

REQUIRED DOCUMENTS

Package name: “Lounge Services in LHR ”

Vietnam Airlines JSC, UK Branch

London, Dated on 12 February 2026

Authorised Representative



Phan The Thang

1. Service Provider Eligibility Requirements:

- Legal Identity: Complete information about the entity (address, email, phone, owner). Having a valid enterprise registration certificate, establishment decision or equivalent document issued by a competent authority.
- Supplier has no dispute, lawsuit, conflict of interest or no breach of contract with Vietnam Airlines Corporation JSC, which has not been resolved.

2. Service Provider's Capability and Experience Requirements:

- Provision of all services in the bidding documents
- Company Presentation: Detailed profile in English.
- At least 01 year experience
- Previous experience in providing similar services to Vietnam Airlines
- The supplier must submit the application documents before the submission deadline, set on 04 working days (until 17h30 dated 19//02/2026). Documents received after this date will be considered invalid and disqualified.

- Contact Address:

Vietnam Airlines UK Branch Contact address: 03 Floor, University House 11- 13 Lower Grosvenor Place, SW1W OEX, London. Tel : +44 203263 2062. (To: Ms. Trinh Linh).

3. Service Requirements

3.1 List of goods, quantity and scope of work:

Item	Description	Quantity	Time
1	Lounge Services in LHR	1	07/03/2026-06/03/2028

3.2 Technical Standards Requirement

A supplier will be selected if they meet all the following conditions:

- Ensure required quantity and quality according to local standards.
- Implement in LHR airport, London.
- Preferred extend contract over 01 year

3.3 Other requirements:

No	Requirements	Passed	Failed
1	Delivery time of goods and services: 07/03/2026-06/03/2028	Commitment	No commitment or have other recommendation
3	Payment: By bank transfer, 100% of the value of the services monthly	Commitment	No commitment or have other recommendation

4. Language to be used in the Proposal Files: English

5. Bidding currency: In GBP.

6. Validity period of the Proposal Files: At least 30 days from the deadline for submission of the Proposal Files.

7. Deadline for submission of Proposal Files: No later than 17h30 on 19 February 2026.

8. Evaluation of Proposal Files

Step 1: Evaluation of the eligibility of the service provider's profile, verify the Proposal Files eligibility

- Provider evaluation criteria are used, based on the "Passed" and "Failed" criteria. The service provider is assessed as meeting the requirements for the validity of the profile, Proposal Files eligibility if they "Passed" all the requirements from item 1, 4, 5, 6, 7.

- Service providers that pass the evaluation step of provider's profile, verify the Proposal Files eligibility will be evaluated at the Provider's eligibility and capacity evaluation step.

Step 2: Evaluation of the Provider's eligibility and capacity:

- Provider evaluation criteria are used, based on the "Passed" and "Failed" criteria. The service provider is assessed as meeting the requirements for the validity of the Provider's eligibility and capacity if they "Passed" all the requirements from item 2.

- Service providers that pass the evaluation step of Provider's eligibility and capacity will be evaluated at the Technical standards evaluation step.

Step 3: Technical standards evaluation:

- The evaluation of technical standards requirements is carried out, based on the "Passed" and "Failed" criteria. Proposals files are evaluated as meeting technical standards requirements when all requirements are listed as "Passed".

- Service providers pass the technical standards evaluation step when they meet all the requirements from item 3.

- Service providers that pass the technical standards evaluation step will be further evaluated at the step of Bids Comparison and Service Provider Ranking.

Step 4: Bids Comparison and Service Provider Ranking:

- Service providers that meet the requirement, whose bid is within the planned budget and the lowest is ranked first.

- In case there are 2 or more service providers who bid the same lowest amount, the order of priority for ranking of service providers is based on the following criteria:

+ Brand Name Reputation.

+ The service providers who were previous partners of VNA.

9. Provider Selection Conditions

A provider will be selected if they meet all the following conditions:

- Have valid application documents that meet the requirements.
- Possess the required capacity and experience according to the requested criteria.
- Meet the technical requirements.
- Having lowest price proposal, within Vietnam Airlines' budget, after corrections and adjustments, and that this price does not exceed the approved amount for the service.

10. Notification of Bid Results

After the decision to approve the provider selection results, Vietnam will send a notification letter to the selected suppliers.

11. Negotiation, Finalization, and Contract Signing

Negotiation and finalization of the contract will be based on the approved selection results and the draft contract.

12. Violation Handling

If a provider commits actions violating bidding laws, they will be subject to sanctions based on the severity of the violation, in accordance with the provisions of the bidding law and other relevant legal regulations.

Looking forward to your participation.

Thank you very much.
