

REQUEST FOR BIDDING DOCUMENTS

**BUSINESS LOUNGE SERVICE FOR VIETNAM AIRLINES
– UK MARKET 2025–2026**

**General Manager
of Vietnam Airlines UK**

A handwritten signature in blue ink, appearing to read 'Phan The Thang', with a horizontal line underneath.

Phan The Thang

I. Service Requirements

1. Service Name:

BUSINESS LOUNGE FOR VIETNAM AIRLINES – UK MARKET 2025–2026

2. Objectives:

Vietnam Airlines UK seeks a qualified supplier to provide business lounge access and services for our premium passengers at London Heathrow Airport, with the aim of:

- Enhancing the brand image of Vietnam Airlines among high-value customers.
- Elevating passenger experience and customer satisfaction.
- Retaining and attracting premium clientele through enhanced pre-flight services.
- Providing a seamless, professional service that aligns with the airline’s international standards.

2.1. Service Duration: 12 months, from May 2025.

2.2. Scope of Supply

The selected supplier will be responsible for providing business lounge access and related services including:

- Comfortable seating areas with adequate space and ambiance.
- Complimentary food and beverages.
- Wi-Fi and workspaces.
- Clean and well-maintained restroom facilities.
- Multilingual customer service support.
- Coordinate with Vietnam Airlines ground staff to ensure smooth passenger handling.

II. Requirements for Supplier Qualifications

- The supplier must possess a valid Business Registration Certificate (notarized copy required), issued under local regulations.
- No ongoing legal disputes, conflicts of interest, or violations in contracts with Vietnam Airlines JSC at the time of bid submission.
- The supplier must not be listed in the public bidding blacklist as of the bid submission deadline.
- Bidders must participate in this process independently.

III. Quotation Requirements

1. The quoted price must include all necessary costs for performing the service package in

accordance with the requirements of these bidding documents.

2. Quotation currency: GBP (British Pound Sterling).

3. Payment Terms:

- Schedule: Monthly payments.
- Method: Bank transfer, 100% payment within 30 days upon receipt of complete and approved invoice, together with a supporting document listing the number of passengers who used the lounge services for that period.

IV. Evaluation Criteria

1. Validity and Completeness of Documents:

- All bidding documents must be submitted in English and in full compliance with this request.
- The legal status and eligibility of the bidder must be clearly demonstrated.

2. Supplier's Reputation and Capability:

- Minimum of 5 years' experience operating a business lounge at London Heathrow.
- Proven service quality and customer satisfaction history.
- List of past and current airlines.

3. Price Evaluation:

Bidders meeting all criteria in items 1 and 2 above will be assessed on pricing. The supplier offering the lowest total cost (within budget) will be selected. If there is a tie, selection priority will follow this order:

- Higher technical evaluation score.
- Previous experience serving Vietnam Airlines.

V. Other Requirements

1. Regulations on Bidding Documents Submissions

- Bidding documents and all communications must be written in English.
- Deadline: **12:00 PM, 21 May 2025**. Late submissions will not be considered.

Contact Address:

Vietnam Airlines United Kingdom

Address: 3rd Floor, University House, 11-13 Lower Grosvenor Place, SW1W 0EX,
London

Contact person (if necessary): **Linh Trinh**

Phone: (+44) 20 3263 2062

2. Conditions for Supplier Selection

The selected supplier must:

- Submit valid and complete bidding documents as per the requirements.
- Demonstrate appropriate experience and capabilities.
- Meet technical service requirements.
- Offer the lowest evaluated price that does not exceed the approved service budget.

3. Notification of Results

Vietnam Airlines UK will notify the selected supplier by letter following the approval of the bidding results.

4. Negotiation, Finalization, and Signing of the Contract

Negotiations and contract finalization will follow approval of the selection results, in accordance with the submitted bid and Vietnam Airlines' standard terms.

5. Violation Handling

Suppliers found violating bidding laws or ethical standards will be subject to penalties per the relevant regulations.