

Requirements & evaluation criteria

REQUIREMENTS

1. Introduction

Prepare a brief introduction including a general demonstration of understanding of the scope and complexity of the project, including:

- a) Minimum 3 years' experience in the retail related field is considered to be valid to apply;
- b) Successful projects in airports and/or large shopping malls with the same traffic/volume data, similar environment (airports, shopping malls), business volumes and customer flow;
- c) Range of merchandise for sale (by typology and specific brands).

2. Financial

Successful applicant should provide attractive commercial proposals based on the following approach:

- Fixed lease fee + royalty on gross monthly revenue;

Requirements:

- To have licenses in the relative field of activity at the time of submission of the application;
- Proven Work experience in the related field (International recognition would be an advantage).

3. Business plan

Applicants should provide business plan, for the first 12 months of the activity plus a 5-year forecast plan for sales and revenue to the Airport must be presented based on the passenger forecast data obtained from the airport.

4. Design/Aesthetics

Applicants should provide preliminary* 3D sketches and artist impression of the sales structure, layouts showing their vision how the place will look like, considering the following:

- a) The design must be incorporated in the terminal environment both in terms of aesthetics and in terms of functionalities. The Airport will retain the sole right to approve or indeed request changes;
- b) Use of functional furniture;

- c) Storage facilities must be incorporated in the furniture;
- d) Existing floor must be retained and approved applied material may be used over the current floor to prevent integrity. Additional lighting may be used and tech spec of required power should be provided. 1;
- e) Presence of Kazakh national symbolic a preferred option

* The final design will be approved after determination of final location.

5. Customer Service;

A) Facility must be open throughout the day, any in any case always when there are operating flights and passengers in the terminal;

Replenishment of goods will only be allowed once a day on agreed fixed timing not coinciding with traffic peaks

- a) Service staff must wear uniform for front office/sales staff, display effective grooming and capable to provide excellent customer service
- b) Trilingual service staff. (Kazakh, Russian and English)

6. Compliance

- a) Applicant should comply with Statutory acts and legislation of the Republic of Kazakhstan;
- b) Internal cash system must be integrated to a fiscal system and to the airport system.

Evaluation Criteria

№ п/п	Criteria	Weight
1	Product range	25
2	Design/Aesthetics	25
3	Financial conditions	50

AIA reserve the right to exclude for participation any participant (both person or Legal entity) who have any ongoing or records of past litigation.

Deadline for proposals

Proposals are submitted by an applicant or a person representing its interests in a sealed envelope to the address of the Company (Astana city, Kabanbay Batyr 119, the passenger terminal building, room 2042) till 12 .00 a.m. of Astana time on 27 November 2017.

Date, time and place of opening the envelopes with proposals

The meeting of the expert commission on opening envelopes with proposals will be held at 02.30 p.m. of Astana time on 29th November 2017 at the address: Astana city, the airport, the OPS 14, administrative building "Main office"

Date of summing up the results of the selection: 15th December 2017.

The winners are determined by the applicants, scored maximum criteria points for determining the winner.

Date of announcing winners: 17thDecember 2017.