

REQUEST FOR PROPOSAL

Name of Procurement:	Aircraft shipside security service for Vietnam Airlines at Kansai Airport
Purchaser:	Vietnam Airlines J.S.C.

Japan, dated 18 Apr 2025

**On behalf of Vietnam Airlines JSC
Executive Vice President**

Dinh Van Tuan

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GLOSSARY & ABBREVIATIONS

No.	Terms/Abbreviations	Full form
1.	RFP	Request for Proposal
2.	VNA	Vietnam Airlines J.S.C.
3.	JPY	Japanese Yen
4.	Day	Calendar date
5.	F&A	Finance and Accounting Department
6.	SLA	Service Level Agreement

No.: 44/TCTHK-CNJP

Japan, dated April 18, 2025

INVITATION TO QUOTE

To: Interested Suppliers

Vietnam Airlines Joint Stock Company (Vietnam Airlines) firstly would like to express warm greetings to you!

VNA is looking forward to receiving the proposals from suppliers for the procurement “Aircraft shipside security service for Vietnam Airlines at Kansai Airport”

Detailed service requirements are stated in the Request for Proposal. RFP Release Date and Time: from 18Apr2025, 08:00 (Japan time) to 23Apr2025, 17:00 (Japan time)

The Proposals should be sent to us at the address below:

Name	Vietnam Airlines Japan
Address	Daido Seimei Kasumigaseki, Bldg. 6F, 1-4-2, Kasumigaseki, Chiyoda-ku, Tokyo 100-0013, Japan
Contact	Mr. Do Khac Thu – Station Manager Kansai Airport Mr. Nguyen Danh Minh– Finance Manager
Email	thudk@vietnamairlines.com minngd@vietnamairlines.com
Phone	03-5157-7405

Proposals Due: No later than 23Apr2025, 17:00 (Japan time)

We sincerely appreciate it.

Recipient:

- As above;
- Filed by: VT.

**On behalf of Vietnam Airlines JSC
Executive Vice President**

Dinh Van Tuan

1. GENERAL REQUIREMENT FOR SERVICES/PRODUCTS

1.1. Items, product/service categories, and quantity

1.1.1. Scope of Supply

Aircraft shipside security service for Vietnam Airlines at Kansai Airport.

1.1.2. Category

Provide 01 security guard at Aircraft shipside for security service for Vietnam Airlines at Kansai Airport.

1.2. Standards and Requirement for Services/Products

Specific technical requirements are stated in Section 5.3 hereof.

1.3. Contract performance date

- Contract implementation date: From the effective date of the contract.
- Service period: 36 months from the date of acceptance and commission, expected from April 2025.

2. SUPPLIER'S ELIGIBILITY REQUIREMENTS

2.1. Business registration certificate or Operation registration certificate issued by a competent state agency in accordance with the laws of the host country.

2.2. Commitment statements to be void of disputes, complaints, conflicts of interest or contract violations with VNA.

2.3. Written commitment confirming that the Supplier is not banned from tendering as prescribed in the Law on Bidding.

2.4. The Supplier engaging in tender shall be an independent entity.

3. INSTRUCTIONS TO SUPPLIERS

3.1. Documents comprising Proposal Package

The Proposal Package prepared by the Suppliers shall include the following:

Form No.	Form Title	Reference
No.1	Proof documents for the Supplier's eligibility and the validity of the Proposal	Section 5.1
No.2	Proof documents for the competence and experience of the Suppliers	Section 5.2
No.3	Proof documents for the Supplier compliance with the technical requirements	Section 5.3
No.4	Price Offer Form	BM01
No.5	Power of Attorney (if any)	BM02
No.6	Price Schedule	BM03
No.7	Report on ongoing and past projects in the same field	BM04

Form No.	Form Title	Reference
No.8	Penalty Acknowledgment for Delay	BM05
No.9	Supplier Letter of Commitment	BM06

VNA encourage suppliers to follow forms of BM01, BM02, BM03, BM04, BM05, BM06. In case of not being able to follow those form, suppliers can provide text documents with similar content.

3.2. Request for Quotation

3.2.1. Offer Price

The offer price is the price quoted by the Supplier in the Price Offer Form (BM01) attached to the Price Schedule (BM03) after deducting the discount amount stated in the Price Offer Form or Letter of Discount (if any).

3.2.2. Letter of Discount

According to the provisions in Sections 4.4 and 4.5, the Letter of Discount will be taken into account for determining the price in the first supplier ranking phase if it is submitted prior to the tender closing date.

The Letter of Discount will be taken into consideration when negotiating the procurement price under which the Suppliers are ranked if it is submitted during the negotiation process as outlined in Section 4.6 and the Supplier is one of the top-ranked ones in the first ranking phase.

3.2.3. Price Schedule

The Price Schedule shall be completed using the form BM03, signed by the legal representative of the Supplier, and include all required components of the offer price (taxes and fees included).

In case taxes and fees are excluded, they will be calculated by VNA on its own and integrated into the evaluation process for the accuracy and completeness. If the Supplier is announced to be awarded the contract, it shall be taken responsible for fulfilling tax obligations as prescribed.

3.2.4. Currency of quotation and ranking: Japanese Yen (JPY).

3.2.5. Payment Terms

The Payment shall be made via a bank transfer under the following procedure: Monthly or quarterly payments, implementation fees included, shall be made by VNA on a regular basis. The payment shall be based on the acceptance report of the service results completed according to the payment period.

3.3. Clarification of RFP

If the RFP needs to be clarified, the Supplier should email such a request to allow the VNA's receipt at least three (03) business days by the proposal due date specified in Section 3.4. Responses to these RFP requests will be emailed by VNA to all Suppliers who have received the RFP. If the clarification leads to amendment of the RFP, VNA shall send the revised RFP to all Suppliers who

have received the RFP by the Proposal due date, but no later than one (01) business day in advance.

The RFP shall be written in English or Japanese.

3.4. Submission of Proposals

3.4.1. Proposal due date and Validity period

- Proposal due date: No later than 23Apr2025, 17:00 (Japan time).

Any Proposals submitted later than the due date shall be deemed invalid and rejected by VNA.

- Proposal validity period: 90 days from the Proposal due date.

3.4.2. Proposal specifications

It is specified to submit the original (in person) or its scanned copy (via email).

3.4.3. Language of the Proposal: English or Japanese.

3.4.4. Proposal submission method and address

The Supplier could choose one of two methods as follows:

3.4.4.1. Submission in person or by post to the address:

Name	Vietnam Airlines Japan
Address	Daido Seimei Kasumigaseki, Bldg. 6F, 1-4-2, Kasumigaseki, Chiyoda-ku, Tokyo 100-0013, Japan
Contact	Mr. Do Khac Thu – Station Manager Kansai Airport Mr. Nguyen Danh Minh– Finance Manager
Email	thudk@vietnamairlines.com minngd@vietnamairlines.com
Phone	03-5157-7405

3.4.4.2 Submission via email with a scanned copy of the original Proposal attached to the address:

Contact	Mr. Do Khac Thu – Station Manager Kansai Airport Mr. Nguyen Danh Minh– Finance Manager
Email	thudk@vietnamairlines.com minngd@vietnamairlines.com
Phone	03-5157-7405

The Proposal shall be signed by the Supplier's legal representative or its authorized individual. The Power of Attorney shall comply with Form No. TL05 in Section 3.1. Each email submission may not exceed 20MB in size; if this limit is exceeded, the supplier can send attachments in separate emails. In case the Proposal is submitted via both of the above methods and received by the Proposal due date, then the valid last one will be evaluated.

3.5. Clarification of Proposal

During the evaluation process, VNA can require the Supplier to provide additional information and clarifications on any items mentioned in the Proposal while upholding the key elements of the submitted Proposal and the price offered.

It is not permitted to supplement the following documents: Price Offer Form and Price Schedule.

It is permitted to supplement the following documents: Business registration certificate, Operation registration certificate; Power of Attorney; commitment statements, Proof documents for the Supplier's eligibility, competence, experience, and techniques.

If deemed necessary, the VNA can require the Supplier to extend the validity period of the Proposal. The Proposal won't proceed with the evaluation if the Supplier rejects extending it.

The Proposal to be clarified by: Working directly with the Supplier to discuss and sign the record of work or by sending a written or email request, to which the Supplier shall respond. The Supplier's legal representative shall sign the clarification document. Clarification documents are kept as part of the Proposal. In case the Supplier fails to provide clarifications by the deadline, items to be clarified will be evaluated as-is in the Supplier's Proposal.

3.6. Evaluation of the Proposal

The following is the order in which the proposal is evaluated, as stated in Section 4:

- Evaluation of Supplier's eligibility and the validity of the Proposal
- Competence and Experience Evaluation
- Technical evaluation
- Financial evaluation and Supplier ranking
- Supplier ranking
- Negotiating with Suppliers and re-ranking

3.7. Negotiations

In case there are 3 or more Suppliers satisfying requirements of (i) Validity of the Proposal (ii) Competence and Experience (iii) Technical requirements and (iv) Offer price not exceeding the package's approved price, VNA shall negotiate with the 3 highest ranking Suppliers. In case there are less than 3 Suppliers satisfying the requirements of the RFP, VNA shall negotiate with such suppliers.

3.8. Supplier selection conditions

- Supplier's eligibility and the validity of the Proposal are considered to be responsive as stated in Section 4.1;
- The requirements on competence and experience stated in Section 4.2 shall be met;
- The technical requirements stated in Section 4.3 shall be met;

- The Supplier is ranked first after negotiation and offers the price not exceeding the approved procurement price.

3.9. Notification of award

- All Suppliers submitting the Proposal will get a written notice of the supplier selection results from VNA following the decision to approve the notification of award. The time and location of the contract conclusion will be clearly stated in the notice sent to the qualified suppliers.
- Before entering into an agreement, VNA reserves the right to accept or reject any Proposals, to cancel the offering process, and to reject all Proposals at any time without any liability or providing explanations to Suppliers. In case the selection process is canceled or all Proposal are rejected, VNA shall give written notice to the Suppliers.

3.10. Information Security

Information related to the Proposal and its evaluation shall be kept confidential and not be disclosed to any third party not officially involved in the Supplier selection process. Under no circumstances is it permitted to disclose the RFP and Proposal to other Suppliers.

4. PROPOSAL EVALUATION STEPS

The following is the order in which the Proposal is evaluated by the Purchaser:

4.1. Evaluation of Supplier's eligibility and the validity of the Proposal

The supplier's eligibility and the proposal's validity shall be evaluated according to the evaluation criteria for the supplier's eligibility and the proposal's validity outlined in Section 5.1.

Any Proposal that fails to satisfy one of the evaluation criteria for the supplier's eligibility and the proposal's validity outlined in Section 5.1 will be rejected. Proposals that satisfy all of the above requirements will be included in consideration in the competence and experience evaluation as stated in Section 5.2.

4.2. Competence and Experience evaluation

The supplier's competence and experience will be evaluated according to the evaluation criteria for the supplier's competence and experience outlined in Section 5.2.

Any proposal that fails to satisfy one of the evaluation criteria for the supplier's competence and experience outlined in Section 5.2 will be rejected. Any Proposal that satisfies the evaluation criteria for the supplier's competence and experience will be considered for technical evaluation according to Section 5.3.

4.3. Technical evaluation

The technical aspect will be evaluated according to the Evaluation Criteria specified in Section 5.3.

The financial evaluation will only include the Proposals that passed the technical evaluation.

4.4. Financial evaluation and Supplier ranking

4.4.1. **Step 1.** Determine the offer price – BM03

4.4.2. **Step 2.** Arithmetical errors shall be corrected on the following basis:

– Arithmetic errors:

Arithmetical errors include errors due to incorrect addition, subtraction, multiplication and division when calculating the Offer price. If there is a discrepancy between the unit price and the amount, the unit price shall prevail and the amount shall be corrected. In case the Supplier inserts no value or “0” in the columns “unit price” and “amount”, the Supplier shall be considered allocating the price of this work item to another work item of the procurement, the Supplier shall be responsible for performing these work items in conformity with the Proposal’ requirements during the contract performance.

– Other errors:

- + If the column “amount” is fully filled but the equivalent unit price is leaved blank, the unit price shall be determined by dividing the amount by the quantity; If a unit price is fully filled but the equivalent amount is leaved blank, the amount shall be determined by multiplying the unit price and the quantity. If a unit price and the equivalent amount are fully filled but the equivalent quantity is leaved blank, the quantity shall be determined by dividing the amount by the unit price. If the additional quantity determined above is different from the equivalent quantity mentioned in the RFP, such discrepancy shall be the deviation related to Scope of Supply which shall be adjusted as prescribed in the Step 3.
- + Physical unit errors: units shall be corrected in conformity with the RFP’s requirements in consultation with the Supplier;
- + Unit errors: replace “.” (stop) with “,” (comma) and vice versa in conformity with the English or Japanese unit. If the VNA believes that the stops and commas in the price offer form are put in wrong position, the amount shall prevail and the unit price shall be corrected.
- + If there is an error in a total corresponding to the addition of subtotals, the subtotals shall prevail and the total shall be corrected.
- + If there is a discrepancy between words and figures, the amount in words shall prevail, and the amount in figures shall be corrected. If the amount in words is related to arithmetic error, the amount in figures prescribed in this Section shall prevail for correction.

4.4.3. **Step 3.** The price deviation shall be adjusted on the following basis:

- If a deviation is found in the Supplier Proposal's Scope of Supply, the deficiency shall be added and the redundancy shall be subtracted according to the equivalent unit price.

Any Proposal with a deficiency found is not going to proceed.

If a deficiency is found in the Supplier Proposal without an equivalent unit price, such deficiency shall be adjusted as follows:

- + The highest unit prices of work items in deficiency of the Proposals satisfying technical evaluation shall prevail for adjustment of deviation. If there are no equivalent unit prices in the Supplier Proposals satisfying the technical evaluation, the unit price constituting the procurement price shall prevail for adjustment of deviation.

- + If there is only one Supplier satisfying the technical evaluation, its estimated unit price of the procurement shall be prevailing for adjustment of deviation;

If there is a redundancy in the Supplier Proposal without a unit price, it cannot be adjusted.

- If the Supplier has a Letter of Discount, the deviation shall be corrected and adjusted according to the offer price without subtracting the discount amount. The rate (%) of deficiency shall be determined according to the ratio of deficiency to the offer price mentioned in the price offer form.

4.4.4. **Step 4.** The offer price is settled after error corrections, deviation adjustments, and the subtraction of (-) any applicable discount: (A).

Discounts (if applicable) include reductions in the percentage or amount of the Usage Fee, Implementation Fee, and/or other types of discounts that can be directly converted into cash used in this contract payment.

4.4.5. **Step 5.** Determine the Evaluated price (G):

Evaluated price formula: $G = G1 + G2 + G3 - G4$

In which:

- + **G1:** Implementation fee.
- + **G2:** $\sum(\text{Unit price} \times \text{Output (table 01 of Form BM03)})$.
- + **G3:** Total other Offer costs (if any) by the Supplier.
- + **G4:** Additional incentives (if applicable, such as incentives for VNA's current conventional chatbot system usage).

4.5. Supplier ranking

The Proposal having the lowest Evaluated price (G) and deemed to be responsive to the supplier's eligibility, competence, and experience will be ranked first. Better commercial conditions will result in a higher ranking for the supplier with the same score of Evaluated price.

4.6. Negotiating with Suppliers and re-ranking

Based on responsive Suppliers to the requirements of the RFP, VNA will negotiate under instructions in Section 3.7.

Negotiations are based on the following:

- the Proposal and supporting documents (if any) by the Supplier.
- the RFP, including attached Draft Contract. This draft contract which form part of the RFP shall be the basis for any contract between VNA and the selected Supplier.

The negotiation includes discounts and technical and commercial terms with additional advantages.

VNA re-ranks Suppliers based on negotiation results.

Negotiation process: Negotiations will be performed indirectly by VNA. Accordingly, VNA will send negotiation requests to responsive Suppliers to negotiate conditions, including specific regulations on the negotiation submission due, the format of the negotiation submission, and the validity of the negotiation submission, the items to be negotiated, and other relevant content.

5. SPECIFIC EVALUATION CRITERIA FOR SOME ITEMS

5.1. Evaluation of Supplier's eligibility and the validity of the Proposal

No.	Items to be evaluated	Responsiveness		Documents to be evaluated
		Met	Not met	
1.	The Proposal to be submitted by the Proposal Due Date	Responsive	Non-responsive	Due date specified in Section 3.4 hereof
2.	The Proposal to be signed by the legal representative (or its authorized person with the valid Power of Attorney attached).	Responsive	Non-responsive	Price Offer Form and Power of Attorney (if any)
3.	Requirements for the supplier's eligibility to tender	Participate as an independent entity	Participate as a joint venture	
4.	Currency of offer is JPY	Responsive	Non-responsive	Price Offer Form
5.	The language of offer is English or Japanese	Responsive	Non-responsive	
6.	The Proposal validity period as prescribed in Section 3.4.1.	≥ 90 days	< 90 days	Price Offer Form
7.	Business registration certificate or Operation registration certificate issued by a competent state agency in accordance with the laws	Yes	No	A copy of the Business registration certificate or Operation registration certificate issued by a competent state agency in accordance with the laws of the country where the Supplier registers to operate/provide services.
8.	No disputes, complaints, conflicts of interest or contract violations with VNA	Responsive	Non-responsive	Written Commitment Statements according to BM06.
9.	Not banned from tendering as	Responsive	Non-	Written Commitment

No.	Items to be evaluated	Responsiveness		Documents to be evaluated
		Met	Not met	
	prescribed in the Law on Bidding.		responsive	Statements according to BM06
10.	Performance Security with an amount of 2% of the contract value	Responsive	Non-responsive	Written Commitment Statements according to form BM06
11.	Monthly or quarterly payments, with implementation fees included, shall be made on a regular basis.	Responsive	Non-responsive	Written Commitment Statements according to form BM06

The Supplier is considered "Met" and proceeds with the next steps if being responsive to all of the above requirements.

5.2. Competence and Experience Evaluation

No.	Requirements	Responsiveness		Documents provided
		Met	Not met	
1.	01 years or more of expertise in a subject related to Airport security service	Responsive	Non-responsive	A copy of the Business Registration Certificate, issued by a competent state agency in accordance with the provisions of law, with a business line appropriate to the field of Airport security service

The Supplier is considered "Met" and proceeds with the next steps if being responsive to all of the above requirements.

5.3. Technical requirements and technical evaluation methods

No.	Requirements	VNA's requirements	Responsiveness	
			Met	Not met
I	Product Requirements			
	CONCLUSION		Responsive to all of the above requirements	Non-responsive to one or more of the above requirements

The Supplier shall provide documents of the corresponding technical solutions for the above requirements to enable the VNA's evaluation.

The Supplier is considered "Met" and proceeds with the next steps if being responsive to all of the above requirements.

FORMS

Form No. 1 (BM01)

PRICE OFFER FORM

[Location], dated mm/dd/yyyy

To: _____ *[insert the Purchaser's name]*
(Hereinafter called the *Purchaser*)

Having examined the Request of Proposal and its revisions No. _____ *[insert the number and date of the revisions (if any)]*, the receipt of which is hereby duly acknowledged, we, _____ *[insert the Supplier's name]*, pledge ourselves to perform _____ *[insert the Procurement's name]* in conformity with the required specifications in the Request for Proposal for the sum of _____ *[insert the amount in numbers and words]*, enclosed with the price schedule.

In addition, we voluntarily offer a discount in the amount or percentage of the Implementation Fee and/or Usage Fee and/or other types of discounts that can be directly converted into cash used in this contract payment of _____ *[Insert discount amount or percentage, if any]*.

The total price offer after discount is: _____ (taxes and fees excluded) *[Insert the amount after discount, if applicable]*.

If this Proposal is selected, we commit to supply the goods and services in compliance with terms and conditions agreed in the contract.

This Proposal shall be valid for a period of 90 *[ninety]* days, from mm/dd/yyyy, hh:mm *[insert the Proposal due date]*.

Legal representative of the Supplier⁽¹⁾

[Name, title, signature and affix stamp (if any)]

POWER OF ATTORNEY⁽¹⁾

This Power of Attorney is made at [Location] on this [date] by and between:

I am _____ [*insert name, ID/passport number, position of Supplier's legal representative*], the legal representative of _____ [*insert name of Supplier*] at _____ [*insert address of Supplier*] hereby authorizes _____ [*insert name, ID/passport number, position of authorized person*] to perform the following tasks during the tender for _____ [*insert name of the procurement*] held by _____ [*insert name of the Purchaser*]:

- [- Sign the Price Offer Form and Price Schedule;*
- Sign documents with the Purchaser during the tender, including the clarification of Proposal;*
- Participate in contract negotiation and conclusion;*
- Sign contract with the Purchaser/Investor in the case of being awarded a contract.] ⁽²⁾*

Above-mentioned authorized person solely implement tasks within the scope of authorization as a legal representative of _____ [*insert Supplier's name*]. _____ [*insert Supplier's name*] is totally responsible for the tasks performed by _____ [*insert the authorized person name*] within the scope of authorization.

The Power of Attorney shall be valid from _____ [date] to _____ [date]⁽³⁾ and be made into _____ copies with the same legal value. _____ copies are kept by the authorizer, and _____ copies are kept by the authorized person.

The authorized person

*[Name, title, signature and affix stamp
(if any)]*

The authorizer

*[Name of the legal representative of the
Supplier, title, signature and affix stamp (if
any)]*

PRICE SCHEDULE**1. Scope of Supply**

Aircraft shipside security service for Vietnam Airlines at Kansai Airport:

No.	Services	Unit	Qty	Unit price (JPY)	VAT (JPY)	Amount (JPY)	Notes
I	Initial Setup Fee						
1	Implementation fee						
2							
3							
II	Monthly Fee						
1							
2							
III	Total						
	In words:/.						

- Discount incentives and discount amount (if any).
- The Price schedule for the following years in case service is extended after 24 months for reference.
- The validity period of the Price schedule is 90 days from mm/dd/2025, hh:mm.

Legal representative of the Supplier*[Name, title, signature and affix stamp (if any)]*

REPORT ON SIMILAR CONTRACTS PERFORMED BY SUPPLIER

Name of Supplier: _____

No.	Client name	Service delivery	Contract Term (From ... to...)	Name and address of client for VNA's clarification and reference
1				
2				
3				

PENALTY ACKNOWLEDGMENT FOR DELAY

In case the Supplier's mistake prevents the service from being implemented as scheduled, the Supplier pledges to:

Pay a penalty of 8% of the implementation fee for late progress.

Legal representative of the Supplier

[Name, title, signature and affix stamp (if any)]

SUPPLIER LETTER OF COMMITMENT

Name of Supplier:

Having carefully examined the RFP for the procurement "Aircraft shipside security service for Vietnam Airlines at Kansai Airport" while taken into account the products offered to VNA, we guarantee that:

1	There are no disputes, complaints, conflicts of interest or violations of contract with VNA.	<input type="checkbox"/>
2	We are not banned from tendering as prescribed in the Law on Bidding (for Suppliers based in Vietnam).	<input type="checkbox"/>
3	Monthly or quarterly payments, with implementation fees included, shall be made on a regular basis.	<input type="checkbox"/>
4	Performance Security shall be 3% of the contract value.	<input type="checkbox"/>

Dated mm/dd/yyyy

Legal representative of the Supplier

[Name, title, signature and affix stamp (if any)]