

PROVISION OF AIRCRAFT CHARTER SERVICES BY OPERATORS

TECHNICAL AND OPERATIONAL EVALUATION CRITERIA

I. GENERAL

Prospective contractors for aircraft charter services are required to demonstrate their ability to comply with the requirements of the United Nations. A DFS/DPKO aviation inspection/audit will be conducted to determine a prospective contractor's capabilities to perform the services required before any award of contract. All carriers must possess a valid air transport operating certificate authorizing them to conduct the type of operations in the designated region and with all types of aircraft, which they intend to offer for United Nations contracts.

II. SERVICES

The flight services required by the United Nations involve international air transportation services to be performed in connection with the United Nations peacekeeping activities mandated by the Security Council. Due to the nature of peacekeeping missions, such air transportation services may involve operation into hostile areas or airfield where there is little or no ground support or where security could not be fully guaranteed; Flight services may include, but are not limited to, cargo re-supply, personnel movement including troops, VIP transportation, aero medical and casualties evacuation search and rescue, observation and reconnaissance flights during VMC and IMC conditions, under VFR and/or IFR rules. The United Nations only awards contracts to AOC Holders.

III. FORMAL APPLICATION

The formal application must be in the form of an official letter containing a statement that the letter serves as a formal application for a registration as UN Flight Service Vendor. The letter must contain the full and official name of the applicant; the applicant's mailing address (P.O. Box is not accepted) and physical address of the applicant's primary operating location. Additionally, the letter will confirm the identity of the key management personnel such as the CEO/General Manager, Director of Operations, Director of Maintenance, Chief Pilot, Quality Manager and Director of Safety.

The letter must be signed by the accountable manager (CEO, General Manager, General Director or President of the company) who remains the main focal point for the future correspondence and coordination regarding the registration status.

IV. ATTACHMENTS TO THE APPLICATION

1. EXECUTIVE SUMMARY

a) Provide a company history of commercial air transportation service experience that includes international air transportation experience and quality of service. These international commercial air transport operations include scheduled and non-scheduled international air transport operations for remuneration or hire other than aerial work. The potential UN flight service vendor must have conducted international air transport operations similar to the DFS/DPKO required service for at least the 24 (twenty-four) continuous months immediately prior their application for registration with UN.

b) Provide a summary of the company's complete fleet and indicate which aircraft type, number and serial numbers the company intends to offer to UN. Provide all specifications for these aircraft (specifications include but not limited to aircraft date of manufacture, total flight hours, airframe cycle, maximum take off weight, maximum payload, endurance, engines manufacturer, maximum speed and maximum operating altitude), equipment and cabin configurations;

Potential UN flight service vendors should have at least three aircraft of the same capacity (passengers and/or cargo) as it is intended to be offer to UN and none of them older than 20 years. Aircraft older than 20 years might be considered if the AOC holder implements the aging/maintenance programme, developed by the State of Design and approved by the State of Registry.

c) Indicate whether any of the persons named in the formal application have served as officers or directors or key personnel of a company that was denied an air transport operating certificate or were involved in violation of sanctions imposed by UN;

2. DOCUMENTATION

The following certificates and manuals are required to participate in United Nations procurement activities. Current copies should be forwarded to the United Nations along with this application. Updated copies should be provided each time these are either revised or renewed.

All copies submitted should be "Certified True Copies" by an appropriate certifying authority.

All documents submitted must be in English. All certificates, operations, and manuals must conform to the Convention on International Civil Aviation and instrument issued there under.

CERTIFICATE OF INCORPORATION OR BUSINESS CERTIFICATE:

a) Provide a copy of the company's certificate of incorporation or business certificate.

AIR OPERATOR CERTIFICATE:

Provide a certified true copy of the Air Operator Certificate (AOC) along with operations specifications as described in ICAO Doc 8335 Chapter 7.2, which reflect the current information for the certificate holder including operations specification (e.g. General provision, En-route authorizations and limitations, Aerodrome/Heliport authorizations and limitations, special maintenance authorizations on inspection, mass and balance, interchange of equipment operations, aircraft leasing operations) and other specific authorizations and limitations (e.g. Dangerous Goods, management, personnel, limitations, exemptions).

The AOC must be in accordance with ICAO Annex 6, Part I (fixed wing) or Part III (rotary wing). When the certificate and the associated authorizations, conditions and limitations are issued by the State of Operator in a language other than English, an official and certified English translation shall be included. Indicate number and types of aircraft which the company has exclusive use of for performing each type of authorized operation.

3. SAFETY

- a) Provide an Air Safety Record for the last five (5) years of operation, or entire period of being in business, but not less than two (2) years, to include accident rate per 10,000 hrs and brief description of occurrences.
- b) Provide the company accident prevention and flight safety programme (Annex 6 and ICAO Doc. 9422, and Doc. 9376), or indicate in which Chapter of the Company Operations Manual, the programme can be found.
- c) Provide a company's Flight Data Analysis Programme, as part of accident prevention and flight safety programme (for operations of an airplane of a maximum certificated take-off mass in excess of 27000 kg), or provide a contract or other explicit agreement if the operation of a flight data analysis programme is performed by another party.

4. QUALITY SYSTEM

- a) Provide the Company's Quality Assurance Programme or indicate in which Chapter of the Company's Operations Manual the Quality Assurance Programme for the whole company can be found.
- b) Provide the name of nominated Accountable Manager who has corporate authority for monitoring and ensuring compliance with, and the adequacy of, procedures required to ensure safe operational practices and airworthy airplane in accordance with the standards required by the operator's Civil Aviation Authority. Compliance monitoring must include a feed-back system to the Accountable Manager to ensure corrective action as necessary.

c) Provide a list (including phone numbers) of all the company's nominated post holders, who are responsible for the management and supervision of the following areas: Flight operations, maintenance system, crew training, and ground operations.

d) Provide the latest assessment by the Civil Aviation Authority of the State of the Operator.

5. TRAINING

a) Provide details of the company's training program approved by national Civil Aviation Authority for all crew positions, including instructor pilots and check airmen;

b) Provide details of the company's aeronautical English training. The UN requires that the company must ensure that personnel and pilots demonstrate proficiency to the level 4 of the ICAO language proficiency requirement as per ICAO amended Annex 1.

6. MANUAL

Provide two copies of the Company Operations Manual in English duly approved by the Civil Aviation Authority - one hard copy and one electronic version on CD. The structure and the content of the Manual must be in accordance with Annex 6.

7. MAINTENANCE

a) Provide a copy of the Repair Station Certificate/Approved Maintenance Organization Certificate. Provide a copy of the contract or other explicit agreement, committing a maintenance facility to the care and maintenance of the aircraft, in the event maintenance is to be performed by an organization other than your company. The maintenance facility shall hold a Repair Station Certificate/Approved Maintenance Organization Certificate

b) Provide Maintenance Control Manual/Continuous Airworthiness Management Exposition appropriate to the area of operation and type of operations to be provided to the UN.

8. INSURANCE

Provide a copy to the extent possible of all the insurance policies listed below which will be required in the United Nations standard aircraft charter agreement:

a) Comprehensive third-party liability insurance, including passenger legal liability, sufficient to cover all persons authorized by the United Nations to use the Aircraft, and protecting the United Nations and the Carrier against claims for bodily injury death or bodily injury Up to \$ 135,000 per passenger;

b) War Risk Insurance, including hijacking and confiscation;

- c) Full hull insurance, including all risk, both in flight and not in flight;
- d) Workman's compensation insurance.

Please be advised that the United Nations standard aircraft charter agreement requires that the insurance policies shall:

- i) Name the United Nations as additional insured;
- ii) Provide territorial limits as "world-wide"
- iii) Under "conditions", shall provide "All and every use incidental to the United Nation's operations";
- iv) Include a waiver of subrogation of the Carrier's rights to the insurance carrier against the United Nations;
- v) Provide that the United Nations shall receive thirty (30) days written notice from the insurers prior to any cancellation or change of coverage;
- vi) Specify the registration number of each Aircraft covered and the amount of third party liability coverage.