

## **BIDDING DOCUMENTS**

Title of procurement package: Provision of Inflight Carering Services  
for Vietnam Airlines' flights from SVO for the period 01st July 2019 – 30th June  
2022

Procuring Entity: Passenger Service Department  
**Vietnam Airlines JSC**

Hanoi, 18th March, 2019

**On behalf of Vietnam Airlines JSC**  
**Director of Passenger Service Department**



  
**Ngo Hong Minh**

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### ABBREVIATIONS

VNA	Vietnam Airlines
VND	Vietnam Dong
SPML	Special Meal
EUR	Euro

## INVITATION FOR BID

Vietnam Airlines JSC would like to request your esteemed company for the Proposal to provide inflight carering services for Vietnam Airlines' flights from SVO with enclosed Bidding Documents.

Please kindly submit your Bid no later than 5th April 2019 (Hanoi local time) by **both post and email** at working hours to the following addresses:

- **By post:**

Passenger Service Department

Vietnam Airlines JSC

200 Nguyen Son, Long Bien District, Ha Noi City - Viet Nam

Contact point:

- Ms. Han Quynh Trang - Executive – Service Cost Management Division
- Ms. Nguyen Thi Hoai Ha – Executive – Inflight Operation Division

**Tel:** (84) 24 38732732 ext 2567

**Fax:** (84) 24 38735754

**Email:** [tranghan@vietnamairlines.com](mailto:tranghan@vietnamairlines.com); [hangth@vietnamairlines.com](mailto:hangth@vietnamairlines.com)

- **By email:**

[tranghan@vietnamairlines.com](mailto:tranghan@vietnamairlines.com);

[hangth@vietnamairlines.com](mailto:hangth@vietnamairlines.com)

Should you have any questions or need further information, please kindly contact us at the above address.

ON BEHALF OF VIETNAM AIRLINES JSC

*Director of Passenger Service Department*



*[Signature]*

**Ngo Hong Minh**



## 1. REQUIREMENTS FOR ELIGIBLE GOODS/SERVICES

### 1.1 Details and quantity of purchasing goods/services:

- Detailed specification of purchasing goods/services are specified in Attachment 1, 2 and 3 attached with this bid documents
- Each passenger will be served 02 meals: 01 Main Meal + 01 Breakfast

No	Content	Unit	QTY 2019	Unit Price
<b>1</b>	<b>Meal services</b>			
1.1	BCCL	Per pax	2.824	
1.2	EYCL		39.284	
1.3	CREW		1.884	
<b>2</b>	<b>Handling</b>			
	Handling	Flt	157	
<b>3</b>	<b>Laundry</b>			
3.1	Tray cloth	Per year	8.798	
3.2	Linen napkin	Per year	8.798	
<b>4</b>	<b>Beverage</b>			
4.1	Beer 330ml	Per year		
4.2	Orange juice 1000ml	Per year	5,460	
4.3	Apple juice 1000ml	Per year	4,056	
4.4	Tomato juice 1000ml	Per year	4,680	
4.5	UHT milk 1000ml	Per year	2,964	
4.6	Pasteurized milk 1000ml	Per year		
4.7	Coca Cola 330ml	Per year	2,340	
4.8	Coca Cola 1000ml	Per year	1,560	
4.9	Coca/Pepsi light/diet/zero 330ml	Per year		
4.10	Coca/Pepsi light/diet/zero 1000ml	Per year		
4.11	Sprite 330ml	Per year	2,340	
4.12	Sprite 1500ml	Per year	1,248	
4.13	Tonic water 150ml	Per year	3,744	
4.14	Soda water 150ml	Per year	3,744	
4.15	Ginger Ale 150ml	Per year		
4.16	Purified water 500-600ml	Per year	50,232	
4.17	Purified water 1500ml	Per year	7,488	
4.18	Sparkling mineral water 300-500ml	Per year		
4.19	High class mineral water 1500ml	Per year		
4.20	Ice cubes (kg)	Per year		
<b>Total EUR for period 07/2019-12/2019 (half of QTY for 2019)</b>				
<b>Total EUR for 2020 (QTY for 2019 +40%)</b>				
<b>Total EUR for 2021 (QTY for 2020 +13%)</b>				
<b>Total EUR for period 01/2022 – 06/2022 (half of QTY for 2021 +6%)</b>				
<b>Total for 3 years (07/2019 – 06/2022)</b>				

Note: Purchasing quantity in the period of 2019-2022 is estimated to increase as follows:

- 2020/2019: increases by 40%
- 2021/2020: increases by 13%
- 2022/2021: increases by 12%

1.2 Requirements for service standards: in accordance with the evaluation criteria, clearly prescribed in Section 4.2 of this RFP.

## **2. ELIGIBILITY OF BIDDERS**

- 2.1. Holding valid Certificate of Business Registration or equivalent documents issued by competent government authority, in accordance with the law of the country where the Bidder's business is operated
- 2.2. Bidder must have no disputes, claims, conflict of interest and contract violation with VNA

## **3. PRICE PROPOSAL**

### **3.1 Price proposal:**

Price proposal is the price quoted by bidders in the Application for Bid (Form No. 1 attached) after deducting the discount stated at the Letter of bid discounts (if any). The Proposal Price is included all the costs necessary for implementing the bidding package as required in bidding documents. All costs shall be quoted in the form of individually-detailed and aggregated tables. For each component of costs, the Bidder must present details of calculation and determination method for each item.

### **3.2 Letter of Bid discounts:**

In the presence of any discount, bidders must submit the Letter of bid discounts to VNA together with the Bid or separately from the Bid, provided that the Letter of bid discounts is received by VNA before the submission deadline. If the Letter of bid discounts is submitted together with the Bid, the Respondent must inform VNA by submission deadline, or must have the Letter of bid discounts declared in the table of contents of the Bid.

### **3.3 Price Proposal Table:**

Price Proposal Table must be fully filled as requested at Form No. 3 (Section 5.8) and signed by the legitimate representative of the Bidders, including all costs associated such as software cost, managed services cost, training, installation, implementation costs etc. Price Proposal shall be fixed during the period of the contract implementation.

Failure to complete the Price Proposal Table may lead to the disadvantage in Bid evaluation or Bid elimination.

### **3.4 Bid currency: EUR.**

### **3.5 Payment:**

Payment will be made by bank transfer within 30 days from the date of monthly invoices issued by the Caterer who wins the Bid.



## 4 EVALUATION CRITERIA

### 4.1. Evaluation criteria of Bidders' experience and eligibility

No.	Requested criteria	Evaluation	
		Pass	Fail
1.	Number of years having experience of supplying inflight catering services	$\geq 2$ years	$< 2$ years
2.	Provision of inflight catering services in Asia and airlines awarded Skytrax 4 star or above	$\geq 2$ customer airlines	$< 2$ customer airlines
3.	Location of facility	In airport restricted area or maximum 40km from the airport restricted area	More than 40km from the airport restricted area
4.	Actual daily capacity of meal, includes hot meal, cold meal, SPML...	$\geq 1.500$ meal per days	$< 1.500$ meal per days
5.	Report of experience: 3 similar contracts on provision of catering services for airlines in 5 years as in Form No.4 Section 5.8	$\geq 3$ Contracts	$< 3$ Contracts
6.	Financial report of 3 consecutive fiscal years: 2015, 2016, 2017 as in Form No. 5, Section 5.8	Have information, and at least 1 year with profit	No information or none of 3 years shows profit

### 4.2. Technical evaluation criteria:

No.	Requested criteria	Evaluation	
		Pass	Fail
1.	Hygiene standards adopted, i.e. HACCP, ISO, AQF 2001...	Qualified	Not qualified
2.	Permission to serve VIP flight in airport	Yes	No
3.	Translate menu into Russian when requested by Vietnam Airlines	Qualified/ Commit to provide service	Not qualified/ Not commit to provide service
4.	Have ability to provide SPML following IATA codes	Qualified/ Commit to provide service	Not qualified/ Not commit to provide service

No.	Requested criteria	Evaluation	
		Pass	Fail
5.	<p>Capability to provide the following services:</p> <ul style="list-style-type: none"> <li>- Meal services</li> <li>- Equipment cleaning</li> <li>- Laundry (for linen napkins, facial towels...)</li> <li>- Food assembly</li> <li>- Transportation (by hi-loader with chilling system and by vans) to/from aircraft</li> <li>- Galley loading</li> <li>- Chilling storage for our own food and beverage</li> <li>- Custom clearance</li> </ul> <p>(Specification for required catering services are in the attachments 1,2 and 3 attached with this bid document)</p>	Qualified/ Commit to provide service	Not qualified/ Not commit to provide service
6.	<ul style="list-style-type: none"> <li>- Food safety and hygiene training programs are available</li> <li>- All food handling employees and management receive appropriate food safety training, including basic training and refresher training.</li> <li>- Training records are available</li> </ul>	Qualified/ Commit to provide service	Not qualified/ Not commit to provide service
7.	The food handling staff undergo a yearly medical check-up with tests for healthy carrier. Presentation of medical certificates with mention of fitness to handle food products.	Qualified/ Commit to provide service	Not qualified/ Not commit to provide service
8.	<ul style="list-style-type: none"> <li>- All staffs and visitors wear uniform, headdresses and do not wear jewellery when entering production area.</li> <li>- Uniforms are visibly clean and properly worn. Headdresses retain all the hair.</li> </ul> <p>Food handling staff's nails are short and have no nail vanish.</p>	Qualified/ Commit to provide service	Not qualified/ Not commit to provide service
9.	<ul style="list-style-type: none"> <li>- Presence of hand-washing facilities in the production area. Hand-washing facilities are easy to be recognized, approached, clean and equipped with water, bactericidal soap and single-use towels or hand driers. Hand-washing facilities are only used for hand washing.</li> <li>- Presence of hand-washing guides for</li> </ul>	Qualified/ Commit to provide service	Not qualified/ Not commit to provide service



No.	Requested criteria	Evaluation	
		Pass	Fail
	visitors and staffs: how and when to wash, frequency of hand-washing. - Staffs use hand-washing facilities and wash hands correctly.		
10.	<ul style="list-style-type: none"> <li>- Premises are designed to be protected against flying, crawling pests.</li> <li>- Presence of pest control plan, procedure and method.</li> <li>- Implementation of these plan, procedure and method are recorded. Records include: name of used insecticide; location of trap, pest's bait; found pest; implemented measures.</li> <li>- Insect trap devices work properly, are clean and in good condition.</li> <li>- No trace of pest in the production area.</li> </ul>	Qualified/ Commit to provide service	Not qualified/ Not commit to provide service
11.	Presence of procedure and method to recognize and prevent physical and chemical risks such as: control foreign objects in food, broken glassware; preserve and use cleaning materials...	Qualified/ Commit to provide service	Not qualified/ Not commit to provide service
12.	<ul style="list-style-type: none"> <li>- Program of microbiological tests are carried out periodically on processed foods, drinks, water, ice cubes, hands of food handling staff, kitchen utensils. Proof of this program implementation.</li> <li>- Corrective actions are recorded in case of unsatisfactory results.</li> </ul>	Qualified/ Commit to provide service	Not qualified/ Not commit to provide service
13.	<ul style="list-style-type: none"> <li>- Presentation of procedures and standards to evaluate, choose and approve suppliers; audit and re-evaluate suppliers of high-risk products.</li> <li>- Implementation of these procedures and suppliers' corrective actions are recorded.</li> </ul>	Qualified/ Commit to provide service	Not qualified/ Not commit to provide service
14.	Size, design and layout of premises permit effective segregation of clean and unclean materials and processes.	Qualified/ Commit to provide service	Not qualified/ Not commit to provide service
15.	Adequate equipments, facilities for food production, process and supply. Equipment, facilities are in good condition.	Qualified/ Commit to provide service	Not qualified/ Not commit to provide service

No.	Requested criteria	Evaluation	
		Pass	Fail
16.	<ul style="list-style-type: none"> <li>- Blast chillers, freezers, refrigerators, negative and positive cold rooms and thermometers are in good condition, periodically checked and calibrated at least once a year. Recordings of checking and calibration have been made.</li> <li>- All areas are well lit.</li> <li>- Adequate ventilation system.</li> <li>- Food contacting surfaces (table, chopping-board...) are hard, made from accepted materials and well maintained.</li> <li>- Adequate shelves, trays, baskets, trays... in storage and production areas to keep, arrange food and equipment. No food and equipment placed directly on floor, at least 20cm from the floor.</li> </ul>	Qualified/ Commit to provide service	Not qualified/ Not commit to provide service
	<b>Conclusion</b>	<b>Qualified for all criteria</b>	<b>Not qualified for all criteria</b>

## 5 OTHER REQUIREMENTS

### 5.1 Preparation and submission of Bids

#### 5.1.1 Contents of Bids

- a) Language of the Bids as well as all correspondences and documents between VNA and the Bidders shall be written in English.
- b) Bids prepared by Bidders include the following contents:
  - Documents to prove the eligibility of the Bidder (such as: legitimate business license);
  - Application for Bid as stipulated in Form No.1 of the bid documents, signed by bidder's legitimate representative (the official representative by law or the legitimately authorized person accompanied with the letter of authorization in accordance with Form No. 2 of bid documents)
  - Power of attorney (if any) as stipulated in Form No.2.
  - Price proposal table as stipulated in Form No. 2.
  - Documents to prove the Bidder's experiences and proficiency: Introduction letter of the Bidder; experience record in lastest 5 years as in Form 4 (section 5.8); Declaration of the Bidder's financial capacity as in Form 5 (section 5.8); other documents that can prove the Bidder's experience and proficiency to meet the standard evaluation criteria in section 4.1.
  - Other documents (if any).



### 5.1.2 *Effective period of Bids*

The effective time period of bid is 120 days from submission deadline stipulated in Item 5.1.3 (b).

### 5.1.3 *Submission of Bids*

- a) Bids prepared by Bidders shall be typed, written, printed with inerasable ink, continuously page numbers. The Application for Bid, (if any), documents to supplement and verify the Bid (if any) are required to have the signature of the Bidder's legitimate representative and with company stamp (if any). Inserted texts, erased texts, or overwrite in the typed document shall be only valid if accompanied by the signature of the person who signs the Application for Bid and with company stamp (if any).
- b) The Bid shall be submitted directly by the Bidder or be sent to the address of VNA by post or fax and email, provided that VNA receive the Bid before the Submission Deadline: 5th April 2019 (Hanoi local time). The Bid submitted after the submission deadline is deemed illegitimate, and shall be rejected. Address for sending the Bid:

**Passenger Service Department**

**Vietnam Airlines JSC**

200 Nguyen Son - Long Bien - Ha Noi - Viet Nam.

Tel: 84-4-38732732 ext 2567; Fax: 84-4-38730754;

Contact point:

- Ms. Han Quynh Trang - Executive – Service Cost Management Division  
Email: [tranghan@vietnamairlines.com](mailto:tranghan@vietnamairlines.com)
- Ms. Nguyen Thi Hoai Ha – Executive – Inflight Operation Division  
Email: [hangth@vietnamairlines.com](mailto:hangth@vietnamairlines.com)

## 5.2 Clarification of Bids

- 5.2.1 During the process of Bid evaluation, VNA can request Bidders to clarify some of the contents in their Bids including the unusual price. The Bidder may also be requested to add documents to the submitted Bid when there lacks of evidences to prove the Bidder's eligibilities, capacity and experience, or other requested documents (including legitimate business registration certificate, ertificates related to their specialize field, selling permit of the manufacturer, or the certificate of Joint Venture, or other equivalent documents as requested in the Bidding Documents), without any changes of basic contents of submitted Bid and bid price.
- 5.2.2 The clarification of Bids is only implemented between VNA and bidders whose Bids need to be clarified and shall be either directly discussed (VNA invites the Bidder to come for face-to-face discussion, and the contents of enquiries and responses shall be recorded in writing), or indirectly (VNA requests for clarification and the Bidder responds in writing). There shall be a deadline for the clarification of Bids. All



clarification information must be made in writing and shall be kept by VNA as a part of the Bid.

In the event of exceeding time limit for clarification, if the Bidder does not reply in written form, or the Bidder's responses do not meet VNA questions, VNA shall consider and further proceed in accordance with applicable law.

### **5.3 Bid evaluation**

Bid evaluation shall be carried out in compliance with the following procedure:

#### *5.3.1 Verify the Eligibility of Bids*

- a) Submission date of the Bid.
- b) Eligibility of Bidders as stipulated in Section 2 (after clarification or supplementing documents as required by VNA, if any).
- c) The validity (signature, time, stamp) of the Bid as required in Application for Bid, Power of Attorney (if any), Price proposal table.
- d) The validity (signatures, time) of documents such as Application for Bid, Power of Attorney (if any), Price proposal table.
- e) The validity of Proposal as stipulated in Item 5.1.2.
- f) Eligibility and qualification of goods/services as specified in Section 1;
- g) Other items (if any).

Proposal shall be rejected and not be further considered if it perpetrates any one of the above requirements.

#### *5.3.2 Evaluation of the Bidder eligibility and capacity:*

Evaluation of the Bidder's eligibility and capacity shall be conducted in compliance with the criteria stated in Item 4.1 of this Bidding Documents, using the "Pass/Fail" standard. The Bidder is considered to meet requirements of eligibility and capacity when all criteria are assessed as "Pass" and the Bid of such Bidder shall be taken into technical evaluation.

#### *5.3.3 Technical Evaluation*

Evaluation of the Technical criteria shall be conducted in compliance with details in Item 4.2 of this Bidding Documents, using the "Pass/Fail" standard. The Bidder is considered to meet requirements of eligibility and capacity, experience when all criteria are assessed as "Pass".

#### *5.3.4 Comparison of Bidders' price proposals*

- a) VNA shall determine the price proposal to be taken into comparison after fixing and correcting errors (if any) according to the provisions of the Vietnam Bidding Law, and subtracting the discount amount stated in the Letter of Bid discount (if any). Bid with lowest price (after correcting errors and applying discounts) shall be ranked first (1st) place.
- b) In the event that the Bidders have the same proposal price (after correcting errors and applying discounts), VNA shall rank the Bidders based on the comparison of other

criteria such as settlement conditions; technical attributes, quality of goods/services; scale, capacity, experiences of the Bidders; other conditions that are more beneficial for the beneficiaries from goods/services (the content that encourages the Bidders to offer more favourable conditions is stipulated in Form No.3, Section 5.8).

#### **5.4 Conditions for proposal award:**

A Bidder shall be taken into consideration for being selected if it fully meets the following conditions

- Having valid and legitimate Bid, meeting the technical requirements stipulated in the Bidding Documents;
- The Bidder's name does not appear in two or more Bids as a major supplier, and not violate the prohibited acts under the provisions of Vietnam Bidding Law;
- Have Bid with the price proposal after errors rectification, and applying discounts (if any) not exceeding the approved price of the package.
- In all circumstances, Vietnam Airlines JSC reserves the right to select Bidder to be awarded.

#### **5.5 Notification of Award**

Right after getting the approval of supplier selection, VNA shall announce the bidding result in writing to all participating bidders.

In regards to the selected Bidder, the notification will specify time, place for contract negotiation and finalization.

#### **5.6 Contract negotiation and finalization**

In order to sign contract for the procuring package, contract negotiation and finalization shall be carried out based on the approved result of supplier selection, bidding documents, and the selected Bidder's Bid.

#### **5.7 Handling Violances:**

In the event that the selected Bidder takes any prohibited acts, the Bidder shall be punished based on the violating level.

#### **5.8 Forms:**

- Form 1: Application for Bid
- Form 2: Power of Attorney
- Form 3: Price Proposal
- Form 4: Experience record
- Form 5: Declaration of Bidder's financial capacity
- Form 6: Commitment to be qualified or provide services

**APPLICATION FOR BID**

\_\_\_\_\_, date \_\_\_\_ month \_\_\_\_ year \_\_\_\_

To: Vietnam Airlines JSC

After studying the Bidding Documents and Bidding Documents amendment document number *[number of amendment document (if any)]* which we have received, we *[full name of the Respondent]*, commit to supply *[name of products written]* as required by the Bidding Documents at the total amount of *[value written by numbers, words and currency of bid]* together with the detailed Price Proposal Table attached.

If our Bid is accepted, we commit to supply products/services in compliance with terms and conditions agreed in the contract.

This Bid is valid for \_\_\_\_ days, from \_\_\_\_ am/pm, date *[... .. insert the proposal closing date and time]*

**Legitimate Representative of Bidder <sup>(1)</sup>***[Full name, title, signature and seal]***Remarks:**

(1) In the event that the legitimate representative of Bidder gives authority for subordinate to sign Application for Bid, Power of Attorney as per Form No. 2 must be attached. In the event that company regulations or other relevant documents assigned the authorization to sign the Bid by subordinate, copies of official dispatches document must be attached (in that case, Power of Attorney by Form No.2 is not required). The winner, before signing the contract, must submit to the VNA the certified copies of these documents. If any inaccuracy of the initial listed information is detected, the Bidder is considered violating the Vietnam Bidding Law and will be treated according to stipulations at Item 5.7 of this Bidding Documents.





**POWER OF ATTORNEY<sup>(1)</sup>**

Today, date \_\_\_\_ month \_\_\_\_ year \_\_\_\_, at \_\_\_\_

I, *[full name, ID card or Passport No, title of legal representative written]*, am the legal representative of *[full name of Respondent]* with address number at *[address of Respondent]* by this document to give authority to *[name, ID card or passport numbers, title of attorney]* to implement following duties during process of bidding for the package of "Provision of Inflight Carering Services for Vietnam Airlines' flights from SVO" organized by Vietnam Airlines JSC.:

- To sign Application for Bid;
- To sign documents, materials for contacting with the Offer during process of bidding, including explanation document, making clear Bid;
- To participate in processes of negotiation, contract improvement;
- To sign contract with Offer/Investor if being selected<sup>(2)</sup>

Above mentioned attorney only implements authorized duties as legitimate representative of *[Respondent's name]*. *[Full name of Respondent]* must takes responsibility completely for duties of *[attorney's name]* to implement in scope of authorization.

Power of attorney becomes effective from \_\_\_\_ to \_\_\_\_<sup>(3)</sup>. This power of attorney is made into \_\_\_\_ copies with the same legal value, mandatory keeps \_\_\_\_ copy, attorney keeps \_\_\_\_ copy.

**Attorney**

*[Full name, title, signature and seal, (if any)]*

**Mandatory**

*[Name of legitimate representative of contractor, title, signature and seal]*

**Remarks:**

(1) In the event of authorization, the original copy of power of attorney must be submitted to VNA with Application for Bid form as stipulated at Point b Item 5.1.1. The authorization of legal representative for the deputy, subordinate, branch director or head of representative office of Bidder to legally represents the Bidder to carry out contents of above mentioned works. The use of seal in case of being authorized must be the seal of Bidder or the seal of relevant authorized unit or individual. The authorized people are not allowed to authorize other people.

(2) Scope of authorization includes one or many above mentioned works.

(3) To write date of validity and invalidity of power of attorney that is suitable with bidding process.

## PRICE PROPOSAL TABLE

## 1. Price proposal table:

No	Content	Unit	QTY 2019	Unit Price	Total cost
<b>1</b>	<b>Meal services</b>				
1.1	BCCL	Per pax	2.824		
1.2	EYCL		39.284		
1.3	CREW		1.884		
<b>2</b>	<b>Handling</b>				
	Handling	Flt	157		
<b>3</b>	<b>Laundry</b>				
3.1	Tray cloth	Per year	8.798		
3.2	Linen napkin	Per year	8.798		
<b>4</b>	<b>Beverage</b>				
4.1	Beer 330ml	Per year			
4.2	Orange juice 1000ml	Per year	5,460		
4.3	Apple juice 1000ml	Per year	4,056		
4.4	Tomato juice 1000ml	Per year	4,680		
4.5	UHT milk 1000ml	Per year	2,964		
4.6	Pasteurized milk 1000ml	Per year			
4.7	Coca Cola 330ml	Per year	2,340		
4.8	Coca Cola 1000ml	Per year	1,560		
4.9	Coca/Pepsi light/diet/zero 330ml	Per year			
4.10	Coca/Pepsi light/diet/zero 1000ml	Per year			
4.11	Sprite 330ml	Per year	2,340		
4.12	Sprite 1500ml	Per year	1,248		
4.13	Tonic water 150ml	Per year	3,744		
4.14	Soda water 150ml	Per year	3,744		
4.15	Ginger Ale 150ml	Per year			
4.16	Purified water 500-600ml	Per year	50,232		
4.17	Purified water 1500ml	Per year	7,488		
4.18	Sparkling mineral water 300-500ml	Per year			
4.19	High class mineral water 1500ml	Per year			
4.20	Ice cubes (kg)	Per year			
	<b>Total EUR for period 07/2019-12/2019 (half of QTY for 2019)</b>				
	<b>Total EUR for 2020 (QTY for 2019 +40%)</b>				
	<b>Total EUR for 2021 (QTY for 2020 +13%)</b>				
	<b>Total EUR for period 01/2022 – 06/2022 (half of QTY for 2021 +6%)</b>				
	<b>Total for 3 years (07/2019 – 06/2022)</b>				

Note: Purchasing quantity in the period of 2019-2022 is estimated to increase as follows:

- 2020/2019: increases by 40%

- 2021/2020: increases by 13%
  - 2022/2021: increases by 12%
2. The Bidder commits to provide goods/services in compliance with the standards for technical evaluation stipulated in Section 4.2 of this Bidding Documents or the Bidder specifies the detailed criteria according to the criteria specified in Section 4.2.
  3. The Bidder is encouraged to provide other favorable conditions for beneficiaries of goods/services (if any). VNA shall consider the aforementioned condition during the bid evaluation stipulated in item 5.3.4.b.

**Authorized Representative of the Bidder**  
*(Name, title, signature and seal)*





**EXPERIENCE RECORD**

**(Of similar contracts implemented by the Bidder  
on provision of catering services for airlines in nearest 5 years)**

Name of the Bidder: \_\_\_\_\_

No	Contact name and number	Sign date	Contractual partner	Address	Contact point of contractual partner	Value of contract (in EUR)
1						
2						
3						

**Authorized Representative of the Bidder**  
*(Name, title, signature and seal)*



**DECLARATION OF THE BIDDER'S FINANCIAL CAPACITY**

\_\_\_\_\_, date \_\_\_\_ month \_\_\_\_ year \_\_\_\_

1. The Bidder's name: \_\_\_\_\_
- [Full name of supplier]*

Address :

2. Summary of financial data in nearest 03 fiscal years :

Unit : USD

TT	Contents	Year	Year	...
1	<i>Total revenue from business activities</i>			
2	<i>Revenue from suppling activities related to the procuring products/services</i>			
3	<i>Profit after tax</i>			

3. Attached documents for comparison with the data declared by the Bidder (if necessary)

Financial statements for the past three years and copies of one of the following documents:

- Record on tax finalization check in the past 3 financial years;
- Declaration of self-finalization of tax (VAT and corporate income tax) certified by the tax office at the time of submitting the declaration in the past 3 financial years
- A written certification of the tax administration agency (certifying the whole year's paid amount) on the fulfillment of the tax obligation in the last 3 financial years.

**Authorized Representative of the Bidder**  
(Name, title, signature and seal)

**Note:** In the case of a partnership, each affiliated company is requested to declare this Form.

## COMMITMENT TO BE QUALIFIED OR PROVIDE SERVICES

No.	Requested criteria	Qualified/ Commit to provide services	
		Yes	No
1.	Number of years having experience of supplying inflight catering services: $\geq 2$ years		
2.	Provision of inflight catering services in Asia and airlines awarded Skytrax 4 star or above: $\geq 2$ customer airlines		
3.	Location of facility: In airport restricted area or maximum 40km from the airport restricted area		
4.	Actual daily capacity of meal, includes hot meal, cold meal, SPML....: $\geq 1.500$ meal per days		
5.	Report of experience: 3 similar contracts on provision of catering services for airlines in 5 years as in Form No.4 Section 5.8: $\geq 3$ Contracts		
6.	Financial report of 3 consecutive fiscal years: 2015, 2016, 2017 as in Form No. 5, Section 5.8: have information, and at least 1 year with profit		
7.	Hygiene standards adopted, i.e. HACCP, ISO, AQF 2001... Please provide copies of certificates		
8.	Permission to serve VIP flight in airport		
9.	Translate menu into Russian when requested by Vietnam Airlines		
4.	Have ability to provide SPML following IATA codes		
5.	Capability to provide the following services: - Meal services - Equipment cleaning - Laundry (for linen napkins, facial towels...) - Food assembly		



	<ul style="list-style-type: none"> <li>- Transportation (by hi-loader with chilling system and by vans) to/from aircraft</li> <li>- Galley loading</li> <li>- Chilling storage for our own food and beverage</li> <li>- Custom clearance</li> </ul> <p>(Specification for required catering services are in the attachments 1,2 and 3 attached with this bid document)</p>		
6.	<ul style="list-style-type: none"> <li>- Food safety and hygiene training programs are available</li> <li>- All food handling employees and management receive appropriate food safety training, including basic training and refresher training.</li> <li>- Training records are available</li> </ul>		
7.	The food handling staff undergo a yearly medical check-up with tests for healthy carrier. Presentation of medical certificates with mention of fitness to handle food products.		
8.	<ul style="list-style-type: none"> <li>- All staffs and visitors wear uniform, headdresses and do not wear jewellery when entering production area.</li> <li>- Uniforms are visibly clean and properly worn. Headdresses retain all the hair.</li> </ul> <p>Food handling staff's nails are short and have no nail vanish.</p>		
9.	<ul style="list-style-type: none"> <li>- Presence of hand-washing facilities in the production area. Hand-washing facilities are easy to be recognized, approached, clean and equipped with water, bactericidal soap and single-use towels or hand driers. Hand-washing facilities are only used for hand washing.</li> <li>- Presence of hand-washing guides for visitors and staffs: how and when to wash, frequency of hand-washing.</li> <li>- Staffs use hand-washing facilities and wash hands correctly.</li> </ul>		
10.	<ul style="list-style-type: none"> <li>- Premises are designed to be protected against flying, crawling pests.</li> <li>- Presence of pest control plan, procedure and method.</li> <li>- Implementation of these plan, procedure</li> </ul>		

	<p>and method are recorded. Records include: name of used insecticide; location of trap, pest's bait; found pest; implemented measures.</p> <ul style="list-style-type: none"> <li>- Insect trap devices work properly, are clean and in good condition.</li> <li>- No trace of pest in the production area.</li> </ul>		
11.	<p>Presence of procedure and method to recognize and prevent physical and chemical risks such as: control foreign objects in food, broken glassware; preserve and use cleaning materials...</p>		
12.	<ul style="list-style-type: none"> <li>- Program of microbiological tests are carried out periodically on processed foods, drinks, water, ice cubes, hands of food handling staff, kitchen utensils. Proof of this program implementation.</li> <li>- Corrective actions are recorded in case of unsatisfactory results.</li> </ul>		
13.	<ul style="list-style-type: none"> <li>- Presentation of procedures and standards to evaluate, choose and approve suppliers; audit and re-evaluate suppliers of high-risk products.</li> <li>- Implementation of these procedures and suppliers' corrective actions are recorded.</li> </ul>		
14.	<p>Size, design and layout of premises permit effective segregation of clean and unclean materials and processes.</p>		
15.	<p>Adequate equipments, facilities for food production, process and supply. Equipment, facilities are in good condition.</p>		
16.	<ul style="list-style-type: none"> <li>- Blast chillers, freezers, refrigerators, negative and positive cold rooms and thermometers are in good condition, periodically checked and calibrated at least once a year. Recordings of checking and calibration have been made.</li> <li>- All areas are well lit.</li> <li>- Adequate ventilation system.</li> <li>- Food contacting surfaces (table, chopping-board...) are hard, made from accepted materials and well maintained.</li> <li>- Adequate shelves, trays, baskets, trays...</li> </ul>		

	in storage and production areas to keep, arrange food and equipment. No food and equipment placed directly on floor, at least 20cm from the floor.		
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Note:

- Please tick X in the column for Yes or No
- Documents to prove to be qualified/commit to provide services are appreciated

