to the provision of services under Category 3 (Baggage Handling) and Category 5 (Ramp Handling).
Services falling under Category 5.7 - the transport, loading onto, and unloading of food and beverages from aircraft (i.e. Catering Transportation) are excluded from the scope of this tender and may be arranged directly with the airport operator.
11. Q:
Please confirm whether a Tenderer that is a holding company without operational activities may rely on its wholly-owned subsidiaries' technical and financial capacity for qualification purposes, and whether the operational services may subsequently be performed through a newly established local entity after the award.
- A:
A tenderer that is a holding company without operational activities may rely on its wholly-owned subsidiaries' technical and financial capacity to meet the qualification requirements.
This reliance must be clearly documented through appropriate evidence, such as group structures, formal declarations, and guarantees, demonstrating that the necessary resources and expertise are available for the contract's performance.
The selected Tenderer must retain full responsibility for executing the contract and register the new legal entity in the Republic of Croatia within 45 days of notification of the award, in accordance with Article 3.6.4, point 1 of the RfP.
12. Q:
What is the contract duration for ground handling services at Aerodrome Zagreb/Franjo Tuđman?
- A:
The contract duration for this tender process is seven (7) years.

13. Q:

How many ground handling service providers will be selected for baggage and ramp handling?

A:

Only one ground handling service provider will be selected for Categories 3 and 5.

14. Q:

Is there a cap on damages or consequences for loss that the selected tenderer might face?

A:

The terms and conditions of the service agreement, including any provisions concerning damages and liability for loss that the selected tenderer may incur, will be determined by MZLZ d.d. and are not regulated within the scope of this tender procedure. During the Tender Submission Phase, pre-qualified Tenderers will be provided with a draft of the agreement, which will outline the key terms and conditions applicable to the service relationship.

15. Q:

Under what specific conditions can the contract be terminated for convenience by either party?

A:

The Croatian Civil Aviation Agency (CCAA) is not a party to the ground handling service agreement resulting from this tender. Article 2.2 of the Request for Proposal (RfP) specifies that the service agreement will be concluded directly between the selected Tenderer and the airport operator, MZLZ d.d. The terms and conditions of the service agreement, including any provisions relating to termination for convenience, will be determined by MZLZ d.d. and are not regulated within the scope of this tender procedure. However, please be informed that during the Tender Submission Phase, pre-qualified Tenderers will be provided with a draft of the agreement, which will outline the key terms and conditions applicable to the service relationship, including any provisions on contract termination. Therefore, detailed information regarding termination will be made available at that stage for convenience.

16. Q:

What are the minimum coverage amounts required for insurance policies?

A:

The Ground Handling Services agreement will regulate the insurance policy.

17. Q:

Are there specific types of insurance (e.g., property, casualty, etc.) that must be included?

A:

Ground Handling Services agreement will regulate insurance policy, with common types of insurance for aviation insurance policy, such as:

- insurance covering its employees, equipment, and machines against accidents, fire, theft and all hazards and dangers;
- insurance covering all of the equipment from all risks at replacement value,
- third-party liability insurance for the operation at ZAG, including bodily injury and property damage to third parties;
- environmental risks under the specific insurance requirement, as agreed with the Operator;
- Extended Coverage AVN52G clause (War risks and allied perils)

18. Q:

Are there any additional financial commitments or guarantees required beyond the tender deposit?

A:

As Article 3.5.2 of the RfP states, there are no additional financial commitments or guarantees beyond the tender deposit.

19. Q:

Are there any performance guarantees or bond requirements that the selected tenderer must fulfil?

A:

As stated in Article 3.5.3, the tenderer is bound by the proposal for the equipment and personnel/staff presented in Annexes XIIIb, XIIIc, XIId, XIIf, and XIIIf.

Article 2.2 of the Request for Proposal (RfP) specifies that the service agreement will be concluded directly between the selected Tenderer and the airport operator, MZLZ d.d. The terms and conditions of the service agreement, including any provisions relating to performance guarantees or bond requirements after the award of the agreement, will be determined by MZLZ d.d. and must be in accordance with all the requirements and criteria specified in this tender procedure.

20. Q:

Please clarify whether partnership participation (such as joint ventures or consortia) is permitted in this tender procedure and, if so, whether it is sufficient for only one member to meet the qualification criteria.

A:

Partnership participation, including joint ventures and consortia, is permitted under the Request for Proposal (RfP), provided that all members submitted the Letter of Intent during the Qualification Phase.

The partnership as a whole must meet all minimum qualification requirements as set out in Article 3.4.2 of the RfP. The partnership must submit appropriate documentation demonstrating their joint commitment, allocating roles and responsibilities, and authorising a representative to act on behalf of the entire group.

21. Q:

Can a Company submit the Letter of Intent and then add a partner at either the pre-qualification or the tender stage?

A:

Adding a new partner after submitting the Letter of Intent is not permitted.

The Tenderer must maintain the same legal composition as indicated in the Letter of Intent throughout the Qualification and Tender Submission phases.

Only entities that submitted a Letter of Intent by the deadline and were admitted to the next phase may participate in the tender.

22. Q:

Referring to Article 3.4.2 Annex I, does it matter if more than one (1) Airport provides the Annex I declaration model?

A:

Submitting multiple Annex I forms will not result in additional points. One form is sufficient and is considered the minimum requirement.

23. Q:

Referring to point 3.4.2 Annex II, does it matter if more than one (1) Airport provides the Annex II declaration model?

A:

Submitting multiple Annex II forms will not result in additional points. One form is sufficient and is considered the minimum requirement.

24. Q:

Referring to point 3.4.2 Annex III, does it matter if more than two (2) airports provide the Annex III declaration model?

A:

As stated in Annex III, the minimum requirement is to declare simultaneous operation at a minimum of two (2) airports. Submitting information regarding more than two (2) airports, if applicable, will not result in additional points, but will be considered valid and valuable information.

25. Q:
What is the role of the "Person responsible for the tenderer" since Annex V will be signed by the Legal Representative?
- A:
In Annex V, the "Person responsible for the Tenderer" refers to the contact person who is operationally responsible for the Tenderer's participation in the procedure and can provide clarifications or additional information if required. This is separate from the Tenderer's Legal Representative, who must formally sign Annex V to bind the Tenderer legally. The "Person Responsible for the Tenderer" and the Legal Representative can be the same individual, but it is not required.
26. Q:
Can a preliminary site visit be conducted before submitting the pre-qualification documents?
- A:
There is no restriction or specified date until you can request a visit to the airport site. However, the visit has to be made by the deadline stated in the Dateline table regarding the submission of documentation in Article 3.5.3 of RfP.
27. Q:
Can the qualification and submission documents be signed electronically, or do they require traditional wet-ink signatures?
- A:
Qualification and submission documents can be signed by qualified electronic signature or in traditional wet-inked form.
28. Q:
Do all deadlines listed in the RfP expire at 11:59 PM?
- A:
All deadlines mentioned in the RfP are due by 11:59 PM on the specified day.
29. Q:
Please confirm that the tender comprises ONE agreement to provide ground handling services at the Aerodrome Zagreb/Franjo Tuđman?
- A:
This tender procedure concerns one agreement for the provision of ground handling services under Category 3 (baggage handling) and Category 5 (ramp handling) at Franjo Tuđman Airport. According to Article 3.5 of the Request for Proposal (RfP), the tender is conducted on an "all or nothing" basis, meaning that the selected Tenderer must provide the full scope of services under both categories (excluding category 5.7 - the transport, loading onto, and unloading of food and beverages from aircraft), through one integrated agreement.
30. Q:
Please confirm that there will be a total of two ground handling agreements at Franjo Tuđman Airport (LDZA) for services under Categories 3 and 5, and that only one of these agreements is subject to the current public tender procedure, while the other agreement is not part of this tender.
- A:
We confirm that, in line with the Decision of the Ministry of the Sea, Transport and Infrastructure, there will be a total of two agreements, that is, two providers of ground handling services under Categories 3 (baggage handling) and 5 (ramp handling) at Zagreb / Franjo Tuđman Airport (LDZA).

The current public tender procedure concerns only the selection of the second and final provider for these categories, which will result in one agreement for services under Categories 3 (baggage handling) and 5 (ramp handling) at Zagreb / Franjo Tuđman Airport (LDZA).

As Article 2.2 of the Request for Proposal (RfP) indicates, the Republic of Croatia reserves the right to amend this limitation and organize additional selection procedures during the contract period if justified by airport capacity or business needs.

31. Q:

Whether a wet signature (handwritten signature) by the Offeror's legal representative (the person with authority to act bindingly on behalf of the Offeror) on all statements and documents that need to be signed by the Offeror would suffice, and whether such statements and documents need to be apostilled.

A:

A wet signature (handwritten signature) by the Tenderer's authorized legal representative is generally sufficient for all statements that must be signed under the Request for Proposal (RfP).

An apostille is not required by default. However, the CCAA reserves the right to request additional authentication, such as notarisation or apostille, if there are justified doubts regarding the authenticity or credibility of the submitted documents.

Tenderers are therefore advised to ensure that all documents are signed, legible, and credible upon submission.

32. Q:

Regarding the official documents evidencing the Offeror's legal representative authorisation to act bindingly on behalf of the Offeror, please clarify if translated public corporate certificates as published by the public business registry of the Offeror's country of origin, that state the name and address of the Members of the Offeror's Board of Directors as well as the Offeror's legal representative, together with the translated Offeror's Board of Director's approval for the Offeror's participation and representation in the Tender Process, would suffice as means of proof for the legal representative's authority to sign and act on behalf of the Offeror.

A:

Yes, translated public corporate certificates from the official business registry, showing the names of the Board of Directors and the Legal Representative, are acceptable proof of authority. A Board Resolution is not required under the RfP.

However, if the corporate certificates do not demonstrate that the Legal Representative has the authority to act bindingly on behalf of the Offeror, additional proof of such authority must be submitted. This further proof must be valid under the jurisdiction's applicable laws where the issuing authority is located (e.g., a notarised Power of Attorney, company resolution, or equivalent document).

Furthermore, the Croatian Civil Aviation Agency (CCAA) reserves the right to request notarisation and/or apostille of the documents if there are justified doubts regarding their authenticity or legal validity.

33. Q:

Please clarify whether the Power of Attorney evidencing the Offeror's legal representative authorisation to act bindingly on behalf of the Offeror has to be notarised and apostilled.

A:

A Power of Attorney does not have to be notarised or apostilled by default. However, the CCAA reserves the right to request notarisation and/or apostille if there are justified doubts about the document's authenticity.

34. Q:

Please clarify if it would be acceptable that such Power of Attorney is granted through a Resolution of the Offeror's Board of Directors, duly executed under the laws of the Offeror's country of establishment and translated in English by a lawyer having such capacity under the laws of the Offeror's country of establishment.

A:

Yes, it is acceptable that the Power of Attorney is granted through a Resolution of the Offeror's Board of Directors, provided that the Resolution is duly executed under the laws of the Offeror's country of incorporation.

The Resolution must specify the authorised individual and the scope of authority to act on behalf of the Offeror within the tender process.

The Resolution must be translated into English or Croatian by a certified translator or a lawyer authorised to produce accredited translations under the applicable laws of the Offeror's country.

Please note that the CCAA reserves the right to request notarization and/or apostille of the Resolution if justified doubts regarding its authenticity or clarity arise.

35. Q:

Regarding the requirement set in Article 3.4.2, regarding the Request for Proposal, sub-paragraph 7 "Proof of no past or pending criminal records," please confirm if a copy of the relevant "certificate of clear criminal record" issued by the Ministry of Justice, translated into English, would suffice. In this regard, please also clarify if relevant, the Offeror's statement for the absence of criminal convictions regarding its Legal Representative and its Board Members could also suffice; such a statement could be notarised and apostilled.

A:

A certificate of clear criminal record issued by the competent Ministry of Justice or equivalent authority in the Offeror's country of incorporation, translated into English or Croatian by a certified translator or an authorised person under the applicable national laws, and apostilled where applicable, is acceptable as proof under Article 3.4.2, sub-paragraph 7 of the Request for Proposal (RfP). Please note that a self-issued declaration or statement by the Offeror regarding the absence of criminal convictions, even if notarised and apostilled, is insufficient as a substitute for an official certificate issued by the competent public authority.

36. Q:

Regarding the requirement set in Article 3.4.2. of the Request for Proposal, sub-paragraph 8, "Excerpt from the commercial court or other competent registry demonstrating that the company is registered to provide ground handling services," please kindly confirm if a copy of a competent national registry certificate issued in English would suffice.

A:

A copy of the certificate issued by the competent national registry, demonstrating that the company is registered to provide ground handling services, is acceptable, provided that the document is issued in English or translated into English or Croatian by a certified translator.

To confirm its authenticity, the original certificate must be duly apostilled in accordance with the applicable laws of the issuing country.

A copy of the apostilled certificate must be submitted for this tender.

37. Q:

In the Qualification or the Tender phase, is the Offeror restricted to participating with the exact entity that issued the Letter of Intent, or is it possible to enter into a JV (Joint Venture) or incorporate a local (Croatian) entity after the Letter of Intent phase is concluded?

A:

During the Tender Submission Phase, the Tenderer must maintain legal and operational continuity with the entity that submitted the Letter of Intent during the Qualification Phase.

38. Q:

Does the requirement in Article 3.5.2 of the Request for Proposal specify a proof of bank deposit or an adequate amount?

A:

In relation to the requirement set in Article 3.5.2 of the Request for Proposal, "Tender Deposit," the Tenderer must attach a certified copy of the proof of payment, such as a swift transfer message, with all details stated, such as the amount, date, and purpose of the payment.

39. Q:

Will there be another set of Q&A before the Tender submission phase?

A:

Regarding the Tender Submission Phase, questions from the Tenderers will be open for submission from 01 November 2025 until 15 November 2025 (11:59 PM) through email ZAG.Tender@ccaa.hr.

Questions regarding the Tender Submission Phase will be clarified in the FAQ section on the CCAA web page no later than 20 December 2025.

40. Q:

Will the offerors have access to a VDR and see which existing Ground Handling contracts with airlines will be expiring and when? Will there be a cap in the airlines that the existing license holder will be able to handle, or a provision to transfer contracts for the business model of the Offeror entering the market to be viable?

A:

Offerors will not have access to a VDR. The number of airlines that can be served by the existing licence holder will not be limited, and the contract transfer will be subject to special agreements with the carriers.

41. Q:

Will the Agency circulate a template of a business plan in native format?

A:

No general native business plan templates will be provided. All required business plan elements are outlined in Annex XI, Annex XIa, and Annex VII.

42. Q:

Regarding the audited financial statements and Annex XII, we understand the tender requires both the tables in Annex accompanied by a copy of the native, signed audited financial statement and report. Can it be in the native language or English as published and signed by the auditor, or should the translated version also be signed by a lawyer and/or apostilled?

A:

As stated in Annex XII, the tenderer must attach an audited native financial report of the Tenderer's company for 2022 and 2023, which must be accompanied by the financial tables listed in Annex XII. Audited financial statements can be sent in English, signed by the legal representative and the auditor.