

REQUEST FOR PROPOSAL

Ground Handling & Warehousing Services

Airglades International Airport (AIA)

October 30, 2019

AFCO AvPORTS Management LLC.

**AFCO AvPORTS MANAGEMENT LLC.
45025 AVIATION DRIVE, STE100
DULLES, VA 20166**

Dear Ladies and Gentlemen:

AVCO AVPORTS MANAGEMENT LLC. (AvPORTS) formally invites you to submit a proposal for cargo and / or aircraft handling at Airglades International Airport (AIA).

Enclosed you will find all pertinent information and submission guidelines. The anticipated start date of the operation will be in 2022. In sight of this both, the cargo- and aircraft handling contract will be provided to you at a later time.

AVCO AVPORTS MANAGEMENT LLC. appreciates your time and effort in preparing a response to this RFP and we are very much looking forward to receiving your proposal.

Sincerely,

Rick Mc Elroy
Project Manager
AvPORTS

1. GENERAL INFORMATION

AvPORTS' experience has been forged in the most developed and active aviation sector in the world. Our 90 years of U.S. aviation experience coupled with our current portfolio gives us an unassailable advantage in all aspects of airport management, operations, service delivery and a working familiarity with the FAA. During a recent selection process AvPORTS has been chosen as the airport manager and operator at Airglades International Airport. This role encompasses the responsibilities of airport and operations management. AvPORTS in turn is now seeking qualified providers to operate the Perishable Cargo Center and Outbound Cargo Facility (cargo handling services in a single, linked building) as well as load and unload all cargo aircraft destined to and from the AIA (ground handling services)(herein referred to as the 'PCC Operator'). For more information about AvPORTS kindly visit our website at www.AvPORTS.com.

Appendix A – AIA Project overview

Appendix B – Statistical information, operational requirements, IATA references

Appendix C – RFP Response Forms

Appendix D – PCC Layout & Design

1.1 Minimum Bidder Qualifications

Please review this section carefully and provide your response to each condition on the appropriate form in Appendix C.

- No conflict of interests with airlines, export and import customers
- Minimum 5 years of proven expertise in the handling of perishables and flowers at MIA or equivalent in LATAM/NORAM region
- Proven relationships and active contracts with airlines and/or importers of perishables and flowers at MIA
- No pending lawsuits/ litigations on claims pertaining to the handling of perishables and/or flowers
- Ability to demonstrate technology supported processes for the safe and efficient handling of perishables and flowers in their current operation
- Ability to demonstrate a thorough understanding of the requirements working in a FAA airport governed environment

1.2 Business Objectives

The successful bidder will be able to demonstrate his capabilities in the following areas. Please address each point on the appropriate form in Appendix C, highlighting your strengths, experience and areas of expertise.

- a) Cargo operations, specifically in the flower-, perishable- and pharma industry, ideally in US markets. Accreditations and/or certifications are desired.
- b) Ground handling with wide body freighters, specifically as it relates to the flower-, perishable- and pharma industry.
- c) Ability to perform and measure to a service level agreement (SLA)
- d) Ability to handle fluctuations in cargo volumes from a manpower, operational and logistical perspective

- e) Relationships and experience with cargo carriers, airports and government entities (e.g. USCBP, USDA, or equivalent) in the Miami - LATAM market.
- f) Support business development based on connections/working relationships in the Florida perishables community. Ability to attract business in form of airlines, importers, exporters to AIA.
- g) Quality standards in cargo handling processes, safety, security, and efficiency.
- h) Innovation as well as proven applications in the technology sector, specifically as they relate to the flower-, perishable- and pharma industry (Examples: temperature monitoring of cargo, inventory management systems, material handling solutions, all of which support the overall vision of AIA)
- i) Ability to support the design, layout and construction of the PCC and the Outbound Cargo Facility
- j) Building mutually beneficial and long-lasting partnerships.

1.3 Expenses

Although we appreciate all work undertaken by suppliers in the preparation of their proposal all communication, demonstrations, presentations and all other activities involved in preparing the proposal is to be entirely at the supplier's expense.

1.4 Period of validity

Supplier proposals need to remain valid for acceptance for a minimum period of six (6) months after submitting the proposal. We reserve the right to accept or reject any proposal in whole or in part. All interested applicants are invited to submit responses, but AVPORTS retains the right to reject those applicants who do not meet the minimum bidder requirements as outlined in Appendix D. Receiving your bid does not place AvPORTS under any contract or obligation whatsoever.

Although aircraft- and warehouse handling is tendered at the same time, AvPORTS retains the right to select separate vendors.

1.5 Timeline

October 30: Distribution of RFP to participants.

October 31: Participants to confirm the ability to provide a full response within the provided timeline by email to rmcelroy@AvPORTS.com

November 03: Submission deadline for inquiries (see par 1.5)

November 05: Responses to inquiries

November 13: Submission deadline for proposal in line with submittal instructions under paragraph 2.1.

November 14 to 17: Review period

November 18: Interview date with participants (Location Miami)

November 19: Selection process

November 27: Contract award

1.6 Inquiries

You will be provided the opportunity to submit questions and/or inquiries in writing to rmcelroy@AvPORTS.com until November 03, 2019. All inquiries will be collectively responded to in writing by November 05, 2019. Responses will be disseminated among all RFP participants.

2. Proposal

In addition to requested deliverables as outlined in paragraph 1.1 and 1.2, your proposal should include the following:

- Operational plan import
- Operational plan export
- Proposed staffing (headcount: distinguish between FTEs and PTEs; organizational structure; assumed pay rates)

- Capex projections & description.
- Desired length of contract and reason for length
- Any proposed terms & conditions

Please address each point on the appropriate form in Appendix C.

2.1 Response Forms

Responses must be submitted utilizing the provided forms in Appendix C. Supporting material may be submitted in the form of word, excel, PowerPoint and pdf.

Please lay out your charges for the services requested using the form in Appendix C, "Rate Template". All rates should be based on the year 2020, with an escalation index proposal for 2022. If you wish to offer us additional services as part of the contract, please provide the applicable rates along with the service proposal. **All documents must be submitted by email to the key contact as listed in paragraph 7 of this RFP.**

Important: We understand that at this point in time some of the information provided to you is based on assumptions. You will be provided the opportunity to revisit and update your offer at a later stage, should any of the information provided within this RFP change.

3. Contract

The evaluation of all proposal and selection of the successful bidder will be performed by a committee of the Airglades project group. The actual service contract and SLA will be held with AvPORTS and will be negotiated and executed at a later time.

4. Third Party Services: In case you plan to subcontract any of the desired services, please state all necessary details including cost implication, logistics and base of operations for third party intended to be used

5. Evaluation of Proposals

We are looking for suppliers who can provide a distinct competitive advantage for AIA. The successful bidder will be chosen based on their experience and ability to demonstrate consistent delivery of service improvements and cost benefits. We recognize that any potential service provider has a wealth of experience and we expect them to take the leading role in this process to meet our challenging expectations.

Note: During the scoring process special emphasis will be placed on following qualifications:

- The ability to propose (and demonstrate) efficient operations to keep the cool chain intact between the aircraft and the PCC
- The ability to propose innovative and effective ways of handling cargo that requires fumigation (these methods should be outlined in the proposal)
- The ability to bring innovative operational ideas and processes as well as technological enhancements for maximum operational efficiency and to keep AIA a world-leading perishable cargo airport specific to be outlined in the proposal)
- The ability to demonstrate experience in perishable and flower operating environments

6. Confidentiality

This RFP and all information provided by AvPORTS in connection herein, is confidential and proprietary to the extent permitted by law. Such information may only be made available only to those employees of your company who have a need to know for preparation of a response to this RFP and may not be disclosed to any other persons or firms, without AvPORTS prior written consent. You may use this information only in response to this RFP.

The Operator reserves the right to disclose any information provided by you in response to this RFP to its employees and to any outside consultants and attorneys retained by the Operator in connection with this matter.

7. Key Contacts

If you would like to visit AIA, please contact lrodriguez@airgladesairport.com.

Key contact for this RFP: Rick McElroy, Project Manager AvPORTS
Email: rmcelroy@AvPORTS.com

8. Government Approvals and Review - The agreement will be subject and subordinate to the Airport Sponsor's federal grant assurances and related FAA requirements.

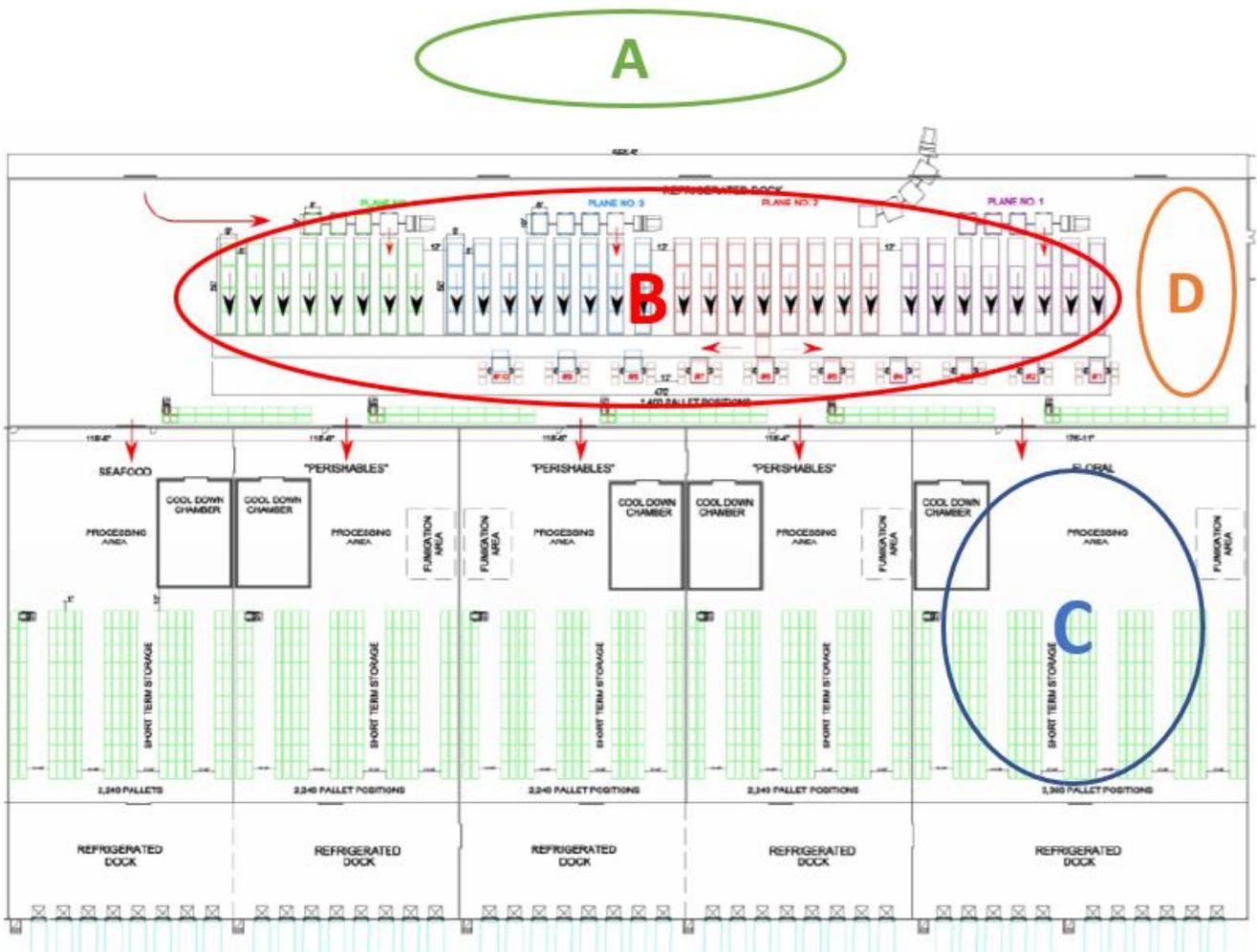
APPENDIX A

Attachment "AIA_Project_Overview_2019.10"

APPENDIX B
Operational Information

- a) We anticipate that the start date of the operation will be in 2022, the first full year of operation will be 2023.
- b) Estimated Annual Import Tonnage: see table on page#8
- c) Estimated Annual Export Tonnage: processed through separate outbound facility, as further described under “export operations” within this appendix B. For tonnage statistics please see table on page #9
- d) Anticipated operating hours: 24/7, driven by aircraft schedule
- e) Weekly flight count: starting point is 8 flights per day (2022) increasing to approx. 22 flights per day (2032)
- f) Projected aircraft Types & Fleet Distribution:
 - o Airbus 330-200 (12%)
 - o Boeing 747 Series, Boeing 747-400, Boeing 747-8, Boeing 747-200/300 (22%)
 - o Boeing 757-200 (1%)
 - o Boeing 767 Series, Boeing 767-300/300ER, Boeing 767-200/ER/EM (55%)
 - o Boeing B777-F (3%)
 - o McDonnell Douglas MD-11 (7%)
 - o McDonnell Douglas MD-80 (N/A)
 - o Boeing 737 (300/400 Series) (N/A)
- g) Anticipated Ground time: Up to 3 hours (current model assumes 1 ½ for offload & 1 ½ for upload)
- h) GSE equipment: please provide proposal for both scenarios: a) static rack & transporter, b) tug & dollies. Assume sufficient equipment to handle a maximum of 3 flight operations simultaneously. Pushback, GPUs and ASU required. (current model assumes 3 aircraft occupying the aircraft apron within a 3-hour window)
- i) GSE Maintenance area: on airport & provided, assume basic functionality (air & water hookups, oil water separator, pits, parts cage, breakroom, manager office)
- j) ISC (512b) Schedule: in line with MIA
- k) Forklifts: can be electric or propane – please specify in your response. Consider 2x15K (1 Import, 1 Export) for movement of SBUs, as well as a reasonable number of slave-deck units for pallet transport and pallet buildup).
- l) Warehouse space Import (PCC Operator area): planned layout and size provided in appendix A. The successful bidder is requested to provide input in final sizing of the facility based on 10-year growth plan.
- m) Warehouse space export: planned layout and size provided in appendix A. The successful bidder is requested to provide input in final sizing of the facility based on 10-year growth plan.
- n) Warehouse equipment and supplies: to be provided by the PCC Operator (scales, cargo racks, ULD pallet racks, forklifts, slave-deck units for movement of SBUs)
- o) Office Space: Construction of office space responsibility of PCC Operator. Provide input on needed square footage for the traffic office in the exclusive PCC operator module (Zone C) and expected improvement allowance.
- p) Utilities: Responsibility of PCC Operator
- q) Badging cost: unknown at this time
- r) Concession Fees: The AIA intends to collect a concession fee from the Operator as a percentage of revenue of both import and export cargo.

Import Service Areas:



Potential volumes (million pounds per annum)	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032
<i>Note that all volumes are estimated and not binding at this time</i>										
Imports										
Total potential volumes imported	297	435	607	675	723	777	855	936	972	1 003
Potential volumes unloaded by ground handler in Zone A	297	435	607	675	723	777	855	936	972	1 003
Potential volumes handled by PCC operator in Zone B										
Lower estimate	267	392	546	608	651	699	770	842	875	903
Higher estimate	297	435	607	675	723	777	855	936	972	1 003
Potential volumes handled by PCC operator in Zone C										
Lower estimate	87	144	227	243	260	277	332	389	400	411
Higher estimate	97	190	314	373	411	456	525	598	624	646
Exports										
Potential export volumes handled by Outbound Cargo Facility operator	180	257	359	399	427	459	488	535	555	573

Import Operations:

All inbound processing will take place in the perishable cargo center (PCC). The above design is a good indication of the final layout, but it is still being refined. The PCC is devised into separate modules, some of which are operated by third party tenants (Importers). The various modules within the PCC will be provided with cooling, in a shell-format. The successful bidder is required to furnish, equip and operate the areas A-D, as further described in this appendix.

A – Aircraft Handling and cargo movement into PCC

The successful bidder supplies new or late model GSE, sufficient to operate up to 3 aircrafts simultaneously. PB, ASU and GPU are required. All inbound cargo will be immediately delivered to/ inside the PCC. Consider 2 options: a) tug and dollie operation, b) static rack and transporter operation Provide turn rates for both options plus other fees, if any (e.g. GPU, ASU). Consider pricing for quick turn as well as extended turn, half turn and full turn. Any aircraft parking fees are settled directly between the carrier and the airport authority.

B – Customs Clearance & Breakdown

This area will come equipped with a staging mechanism (MHS, etc. – to be determined), breakdown pits as well as cargo racking (vertical storage for short holdover periods). Cargo will be customs cleared, jet pallets will be broken down, cargo will be separated based on various sorting criteria and placed on wooden skids, which are then delivered to the various modules within the PCC (exclusive importer modules as well as PCC operator module).

C – Staging and Truck-loading

This area is exclusive to the PCC operator to provide cargo handling services for any customer who does not rent an exclusive module in the PCC. The area should encompass a traffic office as well as an inspection room for flowers, which will have to be constructed and furnished by the PCC Operator. The successful bidder is expected to furnish and equip the PCC module for a turnkey operation. This includes, but is no limited to signage, CCTV, equipment, supplies, furniture & technology (warehouse and office area). Please provide a detailed description of your operational plan in your response.

Provide kilo pricing for

- a) Breakdown and staging of cargo for exclusive importer modules (B). Kilo rate must include segregation of cargo for mandatory USDA screening requirements. All cargo to be staged at interior access points of importer modules.
- b) Breakdown, staging and truck loading of cargo for PCC Operator module (B+C). Kilo rate must include segregation and presentation of cargo for mandatory USDA screening requirements. Rate must be inclusive of all warehouse and office functions.

D – Fumigation

Provide kilo rate for managing and operating the fumigation facility.

Export Operations:

All outbound processing will take place in a separate facility linked to the PCC, called the Outbound Cargo Facility. The successful bidder is expected to furnish and equip the warehouse facility for a turnkey operation. This includes, but is not limited to signage, material handling systems, CCTV, equipment, supplies, furniture & technology (warehouse and office area). There are currently no buildup pits in the design plans.

Please provide a detailed description of your operational plan in your response.

Provide kilo rate for receiving, screening, processing and building of cargo for outbound flights in provided form, Appendix C. Rate must be inclusive of all warehouse and office functions, as is standard in accordance with IATA terms.

IATA references for expected services (v 2018)**SECTION 1. MANAGEMENT FUNCTIONS**

1.1 Representation

1.1.1

- (a) Provide
- (b) Arrange for
 - 1. guarantee
 - 2. bond

to facilitate the Carrier's activities.

1.1.2 Liaise with local authorities.

1.1.3 Indicate that the Handling Company is acting as handling agent for the Carrier.

1.1.4 Inform all interested Parties concerning schedules of the Carrier's aircraft.

1.2 Administrative Functions

1.2.1 Establish and maintain local procedures.

1.2.2 Take action on communications addressed to the Carrier.

1.2.3 Prepare, forward, file and retain for a period specified in the Annex B,

messages/reports/statistics/documents and perform other administrative duties in the following areas.

- (a) station administration
- (c) ramp services
- (e) flight operations
- (f) cargo services
- (g) mail services
- (h) support services
- (i) security
- (k) other, as specified in Annex B

1.2.4 Maintain the Carrier's manuals, circulars, and other operational documents connected with the performance of the services.

1.3 Supervision and/or Co-ordination

1.3.1

- (a) Supervise

- (b) Co-ordinate services contracted by the Carrier with third party(ies)
- 1.3.3 Ensure that the third party(ies) is(are) informed about operational data and Carrier's requirements in a timely manner.
- 1.3.4 Liaise with the Carrier's designated representative
- 1.3.5 Verify availability and preparedness of personnel, equipment, Loads, documentation of third party(ies).
- 1.3.6 Meet aircraft upon arrival and liaise with crew.
- 1.3.8 Verify dispatch of operational messages.
- 1.3.9 Note irregularities and inform the Carrier.
- 1.4 Station Management
- 1.4.3 Attend local airport meetings on behalf of the Carrier
- (a) Report to the Carrier results/contents of the meetings

SECTION 3. RAMP SERVICES

- 3.1.4 Prepare for delivery onto flights
 - (b) ULDs
- 3.1.5 Establish the number and/or weight of
 - (b) built—up ULDsand provide the load control unit with the information
- 3.1.6 Offload
 - (b) ULDs.
- 3.1.9 Handle crew baggage.
- 3.2 Marshalling
 - 3.2.1
 - (a) Provide
 - (b) Arrange for marshalling at arrival and/or departure.
- 3.3 Parking
 - 3.3.1
 - (a) Provide
 - (b) Position and/or remove wheel chocks.
 - 3.3.2
 - (a) Provide
 - (b) Position and/or remove
 - 1. landing gear locks.
 - 5. tail stands and/or aircraft tethering.
 - 6. safety cones.
 - 7. other items, as specified in Annex B.
- 3.4 Ancillary Items
 - 3.4.1
 - (a) Provide
 - (b) Arrange for
 - (c) Operate
 - 1. ground power unit
 - 3. cooling unit

- 5. air start unit

- 3.5 Ramp to Flight Deck Communication
 - 3.5.1 Provide headsets.
 - 3.5.2 Perform ramp to flight deck communication
 - (a) during push-back.
 - (b) during tow-in.
 - (c) during engine starting.
 - (d) for other purposes.

- 3.6 Loading and Unloading
 - 3.6.1
 - (a) Provide
 - (b) Arrange for
 - (c) Operate
 - 2. flight deck steps.
 - 3. loading bridges
 - 3.6.3
 - (a) Provide
 - (b) Arrange for
 - (c) Operateequipment for loading and/or unloading.
 - 3.6.4
 - (a) Provide
 - (b) Arrange fordelivery and pick-up of
 - 1. Baggage
 - 2. Mobility devicesat aircraft doors or other agreed points
 - 3.6.5
 - (a) Provide
 - (b) Arrange forassembly and transport of
 - 1. Baggage
 - 2. General cargo
 - 3. Special shipments
 - 4. Mail
 - 5. Documents
 - 6. Company mailbetween agreed points on the airport
 - 3.6.6
 - (a) Unload aircraft, returning lashing materials to the Carrier.
 - (b) Segregate Loads at the aircraft
 - (c) Load and secure Loads in the aircraft
 - (d) Redistribute Loads in aircraft.
 - (e) Operate in-plane loading system.
 - (f) Report final load distribution to the Load Control unit.
 - 3.6.7 Open, close and secure aircraft hold doors.
 - (a) aircraft lower deck
 - (b) aircraft main deck
 - 3.6.8

(b) Arrange for ballast

3.6.9

(a) Provide

(b) Arrange for

safeguarding of all Loads requiring special handling during

1. loading/unloading

2. transport between aircraft and designated point on the airport

3.7 Safety Measures

3.7.1

(a) Provide

1. portable fire extinguisher on motorized/self-propelled ramp equipment

2. ramp fire extinguisher

(b) Arrange for

1. attendance of airport fire services at aircraft

2. ramp fire extinguisher

3.7.2 Perform visual external safety/ground damage inspection of

(a) doors and panels and immediate surroundings

(b) other inspection items, as specified in Annex B

1. immediately upon arrival

2. immediately prior departure

and communicate the results to flight crew or Carrier's representative

3.7.3 Check that all doors and access panels are properly closed and locked.

3.8 Moving of Aircraft

3.8.1

(a) Provide

(b) Arrange for

1. tow-in and/or push-back of aircraft

2. towing of aircraft between other points

4. wing-walker(s)

3.8.2

(b) Towbar to be provided by the Handling Company

3.8.3

(a) Provide

(b) Install

(c) Remove

Aircraft steering bypass pin.

3.10 Interior Cleaning (upon request at additional charge)

3.10.1 Clean

(a) flight deck, if specified, under the control of a person authorized by the Carrier

(b) passenger and crew compartments (other than flight deck)

1. empty ash trays.

2. dispose of litter.

3. clear waste from overhead stowage

4. wipe tables

5. seats, seat back pockets and passenger service units

6. floors

7. empty refuse bins

8. surfaces in pantries, galleys (sinks, working surfaces, ovens and surrounds) and toilets (wash basins, bowls, seats, mirrors and surrounds)
9. remove, as necessary, any contamination caused by airsickness, spilled food or drink and offensive stains
10. telephones, screens and other equipment
11. inside windows.
- 3.10.2 Remove and dispose of
 - (a) litter/waste
 - (b) food and food-related material (galley waste)
- 3.10.3 Perform cabin dressing
 - (a) blankets/duvets (fold/place in designated locations)
 - (b) arrange seat belts
 - (c) make up berths including crew
 - (d) replace head rests
 - (e) replace pillow covers
 - (f) restock toilet items
 - (g) replace/restock seat back pocket items
 - (h) other cabin items, as specified in Annex B
1. Materials provided by the Carrier
2. Materials provided by the Handling Company
- 3.10.4
 - (a) Disinfect
 - (b) Deodorizeaircraft with
 1. materials provided by Carrier
 2. materials provided by Handling Company
- 3.10.6 Clean
 - (a) cargo compartments
 - (b) ULDs
- 3.11 Toilet Service
 - 3.11.1
 - (a) Provide
 - (b) Arrange for
 1. servicing (empty, clean, flush and replenish fluids).
 2. triturator /disposal service
 - 3.12 Water Service
 - 3.12.1
 - (a) Provide
 - (b) Arrange for
 1. draining tanks.
 2. replenish tanks (water standard as specified in Annex B)
 3. water quality tests.

SECTION 4. LOAD CONTROL AND FLIGHT OPERATIONS

- 4.1 Load Control
 - 4.1.1 Deliver load control related documents between aircraft and airport buildings and vice versa.
 - 4.1.2
 - (b) Sign

documents and information, including but not limited to, loading instructions, load and trim sheets, Captain's load information and manifests where:

1. Load Control is performed by the Handling Company
2. Handling Company is performing inputs/updates when Load Control is performed by the Carrier or third party

4.2 Communications

4.2.1 Inform all interested Parties concerning movements of the Carrier's aircraft.

4.2.2

(a) Compile, receive, process and send all messages in connection with the services performed by the Handling Company. The Handling Company is authorized to use Carrier's originator code or double signature procedure

(b) Inform the Carrier's representative of the contents of such messages

4.2.3

(a) Provide

(b) Operate

means of communication between the ground station and the Carrier's aircraft.

4.3 Flight Operations

4.3.1 Inform the Carrier of any known project affecting the operational services and facilities made available to its aircraft in the areas of responsibility as specified in Annex B.

4.3.3

(a) Provide

(b) Arrange for

delivery of flight operations related documentation to the aircraft and obtain signature of the pilot-in-command, where applicable

1. at the airport location(s), as defined in Annex B

2. at different airport location(s)

4.4.4 Direct crew through airport facilities

SECTION 5. CARGO AND MAIL SERVICES

5.1 Cargo and Mail Handling—General

5.1.1

(a) Provide

(b) Arrange for

2. warehouse handling equipment

3. warehouse handling services

for

(i) general cargo

(ii) special shipments

(iii) specialized cargo products

(iv) post office mail

(v) diplomatic mail

(vi) diplomatic cargo

(vii) company cargo/material

5.1.2

(a) Issue

(b) Obtain

(c) Make available to Carrier

Receipt upon delivery of cargo

5.1.3 Take action to

- (a) prevent theft or damage to the Carrier's cargo and mail in custody of the Handling Company
- (b) prevent theft or unauthorized use of, or damage to the Carrier's pallets, containers, nets, straps, tie-down rings and other material in the custody of the Handling Company. Notify the Carrier immediately of any damage to or loss of such items.

5.2 Customs Control**5.2.1**

- (a) Prepare Customs documentation
- (b) Obtain Customs clearance
- (c) Place cargo under Customs control
- (d) Present to Customs cargo for physical examination for
 - 1. inbound cargo
 - 2. outbound cargo
 - 3. transfer cargo

5.3 Documentation and Information Handling**5.3.1**

- (a) Prepare airwaybill or shipment record.
- (b) Check all documentation to ensure shipment may be carried. The check shall not include the rates charged.
- (c) Check security status for the shipment(s) concerned and take action as per Carrier's instructions.
- (d) Obtain capacity/booking information for the Carrier's flights.
- (e) Split airwaybill. Forward copies of manifests and airwaybills or shipment record to the Carrier.
- (f) Prepare cargo manifest(s).
- (g) Provide the load control unit with special load notification.
- (h) Return copy of airwaybill or shipment record to shipper, endorsed with flight details.
- (i) Check and/or enter data into Carrier's and/or government/customs system, as specified in Annex B
- (j) Receive and process EDI messages (FWB/FHL and e-CSD) received from Carrier or other parties.
- (k) Upon request from the Carrier print air waybill copies in plain paper copy or IATA Resolution 600a format.
- (l) Provide and transmit EDI messages in accordance with the standards of the Master Operating Plan.
- (m) Inform airline or shipper about shipment status via FSU message in accordance with the Master Operating Plan.

5.3.2

- (a) Notify consignee or agent of arrival of shipments
- (b) Make cargo documents available to consignee or agent.

5.3.3

- (a) Provide
- (b) Arrange for
 - 1. collection of "Charges Collect" as shown on the air waybill or shipment record
 - 2. collection of other charges and fees as shown on the air waybill or shipment record
 - 3. credit to consignees or agents

5.3.4

- (a) Provide
- (b) Arrange for

delivery of Cargo/Mail related documentation from/to agreed points and the aircraft

5.3.5 Prepare additional documentation required for Dangerous Goods Transportation by road and/or maritime.

5.4 Physical Handling Outbound/Inbound

5.4.1 Accept cargo, ensuring that

- (a) machine-readable cargo labels are affixed and processed
- (b) manual labels are affixed and processed
- (c) shipments are "ready for carriage" in accordance with IATA Resolution 833
- (d) the weight and volume and number of pieces of the shipments are checked
- (e) the regulations for the carriage of special cargo, particularly the IATA Dangerous Goods Regulations (DGR), IATA Live Animals Regulations (LAR), IATA Perishable Cargo Regulations (PCR), and others have been complied with.

5.4.2 Tally and assemble cargo for dispatch

5.4.3 Prepare

- (a) Bulk cargo
- (b) ULDs

using

2. build up materials provided by Handling Company and establish

- (i) gross weight
- (ii) volume
- (iii) ULD contour

and provide the load control unit with the information

5.4.4 Perform acceptance check on pre-built ULDs and establish, if accepted

- (a) gross weight
- (b) volume
- (c) ULD contour

and provide the load control unit with the information.

5.4.5

- (a) Load outbound cargo on vehicles
- (b) Assemble cargo for delivery to the aircraft.

5.4.6

- (a) Offload bulk cargo from vehicles
- (b) Break down ULDs
- (c) Check incoming cargo against air waybills or shipment record and manifests
- (d) Release cargo to the consignee or agent

5.4.7 Truck service loading/off-loading

- (a) Check seals are intact on inbound trucks
- (b) Offload truck prior to acceptance into warehouse
- (c) Load truck after formal release from warehouse
- (d) Place seals

Truck operated by/or on behalf of the Carrier

5.5 Transfer/Transit Cargo

5.5.1 Identify transfer/transit cargo.

5.5.2 Prepare transfer manifests for cargo to be transported by another carrier.

5.5.3

- (a) Provide
- (b) Arrange for

transport to the receiving carrier's warehouse

1. on airport,
- 5.5.4 Accept/prepare
 - (a) transfer cargo
 - (b) transit cargofor onward carriage.

5.6 Post Office Mail

5.6.1 Check

- (a) incoming
- (b) outgoing

mail against Post Office mail documents.

5.6.2 In case of missing documentation, issue substitutes

5.6.4 Handle and check transfer mail against accompanying mail documents.

5.6.5 Prepare

- (a) Bulk mail
- (b) ULDs

and establish

1. gross weight
2. volume
3. ULD contour

and provide the load control unit with the information

5.6.6 Distribute incoming and/or outgoing post office mail documents

5.7 Irregularities Handling

5.7.1 Take immediate action in respect of irregularities, damage or mishandling of dangerous goods and other special shipments.

5.7.2 Report to the Carrier any irregularities discovered in

- (a) cargo
- (b) mail

5.7.3 Handle lost, found and damaged

- (a) cargo
- (b) mail

5.7.4

(a) Notify the Carrier of complaints and claims.

(b) Process claims.

5.7.5 Take action when consignee refuses acceptance and payment.

SECTION 6. SUPPORT SERVICES

6.2 Automation/Computer Systems

6.2.1

- (a) Provide
- (b) Arrange for
- (c) Operate

computer hardware and other equipment (as specified in Annex B) to enable access to

1. Carrier's system
2. Handling Company's system
3. other system

6.2.2 Perform the following functions in

- (a) Carrier's system
- (b) Handling Company's system

(c) other system

for

1. Training.
8. Cargo handling
9. Cargo EDI messaging (IATA cargo-imp or IATA cargo-xml)
10. Post office mail handling
11. Maintenance reporting
12. Other functions

6.3 Unit Load Device (ULD) Control

6.3.1

- (a) Provide
 - (b) Arrange for storage space (ULD Racks) for
2. cargo ULDs
 3. post office mail ULDs
 4. other ULDs

6.3.2 Take action to prevent damage, theft or unauthorized use of the Carrier's ULDs in the custody of the Handling Company. Notify the Carrier immediately of any damage or loss.

6.3.3

- (a) Take physical inventory of ULD stock and maintain records.
- (b) Compile and dispatch ULD Control Messages (UCM).
- (c) Compile and dispatch ULD Stock Check Messages (SCM) at agreed timings as specified in Annex B

6.3.4 Prepare ULD exchange control documentation for all transfers of ULDs and obtain signature(s) of the transferring and receiving carrier(s) or approved third parties and distribute copies.

6.3.5 Handle lost, found and damaged ULDs and notify the Carrier of such irregularities.

6.4 Fuel Farm (Depot)

6.5.1 Liaise with ramp fuel suppliers.

6.6 Surface Transport

6.6.1

- (a) Provide
 - (b) Arrange for
- the transport of
3. cargo
 4. post office mail
 5. empty ULDs
 6. other

between

- (iii) separate terminals at the same airport (PCC – Export Terminal)

SECTION 7. SECURITY

7.2 Cargo and Post Office Mail

7.2.1

- (a) Provide
 - (b) Arrange for
1. control of access to the cargo facilities.
 2. screening of cargo and/or mail.
 3. physical examination of cargo.

4. holding of cargo and/or mail for variable periods.
5. secure storage of cargo and/or mail.

7.4 Ramp

7.4.1

- (a) Provide
- (b) Arrange for control of access to

1. aircraft.
2. designated areas.

7.4.2

- (a) Provide
- (b) Arrange for searching of

1. flight deck
2. upper deck
3. main deck
4. lower holds (front, rear, bulk)
5. crew compartment(s)
6. galley(s)
7. lavatories
8. wheel wells
9. other, as specified in Annex B

7.4.3 (TBD)

- (a) Provide
- (b) Arrange for
 1. guarding of
 2. sealing of
 - (i) aircraft
 - (ii) designated areas
 - (iii) baggage in the baggage make-up areas

7.4.4 (TBD)

- (a) Provide
- (b) Arrange for security personnel to safeguard all Loads
 1. during the transport between aircraft and designated locations.
 2. during offloading and loading of aircraft.

7.5 Additional Security Services

7.5.1 (TBD)

- (a) Provide
- (b) Arrange for additional security services (e.g. Ground Security Coordinator), as specified in Annex B

APPENDIX C

Response Form for Minimum Bidder Qualifications

Condition	Bidder Response
No conflict of interests with airlines, export and import customers	
Minimum 5 years of proven expertise in the handling of perishables and flowers at MIA or equivalent in LATAM/NORAM region	
Proven relationships and active contracts with airlines and/or importers of perishables and flowers at MIA	
No pending lawsuits/ litigations on claims pertaining to the handling of perishables and/or flowers	
Ability to demonstrate technology supported processes for the safe and efficient handling of perishables and flowers in their current operation	
Ability to demonstrate a thorough understanding of the requirements working in a FAA airport governed environment	

Response Form for Business Objectives

Objective	Bidder Response (highlight your strengths, experience and areas of expertise)
Cargo operations, specifically in the flower-, perishable- and pharma industry, ideally in US markets. Accreditations and/or certifications are desired.	
Ground handling with wide body freighters, specifically as it relates to the flower-, perishable- and pharma industry.	
Ability to perform and measure to a service level agreement (SLA)	
Ability to handle fluctuations in cargo volumes from a manpower, operational and logistical perspective	
Relationships and experience with cargo carriers, airports and government entities (e.g. USCBP, USDA, or equivalent) in the Miami - LATAM market.	
Support business development based on connections/working relationships in the Florida perishables community. Ability to attract business in form of airlines, importers, exporters to AIA.	
Quality standards in cargo handling processes, safety, security, and efficiency.	
Innovation as well as proven applications in the technology sector, specifically as they relate to the flower-, perishable- and pharma industry (Examples: temperature monitoring of cargo, inventory management systems, material handling solutions, all of which support the overall vision of AIA)	
Ability to support the design, layout and construction of the PCC and the Outbound Cargo Facility	
Building mutually beneficial and long-lasting partnerships.	

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Other Areas of Interest

Area of Interest	Bidder Response
Operational plan import	
Operational plan export	
Proposed staffing (headcount: distinguish between FTEs and PTEs; organizational structure; assumed pay rates)	
Capex projections & description	
Desired length of contract and reason for length	
Any proposed terms & conditions	

Rate Template

Anticipate a commencement year of 2022. Pricing should be based on 2020. Include escalation indexes in your proposal.

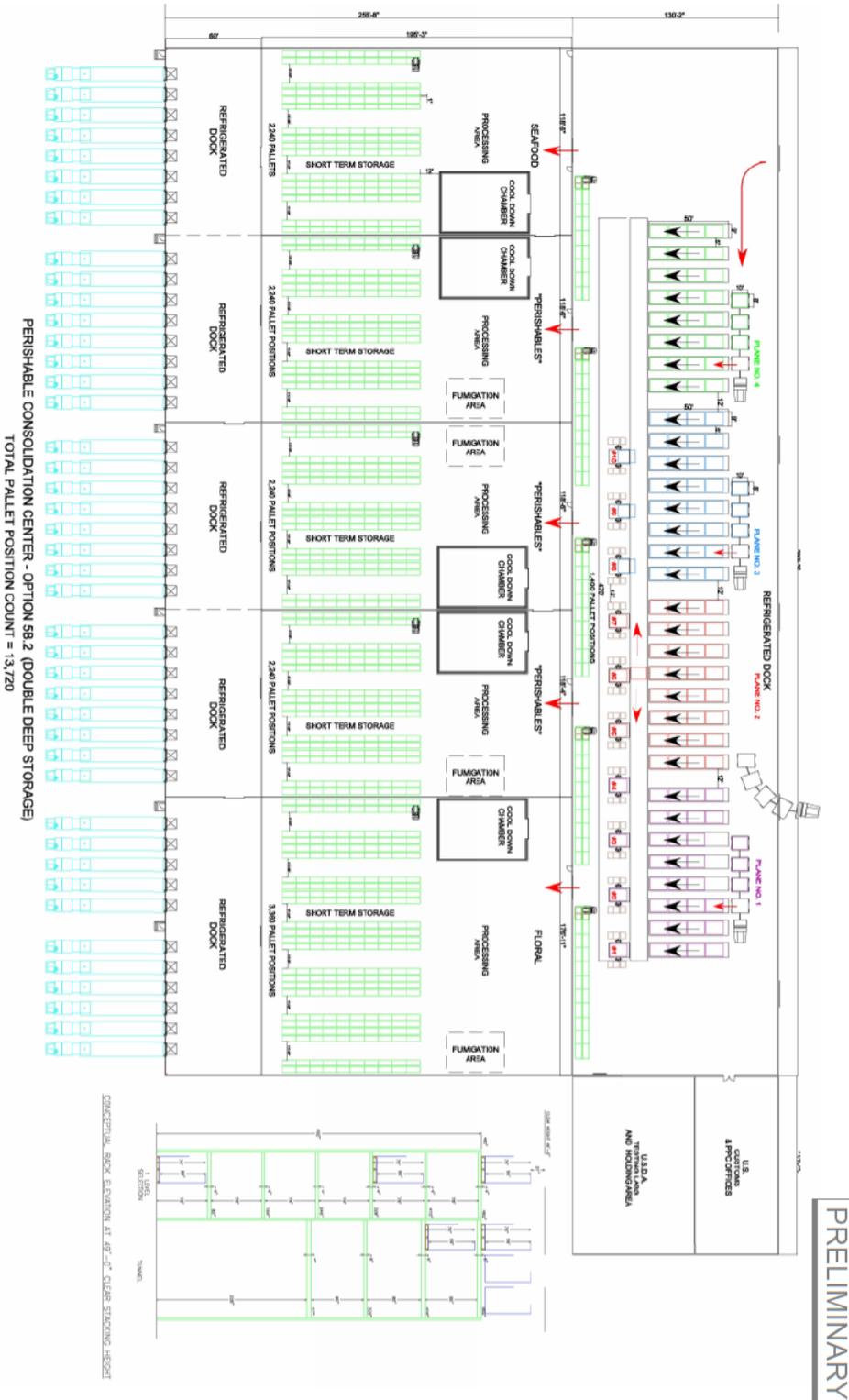
Service Description	Rate (USD)	Unit	Comment
Ground Handling – Zone A			
Full Turn (ON/OFF)		Flight	List A/C Type(s)
			List A/C Type(s)
Partial Turn(ON OR OFF)		Flight	List A/C Type(s)
			List A/C Type(s)
Extended Turn (RON)		Flight	List A/C Type(s)
			List A/C Type(s)
GPU		Hour	
ASU		Hour	
Water		Flight	
Lavatory		Flight	
Other			
Cargo Handling – Import (Zone B – D)/ Export (based on actual weights)			
Zone B (loose)		kg	
Zone B (BUP)		kg	
Zone B+C (loose)		kg	
Zone B+C (BUP)		kg	
Zone D		kg	
ISC Fee		MAWB	
Other			
Export (loose)		kg	
Export (BUP)		kg	
Other			
Other			
Other			

APPENDIX D

PCC Layout & Design

AIRGLADES PROPOSED OPERATING MODEL

Preliminary PCC design aims to handle demand fluctuations, focus on fast product flows, and enhance movements within the cool-chain



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