Approved:
Chairman of the Competition Commission
M.N. Fedosov

Approval date	17	04	2018г.

Procurement Documentation

Public request for proposals in an electronic form

Requests receiving place	Electronic Trading Platform Gazprombank Group: http://etpgpb.ru/			
Date and time for the requests receiving commencement	26	04	2018г.	18:00 Moscow time
Date and time for the request receiving completion	29	05	2018г.	10:00 Moscow time
Place and date for examination of procurement bidder proposals and summarizing of results	18/4 Pilotov ul., Saint Petersburg, , Russian Federation, 196210			
	06	06	2018г.	
Commencement date for providing clarifications on procurement documentation		26	04	2018г.
Completion date for providing clarifications on procurement documents		24	05	2018г.
Specifying the features of participation	Not applicable			
Option to submit an alternative offer	Not applicable			
Option to engage co-contractors/subcontractors	Applicable			
Distribution of the total scope of procurement between the procurement parties	The initial (maximum) contract price equal to USD800,000 will be divided among the bidders taking the 1st, 2nd, 3rd and 4th places as follows: USD400,000, USD200,000, USD100,000 and USD100,000 respectively. If three bidders are allowed to submit a bid in the procurement procedure, the initial (maximum) contract price equal to USD800,000 will be divided among the bidders taking the 1st, 2nd and 3rd places as follows: USD400,000, USD300,000 and USD100,000 respectively. If two bidders are allowed to submit a bid in the procurement procedure, the initial (maximum) contract price equal to USD800,000 will be divided among the bidders taking the 1st and 2nd places as follows: USD500,000 and USD300,000 respectively. If a sole bidder is allowed to submit a bid in the bidding procedure, an agreement will be entered into with such bidder to the amount of USD800,000.			

Subject-matter of the procurement	**Flight organizational support**
Number of lots	**1**

Lot № 1					
Name of the Subject-Matter of the Agreement (lot)		Flight organizational support			
Initial (maximum) price of the agreement (lot)	Currency	Quantity (Scope)	Units of Measurement	Classification by OKVED2	Classification by OKPD2
800 000	USD	not applicable	pcs	51.10.1, 51.10.2	51.10.13.000, 51.10.14.000
Place of Delivery/Performance of Works/Provision of Services (address)			Saint Petersburg, ul. Pilotov 18/4		
Term and Payment Procedure for Goods (Work. Service)			Payment shall be made by bank transfer. Payment no later than ten (10) banking days upon receipt of an invoice or advance payment under a received invoice no later than ten (10) banking days upon receipt of the invoice for advance payment. Deferral of payment for the services rendered for a period of no less than 30 calendar days without any penalty.		
Request Security (amount)			Not applicable		
Right of the Procurement Bidder to submit a draft of counter-agreement			Not applicable		

Assessment and Comparing Criteria of Quotes

Country group No. 1	**Description of the criterion**	**Procedure for calculation of criterion points**	**Maximum points: 300**
Vietnam, Cambodia, Laos, Myanmar, Thailand, Malaysia, Brunei, Indonesia, Singapore, Philippines, India, Bangladesh, Pakistan, Iran, China, Afghanistan, Myanmar.	cost of obtaining a permit for passing over the territory of the country	*Example:* *The following formula is used to calculate the points:* *Sbas / Sprop x Q, where* *- Sbas means the best (minimum) of*	25
	cost of renewal of a permit for passing over the territory of the country		5
	cost of obtaining a permit for landing in the territory of the country		25
	cost of renewal of a permit for landing in the territory of the country		5
	cost of obtaining an urgent permit for passing		25
	cost of obtaining an urgent permit for landing		25
	cost of organizing the standard ground handling: organization of aircraft ground handling, organization of in-flight catering, organization of ground catering, organization of accommodation and catering at a hotel, transfer, communications		50

	with all related parties through all communication channels, tracking of the flight and traffic information	*all proposals made by bidders;* *- Sprop means an assessed proposal made by the bidder;* *- Q means the value of the maximum number of points from the right cell.*	
	cost of servicing control (supervision)		10
	remuneration for into-plane refueling (in %)		40
	fee charged by the Supplier for payment of third-party invoices (in %)		20
	deadline for obtaining an urgent permit for passing (in days)		20
	deadline for obtaining an urgent permit for take-off/landing (in days)		13
	Tariff for refusal from a comprehensive request for ground handling when the flight is canceled less than 12 hours prior to the time of the scheduled flight (The tariff may not exceed USD50)		10
	Tariff for refusal from obtaining a permit for passing over the territory of the country when the flight is canceled less than 12 hours prior to the time of the scheduled flight (The tariff may not exceed USD50)		10
	Tariff for refusal from obtaining a permit for take-off/landing in the territory of the country when the flight is canceled less than 12 hours prior to the time of the scheduled flight (The tariff may not exceed USD50)		10
	Cost of provision of slots		7
Country group No. 2	Description of the criterion		Maximum points: 100
Bahrain, Georgia, Egypt, Israel, Iraq, Yemen, Jordan, Qatar, Cyprus, Kuwait, Lebanon, UAE, Oman, Palestine, Saudi Arabia, Syria, Turkey.	cost of obtaining a permit for passing over the territory of the country		7
	cost of renewal of a permit for passing over the territory of the country		1
	cost of obtaining a permit for landing in the territory of the country		7
	cost of renewal of a permit for landing in the territory of the country		1
	cost of obtaining an urgent permit for passing		7
	cost of obtaining an urgent permit for landing		7
	cost of organizing the standard ground handling: organization of aircraft ground handling, organization of in-flight catering, organization of ground catering, organization of accommodation and catering at a hotel, transfer, communications with all related parties through all communication channels, tracking of the flight and traffic information		20
	cost of servicing control (supervision)		2
	remuneration for into-plane refueling (in %)		15
	fee charged by the Supplier for payment of third-party invoices (in %)		10
	deadline for obtaining an urgent permit for passing (in days)		7
	deadline for obtaining an urgent permit for take-off/landing (in days)		5
	Tariff for refusal from a comprehensive request for ground handling when the flight is canceled less		2

	than 12 hours prior to the time of the scheduled flight (The tariff may not exceed USD50)		
	Tariff for refusal from obtaining a permit for passing over the territory of the country when the flight is canceled less than 12 hours prior to the time of the scheduled flight (The tariff may not exceed USD50)		2
	Tariff for refusal from obtaining a permit for take-off/landing in the territory of the country when the flight is canceled less than 12 hours prior to the time of the scheduled flight (The tariff may not exceed USD50)		2
	Cost of provision of slots		5
Country group No. 3	Description of the criterion		Maximum points: 100
Belize, Guatemala, Honduras, Costa Rica, Nicaragua, Panama, El Salvador, Antigua and Barbuda, Bahamas, Barbados, Haiti, Grenada, Dominican Republic, Cuba, Saint Vincent and the Grenadines, Saint Kitts and Nevis, Saint Lucia, Trinidad and Tobago, Jamaica, US Virgin Islands, Anguilla, Aruba, Bonaire, UK Virgin Islands, Guadeloupe, Cayman Islands, Curaçao, Martinique, Montserrat, Puerto Rico, Saba, Saint Barthelemy, Saint Martin, Sint Maarten, Sint Eustatius, Turks and Caicos	cost of obtaining a permit for passing over the territory of the country		7
	cost of renewal of a permit for passing over the territory of the country		1
	cost of obtaining a permit for landing in the territory of the country		7
	cost of renewal of a permit for landing in the territory of the country		1
	cost of obtaining an urgent permit for passing		7
	cost of obtaining an urgent permit for landing		7
	cost of organizing the standard ground handling: organization of aircraft ground handling, organization of in-flight catering, organization of ground catering, organization of accommodation and catering at a hotel, transfer, communications with all related parties through all communication channels, tracking of the flight and traffic information		20
	cost of servicing control (supervision)		2
	remuneration for into-plane refueling (in %)		15
	fee charged by the Supplier for payment of third-party invoices (in %)		10
	deadline for obtaining an urgent permit for passing (in days)		7
	deadline for obtaining an urgent permit for take-off/landing (in days)		5
	Tariff for refusal from a comprehensive request for ground handling when the flight is canceled less than 12 hours prior to the time of the scheduled flight (The tariff may not exceed USD50)		2
	Tariff for refusal from obtaining a permit for passing over the territory of the country when the flight is canceled less than 12 hours prior to the time of the scheduled flight (The tariff may not exceed USD50)		2
	Tariff for refusal from obtaining a permit for take-off/landing in the territory of the country when the flight is canceled less than 12 hours prior to the time of the scheduled flight (The tariff may not		2

	exceed USD50)		
	Cost of provision of slots		5
Country group No. 4	Description of the criterion		Maximum points: 100
Argentina, Bolivia, Brazil, Venezuela, Guyana, Colombia, Paraguay, Peru, Suriname, Uruguay, Chile, Ecuador, Falkland Islands, South Georgia and South Sandwich Islands, Guiana.	cost of obtaining a permit for passing over the territory of the country		7
	cost of renewal of a permit for passing over the territory of the country		1
	cost of obtaining a permit for landing in the territory of the country		7
	cost of renewal of a permit for landing in the territory of the country		1
	cost of obtaining an urgent permit for passing		7
	cost of obtaining an urgent permit for landing		7
	cost of organizing the standard ground handling: organization of aircraft ground handling, organization of in-flight catering, organization of ground catering, organization of accommodation and catering at a hotel, transfer, communications with all related parties through all communication channels, tracking of the flight and traffic information		20
	cost of servicing control (supervision)		2
	remuneration for into-plane refueling (in %)		15
	fee charged by the Supplier for payment of third-party invoices (in %)		10
	deadline for obtaining an urgent permit for passing (in days)		7
	deadline for obtaining an urgent permit for take-off/landing (in days)		5
	Tariff for refusal from a comprehensive request for ground handling when the flight is canceled less than 12 hours prior to the time of the scheduled flight (The tariff may not exceed USD50)		2
	Tariff for refusal from obtaining a permit for passing over the territory of the country when the flight is canceled less than 12 hours prior to the time of the scheduled flight (The tariff may not exceed USD50)		2
	Tariff for refusal from obtaining a permit for take-off/landing in the territory of the country when the flight is canceled less than 12 hours prior to the time of the scheduled flight (The tariff may not exceed USD50)		2
	Cost of provision of slots		5
Country group No. 5	Description of the criterion		Maximum points: 50
Canada, USA, Mexico, Bermuda, Greenland, Saint Pierre and Miquelon, Clipperton	cost of obtaining a permit for passing over the territory of the country		2
	cost of renewal of a permit for passing over the territory of the country		1
	cost of obtaining a permit for landing in the territory of the country		2
	cost of renewal of a permit for landing in the territory of the country		1

	cost of obtaining an urgent permit for passing		2
	cost of obtaining an urgent permit for landing		2
	cost of organizing the standard ground handling: organization of aircraft ground handling, organization of in-flight catering, organization of ground catering, organization of accommodation and catering at a hotel, transfer, communications with all related parties through all communication channels, tracking of the flight and traffic information		10
	cost of servicing control (supervision)		1
	remuneration for into-plane refueling (in %)		7
	fee charged by the Supplier for payment of third-party invoices (in %)		5
	deadline for obtaining an urgent permit for passing (in days)		4
	deadline for obtaining an urgent permit for take-off/landing (in days)		4
	Tariff for refusal from a comprehensive request for ground handling when the flight is canceled less than 12 hours prior to the time of the scheduled flight (The tariff may not exceed USD50)		2
	Tariff for refusal from obtaining a permit for passing over the territory of the country when the flight is canceled less than 12 hours prior to the time of the scheduled flight (The tariff may not exceed USD50)		2
	Tariff for refusal from obtaining a permit for take-off/landing in the territory of the country when the flight is canceled less than 12 hours prior to the time of the scheduled flight (The tariff may not exceed USD50)		2
	Cost of provision of slots		3
Country group No. 6	Description of the criterion		Maximum points: 50
Austria, Denmark, Albania, Belgium, Bulgaria, Iceland, Andorra, Turkey, UK, Hungary, Latvia, Bosnia and Herzegovina, Germany, Lithuania, Vatican, Ireland, Poland, Norway,	cost of obtaining a permit for passing over the territory of the country		2
	cost of renewal of a permit for passing over the territory of the country		1
	cost of obtaining a permit for landing in the territory of the country		2
	cost of renewal of a permit for landing in the territory of the country		1
	cost of obtaining an urgent permit for passing		2
	cost of obtaining an urgent permit for landing		2
	cost of organizing the standard ground handling: organization of aircraft ground handling, organization of in-flight catering, organization of ground catering, organization of accommodation and catering at a hotel, transfer, communications with all related parties through all communication channels, tracking of the flight and traffic information		10
	cost of servicing control (supervision)		1
	remuneration for into-plane refueling (in %)		7
	fee charged by the Supplier for payment of third-		5

Greece, Liechtenstein, Finland, Spain, Luxembourg, Romania, Estonia, Italy, Monaco, Slovakia, Sweden, Macedonia, Netherlands, Czech Republic, Malta, France, Portugal, Switzerland, San Marino, Serbia, Slovenia, Croatia, Montenegro.	party invoices (in %)		
	deadline for obtaining an urgent permit for passing (in days)		4
	deadline for obtaining an urgent permit for take-off/landing (in days)		4
	Tariff for refusal from a comprehensive request for ground handling when the flight is canceled less than 12 hours prior to the time of the scheduled flight (The tariff may not exceed USD50)		2
	Tariff for refusal from obtaining a permit for passing over the territory of the country when the flight is canceled less than 12 hours prior to the time of the scheduled flight (The tariff may not exceed USD50)		2
	Tariff for refusal from obtaining a permit for take-off/landing in the territory of the country when the flight is canceled less than 12 hours prior to the time of the scheduled flight (The tariff may not exceed USD50)		2
	Cost of provision of slots		3
Country group No. 7	Description of the criterion		Maximum points: 50
Algeria, Angola, Benin, Botswana, Burkina Faso, Burgundy, Gabon, Gambia, Ghana, Guinea, Guinea-Bissau, Djibouti, Democratic Republic of the Congo, Egypt, Zambia, Zimbabwe, Cape Verde, Cameroon, Kenya,	cost of obtaining a permit for passing over the territory of the country		2
	cost of renewal of a permit for passing over the territory of the country		1
	cost of obtaining a permit for landing in the territory of the country		2
	cost of renewal of a permit for landing in the territory of the country		1
	cost of obtaining an urgent permit for passing		2
	cost of obtaining an urgent permit for landing		2
	cost of organizing the standard ground handling: organization of aircraft ground handling, organization of in-flight catering, organization of ground catering, organization of accommodation and catering at a hotel, transfer, communications with all related parties through all communication		10

the Comoros, Côte d'Ivoire, Lesotho, Liberia, Libya, Mauritius, Mauritania, Madagascar, Malawi, Mali, Morocco, Mozambique, Namibia, Niger, Nigeria, Republic of the Congo, Rwanda, Sao Tome and Principe, Swaziland, Seychelles, Senegal, Somalia, Sudan, Sierra Leone, Tanzania, Togo, Tunisia, Uganda, Togo, Central African Republic, Chad, Equatorial Guinea, Eritrea, Ethiopia, Republic of South Africa, South Sudan	channels, tracking of the flight and traffic information		
	cost of servicing control (supervision)		1
	remuneration for into-plane refueling (in %)		7
	fee charged by the Supplier for payment of third-party invoices (in %)		5
	deadline for obtaining an urgent permit for passing (in days)		4
	deadline for obtaining an urgent permit for take-off/landing (in days)		4
	Tariff for refusal from a comprehensive request for ground handling when the flight is canceled less than 12 hours prior to the time of the scheduled flight (The tariff may not exceed USD50)		2
	Tariff for refusal from obtaining a permit for passing over the territory of the country when the flight is canceled less than 12 hours prior to the time of the scheduled flight (The tariff may not exceed USD50)		2
	Tariff for refusal from obtaining a permit for take-off/landing in the territory of the country when the flight is canceled less than 12 hours prior to the time of the scheduled flight (The tariff may not exceed USD50)		2
	Cost of provision of slots		3
Country group No. 8 For all other non-CIS countries not included in groups No. 1-7.	Description of the criterion		Maximum points: 50
	cost of obtaining a permit for passing over the territory of the country		2
	cost of renewal of a permit for passing over the territory of the country		1
	cost of obtaining a permit for landing in the territory of the country		2
	cost of renewal of a permit for landing in the territory of the country		1
	cost of obtaining an urgent permit for passing		2
	cost of obtaining an urgent permit for landing		2
	cost of organizing the standard ground handling: organization of aircraft ground handling, organization of in-flight catering, organization of ground catering, organization of accommodation and catering at a hotel, transfer, communications with all related parties through all communication channels, tracking of the flight and traffic information		10
	cost of servicing control (supervision)		1
	remuneration for into-plane refueling (in %)		7
	fee charged by the Supplier for payment of third-party invoices (in %)		5
	deadline for obtaining an urgent permit for passing		4

	(in days)		
	deadline for obtaining an urgent permit for take-off/landing (in days)		4
	Tariff for refusal from a comprehensive request for ground handling when the flight is canceled less than 12 hours prior to the time of the scheduled flight (The tariff may not exceed USD50)		2
	Tariff for refusal from obtaining a permit for passing over the territory of the country when the flight is canceled less than 12 hours prior to the time of the scheduled flight (The tariff may not exceed USD50)		2
	Tariff for refusal from obtaining a permit for take-off/landing in the territory of the country when the flight is canceled less than 12 hours prior to the time of the scheduled flight (The tariff may not exceed USD50)		2
	Cost of provision of slots		3
Maximum points: 800			

1. General Terms of the Procurement Procedure

1.1. The Procurement is undertaken in accordance with the Federal Act dated 18 July 2011 No. 223-FZ “On Procurement of Goods, Works, Services by Certain Types of Legal Entities” and Regulation on Procurement of Goods, Works, and Services (P 20-33-17 Edition 3).
1.2. Priority provision to goods of Russian origin, works, services performed, provided by Russian persons is applied in accordance with the Regulation of the Government of the Russian Federation No. 925 dated 16.09.2016.
1.3. The procurement documentation is an invitation addressed to public at large to give proposals under the procurement procedure.
The procedure for the public request of quotations (hereinafter the request for quotations), public request for proposals (hereinafter the request for proposals) is neither competition, nor auction for the right to be awarded a contract, or governed by Articles 447 - 449 Part One of the Civil Code of the Russian Federation. This procedure is also not a public competition nor governed by Articles 1057-1061 of Part Two of the Civil Code of the Russian Federation. Thus, the terms of the request for quotations, request for proposals does not entail for the Customer the relevant scope of civil legal obligations pertaining to mandatory conclusion of an agreement with the winner or other bidder.
1.4. The Customer may refuse from holding the request for quotations, request for proposals without being liable to the procurement bidders, including compensation for any expenses related to issuance and submission of the request for quotations, request for proposals. If it is taken a decision to refuse holding the request for quotations, request for proposals the Customer shall post within a business day following the day of taking such decision, information on the refusal to hold a request for quotations, request for quotations in the unified information system.
1.5. The Customer shall not be under obligations or be liable if the bidders; procurement parties fail to familiarize themselves with a notice on refusal to hold a request for quotations, request for proposals.
1.6. At any time before the deadline for submission of request for participation in the request for quotations, request for proposals the Customer may, on its own initiative or

as a response to an inquiry of any bidder, amend a notice on holding a request for quotations, request for proposals, and procurement documentation.
1.7. The Customer may, at any time after a decision is taken that it is necessary to amend a notice on holding a request for quotations, request for quotations, documentation on the procurement, such amendments are posted in the unified information system.
1.8. If amendments to a notice or documentation on procurement are made later than two working days in holding a request for quotations/one working day in holding a request for proposals, a term for submission of requests for participating in request for quotations, request for proposals shall be extended so that from the day of posting such amendments in the unified information system to a notice or documentation on procurements to the end date for submission of requests for participating in a request for quotations, request for proposals, such term shall be at least three working days.

2. Procedure for Submission of Requests

2.1. To participate in the request for quotations, request for proposals the bidder shall prepare a request for participation in the request for quotations, request for proposals executed in full compliance with the requirements of the procurement documentation. The bidder may submit only one request with respect of each subject-matter of the request for quotations, request for proposals (lot).
2.2. In pursuance of procurement documentation all documents shall be submitted to the electronic trading facility as scan-copies of signed documents.
2.3. The bidder may amend or withdraw a submitted Request for participation in the Request for Quotations, Request for Proposals not later than the deadline for submission of Requests for participation in the Request of Quotations, Request for Proposals. Amendment or addition to the Request is permitted by submission of a new Request only, then the original Request shall be withdrawn by the bidder.

3. Procedure for Clarifications on the Points of the Procurement Documentation to the Bidders

3.1. Any bidder may submit an inquiry to the Customer for clarification of the points of the documentation on the procurement in writing or as an electronic document.
3.2. The bidder is entitled to forward an inquiry for clarifications on the points of the procurement documentation to the postal address of the Customer, e-mail stated in the procurement notice or post in the electronic trading facility.
3.3. The Customer posts the copy of such clarifications (with no reference to the name or address of the bidder from which such inquiry for clarifications has been received) in the unified information system.

4. Payment Method for Goods, Work, and Service

4.1. The payment method is cashless transfer.

5. Pricing Procedure for the Agreement Price (Lot Price)

5.1. The Agreement Price (Lot Price) shall be formed subject to expenses for carriage, insurance, payment of customs duties, taxes and other mandatory payments unless otherwise is provided in the Terms of Reference (Appendix 3).

6. Requirements for safety, quality, technical performance, functionality (consumer properties) of goods, work, and service, for sizes, packing, shipment of goods, work results established by the Customer and provided for technical maintenance rules in accordance with the laws of the Russian Federation about technical regulation, documents elaborated and applicable in the national system of standardization adopted in accordance with the laws of the Russian Federation on standardization, other requirements related to the establishment of the conformity of goods to be supplied, work to be performed, service to be provided with the customer needs.

6.1. Requirements for safety, quality, technical performance, functionality (consumer properties) of goods, work, and service, for sizes, packing, shipment of goods, work results established by the Customer and provided for technical maintenance rules in accordance with the laws of the Russian Federation about technical regulation, documents elaborated and applicable in the national system of standardization adopted in accordance with the laws of the Russian Federation on standardization, other requirements related to the establishment of the conformity of goods to be supplied, work to be performed, service to be provided with the customer needs are set forth in the Terms of Reference (Appendix 3).

7. Requirements for description by the procurement bidders of goods to be supplied which is the subject-matter of procurement, its functionality (consumer properties), its quantitative and qualitative features, requirements for description by the procurement bidders of work to be performed, service to be provided which are the subject-matter of procurement, their quantitative and qualitative features.

7.1. Requirements for description by the procurement bidders of goods to be supplied which is the subject-matter of procurement, its functionality (consumer properties), its quantitative and qualitative features, requirements for description by the procurement bidders of work to be performed, service to be provided which are the subject-matter of procurement, their quantitative and qualitative features are set forth in the Terms of Reference (Appendix 3).

8. Requirements for the procurement bidders and list of documents to be submitted by the procurement bidders to confirm their conformity with the established requirements

8.1. There are set the following mandatory requirements for a legal capacity of the procurement bidder

8.1.1. The conformity of the procurement bidder with the requirements set in accordance with the laws of the Russian Federation for persons making deliveries of goods, performance of works, provision of services which are the subject-matter of the procurement.

8.1.2. Availability of the relevant licenses, certificates, approvals and other permits of governmental authorities of the Russian Federation and/or other countries (if applicable) to undertake by them or persons contracted by them, of activity which is necessary to meet obligations undertaken by them in accordance with this documentation and an agreement expected for conclusion in accordance with this documentation.

8.1.3. No liquidation proceeding with respect to the corporate procurement bidder and a lack of an arbitration award on the adjudication of the corporate bidder, individual entrepreneur a bankrupt or initiating bankruptcy proceedings.
8.1.4. No suspension of the procurement bidder's business in accordance with the procedures contemplated by the Russian Federation Administrative Offence Code as of the day of submission of the request for participation in the procurement.
8.1.5. A lack of the indebtedness with the procurement bidder on taxes, dues and other mandatory payments accrued to the budgets of the budgetary system of the Russian Federation (except for those amounts where it is granted a delay, payment by instalments, investment tax credit in accordance with the laws of the Russian Federation on taxes and charges which are rescheduled in accordance with the laws of the Russian Federation where there is a court decision which has entered into legal force, on recognition of the obligation of the claimant to pay such amounts discharged or which have been adjudicated bad debts for recovery in accordance with the laws of the Russian Federation on taxes and charges) for a calendar year elapsed.
The procurement bidder shall be deemed complying with the established requirement provided that it appeals the existence of the said arrears, indebtedness and a decision on such appeal is pending as at the day of examining such request for identifying a supplier (contractor, provider) is not taken.
8.1.6. Financial and economic performance figures of the procurement bidder shall evidence its solvency and financial stability.
8.1.7. A lack of information of the procurement bidder in the register of mala fide suppliers contemplated by Article 5 of Federal Act No. 223-ФZ and in the register of mala fide suppliers contemplated by Federal Act No. FZ-44 dated 05 April 2013 "On Contracting System in Procurement of Goods, Works, and Services for Governmental and Municipal Needs".
8.1.8. The procurement bidder shall not have a conflict of interests with the customer's employees.
8.2. If the procurement is undertaken among the subject of small and medium businesses only, the procurement bidder shall conform with the qualifying criteria for the subjects of small and medium businesses established by Article 4 of the Federal Act "On Development of Small and Medium Businesses in the Russian Federation" and shall declare in the request for participation its classification as the subject of small and medium businesses by submission in the form of an electronic document, of details from the unified register of the subjects of small and medium businesses which contain the details about the procurement bidder, or declaration of conformity of the procurement bidder with the qualifying criteria for inclusion in the subjects of small and medium businesses in the form of the Appendix to the Regulation on specifics of participation of the subjects of small and medium businesses in the procurement of goods, works, and services approved by the Regulation of the Government of the Russian Federation dated 11 December 2014 No. 1352 if there is no information about the procurement bidder which is a newly registered individual entrepreneur or newly established legal entity.
8.3. The list of all documents evidencing the conformity of the procurement bidder with the established requirements is given in the Questionnaire Form of the bidder (Appendix 2).
8.4. Additional requirements for the procurement bidders related to the requirements for safety, quality, technical performance, functionality (consumer properties) of goods, work, and service as well as the procedure for confirming the conformity of the procurement bidders with the said requirements may be provided for by the Terms of Reference (Appendix 3).

9. Requirements for the Contents, Form, Execution and Setup of the Request for Participation in the Procurement

9.1. The bidder's Request shall include the following documents:
9.1.1. The Request for participation in the procedure executed on the official letterhead of the procurement procedure bidder (Appendix 1).
9.1.2. The bidder's Questionnaire Form executed on the official letterhead of the procurement procedure bidder (Appendix 2).
9.2. All documents and information submitted by the bidders shall be issued in Russian or English. If any information or documents are submitted in other language, they shall be accompanied by translation into Russian or English.
9.3. All prices shall be stated in the currency of the initial (maximum) price of the agreement (lot price). If the price in the bidder's request is set in the currency which is different from the initial (maximum) agreement price (lot price), the Customer my recalculate the price into the required currency at the rate as of the end date for taking the requests for assessment and comparison of requests.
9.4. The Request validity period for participation in the procurement shall be at least 90 days from the end date for submission of requests for participation in the procurement.
9.5. A request shall be provided for each lot separately.
9.6. A request shall include one main request with the price, dates and other terms of delivery of goods/performance of works/provision of services provided that submission of alternative proposals is not contemplated by procurement documentation.
9.7. The Bidders shall pay independently all expenses related to submission of the request, including but not limited to expenses for examination of this documentation and issuance of proposals.

10. Procedure for Examination, Assessment and Comparison for Requests to Participate in Procurement

10.1. Requests for participation in procurement shall subject to two-stage check:
Stage one – is a pre-qualification stage of examining such requests for the conformity with the requirements of procurement documents in part of execution of such requests;
Stage two – is an assessment stage of requests passed the pre-qualification stage.
10.2. The pre-qualification stage of examining of requests for the conformity with requirements of procurement documentation shall be carried out based on the following indicators and assessment procedure:
10.2.1. Conformity with the requirements for procurement bidders: checking the bidders for the conformity with the requirements based on documents received in accordance with clause 8, including but not limited for its legal capacity and a lack of a procurement bidder in the register of mala fide suppliers.
10.2.2. The completeness of the documents submitted: check for the conformity of the documents submitted in the request with the required list (Appendix 1 and 2) as well as the accuracy of information and documents submitted.
10.2.3. Conformity of the request for participation with the requirements of procurement documents: check for the contents of the request, including the contents of the price proposal, other information in accordance with the requirements of procurement documentation.

10.3. If in the course of the pre-qualification stage the competition commissions establishes the fact that the request fails to conform by one or more indicators referred to in clause 9, such request shall be waived and shall be subject to no further examination.
The request of the procurement bidder may also be waive in the following instances:
a) there is a failure to submit copies of documents as well as other information required by the procurement documentation;
b) non-conformity of the procurement bidder with the requirements for the procurement bidders set by procurement documentation;
c) submission of knowingly false information as a part of the request, intentional misrepresentation of information or documents making a part of such request;
d) a failure to provide clarifications on the request for participation in the request for quotations upon request of the Competition Commission;
e) existing information on the procurement bidder in the register of mala fide suppliers;
f) existing overdue accounts receivables with the procurement bidder and/or unfulfilled obligations to the customer and its subsidiaries and related companies (including affiliated structures with the procurement bidder);
g) non-conformity of goods, works, and services offered with the requirements of procurement documentation;
h) existing other adverse information identified by the results of the check.
10.4. If only one request for participation in the request for quotations, request for proposals is received by the completion date for submission of requests for participation in the request for quotations, request for proposals established by procurement documentation, such request for quotations, request for proposals shall be deemed failed.
10.5. If procurement documentation provides for two or more lots, a request for quotations shall be deemed failed with respect to those lots only with respect of which the only request has been submitted.
10.6. If the only request for participation in the request for quotations, request for proposals is received by the customer by the completion date for submission of requests set by procurement documentation, despite the request for quotations, request for proposals is recognized failed, the competition commission shall examine it in the manner contemplated by this documentation. If the request for participation in the request for quotations, request for proposals being examined and the procurement bidder submitted such request conform with the requirements and terms contemplated by procurement documentation on holding such request for quotations, request for proposals, the Customer is entitled to enter into an agreement with such bidder.
10.7. If a request of the only bidder is recognized conforming with the procurement documentation at the pre-qualification stage, such bidder shall be deemed the only bidder in the request for quotations, request for proposals. The Customer may enter into an agreement with the procurement bidder which has submitted such request, on the terms of procurement documentation, draft agreement and request submitted by such bidder. Such bidder is not entitled to waive the conclusion of the agreement with the customer. The request for quotations, request for proposals shall be deemed failed in such case.
10.8. The request which have passed the pre-qualification stage shall be assessed by criteria stated in the Assessment and Comparison Criteria of the Requests table. The proposal prices of all bidders excluding VAT shall be used as a single basis for comparing price proposals.
10.9. If in the course of assessing the requests for participation in the request for quotations, request for proposals the Competition Commission is necessary to extend or

reduce the dates of pre-qualification and/or assessment stage stated as the dates for examining proposals of the procurement bidders and summarizing the procurement results, in the notice on holding a request for quotations, request for proposals the customer shall, within one working day after a decision is made by the competition commission on extension or reduction of the dates for the pre-qualification and/or assessment stage, post a notice on the extension or reduction of the relevant term in the unified information system.

10.10. The Winner in the request for quotations, request for proposals.

10.10.1. It shall be recognized the Winner in the request for quotations that procurement bidder which conforms to the requirements set by procurement documentation, which has failed a request that meets all the requirements set by procurement documentation and where it is stated the lowest price for goods, works, and services.

10.10.2. It shall be recognized the Winner in the request for proposals that bidder which conforms to the requirements set by procurement documentation, which has proposed the best combination of terms for the performance of an agreement and to the request for participation in the request for proposals is assigned number one. The assignment of the sequence number to each request for participation in the request for proposals as the advantage degree of the terms for the performance of an agreement contained in such request decreases, shall be done by the results of final point calculation for each request. Number one shall be assigned to the request for participation in the request for proposals which has gained the highest final point. The final point of each request for participation in the request for proposals shall be calculated by adding points for each criterion for the assessment of such request.

If more than one requests for participation in the request for proposals include equal combination of terms for the performance of an agreement, a lesser sequence number shall be assigned to the request for participation in the request for proposals which has been received earlier than other requests for participation in the request for proposals which contain such terms.

10.11. Based on the results of examination and assessment of requests the competition commission shall issue a record of the results of the request for quotations, request for proposals. The Record shall be signed by the Chairman and the Secretary of the Competition Commission not later than in ten (10) days from the day of the meeting of the competition commission.

10.12. The Record shall be posted in the unified information system not later than in three (3) days from its signature.

10.13. The term for signature of the agreement with the bidder whose proposal is recognized the best – not later than seven calendar days from the date of the receipt of such agreement from the Customer.

10.14. Should the winner in the request for quotations be evading the conclusion of the agreement, the Competition Commission may take a decision to sign the agreement with the bidder which offered the same price in its request as the winner, or whose proposal of the agreement price contains better terms after those proposed by the winner. The agreement with such bidder shall be signed on the terms of the draft agreement attached to the procurement documentation at the price offered by such bidder in the quotation request. Such bidder is not entitled to waive the conclusion of the agreement.

Should the bidder which offered the same price in the quotation request as the winner, waive the conclusion of the agreement, or which proposed the terms next to the ones proposed by the winner, the request for quotations shall be recognized failed.

10.15. Should the winner in the request for proposals be evading the conclusion of the agreement, the competition commission may take a decision to conclude an agreement

with the bidder whose request was assigned number two by the results of assessment and comparison of requests (proposals), on the terms of the performance of the agreement proposed by such bidder in the request. Such decision shall be executed as the relevant record of the meeting of the competition commission. The bidder in the request for proposals is not entitled to waive the conclusion of the agreement.

10.16. Should the bidder in the request for quotations, request for proposals be evading the conclusion of the agreement, the competition commission may take another decision which is different from the one referred to in clauses 10.14 and 10.15, including on recommendation of the procurement from the single supplier.

10.17. The Customer may without giving a reason take a decision to waive the conclusion of the agreement without compensation to the winner or other bidder of expenses incurred by it related to the participation in the procedure for request for quotations, request for proposals.

10.18. Should the customer waive the conclusion of the agreement with the winner in the request for quotations and the bidder which proposed the same price in the quotation request as the winner, or whose proposal of the agreement price contains better terms next to the ones proposed by the winner as well as if the customer waives the conclusion of the agreement with the winner in the request for proposals and the bidder whose request was assigned number two, the customer shall post its notice on recognition of the request for quotations, request for proposals failed, in the unified information system.

10.19. In holding the request for proposals the Customer may, after completion of the assessment and comparison of proposals, grant an option to the bidders to raise the preference of their requests by reducing the price initially stated in the request (to announce re-bidding). A notice to the bidders about the commencement of re-bidding shall be made by posting a notice on the electronic trading facility. The Customer may announce a secret or public re-bidding. Re-bidding shall be deemed secret unless otherwise is contemplated in the notice of the Customer.

To participate in the re-bidding provided that it is announced, the bidders may, in the term set by the customer, submit a new price proposal. Such new price proposals signed by the bidders shall be submitted in the same order as the requests for participation in the procedure for request for proposals. New proposals on other terms for the performance of the agreement (except price) shall not be examined within such re-bidding. The price received in the course of such re-bidding shall be deemed final proposal of the bidder.

11. Consequences of Recognizing the Request for Quotations, Request for Proposals Failed

11.1. Should the request for quotations, request for proposals be recognized failed and/or the agreement is not concluded with the procurement bidder which has submitted the only request for participation in the request for quotations, request for proposals or recognized the only bidder in the request for quotations, request for proposals, the Customer may hold the repeated request for quotations, request for proposals or apply another method of procurement.

12. Closing Provisions

The Customer shall be governed by the Procurement Regulation in all other matters not contemplated by this documentation.

Appendices:
Appendix 1: Request Form for Participation in the Procedure
Appendix 2: Bidder Questionnaire Form
Appendix 3: Terms of Reference
Appendix 4: Draft Agreement

Appendix 1
to Procurement Documentation

Request for Participation[1]
In the Procurement Procedure:

(state the name of the procurement procedure, procedure number if necessary lot number)

1. Having studied the terms and requirements stated in the procurement documentation posted in the electronic trading facility as well as the Regulation on procurement of goods, work, service of the Customer and accepting the requirements stated therein, terms for holding the request for quotations, request for proposals and delivery of goods (performance of works, provision of services)

(state full name of legal entity/last name, first name, patronymic of individual)

Registered at the following address:

(state place of location address of legal entity/place of residence of individual)

предлагает заключить договор на

(state the subject-matter of the agreement)

In accordance with the price proposal and other documents which are an integral part of this request for participation in the procedure of public request for quotations, request for proposals.

Quote:

п/п	**Name of the criteria**	**USD* (VAT excl)**	**USD (VAT)**
Country group No. 1 **Vietnam, Cambodia, Laos, Myanmar, Thailand, Malaysia, Brunei, Indonesia, Singapore, Philippines, India, Bangladesh, Pakistan, Iran, China, Afghanistan, Myanmar.**			
1	cost of obtaining a permit for passing over the territory of the country		
2	cost of renewal of a permit for passing over the territory of the country		
3	cost of obtaining a permit for landing in the territory of the country		
4	cost of renewal of a permit for landing in the territory of the country		
5	cost of obtaining an urgent permit for passing		
6	cost of obtaining an urgent permit for landing		
7	cost of organizing the standard ground handling: organization of aircraft ground handling, organization of in-flight catering, organization of ground catering, organization of accommodation and catering at a hotel, transfer, communications with all related parties through all communication channels, tracking of the flight and traffic		

[1] To18 be executed on the official letterhead of the bidder in the procurement procedure as a separate docum19ent.

	information		
8	cost of servicing control (supervision)		
9	remuneration for into-plane refueling (in %)		
10	fee charged by the Supplier for payment of third-party invoices (in %)		
11	deadline for obtaining an urgent permit for passing (in days)		
12	deadline for obtaining an urgent permit for take-off/landing (in days)		
13	Tariff for refusal from a comprehensive request for ground handling when the flight is canceled less than 12 hours prior to the time of the scheduled flight (The tariff may not exceed USD50)		
14	Tariff for refusal from obtaining a permit for passing over the territory of the country when the flight is canceled less than 12 hours prior to the time of the scheduled flight (The tariff may not exceed USD50)		
15	Tariff for refusal from obtaining a permit for take-off/landing in the territory of the country when the flight is canceled less than 12 hours prior to the time of the scheduled flight (The tariff may not exceed USD50)		
16	Cost of provision of slots		
Country group No. 2 **Bahrain, Georgia, Egypt, Israel, Iraq, Yemen, Jordan, Qatar, Cyprus, Kuwait, Lebanon, UAE, Oman, Palestine, Saudi Arabia, Syria, Turkey.**			
1	cost of obtaining a permit for passing over the territory of the country		
2	cost of renewal of a permit for passing over the territory of the country		
3	cost of obtaining a permit for landing in the territory of the country		
4	cost of renewal of a permit for landing in the territory of the country		
5	cost of obtaining an urgent permit for passing		
6	cost of obtaining an urgent permit for landing		
7	cost of organizing the standard ground handling: organization of aircraft ground handling, organization of in-flight catering, organization of ground catering, organization of accommodation and catering at a hotel, transfer, communications with all related parties through all communication channels, tracking of the flight and traffic information		
8	cost of servicing control (supervision)		
9	remuneration for into-plane refueling (in %)		
10	fee charged by the Supplier for payment of third-party invoices (in %)		
11	deadline for obtaining an urgent permit for passing (in days)		
12	deadline for obtaining an urgent permit for take-off/landing (in days)		
13	Tariff for refusal from a comprehensive request for ground handling when the flight is canceled less than 12 hours prior to the time of the scheduled flight (The tariff may not exceed USD50)		
14	Tariff for refusal from obtaining a permit for passing over the territory of the country when the flight is canceled less than 12 hours prior to the time of the scheduled flight (The tariff may not exceed USD50)		

15	Tariff for refusal from obtaining a permit for take-off/landing in the territory of the country when the flight is canceled less than 12 hours prior to the time of the scheduled flight (The tariff may not exceed USD50)		
16	Cost of provision of slots		
Country group No. 3 **Belize, Guatemala, Honduras, Costa Rica, Nicaragua, Panama, El Salvador, Antigua and Barbuda, Bahamas, Barbados, Haiti, Grenada, Dominican Republic, Cuba, Saint Vincent and the Grenadines, Saint Kitts and Nevis, Saint Lucia, Trinidad and Tobago, Jamaica, US Virgin Islands, Anguilla, Aruba, Bonaire, UK Virgin Islands, Guadeloupe, Cayman Islands, Curaçao, Martinique, Montserrat, Puerto Rico, Saba, Saint Barthelemy, Saint Martin, Sint Maarten, Sint Eustatius, Turks and Caicos**			
1	cost of obtaining a permit for passing over the territory of the country		
2	cost of renewal of a permit for passing over the territory of the country		
3	cost of obtaining a permit for landing in the territory of the country		
4	cost of renewal of a permit for landing in the territory of the country		
5	cost of obtaining an urgent permit for passing		
6	cost of obtaining an urgent permit for landing		
7	cost of organizing the standard ground handling: organization of aircraft ground handling, organization of in-flight catering, organization of ground catering, organization of accommodation and catering at a hotel, transfer, communications with all related parties through all communication channels, tracking of the flight and traffic information		
8	cost of servicing control (supervision)		
9	remuneration for into-plane refueling (in %)		
10	fee charged by the Supplier for payment of third-party invoices (in %)		
11	deadline for obtaining an urgent permit for passing (in days)		
12	deadline for obtaining an urgent permit for take-off/landing (in days)		
13	Tariff for refusal from a comprehensive request for ground handling when the flight is canceled less than 12 hours prior to the time of the scheduled flight (The tariff may not exceed USD50)		
14	Tariff for refusal from obtaining a permit for passing over the territory of the country when the flight is canceled less than 12 hours prior to the time of the scheduled flight (The tariff may not exceed USD50)		
15	Tariff for refusal from obtaining a permit for take-off/landing in the territory of the country when the flight is canceled less than 12 hours prior to the time of the scheduled flight (The tariff may not exceed USD50)		
16	Cost of provision of slots		
Country group No. 4 **Argentina, Bolivia, Brazil, Venezuela, Guyana, Colombia, Paraguay, Peru, Suriname, Uruguay, Chile, Ecuador, Falkland Islands, South Georgia and South Sandwich Islands, Guiana**			

1	cost of obtaining a permit for passing over the territory of the country			
2	cost of renewal of a permit for passing over the territory of the country			
3	cost of obtaining a permit for landing in the territory of the country			
4	cost of renewal of a permit for landing in the territory of the country			
5	cost of obtaining an urgent permit for passing			
6	cost of obtaining an urgent permit for landing			
7	cost of organizing the standard ground handling: organization of aircraft ground handling, organization of in-flight catering, organization of ground catering, organization of accommodation and catering at a hotel, transfer, communications with all related parties through all communication channels, tracking of the flight and traffic information			
8	cost of servicing control (supervision)			
9	remuneration for into-plane refueling (in %)			
10	fee charged by the Supplier for payment of third-party invoices (in %)			
11	deadline for obtaining an urgent permit for passing (in days)			
12	deadline for obtaining an urgent permit for take-off/landing (in days)			
13	Tariff for refusal from a comprehensive request for ground handling when the flight is canceled less than 12 hours prior to the time of the scheduled flight (The tariff may not exceed USD50)			
14	Tariff for refusal from obtaining a permit for passing over the territory of the country when the flight is canceled less than 12 hours prior to the time of the scheduled flight (The tariff may not exceed USD50)			
15	Tariff for refusal from obtaining a permit for take-off/landing in the territory of the country when the flight is canceled less than 12 hours prior to the time of the scheduled flight (The tariff may not exceed USD50)			
16	Cost of provision of slots			
Country group No. 5 Canada, USA, Mexico, Bermuda, Greenland, Saint Pierre and Miquelon, Clipperton				
1	cost of obtaining a permit for passing over the territory of the country			
2	cost of renewal of a permit for passing over the territory of the country			
3	cost of obtaining a permit for landing in the territory of the country			
4	cost of renewal of a permit for landing in the territory of the country			
5	cost of obtaining an urgent permit for passing			
6	cost of obtaining an urgent permit for landing			
7	cost of organizing the standard ground handling: organization of aircraft ground handling, organization of in-flight catering, organization of ground catering, organization of accommodation and catering at a hotel, transfer, communications with all related parties through all communication channels, tracking of the flight and traffic information			

8	cost of servicing control (supervision)		
9	remuneration for into-plane refueling (in %)		
10	fee charged by the Supplier for payment of third-party invoices (in %)		
11	deadline for obtaining an urgent permit for passing (in days)		
12	deadline for obtaining an urgent permit for take-off/landing (in days)		
13	Tariff for refusal from a comprehensive request for ground handling when the flight is canceled less than 12 hours prior to the time of the scheduled flight (The tariff may not exceed USD50)		
14	Tariff for refusal from obtaining a permit for passing over the territory of the country when the flight is canceled less than 12 hours prior to the time of the scheduled flight (The tariff may not exceed USD50)		
15	Tariff for refusal from obtaining a permit for take-off/landing in the territory of the country when the flight is canceled less than 12 hours prior to the time of the scheduled flight (The tariff may not exceed USD50)		
16	Cost of provision of slots		
Country group No. 6 **Austria, Denmark, Albania, Belgium, Bulgaria, Iceland, Andorra, Turkey, UK, Hungary, Latvia, Bosnia and Herzegovina, Germany, Lithuania, Vatican, Ireland, Poland, Norway, Greece, Liechtenstein, Finland, Spain, Luxembourg, Romania, Estonia, Italy, Monaco, Slovakia, Sweden, Macedonia, Netherlands, Czech Republic, Malta, France, Portugal, Switzerland, San Marino, Serbia, Slovenia, Croatia, Montenegro.**			
1	cost of obtaining a permit for passing over the territory of the country		
2	cost of renewal of a permit for passing over the territory of the country		
3	cost of obtaining a permit for landing in the territory of the country		
4	cost of renewal of a permit for landing in the territory of the country		
5	cost of obtaining an urgent permit for passing		
6	cost of obtaining an urgent permit for landing		
7	cost of organizing the standard ground handling: organization of aircraft ground handling, organization of in-flight catering, organization of ground catering, organization of accommodation and catering at a hotel, transfer, communications with all related parties through all communication channels, tracking of the flight and traffic information		
8	cost of servicing control (supervision)		
9	remuneration for into-plane refueling (in %)		
10	fee charged by the Supplier for payment of third-party invoices (in %)		
11	deadline for obtaining an urgent permit for passing (in days)		
12	deadline for obtaining an urgent permit for take-off/landing (in days)		
13	Tariff for refusal from a comprehensive request for ground handling when the flight is canceled less than 12 hours prior to the time of the scheduled flight (The tariff may not exceed USD50)		

14	Tariff for refusal from obtaining a permit for passing over the territory of the country when the flight is canceled less than 12 hours prior to the time of the scheduled flight (The tariff may not exceed USD50)			
15	Tariff for refusal from obtaining a permit for take-off/landing in the territory of the country when the flight is canceled less than 12 hours prior to the time of the scheduled flight (The tariff may not exceed USD50)			
16	Cost of provision of slots			
Country group No. 7 Algeria, Angola, Benin, Botswana, Burkina Faso, Burgundy, Gabon, Gambia, Ghana, Guinea, Guinea-Bissau, Djibouti, Democratic Republic of the Congo, Egypt, Zambia, Zimbabwe, Cape Verde, Cameroon, Kenya, the Comoros, Côte d'Ivoire, Lesotho, Liberia, Libya, Mauritius, Mauritania, Madagascar, Malawi, Mali, Morocco, Mozambique, Namibia, Niger, Nigeria, Republic of the Congo, Rwanda, Sao Tome and Principe, Swaziland, Seychelles, Senegal, Somalia, Sudan, Sierra Leone, Tanzania, Togo, Tunisia, Uganda, Togo, Central African Republic, Chad, Equatorial Guinea, Eritrea, Ethiopia, Republic of South Africa, South Sudan				
1	cost of obtaining a permit for passing over the territory of the country			
2	cost of renewal of a permit for passing over the territory of the country			
3	cost of obtaining a permit for landing in the territory of the country			
4	cost of renewal of a permit for landing in the territory of the country			
5	cost of obtaining an urgent permit for passing			
6	cost of obtaining an urgent permit for landing			
7	cost of organizing the standard ground handling: organization of aircraft ground handling, organization of in-flight catering, organization of ground catering, organization of accommodation and catering at a hotel, transfer, communications with all related parties through all communication channels, tracking of the flight and traffic information			
8	cost of servicing control (supervision)			
9	remuneration for into-plane refueling (in %)			
10	fee charged by the Supplier for payment of third-party invoices (in %)			
11	deadline for obtaining an urgent permit for passing (in days)			
12	deadline for obtaining an urgent permit for take-off/landing (in days)			
13	Tariff for refusal from a comprehensive request for ground handling when the flight is canceled less than 12 hours prior to the time of the scheduled flight (The tariff may not exceed USD50)			
14	Tariff for refusal from obtaining a permit for passing over the territory of the country when the flight is canceled less than 12 hours prior to the time of the scheduled flight (The tariff may not exceed USD50)			
15	Tariff for refusal from obtaining a permit for take-off/landing in the territory of the country when the flight is canceled less than 12 hours prior to the time of the scheduled flight (The tariff may not exceed USD50)			
16	Cost of provision of slots			

Country group No. 8 **For all other non-CIS countries not included in groups No. 1-7.**			
1	cost of obtaining a permit for passing over the territory of the country		
2	cost of renewal of a permit for passing over the territory of the country		
3	cost of obtaining a permit for landing in the territory of the country		
4	cost of renewal of a permit for landing in the territory of the country		
5	cost of obtaining an urgent permit for passing		
6	cost of obtaining an urgent permit for landing		
7	cost of organizing the standard ground handling: organization of aircraft ground handling, organization of in-flight catering, organization of ground catering, organization of accommodation and catering at a hotel, transfer, communications with all related parties through all communication channels, tracking of the flight and traffic information		
8	cost of servicing control (supervision)		
9	remuneration for into-plane refueling (in %)		
10	fee charged by the Supplier for payment of third-party invoices (in %)		
11	deadline for obtaining an urgent permit for passing (in days)		
12	deadline for obtaining an urgent permit for take-off/landing (in days)		
13	Tariff for refusal from a comprehensive request for ground handling when the flight is canceled less than 12 hours prior to the time of the scheduled flight (The tariff may not exceed USD50)		
14	Tariff for refusal from obtaining a permit for passing over the territory of the country when the flight is canceled less than 12 hours prior to the time of the scheduled flight (The tariff may not exceed USD50)		
15	Tariff for refusal from obtaining a permit for take-off/landing in the territory of the country when the flight is canceled less than 12 hours prior to the time of the scheduled flight (The tariff may not exceed USD50)		
16	Cost of provision of slots		

** the service price does not include state taxes and duties..*

License for organization of ground handling ____ **YES/NO** *(with the provision of a copy of the document as part of the application).*

2. This Request for participation in the request for quotations, request for proposals, is to advise (declare) that against us:

Neither award of the arbitration court on adjudication a bankrupt and initiating bankruptcy proceedings, nor liquidation procedure was carried out (for legal entities)

Activity is not suspended in the manner contemplated by the Russian Federation Administrative Offence Code, as of the submission day of the request for procurement participation purposes;

No information in the register of mala fide suppliers contemplated by Article 5 of Federal Act No. 223-ФZ and in the register of mala fide suppliers contemplated by Federal

Act No. FZ-44 dated 05 April 2013 “On Contracting System in Procurement of Goods, Works, and Services for Governmental and Municipal Needs”.
3. This is to guarantee the accuracy of information submitted by us in the request for participation in the procurement and confirm the right of the Customer which is without prejudice to the requirement to form equal terms for all procurement bidders, to request from us, from the authorized agencies and legal entities and individuals mentioned in our request for participation in the procurement, clarifying information submitted by us in it.
4. In the event of our winning in the request for quotations, request for proposals we guarantee the provision of details with respect to all chain of owners, including beneficiaries (including ultimate) and the members of executive bodies with evidencing by the relevant documents (except the procurement bidders which are governmental authorities, governmental and municipal agencies and unitary enterprises) in a week term from posting the record determining the right of the bidder to conclude an agreement with the customer, in the unified information system.
5. In the event the Customers offers to conclude an agreement by the results of the procurement, we undertake to sign an agreement with Rossiya Airlines JSC in accordance with the requirements of procurement documentation and our request, in term not later than three calendar days from the day of receipt of the agreement from the customer and give our consent to perform the terms of such agreement.
6. In the event we are recognized the procurement bidder ranked the second by the results of the procurement, and the procurement winner is recognized evaded the conclusion of the agreement, we undertake to sign the agreement in accordance with the requirements of the procurement documentation, our request and give consent to perform the terms of the agreement.
7. In the event we are recognized the only procurement bidder, we undertake to sign the agreement in accordance with the requirements of the procurement documentation, our request and give consent to perform the terms of the agreement.
8. If we are recognized the winner in the request for quotations, request for proposals or taking a decision on the conclusion of an agreement with us in the established instances, and our evasion of the conclusion of the agreement which is the subject-matter of the procurement, we agree to the inclusion of information in the Register of mala fide suppliers.
9. Принимаем на себя обязательство не изменять и (или) не отзывать заявку на участие в закупке после истечения срока окончания подачи заявок на участие в запросе котировок, запросе предложений.
10. Submitting this request, I confirm my consent to processing personal data in accordance with Federal Act dated 27 July 2006 No. 152-FZ “On Personal Data” [5].
11. Documents which are an integral part of our request for participation in the procurement, are attached to this request for participation in the procurement: 11.1. The Questionnaire Form of the procurement bidder in the form of Appendix 2; 11.2. Information about functional specifications (consumer properties) and qualitative specifications of goods, work, and services. In the instances contemplated by the procurement documentation, also copies of documents evidencing the conformity of goods, works, services with the requirements established in accordance with the laws of the Russian Federation provided that the laws of the Russian Federation establish requirements for such goods, works, and services.
According to the list on ____ pages
Principal
(signature) (state initials, last name)

SEAL
Date of issuance
(DD) (MM) (YYYY)

[5] The clause is subject to inclusion as a part of the request from the procurement bidder only who is an individual.

Appendix 2
To Procurement Documentation

BIDDER QUESTIONNAIRE FORM[2]
Procurement Procedure

(state the name of procedure)

Procedure No. _____ **Lot No.** _____
(state the procedure number) *(state the lot number)*

(state full name of entity in accordance with the Articles of Association and legal organizational form)

(state abbreviated name of the entity in accordance with the Articles of Association)

1. Legal details

Country of registration _____
Registered address _____
Street address _____
Phone _____
Fax _____
E-mail _____

2. Banking details

INN / KPP of entity _____
OGRN (Primary State Registration Number) _____
Transaction Account No. _____
Bank Name _____
Correspondent account _____
BIC _____

3. Registration data

Date, place and registration authority _____
Founders _____
Primary Business _____
Included in the small and medium businesses[3] _____
OKPO _____
OKVED _____

[2] To be executed on the official letterhead of the bidder in the procurement procedure as a separate document.

[3] If the bidder is included in the subjects of small or medium businesses, it shall be attached to the request a document containing details from the unified register of subjects of small and medium businesses, or declaration of conformity in the form approved by regulation of the RF Government dated 11 December 2014 No. 1352

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4. Appendices to the Bidder Questionnaire Form:

Description of Document	Number of Pages
1. Copies of incorporation documents (Certificate of State Registration, Articles of Association, Incorporation Agreement).	
2. A copy of statement from the Uniform State Register of Legal Entities and/or Uniform State Register of Individual Entrepreneurs received not earlier than 6 months before the day of posting a notice on holding a request for quotations in the unified information system (for foreign companies – statement from the Trade Register).	
3. Document evidencing the powers of the person to act on behalf of the procurement bidder – legal entity (copy of resolution on appointment or election or an order on appointment of an individual to the office under which such individual is entitled to act on behalf of the procurement bidder without a power of attorney (hereinafter also the Principal). If other person acts on behalf of the procurement bidder, such competition request shall also include a power of attorney to perform actions on behalf of the procurement bidder certified by the seal of the procurement bidder (for legal entities) and signed by the principal of the procurement bidder or a person authorized by such principal, or notarized copy of such power of attorney. If the said power of attorney is signed by the person authorized by the principal of the procurement bidder, the request for participation in the competition shall also include a document evidencing the powers of such person.	
4. Details of a lack of/existing affiliation of the procurement bidder with the employees of Rossiya Airlines JSC and their close relatives (spouses, children, parents, brothers and sisters).	
5. A copy of notice on application of the simplified taxation system (STS) or a notifying statement of the bidder on STS application with the seal of the tax authority (where applicable), with the submission of a tax return on the tax to be paid in connection with the STS application, for the latest year.	
6. For a group (for several persons) of persons acting on the part of one procurement bidder, it shall be submitted additionally a copy of the document evidencing the union of persons acting on the part of the one procurement bidder into the group, and the right of a certain procurement bidder to participate in the procedure on behalf of the group of persons, including submit a request for participation, to sign an agreement.	

5. Contact person _____

(state last name, first name, patronymic, telephone, fax, e-mail)

This is to confirm by the bidder the accuracy of all data stated in the Questionnaire Form.

Principal _____

(title of the Principal) *(signature)* *(state initials, last name)*

SEAL

Date of Issuance _____ _____ _____

(DD) *(MM)* *(YYYY)*

Appendix 3
To Procurement Documentation

Terms of reference

Scope of procurement	Flight organizational support		
Range and description of products (work, service)	Units of measurement	Quantity (volume)	Replaceability (equivalent)
-The Supplier will obtain a permit for flight/landing of the aircraft, provide aircraft and passengers ground handling in airports of non-CIS countries.	pcs	not applicable	none
Place of delivery/performance of work/provision of services (address)	Saint Petersburg, ul. Pilotov 18/4		
Goods shipment/delivery period or schedule, work performance or service rendering period	From the execution date to March 31, 2021		
Requirements to the service provider (for certification and licensing, staff qualifications, training, certificates issued, and other important requirements).	At the bidding stage, a bidder must submit its License for organization of ground handling.		
Requirements for the safety, quality, technical characteristics, functional characteristics (consumer properties) of the goods, work, service, for the size, packaging, shipping, and deliverables specified by the customer and provided for in the technical regulations in accordance with the technical regulation laws of the Russian Federation, documents developed and applied in the national standardization system adopted in accordance with the standardization laws of the Russian Federation, other requirements for conformity of the goods supplied, the work performed, the services rendered to the customer's needs.	The Customer does not set any requirements in accordance with the state standard (GOST) due to the fact that procured services are not in the catalog of state standards of the Russian Federation (list of state standards).		
Requirements to the staff	none		

Terms and procedure for provision of services	1. Services will be provided upon official request by the Customer. 2. The Supplier will confirm receipt and performance of the request within the period specified in the agreement. 3. The request will be performed strictly in accordance with the requested parameters. 4. The Customer will be promptly notified of any failure to perform the request. 5. A special manager will be appointed for the work with the Customer. 6. A 24-hour dispatch service to coordinate and support the Customer will be available. 7. The Supplier, at its discretion, may hire subcontractors for performance of any type of services given that the Supplier remains liable for proper performance of the services.
Requirements for the pricing of the goods: whether delivery, loading/unloading, insurance, installation, training of the staff, customs duties payable upon releasing the goods for internal consumption in the territory of the Customs Union, etc., are included in the goods price or not.	- to be specified in US dollars. - the service price does not include state taxes and duties.
Requirements for the period and scope of the warranty for the goods, work, service	Not applicable
Delivery of documents	Organization of the delivery of primary documents to the Customer.
Special requirements of the customer to the service providers (except for the state and municipal unitary enterprises)	1. Upon execution of an agreement, the Customer will be provided with the information in relation to all of its owners, including beneficiaries, in accordance with the Customer's form, accompanied by supporting documents. The Customer will be notified of any change in the ownership during the term of the agreement. 2. The Supplier's readiness for the monitoring or other control procedures to be performed by the Customer to ensure the quality of the services rendered during the term of the agreement (Audit).

Appendix 4
To Procurement Documentation

Draft Agreement

Agreement No. ____
for the provision of paid flight organizational support services

St. Petersburg

Rossiya Airlines Joint-Stock Company, hereinafter referred to as the "**Customer**", represented by _____, acting under _____, of the one part, and _____, hereinafter referred to as the "**Supplier**", represented by _____, acting under _____, of the other part, hereinafter collectively referred to as the "Parties", have entered into this Agreement (hereinafter, the "Agreement"), as follows:

1. Subject Matter of the Agreement

1.1. The Supplier hereby undertakes to provide the Customer with the flight organizational support services, specified in Appendix 2, in respect of the Customer's aircraft (hereinafter, the "Aircraft"), carrying out air transportation operations in the territory of the foreign states listed in Appendix 2, for a fee and as requested by the Customer.

2. Rights and Obligations of the Customer

2.1. The Customer shall:

2.1.1. Make its requests for services in no particular form, having specified therein the parameters required under Appendix 1 hereto, and address them to the Supplier in accordance with the Process of Interaction set forth in Appendix 1 hereto, using the following contacts available at all times: _____.

2.1.2. Promptly inform the Supplier of any changes in the information set out in requests sent earlier on. In that event, the Supplier hereby undertakes to exert every reasonable effort to fulfill a request so modified.

2.1.3. In due time pay for the services of the Supplier in accordance with the terms hereof and the invoices issued by the Supplier.

2.1.4. Make a request in English.

2.2. The Customer may:

2.2.1. Send written inquiries to the Supplier of the cost of the services required, of the cost of fuel, and also of any additional services, other than those provided herein, in the service airports of interest.

2.2.2. Inspect (audit) the Supplier and/or its Subcontractors to check the security control and the quality of the services of the Supplier at any time, having notified the Supplier thereof in due advance with at least 7 business days' notice.

3. Rights and Obligations of the Supplier

3.1. The Supplier shall:

3.1.1. Accept and carry out requests from the Customer at all times, prioritizing the processing of the Customer's requests marked as "Urgent";

3.1.2. Promptly (within one hour) inform the Customer in writing of whether it is possible or not to fulfill a request, with providing reasons, using the following contacts available at all times: _____.

3.1.3. Respond to the written inquiries from the Customer of the cost of services, fuel, as well as additional services, as soon as practicable, within one day after the receipt of inquiry.

3.1.4. Issue its service payment invoices to the Customer in accordance with the prices, specified in Appendix 2 hereto, having enclosed therewith the primary supporting documents.

3.1.5. Involve any third party to provide any type of services for the implementation hereof (hereinafter referred to as the "Subcontractors"), having agreed with the Customer upon their involvement and upon the candidates to be involved, appropriately licensed and certified to provide the services. However, the Supplier shall remain liable to the Customer for the proper provision of services as if such services are provided by the Supplier without subcontracting.

3.1.6. Mail the original invoices and documents accompanying the same to the Customer's address, specified in Clause 12.1. hereof, within ten (10) business days after flight has been serviced.

3.1.7. Send to the Customer an Accounts Reconciliation Statement on a quarterly basis, not later than twenty (20) calendar days after the reporting period end date.

3.1.8. Supervise and control its own activities and those of its Subcontractors, when providing services.

3.1.9. Promptly inform the Customer by any means available and then in writing of all actual or potential events of causing damage to any assets of the Customer (including Aircraft and any other assets), any other assets temporarily or constantly controlled by the Customer (including Aircraft, parts thereof, reserves and equipment on board, freight, luggage and mail being transported, etc.), and also to life and/or health of the passengers of the Customer or any employees of the Customer (including crew members and other staff). If this clause is breached by the Supplier, the Customer may impose liability for that damage on the Supplier, having sent a substantiated claim.

3.1.10. Assist the Customer while the Supplier is being inspected (audited) to control the security and the quality of the services provided. The Supplier shall cause its Subcontractors to comply with this clause should those be involved by the Supplier to provide services.

3.1.11. Promptly exert every reasonable effort to remedy defects discovered by the Customer in the services being provided, regardless of a procedure for and a method of discovering the same.

3.1.12. Provide the Customer with an urgent overflying permit within _____ day(s) after the receipt of a request from the Customer.

3.1.13. Provide the Customer with an urgent take-off/landing permit within _____ day(s) after the receipt of a request from the Customer.

3.1.14. Ensure and check the readiness of all counter-parties for handling the flight, confirm the absence of a debt and inform the Customer thereof, using the company's official letterhead made as per Appendix 5, not later than 24 hours before the date of each flight.

3.1.15. Continuously manage passengers and organize the provision of the services they may require in accordance with the Rossiya Airlines JSC RONO (Ground Handling Manual) and under Clause 99 of the Federal Aviation Rules (General Rules of Air Carriage of Passengers, Baggage, Freight and Requirements to Servicing Passengers, Shippers, Consignees), approved by Order No. 82 of the Ministry of Transportation of the Russian Federation dated June 28, 2007, should a flight be delayed.

3.1.16. Provide the Customer with guaranteed slots as requested.

3.2. The Supplier may:

3.2.1. Provide other additional flight support services, other than those specified herein, having agreed with the Customer upon the terms thereof in writing.

3.3. Obligations of the Supplier in Terms of the Quality of the Services Provided:

3.3.1. The Supplier shall comply and cause all its Subcontractors to comply with all international treaties, laws, regulations and standards applicable to the services they provide, as well as any rules established and/or recommended by the IATA (International Air Transport Association) and/or the ICAO (International Civil Aviation Organization) for application to the services being provided.

3.3.3. The Supplier shall provide all ground handling services, Aircraft fueling services and other airport-based services in accordance with the instructions and procedures of the Customer, which the Customer has made known to the Supplier in writing or electronically. If those instructions are unavailable, then the Supplier shall provide services being guided by the best standards and practices, including rules and recommendations of the IATA and/or the ICAO applicable to the services being provided.

3.3.4. The Supplier hereby undertakes to submit at the request of the Customer any documents and information, confirming the compliance of the Supplier and its Subcontractors with the requirements set forth in Clauses 3.1.5 and 3.3.1 hereof, including: certified copies of any licenses, certificates and other permits required from supervisory authorities, which jurisdiction covers the services being provided.

4. Price and Terms of Payment

4.1. The maximum cost of the services hereunder may not be in excess of USD _____, excluding VAT. The maximum cost of the services hereunder may not be in excess of USD _____, including VAT.

4.2. The cost of services shall be specified in Appendix 2 hereto.

4.3. The cost of services shall remain fixed throughout the entire term hereof, and may not be revised hereunder.

4.4. VAT, as well as other taxes and/or charges payable for the services provided under the laws of a country of provision thereof to the Customer, shall be paid by the Customer in addition to the amounts payable hereunder pursuant to the invoices and supporting documents issued by the Supplier.

4.5. The Supplier shall issue invoices to the Customer with respect to each flight made, having enclosed therewith the documents supporting the same, apart from those of the services ordered.

4.6. The invoices shall be denominated in U.S. dollars.

4.7. The Customer shall reimburse the Supplier for the expenses incurred in connection with fulfilling a request of the Customer at cost price plus a fee for the payment of third parties' invoices to the amount, approved in Appendix 2, off the amount of such expenses, apart from fueling services and services of obtaining overflight permits and landing permits. If the Customer receives from the Supplier an invoice for advance payment, the Customer shall make payment thereunder within 10 bank days after the receipt thereof. All services approved with due advance shall be paid up.

4.8. The Customer may cancel an order at least 12 hours before the date of a flight as per the schedule, in which case no additional payments shall be made by the Customer and no penalties may be imposed by the Supplier.

4.9. If a flight is canceled later than 12 hours before the date of a flight as per the schedule, then payment shall be made as per the rates set forth in Appendix 2.

4.10. The Customer shall either pay the invoices received from the Supplier or send its substantiated refusal within ten (10) bank days after the Supplier's invoices and the documents

supporting the same have been received at the following email address: OKR@rossiya-airlines.com.

4.11. The Customer shall pay for the services hereunder in U.S. dollars via bank transfer to the settlement account of the Supplier, specified in Clause 12.2 hereof.

4.12. In the event of failure of the Customer to meet the payment deadline, established in Clause 4.9. hereof, the Supplier may add a penalty interest of 0.01% of the amount outstanding to the amount outstanding per each day in arrears, but not more than 50% of the amount outstanding. A separate invoice shall be issued by the Supplier for the amount of a penalty.

4.13. The Supplier may, at a written request of the Customer, provide the Customer with an opportunity to defer a payment for the services provided without imposing penalties and for a term approved by the Parties, which may not be less than thirty (30) calendar days.

4.14. The Parties shall reconcile their mutual accounts and execute the Accounts Reconciliation Statement hereunder on a quarterly basis, by the thirtieth (30) day of the month, following the reconciliation quarter.

4.15. A payment shall be deemed made by the Customer immediately after the funds have been deposited into a correspondent bank account of the Supplier.

4.16. Bank fees shall be paid by the Party that makes a payment.

5. Liability of the Parties

5.1. In the event of non-performance or improper performance by the Parties of their respective obligations hereunder, the Parties shall incur liability under the laws of the Russian Federation.

5.2. In the event of failure of the Supplier to meet the deadline assigned to it hereunder to provide a service ordered the Customer may invoice the Supplier to the penalty amount of USD 10,000.00.

5.3. Other liability for non-performance or inadequate performance of their respective obligations hereunder the Parties shall incur under Appendix 4.

5.4. If the Customer by more than 30 days delays the payment of any amounts due to the Supplier, which are in excess of the equivalent of USD 10,000.00, then the latter may suspend the fulfillment of the requests hereunder until the Customer has paid its debt, having notified the Customer thereof with due advance of ten (10) business days prior to the request suspension date, provided that the Customer has failed to pay its debt within ten (10) business days after that notice.

5.5. The Supplier shall reimburse the Customer in full for all properly documented expenses the latter incurs should flights be delayed through the fault of the Supplier or its Subcontractors.

6. Events of Force Majeure

6.1. None of the Parties shall incur liability for failure to perform its obligations hereunder in due time should that failure be caused by events of force majeure, i.e. extraordinary and unexpected circumstances, arising during the term hereof, which the Party affected thereby (hereinafter, the "Party Affected") can neither actually mitigate nor actually foresee (including floods, earthquakes, volcano eruptions and other natural disasters, wars and hostilities, economic warfare, import or export bans, amendment of laws). Fires and labor troubles shall be recognized as events of force majeure unless those have been caused by a guilty and/or reckless act/omission of the Party Affected or of the persons controlled by it (workers, contractors, advisors and others). Failures/outages of the equipment and/or software used by the Party Affected, communication lines and/or equipment failures, shall only be recognized as events of force majeure if those have been caused by natural and/or anthropogenic factors,

but not by a guilty and/or reckless act/omission of the Party Affected and/or of any third parties.

6.2. The Party Affected shall promptly, but in any case within three (3) calendar days after events of force majeure have occurred, notify the other Party in writing of the occurrence and the expected duration thereof, and, if possible, evaluate the effect thereof on performance of the obligations hereunder (including term of performance), except when it is impossible to give the notice due to the effect of events of force majeure. After events of force majeure have ceased to exist, the Party Affected shall notify the other Party thereof within the same term, having informed of a period within which it expects to perform its obligations hereunder.

6.3. Failure to give or late giving of the notice of occurrence of events of force majeure shall deprive the Party Affected of its right of release from liability for non-performance of the obligations hereunder.

6.4. The Party Affected shall, at the request of the other Party, furnish a formal document issued by a competent public authority or organization, confirming the actual occurrence of events of force majeure.

6.5. The occurrence of events of force majeure shall cause the term assigned for performance of the obligations hereunder to be extended pro rata to a period of the effect thereof, with due regard for a reasonable term required to remedy the aftereffects thereof, unless the Parties have agreed otherwise.

6.6. If events of force majeure and their respective aftereffects persist for a period in excess of one month, then any Party may unilaterally demand to terminate this Agreement without recourse to courts. In that case, any Party may claim from the other Party all it has received hereunder if it appears from the substance hereof or this Agreement expressly provides that the respective Party is interested in the full implementation hereof only and may withdraw from this Agreement should only the partial implementation hereof be possible.

7. Confidentiality

7.1. The Parties hereby undertake to neither disclose the confidential information nor use the same otherwise than to perform their respective obligations hereunder. The Party that has received the confidential information hereby undertakes to protect it by taking at least the same measures it takes to protect its own confidential information.

7.2. Information shall be recognized as confidential should it be received within the scope of implementation hereof and contain, but be not limited to, the following: trade secrets, personal data or any other information protected by law or information which, as of the date of disclosure thereof, bears the "Confidential" or "Highly Confidential" stamps of the Disclosing Party, specifying the full name and address of the owner thereof.

7.3. The Party that has failed either to ensure the confidential information non-disclosure or to comply with other confidentiality maintenance requirements shall incur liability under the laws of the Russian Federation.

7.4. The confidential information may be disclosed to competent public authorities and regulators of the securities' market in the event and in a manner provided for by applicable laws, in which case no liability shall be imposed for such disclosure thereof.

7.5. The obligations of the Parties set forth in this section shall remain valid throughout the term hereof and for three (3) years after the termination hereof.

8. Dispute Resolution Procedure

8.1. All disputes, regarding the implementation (modification or termination) hereof, shall be resolved by the Parties by means of amicable negotiations.

8.2. If the Parties fail to reach an accord by means of negotiations, disputes shall be resolved

through the pre-trial process.

8.3. A claim shall be filed as made in writing. The claimant's substantiated demands shall be set out in the claim.

8.4. The claims made in a proper manner shall be sent to the email address of the Customer: Head_Office@rossiya-airlines.com or to the address of the Supplier: _____. The original claim shall be sent to the address of the addressee thereof either by registered mail with return receipt requested or by a courier with the delivery thereof to the addressee against signed receipt.

8.5. If the claimant either receives from the other Party a refusal to satisfy its claims voluntarily or receives no response within thirty (30) calendar days after it has filed its claim, then the claimant may refer a dispute to the Arbitration Court of St. Petersburg and Leningrad Region in the manner established by the laws of the Russian Federation.

9. Term of the Agreement

9.1. This Agreement shall take effect once signed, and remain valid until March 31, 2021, and in terms of mutual settlements, until those have been made by the Parties in full.

9.2. Any Party may terminate this Agreement unilaterally and without recourse to courts, having notified the other Party thereof in writing at least sixty (60) calendar days prior to the expected date of termination hereof.

10. Anti-Corruption Clause

10.1 When performing their obligations hereunder, the Parties, their workers shall not pay, offer to pay or authorize payment of any cash or valuables whether directly or indirectly to any persons, in order to influence the actions or decisions of such persons for the purpose of gaining any illegal advantages, or for other illegal purposes. When performing their obligations hereunder, the Parties, their workers shall take no actions that may be recognized under the laws applicable hereto as active/passive bribery, trading in influence, illegal gratification, abuse of authority, as well actions that violate the requirements of the applicable laws and international acts for combating legalization (laundering) of proceeds from crime.

10.2. If the Party suspects that any provisions of this Clause 10.1 may be or have been breached, the respective Party shall give a written notice thereof to the other Party. In its written notice, the Party shall invoke facts or provide materials, reliably confirming or providing reasons to believe that any provisions of this Clause 10.1 may be or have been breached by the other Party, its workers in the form of actions recognized under the laws applicable hereto as active/passive bribery, trading in influence, illegal gratification, abuse of authority, as well actions that violate the requirements of the applicable laws and international acts for combating legalization (laundering) of proceeds from crime. Having received the written notice, the respective Party shall send a confirmation that no breach has taken or will take place. The confirmation shall be sent within twenty (20) calendar days after the receipt of the written notice.

10.3. If the Party breaches its obligations to take no actions, mentioned in Clause 10.1 hereof, then the other Party may terminate this Agreement unilaterally and without recourse to courts, having given a written notice of termination hereof. This Agreement shall be deemed terminated in twenty (20) calendar days after the Party has received the respective written notice of termination hereof. The Party that has caused this Agreement to be terminated under the provisions of this clause may claim actual damages it has incurred due to the termination hereof. The damages shall be reimbursed within twenty (20) calendar days after the receipt of the respective claim from the Party that has caused this Agreement to be terminated.

11. Final Provisions

11.1. All amendments and supplements hereto, made after the date of execution hereof, shall be made in writing, signed by authorized representatives of the Parties and constitute an integral part hereof.

11.2. Each Party shall within seven (7) business days notify the other Party of any changes in its address, postal and bank details, and bear a risk of consequences it may face should the other Party be not informed thereof. The above-mentioned changes shall take effect for the other Party immediately after it has been informed thereof.

11.3. Rights and obligations of the Parties, other than those expressly provided for herein, shall be determined under the laws of the Russian Federation in effect.

11.4. The Supplier shall, within 10 calendar days after the date of execution hereof, provide the Customer with the information of the entire chain of its owners (beneficiaries), including ultimate beneficiaries, and also of its executive structure, in accordance with Appendix 3, having enclosed therewith the respective supporting documents.

11.5. If the chain of owners, including ultimate beneficiaries, or its executive structure, is changed, then the Supplier shall promptly, within 5 calendar days, notify the Customer thereof and submit the supporting documents.

11.6. If the obligations set forth in Clauses 11.4 and 11.5 hereof are breached or rejected, then the Customer may withdraw from (terminate) this Agreement unilaterally and without recourse to courts, having notified the Supplier thereof 3 calendar days prior to the expected date of termination hereof.

11.7. In order to implement the terms hereof and provide high-quality services, the Parties shall be guided by both their internal documents and the ICAO/IATA documents in effect that regulate the activities of the civil aviation of the Russian Federation.

11.8. This Agreement is made in Russian and executed as two equally authentic counterparts; each Party hereto shall have one counterpart hereof.

11.9. The following appendices hereto shall constitute an integral part hereof:

Appendix 1. Process of interaction between the Parties when ordering services;

Appendix 2. List of services. List of groups of countries. Cost of services;

Appendix 3. Information of owners and beneficiaries (specimen);

Appendix 4. Agreement for the requirements for the level of quality of servicing flights;

11.10. When providing services in respect of the Aircraft, the Supplier shall be guided by the following and other guidelines of the Customer:

Collection of Guidelines for Ground Handling of A-319/320 Aircraft, operated by Rossiya Airlines JSC;

Collection of Guidelines for Ground Handling of B-737/800 Aircraft, operated by Rossiya Airlines JSC;

Collection of Guidelines for Ground Handling of B-747/400 Aircraft, operated by Rossiya Airlines JSC;

Collection of Guidelines for Ground Handling of B-777/200/300 Aircraft, operated by Rossiya Airlines JSC;

Aircraft anti-icing operations organization and procedure manual.

Rossiya Airlines JSC Ground Handling Organization Manual;

Rossiya Airlines JSC (International Airlines) Aviation Security Standards and Procedures.

11.11. The Customer shall provide all documents listed in Clause 11.10 hereof by placing them at www.rossiya-airlines.com in the "For Partners" section thereof. The Customer shall ensure that

all documents are up to date, and make the respective amendments and supplements thereto in due time.

11.12. The Customer shall provide employees of the Supplier with access to the "For Partners" section of www.rossiya-airlines.com, using the following login: partner@rossiya-airlines.com and the password: rossiya.

11.13. The Customer shall notify the Supplier of all changes in documents by sending email communications to the email addresses made available by the Supplier when granting access to the website of the Customer. However, the Supplier shall send a message in response, thereby confirming the receipt of the Customer's communication and its readiness to comply with the requirements of the Customer's standards in effect.

12. Addresses and Bank Details of the Parties

12.1. Address and Bank Details of the Customer

12.1.1. Customer's contacts:

Position, name and surname	Telephone number	FAX	SITA/AFTN	E-MAIL
Duty manager (Deputy director of Operations control centre(OCC)) between the time frame of day of operations and 48h (on-operation H24)	**Call:** 8-926-613-12-62 Tel: +7 (495)139-76-16 Tel: +7 (812) 633-39-99 Ext: 5509	+7(495)139-76-98 7 (812) 633-39-99 Ext: 7999	VKOFPFV ULLLSDMC	dutymanager@rossiya-airlines.com
Operations control centre				
Weather forcaster (on-operation H24)	Tel: +7 (812) 633-38-57 Tel: +7 (812) 633-39-99 Ext: 3273			meteo@rossiya-airlines.com
Boeing				
Operations control centre between the time frame of day of operations and 48h (on-operation H24)	**Call:** 8-926-649-16-36 Tel: +7(495)139-76-15 Tel: +7 (812)	+7(495)139-76-98 7 (812) 633-39-99 Ext: 7999	VKOFPFV ULLLSDMC	Operation@rossiya-airlines.com

	633-39-99 Ext: 5500, 5539			
Airbus				
Operations control centre between the time frame of day of operations and 48h (on-operation H24)	Tel: +7 (812) 6-333-866 Tel: +7 (812) 633-39-99 Ext: 3222 **Call:** +7 (921) 949-13-16		LEDFPFV ULLLSDMZ	Operation@rossiya-airlines.com
Perspective Planning Division				
Regular flight				
Executive specialist	+7(495)139-76-14 +7 (812) 633-39-99 (Ext: 5516)	+7(495)139-76-98 7 (812) 633-39-99 Ext: 7999	VKOOPFV ULLLSDMC	Operation@rossiya-airlines.com
Senior specialist	+7 (812) 633-39-99 (Ext: 5508)	+7(495)139-76-98 7 (812) 633-39-99 Ext: 7999	VKOOPFV ULLLSDMC	Operation@rossiya-airlines.com
No regular flight (Chapter, technical flight)				
Executive specialist	Tel: +7 (812) 6-333-999 (Ext: 3286)	+7 (812) 633-38-65	LEDFPFV ULLLSDMZ	Operation@rossiya-airlines.com
Senior specialist	Tel: +7(812) 633-39-86 +7(812) 633-39-99 (Ext: 3229)	+7 (812) 633-38-65	LEDFPFV ULLLSDMZ	Operation@rossiya-airlines.com
Specialist on duty				
Specialist of OCC Perspective Planning Division	+7(812)633-38-69	+7 (812) 633-38-65	LEDFPFV ULLLSDMZ	Operation@rossiya-airlines.com

(on-operation H24)	+7(812) 633-39-99 (Ext: 3235)			

Customer's Costs Control Department: OKR@rossiya-airlines.com
Customer's Contract Management Unit of Flight Ground Support Department
Dogovor@rossiya-airlines.com

12.2. Addresses and Bank Details of the Supplier:

12.2.1. Supplier's contacts:

Signatures of the Parties:

Appendix 1 to the Agreement
"For the Provision of Flight Organizational Support Services"

Procedure for the interaction of the parties when ordering the services:

1. In order to obtain permits for overflight and landing along the flight route, the Customer shall send to the Supplier a written request in the English language with the following mandatory content:

- date of flight;
- flight number;
- type and aircraft registration number of the principal aircraft, maximum take-off weight (MTOW), the list of the equipment installed on the aircraft;
- type and aircraft registration number of the standby aircraft, maximum take-off weight (MTOW), the list of the equipment installed on the aircraft;
- a list of the countries, whose permits are required to be provided, indicating the requested type of permit (flight over the territory, permit to land for commercial purposes, permit for a technical landing, etc.)
- Charterer of the flight, with indication of it legal address;
- The receiving party, with the indication of its legal address and contacts;
- The purpose of the flight
- Preliminary data on the number of passengers, and/or cargo weight, cargo category;
- Flight route (with the points of entry / exit) and the aircraft movement schedule (UTC);
- Other additional information, which is necessary, in the Customer's opinion, to obtain the permits.

2. To order ground handling, fueling and other services at airports along the flight route, the Customer's shall send to the Supplier a request with the following mandatory content:

- date of flight;
- flight number;
- type and registration number of the aircraft, maximum take-off weight (MTOW),
- aircraft movement schedule (UTC);

- a list of the required services;
- The receiving party, with the indication of its legal address and contacts;
- Preliminary data on the number of passengers, and/or cargo weight, cargo category;

3. To obtain slots at airports along the flight route, the Customer shall send a request to the Supplier with the following mandatory content:

- Date of flight;
- Flight number;
- Type of the aircraft;
- Aircraft movement schedule (UTC) with the airports of destination / departure, with indication of the information at which particular airport the slots are necessary.

Signatures of the Parties:

Appendix 2 to the Agreement
"For the Provision of Flight Organizational Support Services"

1. List of services:
- obtaining the permit for flying over the country's territory;
- renewal of the permit for flying over the country's territory;
- obtaining the permit for landing in the country's territory;
- renewal of the permit for landing in the country's territory;
- obtaining an urgent permit for an overflight;
- obtaining an urgent permit for landing;
- providing with slots;
- organization of the engagement of specialized service companies for standard ground handling: organization of aircraft ground handling, organization of in-flight catering, organization of ground catering, organization of accommodation and catering at a hotel, transfer, communications with all related parties through all communication channels, tracking of the flight and traffic information.
- monitoring of the servicing (supervision).
- organizing the into-plane fueling;
- payment of governmental and airport charges.

2. List of the groups of countries:

1. Group of countries: Vietnam, Cambodia, Laos, Myanmar, Thailand, Malaysia, Brunei, Indonesia, Singapore, Philippines, India, Bangladesh, Pakistan, Iran, China, Afghanistan.
2. Group of countries: Bahrain, Georgia, Egypt, Israel, Iraq, Yemen, Jordan, Qatar, Cyprus, Kuwait, Lebanon, UAE, Oman, Palestine, Saudi Arabia, Syria, Turkey.
3. Group of countries: Belize, Guatemala, Honduras, Costa Rica, Nicaragua, Panama, El Salvador, Antigua and Barbuda, Bahamas, Barbados, Haiti, Grenada, Dominican Republic, Cuba, Saint Vincent and the Grenadines, Saint Kitts and Nevis, Saint Lucia, Trinidad and Tobago, Jamaica, US Virgin Islands, Anguilla, Aruba, Bonaire, UK Virgin Islands, Guadeloupe, Cayman Islands, Curaçao, Martinique, Montserrat, Puerto Rico, Saba, Saint Barthelemy, Saint Martin, Sint Maarten, Sint Eustatius, Turks and Caicos Islands.
4. Group of countries: Argentina, Bolivia, Brazil, Venezuela, Guyana, Colombia, Paraguay, Peru, Suriname, Uruguay, Chile, Ecuador, Falkland Islands, South Georgia and South Sandwich Islands, Guiana.
4. Group of countries: Canada, USA, Mexico, Bermuda, Greenland, Saint Pierre and Miquelon, Clipperton.

6. Group of countries: Austria, Denmark, Albania, Belgium, Bulgaria, Iceland, Andorra, Turkey, UK, Hungary, Latvia, Bosnia and Herzegovina, Germany, Lithuania, Vatican, Ireland, Poland, Norway, Greece, Liechtenstein, Finland, Spain, Luxembourg, Romania, Estonia, Italy, Monaco, Slovakia, Sweden, Macedonia, Netherlands, Czech Republic, Malta, France, Portugal, Switzerland, San Marino, Serbia, Slovenia, Croatia, Montenegro.
7. Group of countries: Algeria, Angola, Benin, Botswana, Burkina Faso, Burgundy, Gabon, Gambia, Ghana, Guinea, Guinea-Bissau, Djibouti, Democratic Republic of the Congo, Egypt, Zambia, Zimbabwe, Cape Verde, Cameroon, Kenya, the Comoros, Côte d'Ivoire, Lesotho, Liberia, Libya, Mauritius, Mauritania, Madagascar, Malawi, Mali, Morocco, Mozambique, Namibia, Niger, Nigeria, Republic of the Congo, Rwanda, Sao Tome and Principe, Swaziland, Seychelles, Senegal, Somalia, Sudan, Sierra Leone, Tanzania, Togo, Tunisia, Uganda, Togo, Central African Republic, Chad, Equatorial Guinea, Eritrea, Ethiopia, Republic of South Africa, South Sudan.
8. All other countries not included into Groups 1-7. The CIS countries are not considered in this group.

3. Cost of Services:

- cost of obtaining the permit for flight over the country;
- cost of renewal of the permit for flight over the country;
- cost of obtaining the permit for landing in the country;
- cost of renewal of the permit for landing in the country
- cost for obtaining an urgent permit for overflight;
- cost for obtaining an urgent permit for take-off/landing;
- cost of provision of slots;
- cost of organizing the engagement of subcontractors into the provision of ground handling and other services in connection with the flight: organization of aircraft ground handling, provision of in-flight catering, provision of ground catering, provision of accommodation and catering at a hotel, transfer, communications with all related parties through all communication channels, tracking of the flight and traffic information.
- cost of controlling (supervising) the provision of servicing (charged in the case of ordering the control services to be provided by persons who are not Subcontractors of the Supplier, but who render services directly to the Customer).
- remuneration for into-plane fueling.
- fee charged by the Supplier (%).
- tariff for a refusal from a comprehensive request for ground handling when the flight is canceled less than 12 hours prior to the time of the scheduled flight.
- tariff for a refusal from obtaining a permit for flying over the territory of the country when the flight is canceled less than 12 hours prior to the time of the scheduled flight.
- tariff for a refusal from obtaining a permit for take-off/landing in the territory of the country when the flight is canceled less than 12 hours prior to the time of the scheduled flight.

Signatures of the Parties:

Appendix 3
to the Agreement "For the Provision of Flight Organizational Support Services"

Information about the counterparty.

No.	Counterparty name INN ((Taxpayer Identification Number), business lines)						Agreement (details, scope, value, validity, and other material terms)					No.	Information on a chain of the counterparty's owners, including beneficiaries (including ultimate beneficiaries)						
	INN (Taxpayer Identification Number)	Primary State Registration No. (OGRN)	Counterparty name	OKVED (Russian National Classifier of Economic Activities) code	CEO's full name	Agency and number of the CEO's identification document	Number and date	Subject matter of the agreement	Price (RUB mln)	Term of validity	Other material terms and conditions		INN (Taxpayer Identification Number)	Primary State Registration No. (OGRN)	Company name / full name	Location address / Registration address	Series and number of the CEO's ID document (for an individual)	CEO / member / shareholder / beneficiary / data of the executive body	Information about the confirmation documents (name, details, etc.)
1												1.1							
												1.1.1							
												1.1.2							
												1.1.3							
												1.1.3.1							
												1.1.3.2							
												…							
												1.2							
												1.2.1							
												…							

Job position, full name of the counterparty's manager _____
Seal signature /date/

Note. Detailed information on the chain of the counterparty's owners (founders/shareholders, if those are legal entities, information about their founders/shareholders etc.), including the ultimate beneficiaries, shall be provided in the table: 1.1, 1.2 – owners of the counterparty under the contract (first-level owners); 1.1.2, 1.2.1, 1.2.2 etc. – owners of the entity 1.1, (second-level owners) and so on – according to the similar arrangement to the ultimate beneficiary owner (1.1.3.1)

Signatures of the Parties:

Appendix 4 to the Agreement
"For the Provision of Flight Organizational Support Services"

AGREEMENT ON THE REQUIREMENTS FOR THE LEVEL OF QUALITY OF HANDLING OF FLIGHTS OF ROSSIYA AIRLINES JSC

Requirements for a certain level of quality of the services provided by the Supplier are conditioned by the necessity for the Customer to comply with the schedule and obligations to third parties (Customer's clients), when the Supplier may directly influence these factors.

The purpose of this Agreement is not the financial gains of the parties, but the mutual desire to improve the quality of their activities.

1. General Provisions

1.1 All employees of the Subcontractor shall know and correctly apply the provisions of this Agreement relating to their job functions during the handling of the Customer's flights, in addition to the guidance documents mandatory for the Subcontractor, which are specified in par 11.11. hereof.

1.2 In any cases that have no precedents or that are not described in the guidance documents specified in par 1.1 hereof, the Subcontractor's employees shall act in accordance with common sense and on the basis of recommendations received from the Customer for the maximum convenience to the Customer's clients.

1.3 The Customer may conduct audits and / or inspections on a regular basis (at least one audit and / or inspection per year). The Subcontractor shall provide the Customer with the confirmations (documented) of the actual service level based on the key points approved by this Supplementary Agreement - measurable quality indicators, on a monthly basis.

1.4 The Customer reserves the right to conduct unplanned audits / inspections subject to preliminary notification of the Subcontractor as provided for in this document.

1.5 The nature and procedure for the provision of services, in all cases, shall not be in conflict with the necessity to ensure the safety of flights.

2. Passenger service

2.1 The Subcontractor's personnel responsible for servicing the Customer's passengers, shall have an impeccable appearance and be dressed in the appropriate uniform; the personnel uniform shall have a badge with the name and surname. The Subcontractor' employees shall understand that they represent the interests of the Customer and shall build their relationships with passengers on the basis of respect, friendliness, and strictly observe the professional ethics. The dominant feature shall be the customer-oriented approach of the Subcontractor's staff.

2.2 In case of repeated complaints of passengers against a particular employee of the Subcontractor, the Customer shall have the right to demand that Subcontractor replace this

employee, or to withdraw this employee from handling the Customer's flights.

2.3 The Subcontractor's personnel shall speak the language of the country where the service is provided, the English language (if applicable) to the extent allowing a free communication with passengers during the performance of their duties. The Subcontractor providing services in the territory of a foreign state shall take steps to engage personnel who speak the Russian language.

Criteria for evaluation:

Basic training of personnel in accordance with the requirements of IATA and local legislative acts.	100%
Refresher training of personnel in accordance with the requirements of IATA and local legislative acts (at least once every 3 years).	100%
Training as required by the local legislation and IATA on dangerous goods and aviation safety.	100%
The Subcontractor shall keep records of training and / or refresher training of the personnel, provides the Customer with access to such records at the Customer's request.	100%
Well-groomed personnel.	100%
Compliance with the service ethics.	100%
Attentiveness, eagerness to render assistance and help.	100%
The presence of reasonable complaints of the Customer's passengers about the activity of the Subcontractor's personnel	0%
Absence of negative observations of the Customer's personnel about the activities of the Subcontractor's personnel	70%

2.4 When the number of justified complaints of the Customer's passengers about the activities of the Subcontractor's personnel exceeds 0.1% of the number of passengers carried by the Customer to / from the airport of rendering the representative services during the calendar month of flights, the Customer may demand from the Subcontractor to provide services on 1 flight of the Customer without charging any fees for the services and conduct an extraordinary audit of the quality of the services provided. The Subcontractor is not entitled to refuse to fulfill such a requirement of the Customer.

2.5 The reasonableness of the complaints of the Customer's passengers about the activities of the Subcontractor's personnel shall be determined by the Customer on the basis of an official investigation of the fact of the complaint of the Customer's client. This shall be documented by the Report on the work on the client's complaint, one copy of which shall be sent to the Subcontractor.

2.6 The percentage of the number of reasonable complaints of the Customer's clients about the Subcontractor's work in relation to the number of the passengers carried by the Customer to / from the airport of rendering representative services during the calendar month of flights shall be a measurable indicator of the quality of the Subcontractor's work. This indicator shall be taken into account by the Customer in the subsequent evaluation or re-evaluation of the Subcontractor's activities during the procedures, selection of Supplier at the airport.

3. Check-in of passengers

3.1 The Subcontractor shall take all possible measures to ensure the flight departure on time.

The Subcontractor shall be responsible for the organization of work on regulating the passenger throughput during the pre-flight inspection, checking-in, passport control. All passengers, who turned-up before the end of the check-in procedure and who are waiting in line shall be checked-in for the carriage (except for cases of refusal to carry due to incorrect documents, refusal to pay for excess baggage, etc.)

3.2 The procedure of checking-in the Customer's passengers shall be automated. The pre-seating of passengers on board aircraft shall be carried out with the approval of the Customer.

3.3 The Subcontractor shall appoint one special agent who would support the Customer's passengers and ensure that the queue length does not exceed the limits specified in the guidance documents (Customer's Ground Handling Manual (RONO))

3.4 The Subcontractor's employees shall be conscious that the passenger who has been suspended from the flight for any reason whatsoever (except for cases prosecuted under the law) is still the Customer's client and shall be treated appropriately.

3.5 The Subcontractor must take all necessary measures within the scope of the documents specified in the agreement for rendering representative services to fulfill the Customer's obligations to its clients.

3.6 The Subcontractor shall check in the Customer's passengers in accordance with the Customer's guidance documents relating to servicing the passengers and handling their luggage, timely resolves any conflict situations. In case of any non-routine situations, the Subcontractor shall agree its actions with the Customer's Production Operational Management Department (POMD) of the OCC.

3.7 Special tags shall be used when checking in passengers and marking baggage in strict compliance with the Customer's Ground Handling Manual (RONO). The special tags shall be supplied by the Customer. At the same time, baggage tags shall be also used for marking the baggage, regardless of the availability of special tags.

3.8 In case of failure to comply with the Customer's requirements when seating passengers at emergency exits on board the aircraft, the Customer may not pay the Subcontractor 50% of the rate for the work on this flight. The Subcontractor shall have no right to refuse such request of the Customer.

3.9 In case the Subcontractor admits for carriage a passenger with invalid carriage documents, the Customer shall charge the Subcontractor for the full cost of the air ticket purchased through the booking class service. The Subcontractor shall have no right to refuse such request of the Customer.

Criteria for evaluation:

At least two check-in desks shall be open on time and have the correct designation	120 minutes before the scheduled departure	100%
Timely closing of the checking-in procedure	40 minutes before the scheduled departure	95%
A friendly attitude to passengers		100%
Identification of the passenger based on the passport and		100%

ticket		
Seating of passengers is carried out according to the requirements of the Customer		100%
Business lounge services are provided on time. Invitations to the business lounge are given to every business class passenger.		100%
Formation and delivery of the flight captain mail pouch on board in the established form and in the established time		100%
Resolution of conflict situations with the Customer's passengers.		100%
Actions in strict compliance with the documents of the Carrier and on the basis of the commands of the Customer's Production Operational Management Department of the OCC		100%
Observing the priorities of admittance of Passengers for carriage set by the Customer		100%
Ensuring the monitoring of the occupancy on the Customer' flight in accordance with the incoming formalized messages.		100%
Waiting time in a queue at the business class desk.	Not more than 5 minutes Not more than 5 passengers in the queue.	95%
Waiting time in the queue at the economy class desk.	Not more than 15 minutes. Not more than 15 passengers in the queue.	95%
At least 1 dedicated desk for business class passengers is available.		100%
Passengers are admitted to the flight only with valid carriage documents.		100%
Hand baggage allowed on board the aircraft shall meet the established criteria for the carriage of hand baggage on Customer's flights		100%
Use baggage tags and tags for hand baggage strictly for the intended purpose and under permanent supervision		100%

4. Exit documents (counterparty outside the Russian Federation)

4.1 The Subcontractor checks the exit documents of passengers

Criteria for evaluation:

Checking if the passenger has the passport and visa of the Russian Federation.	100%
Checking the validity period of the exit documents of passengers (passports, visas, certificates and vaccinations and other certificates).	100%
Checking the entry permit in accordance with the type of visa (single entry visa / multiple entry visa)	95%

4.2 In case of failure to provide documents (passports, visas) or in case of expiration of the validity of the documents, the passenger shall not be admitted on board the aircraft.

4.3 The Subcontractor shall not be responsible for the correct processing of visa, nor for incorrect or inaccurate information in the passenger documents (passports, visas, certificates and vaccinations and other certificates).

5. Boarding of passengers

5.1 The Subcontractor's personnel shall take all available measures not to admit passengers in a state of intoxication on board the aircraft, or passengers who behave inadequately and may be a potential cause of safety threats to the aircraft and / or to passengers on board the aircraft.

5.2 If the aircraft is located in a parking lot remote from the airport complex, it is necessary to use the airport apron buses. Passengers shall be delivered to the aircraft without delay, under the control of the Subcontractor agent responsible for boarding.

5.3 The Subcontractor takes all measures to ensure boarding of passengers, who have been checked in, on the aircraft in the established time frame, takes measures to search for those who are late for the flight, makes a timely decision on the withdrawal of the passengers, who have not arrived for boarding, and removal of their baggage from the aircraft.

Criteria for evaluation:

Arrival of the Subcontractor's agent for boarding.	10 minutes before the expected time of commencing the boarding of passengers.	100%
Beginning of the boarding of passengers.	40 minutes before the expected time of the flight departure.	100%
End of boarding.	10 minutes before the expected time of departure.	95%
Compliance with the procedure for boarding passengers in accordance with the requirements of the carrier set forth in the guidance documents (the Customer's RONO)		100%
The Subcontractor staff shall meet the passengers at the boarding gate and performs the necessary procedures.		100%
The presence of staff at the boarding gate.		100%
Waiting time in the bus for delivery to the plane.	Not more than 10 minutes	95%
The number of passengers in each bus shall not exceed 70% of its maximum capacity.		95%
Absence of delay associated with the retirement of no-show passengers.		90%

Absence of passengers removed from the aircraft by the crew members of the aircraft due to inadequate behavior on board the aircraft after landing.		90%
Boarding announcements shall be made in accordance with the requirements of the carrier set forth in the guidance documents (the Customer's RONO)		100%
Boarding passes (duplicates of boarding passes) shall be issued only if the passenger has a properly issued ticket for this flight.		100%

5.4 The departure of the aircraft with the baggage of no-show passengers is a serious violation of flight safety. If the Customer has documents confirming that such an incident occurred on the Customer's flight during the work of the Subcontractor, the Customer may not pay the for the Subcontractor's work on this flight. The Subcontractor is not entitled to refuse to fulfill such a requirement of the Customer.

5.5 Occurrence or absence of incidents specified in Clause 5.4 hereof is a measurable indicator of the quality of the Subcontractor's activities. This indicator shall be taken into account by the Customer in the subsequent evaluation or re-evaluation of the Subcontractor's activities during the procedures, selection of the representative services supplier at the airport.

6. Arrival

6.1. The Subcontractor shall take all available measures to ensure the readiness of all airport services to receive the arriving aircraft and the passengers of the Customer.

6.2. In case of waiting for servicing of the arriving flight over 15 minutes after arrival, the Customer may not pay the Subcontractor 10% of the rate for servicing this flight. The Subcontractor shall have no right to refuse such request of the Customer.

Criteria for evaluation:

The required equipment and staff for servicing the Customer's aircraft are ready to receive the aircraft	By the time the Carrier's aircraft landed.	90%
The aircraft shall be met by the passenger service staff	At the time of opening the aircraft doors.	100%
Compliance with the requirements of the Customer for the organization of the meeting of passengers set forth in the guidance documents (the Customer's RONO).		100%
Respective ground support equipment shall be available at the position.	5 minutes before the installation of the aircraft on the chocks.	100%
The wheel chocks shall be installed.	Within 1 minute of a complete stop of the aircraft.	100%
Unloading of passengers.	Within 3 minutes after installation of the aircraft on the chocks.	95%
Jetbridge/boarding stairs shall be brought to the aircraft.	Immediately after the parking.	100%

Jetbridge/boarding stairs shall be installed to the aircraft board in accordance with the instructions and using the proper technological equipment for this type of aircraft.		100%
Sufficient number (based on the actual number of passengers of a given flight) of the apron buses for delivery of passengers to the terminal shall be brought to the aircraft.	Not later than 2 minutes after installation of boarding stairs.	100%
Arrival of employees, necessary transport and special equipment for escorting transit and transfer passengers, as well as for handling of special categories of passengers, including VIP, unaccompanied minors, passengers with disabilities.	Not later than 5 minutes after parking of the aircraft.	100%
The presence of staff at the exits when the aircraft arrives.	Since the arrival of the aircraft.	100%

7. Baggage

7.1 The Subcontractor takes all measures to promptly process the arrived baggage of passengers, paying special attention to the transfer baggage, if any.

7.2 If the baggage of Customer's passengers has been damaged or have not arrived at the destination, the Subcontractor shall take all measures provided for in this situation by the Customer's guidance documents.

7.3 The Employee of the Subcontractor shall be available to the arriving passengers of the Customer at the baggage claim desk in the arrival hall to assist the passengers, until the last passenger of the Customer's flight receives the baggage.

7.4 In cases when the Subcontractor receives information about baggage left (unsent) at the departure point of the flight, or at the intermediate airport along the route of the passenger, the owner-passenger(s) of such baggage shall be called by the airport announcement.

7.5 Damaged Baggage Report shall be provided to the passenger within 30 minutes from the time the passenger applies.

7.6 The Subcontractor shall inform the Customer of all cases of damaged baggage that occurred on the Customer's flights.

7.7 The Subcontractor shall organize a local search for lost baggage, conducts on-the-spot investigations to identify the causes of damage to baggage.

7.8 If the baggage is delivered more than 1 hour after the arrival of the aircraft, the Customer may not pay the Subcontractor 10% of the rate for work on this flight. The Subcontractor shall have no right to refuse such request of the Customer.

7.9 At the aircraft departure, the loading of baggage shall be carried out taking into account the priority of unloading of the baggage of business class passengers and transfer passengers.

Criteria for evaluation:

Handling of passengers with damaged/lost baggage in accordance with the established requirements of the Customer		100%
Organize a local search for lost baggage and on-the-spot investigations in case of damaged baggage.		100%
Loss of baggage.	80 pieces per 2,000 passengers.	100%
Damage of baggage.	7 pieces per 2,000 passengers.	100%
Total loss of baggage.	2 pieces per 2,000 passengers.	100%
Information about the baggage shall be entered in the World Tracer.	Not later than 60 minutes after finding the baggage (all pieces).	95%
Provide passengers with information about their baggage (At least at every third dial attempt, the phone shall be available, and the call shall be taken after the third beep)		95%
Availability for arriving passengers of the Customer.		100%
The staff responsible for baggage handling shall arrive at the airport apron.	5 minutes before the estimated time of arrival of the aircraft to the ramp.	95%
Baggage with priority tags, as well as transfer baggage for reloading on connecting flights shall be unloaded and delivered first.	Not later than 25 minutes after the arrival of the aircraft to the apron	100%
The first piece of priority baggage shall be delivered 25 minutes after the installation of the chocks, the last piece of priority baggage shall be delivered 30 minutes after the installation of the chocks.		95%
The first piece of the usual baggage shall be delivered 30 minutes after the installation of the chocks, the last piece of priority baggage shall be delivered 40 minutes after the installation of the chocks.		95%
Sorting of baggage on board at departure and upon its unload after arrival shall be carried out in accordance with the instructions of the Customer.		100%
Delivery and dispensing of baggage shall be carried out in accordance with the requirements of the Customer.		95%
Baggage shall be differentiated by classes of passenger service (business class, economic), and transfer baggage shall be differentiated by directions		100%
Marking of priority of all pieces of baggage of business class passengers.		100%
All pieces of transfer baggage shall be loaded in a separate compartment and marked. Information about the baggage is transferred to the Production Operational Management Department (POMD) of the OCC.		100%

8. Servicing on the apron

8.1 The Subcontractor shall service the Customer's aircraft on the apron and timely address the issues arising in the course of maintenance and faulty situations.

8.2 The Subcontractor shall predict and report in a timely manner to the Customer's POMD of the OCC about the failures in the course of servicing the aircraft.

8.3 Employees of the Subcontractor shall be always available (by phone or in person) to communicate with the crew members of the aircraft and respond in a timely manner to the requests of the crew members of the aircraft concerning the process of handling passengers and aircraft at the airport and on the apron during the aircraft parking at the transit airport.

8.4 The Subcontractor shall work with commercial loading of the Customer on the basis of the guideline documents and recommendations of the Customer, avoiding the use of crew members of the aircraft in this process.

8.5 The Subcontractor shall service the Customer's aircraft on the apron with observance of the arrangement scheme of vehicles, in order to prevent damage to the Customer's aircraft.

8.6 The Subcontractor shall immediately notify the Customer's POMD of the OCC of all cases of damage to the Customer's aircraft, damage to the Customer's property, as well as incidents involving the Customer's staff.

8.7 The Subcontractor shall ensure that the packaging equipment is handled carefully during operation and movement. Covers of container located in storage areas shall be securely closed to prevent fasteners and loops from damage, water, snow, and dirt.

8.8 The Subcontractor shall organize a constant control over the means of packaging located in the working capital at the transit airport and carry out a monthly inventory of such equipment with the provision of results to the Customer.

Criteria for evaluation:

All operations for servicing the aircraft on the apron shall be started and completed in accordance with the operation schedules for aircraft types approved by the Customer.		99%
Technological equipment that meets the specification for a particular type of aircraft shall be used.		100%
Loading and unloading operations shall be performed in accordance with the requirements of the Customer and IATA recommendations.		100%
Servicing on the apron shall be performed in the time slot set by the schedule while the aircraft is located at the transit airport.		100%
All operations on the apron servicing of the aircraft shall be carried out in accordance with the operation schedules for aircraft types approved by the Customer.		100%
Refueling shall be carried out upon arrival, if requested by the Customer.		100%
Cleaning according to the standards of the Customer (tables,	Cleanliness and	100%

floors, ashtrays, seats, etc.)	tidiness	
All property of passengers found on board shall be transferred to the Customer	As soon as possible	100%
All additional work ordered by the crew members of the aircraft shall be provided		99%
Schemes of access to the aircraft when servicing on the apron shall be observed.		100%
The means of packaging shall be operated in accordance with the requirements of the Customer.		100%
Loss of the means of packaging belonging to the Customer.		0%

8.9 In the event of damage to the Customer's aircraft during servicing on the apron, the Customer shall not be entitled to pay to the Subcontractor for the services rendered on such a flight upon presentation of the results of the work to the investigation board reviewing the occurred incident, if it was committed by a technical means involved in servicing the Customer's aircraft. The Subcontractor is not entitled to refuse to fulfill such a requirement of the Customer.

8.10 Occurrence or absence of incidents specified in Clause 8.9 hereof is a measurable indicator of the quality of the Subcontractor's activities. This indicator shall be taken into account by the Customer in the subsequent evaluation or re-evaluation of the Subcontractor's activities during the procedures, selection of the representative services supplier at the airport.

9. Cargo, mail, documentation

Cargo, mail and documents shall be delivered to the warehouse	Within 120 minutes after parking the aircraft	95%
Priority (perishable) goods shall be delivered to the warehouse.	Within 60 minutes after parking the aircraft	95%
Documentation shall be delivered on board the aircraft.	Immediately upon arrival of the aircraft	100%
Cargo, mail, documentation shall be delivered on board the aircraft, and loading of goods, mail shall be completed in accordance with the agreed operation schedules for aircraft types approved by the Customer.		100%
Messages (MVT; LDM; TPM; PTM; PFS; PNL; ADL; CPM; UCM; SCM; PSM; BKM; ETL; Lost&Found; BTM; PRL; FFM) shall be sent to the addresses provided by the Customer.	Within 5 minutes after the actual departure of the aircraft	95%
An error in the processing of shipping documents, maximum of 0.1% per 1,000 shipments.		95%
Loadsheet and the Notification for the aircraft commander on special loading shall be delivered on board the aircraft on time.	10 minutes before the expected	100%

	departure of the aircraft	
Pre-flight documentation must be delivered on board the aircraft on time	20 minutes before the expected departure of the aircraft	95%

10. Failure situations

10.1 In cases of any delays in flights, the Parties shall take all possible measures to minimize the inconvenience caused to passengers. The Subcontractor shall also take all necessary measures to shorten the aircraft's ground time (in case of delay in arriving). All departures shall be made on time.

10.2 Organization of proper coordination of actions between the Subcontractor and the Customer on the settlement of extraordinary situations is of vital importance. The handling company shall inform the POMD of the Customer's OCC of all its actions in such situations.

10.3 All directives and recommendations coming from the operational unit on the basis of the Customer shall be carried out as accurately as possible and in the shortest possible time.

10.4 The first announcement of delay, cancellation or off-schedule deviation of a flight shall be made no later than 5 minutes after receiving information from the Customer. Announcements shall contain information about the reason for the delay (should be agreed with the Customer's POMD of the OCC) and the expected time of departure, as well as an apology on behalf of the Customer for any inconvenience.

10.5 In cases where the delay time is not determined, passengers shall be informed that within 15 minutes the delay in the departure of the flight is to be announced (the start of the boarding for the flight). In a situation of failure, announcements with information about the cause of the delay in the departure/arrival of the flight shall be made at certain intervals (but no less than once per hour).

10.6 The Subcontractor shall provide additional services for passengers of delayed flights in strict accordance with the FARs of the Russian Federation and the Customer's guideline documents. Shall timely send to the Customer reports on the causes of delays and measures taken to eliminate them, on additional services provided to passengers.

10.7 For the entire period of a failure situation, the employees of the Subcontractor shall be available for passenger calls, facilitate the prompt delivery of passengers to their destination in accordance with available means (use FIM, re-registration for flights of other airlines).

Criteria for evaluation:

In case of delay/cancellation of a flight, arrange for the provision of additional services to passengers, specified in the Customer's RONO and stipulated by the FARs of the Russian Federation.	100%
Ensuring the availability of employees of the Handling Company	100%
Provision of reports on the causes of delay, the measures taken to eliminate them	100%

within the time frame established by the Customer's guideline documents (STO-09-18)	
Informing passengers in accordance with the rules established by the Customer (RONO)	100%

10.8 Failure to provide additional services to the Customer's passengers in accordance with the FARs of the Russian Federation and the Customer's guideline documents is a serious violation strictly pursued by the Supervisory Authorities of the Russian Federation.

10.9 If the Customer has documents confirming that such an incident occurred on the Customer's flight during the work of the Subcontractor, the Customer may not pay the for the Subcontractor's work on this flight. The Subcontractor shall have no right to refuse such request of the Customer.

10.10 Occurrence or absence of incidents specified in Clause 10.8 hereof is a measurable indicator of the quality of the Subcontractor's activities. This indicator shall be taken into account by the Customer in the subsequent evaluation or re-evaluation of the Subcontractor's activities during the procedures, selection of the representative services supplier at the airport.

11. Flight regularity.

11.1 The Subcontractor shall make every effort and strive to comply with the schedule of the Customer's aircraft, as well as maintaining the planned time slot for servicing the Customer's aircraft at the transit airport.

11.2 If activity or inactivity of the Subcontractor caused a delay of the Customer's flight for 40 minutes or more (providing the scheduled arrival of the Customer's flight to the service airport), the Customer may not pay the Subcontractor for any work on this flight. The Subcontractor shall have no right to refuse such request of the Customer.

11.3 If activity or inactivity of the Subcontractor caused a delay of the Customer's flight for 20 minutes or more, but less than for 40 minutes (providing the scheduled arrival of the Customer's flight to the service airport), the Customer may not pay 50% of the rate for work on this flight to the Subcontractor. The Subcontractor shall have no right to refuse such request of the Customer.

11.4 Statistics of flights delayed due to the fault of the Customer is a measurable indicator of the quality of the Subcontractor's activities. This indicator shall be taken into account by the Customer in the subsequent evaluation or re-evaluation of the Subcontractor's activities during the procedures, selection of the representative services supplier at the airport.

11.5 The Parties unconditionally accept that the following codes and wording determined by the Customer during the investigation as the cause of flight delay shall be taken as evidence of the activity or inaction of the Subcontractor that caused the delay of the Customer's flight:

Delay code	Description
05	Delay related to the activities of the handling company
11	Late check-in

12	Late check-in, crowd in the check-in area
13	Check-in error, passengers and baggage
15	Boarding, discrepancies, absence of a registered passenger
17	Late reorder of the flight catering, late order or order erroneously transferred to the supplier
18	Late baggage loading, sorting, etc.
31	Aircraft documentation (late or inaccurate), technical, summary declaration, passenger list, sanitary journal, mass and alignment, etc. Lack of information about commercial download.
33	Malfunction of the loading equipment or its absence, absence of the service staff
34	Malfunction of equipment, such as a towhead, aircraft steps, wheel chocks. Absence of the service staff.
35	Late cleaning of the aircraft
39	Late provision of BRT and its malfunction
52	Damage on the ground: collision, except for taxiing, damage during loading/unloading, pollution when towing in extreme weather conditions.
87	Airport resources, parking, apron occupancy, runway, boarding stairs, lights, buildings and structures, restrictions on exits
98	Strike of the handling company

11.6 The Customer shall guarantee the Subcontractor fairness in assessing the causes of delays. Uses its regularity accounting system and provides the Subcontractor with a copy of the Delay Report and Report on the Investigation of Causes of Flight Delay.

11.7 In case of disagreement with conclusions of the Report on the Investigation of Causes of Flight Delay, the Subcontractor shall send a reasoned response to the Customer within 5 days after the receipt of the Report. The Customer is entitled not to change delay coding if it considers the Subcontractor's argument insufficient.

11.8 In case of a delay of 30 minutes or more for arrival at an off-base airport, if the Subcontractor arranges for servicing the aircraft and passengers of the Customer during the scheduled service time, or reduces it, the Subcontractor may require a bonus equal to 20% of the Customer service fee for this type of aircraft.

11.9 In case of a delay of more than 10 minutes, but less than 30 minutes for arrival at an off-base airport, when the Subcontractor arranges for servicing the aircraft and the Customer's passengers handling without delaying departure flight (in accordance with the Customer's regularity accounting technology). The Supplier may require a bonus equal to 10% of the Customer service fee for this type of aircraft.

11.10 The Customer shall not have the right to refuse the Subcontractor to present requirements in accordance with Clauses 11.6 and 11.7 hereof.

11.11 Statistics of the Customer's serviced flights in accordance with Clauses 11.7 and 11.8 hereof is a measurable indicator of the quality of the Subcontractor's activities. This indicator shall be taken into account by the Customer in the subsequent evaluation or re-evaluation of the Subcontractor's activities during the procedures, selection of the representative services supplier at the airport.

11.12 The movement of the Customer's aircraft is established on the basis of telegrams of MVT format, as well as DEP and ARR issued by the air traffic control tower of the transit airport. Regularity is accounted for on the basis of the Customer's guidelines (STO-09-18).

Signatures of the Parties:

Attachment 5 to the Agreement
"For the Provision of Flight Organizational Support Services"

Report on the readiness for service.

To be filled on the company letterhead.
_____ (company name) confirms, in accordance with the Customer's request ____ _____ (date) the organization and handling of the flight _____ date _____**.**

	Name	Comments
1	Permissions of the states of overflight, landing with the list of all the permissions received	
2	Slot of airport of operation	
3	Ground handling (list all counterparties)	
4	Additional services	
5	Fueling tanks in the wings	
6	Possibility of providing services to passengers in case of flight delay (refresh ments, hot meals, hotel accommodation, transfer)	
7	Indebtedness to third parties, affecting the quality and terms of handling of t he Customer's flight	
8	Originals of supporting documents (list and attach them)	

_____ Signature of the executive head of the Supplier, date

Signatures of the Parties: