


CROATIAN CIVIL AVIATION AGENCY

Request for Proposal (RfP) for the provision of Ground Handling Services at Aerodrome Zagreb/Franjo Tuđman

| Revision 1, December 2025

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 <p>Croatian Civil Aviation Agency</p>	<p>Selection of a second Ground handling service provider Public tender for ground handling service for categories 3 and 5 Aerodrome Zagreb/Franjo Tuđman (LDZA)</p>
<p>Public Tender</p>	

2 GENERAL

Note that all changes covered with Revision 1 of this RfP from December 2025 will be clearly indicated by a vertical black line next to each amended section of text.

2.1 Overview

This Request for Proposal (hereinafter: RfP) for the provision of Ground Handling Services at Aerodrome Zagreb/Franjo Tuđman has been compiled by the Croatian Civil Aviation Agency (hereinafter: CCAA). The documentation is available for offerors invited to submit their detailed applications for awarding an agreement (Contract) on providing ground handling services at the Aerodrome Zagreb/Franjo Tuđman.

Council Directive 96/67/EC of 15 October 1996 on access to the ground handling market on Community airports (OJ L 272, 25.10.1996.) (hereinafter: the Directive) is transposed into Croatian national legislation through the Ordinance on the provisions of ground handling services (Official Gazette 84/22) (hereinafter: the Ordinance). The Ordinance and the Directive define the possibility of limitation of suppliers for specific categories of ground handling services.

Based on the Decision by the Ministry of Sea, Transport and Infrastructure (Class: 343-03/07-01/57, Ref. No.: 530-06-1-1-18-1134), the number of ground handling providers is limited to two providers for the following categories of ground handling services at Aerodrome Zagreb/Franjo Tuđman.

- 1) **Category 3** - Baggage handling, as specified in the Annex of the Directive and the Ordinance; and
- 2) **Category 5** - Ramp handling, as specified in the Annex of the Directive and the Ordinance.

Pursuant to Article 13 of the Ordinance, when the number of suppliers of ground handling services is limited by Articles 9(3) and 12, a selection procedure shall be organized. CCAA acts as the competent authority for the publication and implementation of the Tender, pursuant to Article 11, point 1. c(ii) of the Directive and Article 13(3) of the Ordinance.

CCAA will act by the applicable provisions of the Croatian Air Traffic Act (Official Gazette 69/09, 84/11, 54/13, 127/13 and 92/14) and the Ordinance. Based on the applications received and applying the criteria presented in this RfP, CCAA will select one Tenderer. The Managing Body of Aerodrome Zagreb/Franjo Tuđman (International Zagreb Airport Jsc.) will enter into a contract for ground handling services with the chosen Tenderer.

This Tender does NOT refer to the services:

- listed under Category 5.7 - the transport, loading onto, and unloading of food and beverages from aircraft (i.e. Catering Transportation);
- listed under Category 6. of the Annex of the Directive and the Ordinance (Aircraft services):

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- 6.1. the external and internal cleaning of the aircraft and the toilet and water services;
- 6.2. the cooling and heating of the cabin, the removal of snow and ice, the de-icing of the aircraft;
- 6.3. the rearrangement of the cabin with suitable cabin equipment and the storage of this equipment.

The ground handling service provider can provide these services (and other services that are not subject to this tender) at Aerodrome Zagreb/Franjo Tuđman without applying to this Tender. Ground handling service providers should contact the aerodrome operator, International Zagreb Airport Jsc. directly for an open application and to conclude an agreement with the same regarding additional services.

2.2 Terms and Conditions

Selected Tenderer that is entitled to the right to provide services at Aerodrome Zagreb/Franjo Tuđman for SEVEN (7) years shall comply with applicable Croatian national legislation, EU legislation and IATA publication.

Given the specificities of the procedure, this document does not involve the conclusion of any contract between CCAA and the selected Ground Handling Service Provider.

The Republic of Croatia reserves the right to amend the existing Decision on the limitation of ground handling service providers and to seek additional providers accordingly by organizing new selection procedures during the period mentioned above of seven years if it/they believe that there is a business case to do so or if the capacity and the available space are such that the EU legislation and Croatian national legislation requires it. Such applications will be subject to the same selection criteria as those required from the offerors in the current RfP process. Each subsequent selection procedure will be based on the exact specifications and subject to consultation with the airport users' committee, as required by the Ordinance and the Directive. As such, the decision based on this selection procedure holds no exclusive rights for the specified period, and additional ground handling service providers may be allowed to provide the same services concerning Croatian law and its future amendments.

2.3 Conditions and Reserved Rights

The CCAA reserves the right to:

- Change the RfP and Tender procedure, informing the offerors about any change not later than 14 days before the Deadline set for the Tender submission;
- During the evaluation process, seek clarifications from offerors regarding issues that are not clear from the submitted Tenders;
- end the Tender procedure with no awardee.

2.4 Disclaimer and Liability

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The CCAA strives to ensure the accuracy of the data in this document; however, it does not guarantee the accuracy of the provided information or any other content in this RfP. Offerors remain responsible for forming their own opinions and conclusions about the documentation. Offerors can refer to this data within their application and, in doing so, acknowledge and accept all statements, terms, and conditions outlined in this RfP.

The CCAA will not be liable for any costs incurred by offerors participating in this Tender process, including Tender costs, nor for brokers' or agents' fees, expenses, or commissions.

2.5 Confidentiality

This RfP is the property of CCAA. Each recipient of this RfP (even if another party receives it) must keep the information in the document confidential as a condition of receipt. However, recipients are permitted to copy the documents in this RfP and hand them over to the appointed advisors, but only in the context of this Tender. The CCAA must be informed about who receives these copies.

CCAA will ensure the confidentiality of all information contained in applications for this tender is appropriately protected.

2.6 Indemnity

Offerors shall indemnify and save harmless CCAA, their employees, and representatives from any claims, demands, charges, losses, damage, awards, liens, expenses, costs, or any other punitive actions arising from their participation in the present Tender.

2.7 Compliance with Croatian Law

It is the responsibility of all offerors to ensure that they have all permits, licenses, and documentation required to conduct business at Aerodrome Zagreb/Franjo Tuđman. This includes but is not limited to licensing and regulations governing Taxation and VAT, employment and employee welfare, and any other applicable local and national rules, regulations, and laws.

3 APPLICATION

3.1 Application Process

The application process is divided into two phases:

- Qualification phase
- Tender phase

3.2 Tender Committee

The Tender committee consists of eight members. Seven members in the Committee reserve the right to vote.

The CCAA reserves the right to vary the Tender committee decision throughout the tender process but considering that the right to vote is always within an odd number of members.

3.3 Dateline Table

The expected timetable for the award of the Agreement to the best Tenderer is shown in Table 1 as follows:

Table 1

Activity	Date
Issue of RfP Notice	10.03.2025.
Letter of intent	24.03.2025.
Questions from the offerors	24.03.2025.
Confirmation of receipt (of the letter of intent) by the CCAA	30.04.2025.
Clarifications of questions by the CCAA	30.04.2025.
Qualification phase – submission of evidence by the offerors	15.07.2025.
Initial Response by the CCAA	01.10.2025.
Objections/comments from the offerors	10.10.2025.
Final Response by the CCAA	01.11.2025.
Delivery of the full RfP pack to the qualified offerors	01.11.2025.
Questions from the qualified offerors regarding Tender phase	15.11.2025.
Clarifications of questions by the CCAA	20.12.2025.
Tender (Bid) submission phase	01.04.2026.
Assessment by the CCAA	30.08.2026.
Consultation with the Airport Users Committee	10.09.2026.
Final Report issued by the CCAA	15.09.2026.
Decision - Selection of the new Ground Handling Service Provider	15.09.2026.
Deadline for legal remedy	within 30 days from the Decision
Agreement signing with the selected provider (Airport managing body)	within 45 days from the Decision
Start of the handling activities on the Aerodrome Zagreb/Franjo Tuđman	within 4 months from the Decision

Note:

- If any of the due dates fall on a day other than a Business Day, the Deadline shall automatically be extended to the next succeeding Business Day.
- CCAA reserves the right to vary the timetable.

3.4 Qualification Phase

The qualification phase consists of two separate parts:

- Letter of intent
- Minimum Requirements

Offerors will be qualified if they fulfil the minimum requirements described in Article 3.4.2.

3.4.1 Letter of Intent

Those who wish to apply for this Tender must first notify their intention and communicate their request via e-mail: ZAG.Tender@ccaa.hr.

Letter of intent must contain:

- full name of the offeror;
- offerors registration number (if applicable);
- tax identification number;
- registered office address;
- telephone number;
- contact person (i.e. name, e-mail address, etc.);
- correspondence details (i.e. name of the representative in this process, e-mails etc.).

Those who fail to notify the CCAA of their intent to apply to this Tender within the deadline (specified in Article 3.3.) will not be able to qualify for this Tender.

Those who submit their letter of intent will receive confirmation of receipt, and their e-mail address will be added to the submission list regarding the delivery of evidence for minimum requirements.

Offerors who submitted a letter of intent are entitled to submit the questions within the deadline specified in Article 3.3.

3.4.2 Minimum Requirements

Offerors must meet the following minimum requirements which will be proven by the following documents:

1. Statement(s) issued by the airport managing body or competent authority of each Member State or third country confirming that the offeror is carrying out their activity in one of the categories 3 and 5 for more than 5 years until the date of submission of the application.

The declaration model can be found in Annex I.

2. Statement(s) issued by the airport managing body or competent authority of each Member State or third country confirming that the offeror has provided services at international airports, airports in the European Union or airports of third countries for

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at least 25,000 movements during the summer season of 2023., winter season 2023./2024. and the summer season of 2024. (cumulatively).

The declaration model can be found in Annex II.

3. Statement(s) issued by the airport managing body or competent authority of each Member State or third country confirming the provision of ground handling services at more than two (2) airports simultaneously during 2024.

The declaration model can be found in Annex III.

4. A statement confirming the absence of direct or indirect control by or over the airport managing body.

The declaration model can be found in Annex IV.

5. A statement confirming that there are no overdue tax payments in the offeror's country of operation.

The declaration model can be found in Annex V.

6. A statement confirming non-disclosure.

The declaration model can be found in Annex VI.

7. Proof of no past or pending criminal records.
8. Excerpt from the commercial court or other competent registry demonstrating that the company is registered to provide ground handling services.
9. The power of attorney is granted to the offerors representative to submit and sign any tender documents on behalf of the offerors company, if applicable.

All documents must be signed by the person with authority to act bindingly on behalf of the offeror, indicating the capacity in which they are signing.

The documentation must be submitted directly through the link: www.wetransfer.com by entering e-mail address: ZAG.Tender@ccaa.hr. Qualification applications are registered with an indication of the date and time of receipt, and offerors are provided with electronic confirmation of receipt.

In case of well-founded doubts about the content or authenticity of the documents submitted via the platform mentioned above, the Tender committee may ask the offeror for the original documents of all documents whose copies have been submitted.

If the original documents are required by the Tender committee, they should be mailed or hand-delivered in a SEALED envelope or package to the address below, ensuring they are received by the CCAA.

The offeror must indicate the project name on the outside of the package: '**REQUEST FOR QUALIFICATION FOR THE PROVISION OF GROUND HANDLING SERVICES AT AERODROME ZAGREB/FRANJO TUĐMAN**' and the words 'TO BE OPENED BY AUTHORISED PERSONNEL ONLY.' Print the offerors name and address clearly on the outside of the package.

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Mail delivery responses to:

Croatian Civil Aviation Agency
Ulica grada Vukovara 284/II
10000 ZAGREB, CROATIA

Hand delivery responses to:

Croatian Civil Aviation Agency
Ulica grada Vukovara 284/II
10000 ZAGREB, CROATIA

All documentation must be written in English, Croatian, or both. If, due to their nature or origin, the documents are written in any language other than Croatian or English, the offeror must provide a certified translation.

3.4.3 Response by the CCAA

In the qualification phase and as an initial response, CCAA will notify every offeror of their qualification status within the deadline stated in the Article 3.3 (Table 1).

If the offeror does not meet the minimum requirements specified in Article 3.4.2, they will have 10 days to object to their qualification status and, if applicable, to prove their qualification by submitting additional clarifications. Objections shall be delivered to this Tender committee.

The tender committee will respond to the objections/comments from the offerors within the deadline specified in Article 3.3. (Table 1).

If the offerors objections are justified and they demonstrate compliance with the minimum requirements stated in Article 3.4.2, they will be considered as qualified.

The exclusion of offerors' qualifications will occur in the following cases:

- a) documents stated in Article 3.4.2. are submitted after the submission deadline;
- b) offeror failed to submit all the required documents;
- c) offeror failed to submit any of the declarations stated in Article 3.4.2 and/or failed to sign the declarations as required by the offeror or their authorized representative;
- d) submitted qualification documents are not written in English or Croatian or do not have a duly certified translation, where required;
- e) qualification documents include false or falsified parts or knowingly incorrect statements of the offeror;
- f) the analysis concludes that the offeror do not meet the requirements specified in the Article 3.4.2.

Offerors who are qualified in this phase will receive a confirmation of the qualification and a full RfP pack within the deadline stated in the Article 3.3. and will proceed to the tender submission phase.

3.5 Tender Submission Phase

Offerors who qualify in the qualification phase stated in Article 3.4 shall proceed to this phase of the tender process, and they will receive a full RfP pack.

Tenderers must fulfil the full range of services detailed herein (all or nothing). Applications from ground handling service providers for only part of these services will not be permitted. Every tenderer shall only submit one Bid.

3.5.1 Document format and language during tender submission phase

1. The documentation must be submitted directly through the link: www.wetransfer.com by entering e-mail address: ZAG.Tender@ccaa.hr.
2. Tender documentation is registered with an indication of the date and time of receipt, and tenderers are provided with electronic confirmation of receipt.
3. In case of well-founded doubts about the content or authenticity of the documents submitted via the platform mentioned above, the Tender committee may ask the tenderer for the original documents of all documents whose copies have been submitted.

If the original documents are requested to be delivered, documents required by the committee should be mailed or hand-delivered to the address below in a SEALED envelope or package, to arrive and be received by the CCAA.

The tenderer must indicate the project name on the outside of the package: "**TENDER SUBMISSION - PROVISION OF GROUND HANDLING SERVICES AT AERODROME ZAGREB/Franjo Tuđman**" and the words "TO BE OPENED BY AUTHORISED PERSONNEL ONLY." Print the tenderer's name and address clearly on the outside of the package.

<u>Mail delivery responses to:</u>	<u>Hand delivery responses to:</u>
Croatian Civil Aviation Agency Ulica grada Vukovara 284/II 10000 ZAGREB, CROATIA	Croatian Civil Aviation Agency Ulica grada Vukovara 284/II 10000 ZAGREB, CROATIA

All documentation must be written in English, Croatian, or both. If, due to their nature or origin, the documents are written in any language other than Croatian or English, the tenderer must provide a certified translation.

3.5.2 Tender Deposit

When applying, the Tenderer must deposit 15.000,00 EUR. The Bid must include a certified copy of the proof of payment for this amount paid to CCAA.

Beneficiary:	Croatian Civil Aviation Agency
Address:	Ulica grada Vukovara 284, 10000 Zagreb, Croatia
Bank:	Hrvatska poštanska banka d.d.
IBAN:	HR96 2390 0011 1003 57510
Details of payment:	272120 - Tender for Ground Handling Zagreb Airport

After the selection phase is completed, deposits submitted by the tenderers will be returned to the account stated in the Annex XV, within 10 (ten) days following the publication of the decision on the selection (Article 3.6.3.) on the CCAA's web page.

3.5.3 Tender Requirements and Documentation

Tenderers should provide a glossary of terms that clarifies terminology, acronyms, abbreviations, and regional nuances to improve understanding.

When submitting the Bid, the Tenderer must use the contact details specified in the letter of intent.

All documents must be signed by the person with the authority to act bindingly on behalf of the tenderer, indicating the capacity in which they are signing.

Each Tenderer is required to submit one (1) Bid (Tender), which consists of an Open Tender Submission Form.

All documentation stated in this Article is mandatory for submission.

The grading criteria of the documentation stated in this Article are specified in Article 3.6.1. of this Tender.

I) Documentation that is subjected to the grading criteria is stated below:

1. Statement confirming and defining the number of international airports, airports in the European Union or airports of third countries with the number of passengers between 3 million and 5 million where the tenderer was providing ground handling services in 2023.

The declaration model can be found in Annex VIII.

2. Statement confirming and defining the number of international airports, airports in the European Union or airports of third countries with the number of passengers between 3 million and 5 million where the tenderer was providing ground handling services in 2024.

The declaration model can be found in Annex IX.

3. Statement defining the number of international airports, airports in the European Union or airports of third countries that have implemented “Airport collaborative decision-making” (A-CDM) where the tenderer was providing ground handling services.

The declaration model can be found in Annex X.

4. A business plan related to the provision of ground handling services at Aerodrome Zagreb/Franjo Tuđman for each year of activity (7 years), aligned with the operational plan, equipment, and personnel/staff that the tenderer foresees based on the expected demand. The business plan should provide a narrative for each segment and outline any assumptions made regarding projected income.

The model can be found in Annex XI.

The documentation stated below shall be submitted to assess the business plan. Also, the documentation below will not be graded separately from the business plan:

- a) Table identifying the minimum amount of equipment (MNE) to be allocated to the activities of baggage handling and ramp handling for the expected demand in accordance with the indications in Annex XIa;

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- b) Table identifying the minimum number of personnel / staff (MNS) to be allocated to the activities of baggage handling and ramp handling for the expected demand in accordance with the indications in Annex XIa;
- c) Operational Plan for the typical week of summer 2023 and winter 2023/2024 that minimally indicate times, flight number and type of aircraft at the Aerodrome Zagreb/Franjo Tuđman, considering the expected demand and in accordance with the information contained in Annex VII.

5. Audited financial reports of the Tenderer's company for the year 2023 and 2024.

The model can be found in Annex XIIIa.

6. The Proposal model, which will be evaluated from a technical point of view (number of equipment and personnel/staff).

The model can be found in Annex XIII.

The tenderer is bound by the proposal of the equipment and personnel / staff presented in the Annexes XIIIb, XIIIc, XIId, XIIIe and XIIIf. However, amounts can be adjusted to ensure the provision of services in accordance with the contracted quality levels, effective demand, and the conditions existing at the airport.

To evaluate this Proposal, the documentation stated below shall be submitted and evaluated according to the model described in Annex XIII, and according to the Annexes stated below:

- a) Indication of the minimum amount of equipment (MNE) and minimum number of personnel / staff (MNS), according to the form in Annex XIIIa;
- b) Indication of the Environmentally friendly equipment according to the form in Annex XIIIb;
- c) Indication of the age of the equipment according to the form in Annex XIIIc;
- d) Indication of the personnel experience according to the form in Annex XIId;
- e) Indication of the permanent employees (with indefinite term contract) according to the form in Annex XIIIe; and
- f) Indication of the surpluses of employees at the beginning of the activity according to the form in Annex XIIIf.

II) Documentation that is not subjected to the grading criteria is stated below:

1. Confirmation of visit to Aerodrome Zagreb/Franjo Tuđman, according to the form in Annex XIV;
2. The copy of the proof of payment of Tender Deposit as stated in the Article 3.5.2. and fulfilled Annex XV.

Tenderers may also attach other documents that they consider necessary for evaluating the Bid, including additional elements containing the tender's attributes.

SLA Template (Service Level Agreement) will be delivered in the full RfP pack to the qualified offerors at the start of the tender phase for the support in fulfilling the documents that are subjected to the grading criteria.

3.6 Tender Assessments

CCAA will evaluate the Tenders based on the information provided in them. CCAA reserves the right to request additional information from Tenderers or related parties. Tenderers must provide this additional information within five (5) working days from the date of the request, via e-mail (ZAG.Tender@ccaa.hr). If the requested clarification is not provided within this deadline, it shall be deemed that the tenderer has withdrawn its offer.

CCAA reserves the right to visit any of the Tenderer's other airports where the Tenderer provides ground handling services, as mentioned in the Tender. The Tenderer must ensure access to these visits. The CCAA will make arrangements for these visits directly with each Tenderer.

3.6.1 Grading Criteria

Grading criteria are presented in Table 2 below:

Table 2

Document	Annex	Grading	Maximum points
Document confirming and defining the number of international airports, airports in the European Union or airports of third countries with the number of passengers between 2 million and 5 million where the tenderer was providing ground handling services in the year 2023.	Annex VIII	The maximum number of points (10) will be awarded to the tenderer who provided services on the highest number of airports. The first runner-up will be awarded 8 points, the third 6 points, the fourth 4 points, and the fifth 2 points. All others will be awarded 1 points if they carried out the activities on at least one airport.	10
Document confirming and defining the number of international airports, airports in the European Union or airports of third countries with the number of passengers between 3 million and 5 million where the tenderer was providing ground handling services in the year 2024.	Annex IX	The maximum number of points (10) will be awarded to the tenderer who provided services on the highest number of airports. The first runner-up will be awarded 8 points, the third 6 points, the fourth 4 points, and the fifth 2 points. All others will be awarded 1 points if they carried out the activities on at least one airport.	10
Document defining the number of international airports, airports in the European Union or airports of third countries that have implemented "Airport collaborative decision-making" (A-CDM) where the tenderer was providing ground handling services.	Annex X	The maximum number of points (10) will be awarded to the tenderer who provided services on the highest number of airports with implemented A-CDM. The first runner-up will be awarded 8 points, the third 6 points, the fourth 4 points, and the fifth 2 points. All others will be awarded 1 points if they carried out the activities on at least one airport.	10
Business plan (7 years)	Annex XI	The proposal evaluation model and selection criteria are specified in Annex XI of this Tender.	100

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Audited financial reports of the Tenderer's company for the year 2023 and 2024	Annex XIIa	The proposal evaluation model and selection criteria are specified in Annex XIIa of this Tender.	100
The Proposal model	Annex XIII (including Annexes from XIIIa to XIIIf)	The proposal evaluation model and selection criteria are specified in Annex XIII of this Tender.	depends on each separate proposal

Each tenderer will earn points (score) for the documents evaluated in the tender phase, according to Table 2 above.

The ranking of the tenderers will be made depending on the highest to the lowest score (points).

In case of the tie break between tenderers, see Article 3.6.2. of this Tender.

3.6.2 Criteria for Decision in Case of a Tie Break

In the event of a tie between the proposals presented, they will be ordered according to the Proposal evaluation model specified in Annex XIII, by following the next criteria:

- a) More environmentally friendly equipment - Higher classification or percentage of more environmentally friendly equipment, presented for the evaluation of the T2a subfactor, specified in Annex XIIIb of this Tender.
- b) Age of equipment (≤ 10 years) - Higher percentage of equipment with age less than or equal to 10 years, presented for the evaluation of the subfactor T2b, specified in Annex XIIIc of this Tender.
- c) Employees' experience (more than 2 years) - Higher classification or percentage regarding the employees with more than 2 years of experience, presented for evaluation for the T3a subfactor, specified in Annex XIId of this Tender.
- d) Surplus employees - Greater number of employees assigned to ground handling activities who, at the time of starting the activity, prove to be surplus due to the reduction of the activity of other ground handling providers or self-handlers, specified in Annex XIIIf of this Tender.

3.6.3 Final Report

After analyzing the tenders and applying the evaluation model, the tender committee shall prepare a reasoned report proposing the selection of one tender.

In the report, the highest scoring tenderer will be presented.

The tender committee shall exclude the bids that:

- a) were submitted after the deadline for submission specified in Article 3.3;
- b) do not contain all the required documents stated in Article 3.5.3;
- c) do not consist of the declarations stated in Article 3.5.3 and/or are not signed by the tenderer or their authorized representative;
- g) are not written in English or Croatian or do not have a duly certified translation, where required;

- h) include false or falsified parts or knowingly incorrect statements from the tenderer.

After the final report is made, the information will be sent to the Airport Users Committee in accordance with the Ordinance.

The tender committee draws up a final report that will be submitted to the CCAA Director for a decision on the selection.

The CCAA will publish the Decision on the official CCAA web site.

3.6.4 Selected Tenderer

The selected tenderer must:

1. register a legal entity in Croatia within 45 days from the selection, if not already established in the Republic of Croatia;
2. sign the Agreement with the Airport managing body within 45 days from the selection;
3. start the handling activities on Aerodrome Zagreb/Franjo Tuđman within 4 months from the selection;
4. no later than 45 days after the notification of decision, and to verify the conditions, submit the following documents to the CCAA (e-mail: ZAG.Tender@ccaa.hr):
 - a) Insurance policies for any accident, incident, or occurrence, as well as an aggregate amount per year. The coverage must address all inherent risks associated with the organization's activities at Aerodrome Zagreb/Franjo Tuđman, including third-party liability, particularly towards airline companies and their passengers.
 - b) Changes in the business plan, if any, caused by the passage of time and/or reasons not caused by the competitor;
 - c) Ground handling processes and procedures as a Policies and Procedures Manual (PPM). PPM is a generic name, an equivalent manual with a different name is an acceptable alternative (Ground Handling Manual/Ramp Handling Manual/Baggage Handling Manual). The manual shall be in accordance with IATA standards and recommended practices;
 - d) Training plan for employees;
 - e) Safety Management Manual (SMM). SMM is a generic name, an equivalent Manual with a different name is an acceptable alternative. The manual should as a minimum include a description of the safety management in place, safety policy, safety procedures, reporting processes and procedures, and corporate, regional, and local reporting lines, if applicable;
 - f) The information regarding the authorized signatory who will be entitled to conclude the Agreement with the airport managing body.
 - g) The statement confirming the absence of direct or indirect control by or over the airport managing body, in accordance with the declaration model set out in Annex IV.

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Previously stated documents shall be written in English, Croatian, or both. If, due to their nature or origin, the other application documents are written in a foreign language, the selected tenderer must attach them with a certified translation.

3.6.5 Conditions in the Remaining Years

CCAA reserves the right to audit all airport stakeholders, publish their findings, and require corrective actions within specified timeframes. Tenderers should maintain an ongoing audit and compliance program at Aerodrome Zagreb/Franjo Tuđman. The results of these audits should be made available to CCAA and Airport managing body, International Zagreb Airport Jsc, upon request.

3.6.6 Annulment of the Decision

If the selected tenderer does not meet the conditions and the deadlines referred to in Article 3.6.4. of this Tender the competent authority for the selection decision shall award the right to sign the agreement to the tenderer ranked next in line.

If there is no other tenderer ranked next in line, this Tender shall be annulled.



Selection of a second Ground handling service provider
Public tender for ground handling service for categories 3 and 5
Aerodrome Zagreb/Franjo Tuđman (LDZA)

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4 LEGAL REMEDY

Against the Final Decision dissatisfied party may initiate an administrative dispute before the Administrative Court in Zagreb, Avenija Dubrovnik 6, 10020 Zagreb, within 30 days of the date of delivery of the decision. The lawsuit may be filed with the competent court in writing, or orally for the record, or sent by registered mail, or delivered electronically via the information system.