

NHSV

(NH Securities Vietnam)

Request for Proposal (RFP) — IT Infrastructure · Data Center

IT Infrastructure Rebuild · Data Center Colocation Project

September 28, 2026

Please keep this document confidential and do not use or disclose it for any purpose other than preparing a proposal. This RFP consists of four parts, the main volume, the [Technical Volume], the [Forms] and the [Annexes], as set out in Chapter 1 Section A.7), and is issued in Korean and English editions; where they differ in meaning, the Korean edition prevails.

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The [Technical Volume] (Chapters 3 to 9), the [Forms] ([Form 1] to [Form 5]) and the [Annexes] (the requests for quotation) are issued as separate files. See Chapter 1 Section A.7).

1. Instructions to Bidders

A. Project information

1) Project name — NHSV IT Infrastructure Rebuild · Data Center Colocation Project

2) Purpose — Rebuild aging IT infrastructure, bring in the infrastructure needed to host the new business system, and move the main computing equipment into two professional data centers, thereby securing data-center-grade facilities, transaction processing speed, and data protection.

3) Project period — From contract signature through completion of acceptance inspection

Milestone	Date
Contract signature	Late October 2026 (October 28 to 30, before the purchase order is issued) — if signature is delayed, every milestone after it slips by the same amount ([Technical Volume] Chapter 9 Section B)
Purchase order issued	By Friday, October 30, 2026 (critical path)
Hardware delivered	Early February 2027 (based on the 14-week standard lead time)
Installation and build	Late February to March 2027
Acceptance inspection	April 2027
(For reference) Business application go-live	June 2027 — a separate project, outside the scope of this project

For the detailed schedule and the maximum lead time scenario, see [Technical Volume] Chapter 9 Sections A and B.

4) Scope of work — The three areas below are, **as a rule, awarded under a single contract**; a bidder may also bid for only part of the scope (Chapter 2 Section C).

Area	Content	Requirement specification
① IT infrastructure	19 servers · 4 storage systems and 3 offline media units · 46 network and security devices · software licenses · 2 remote console sets · consumables and structured cabling · installation services · system build services · warranty and support extension for years 4 and 5	[Annex 1]
② Data center space and power	2 sites · space (sizing basis four 48U racks · rack count is for the bidder to configure) · dedicated security cage · rack cabinets · rack power distribution units · onsite technical support	[Annex 2] items 1 to 5, 26 and 27
③ External communication circuits	18 circuits across 9 segments (including the 8 circuits designated by the exchanges and the depository) · static public IP addresses · circuit entry and cross-connects	[Annex 2] items 6 to 25

5) Completion criteria — All three of the following must be met and confirmed by NHSV in writing.

- a) All equipment and software within the scope is installed and running correctly at the designated sites.
- b) Every acceptance test item and performance baseline measurement in [Technical Volume] Chapter 7 Sections B and C has passed, and all findings from the vulnerability assessment have been remediated within the required time.
- c) The deliverables listed in [Technical Volume] Chapter 6 Section D have been submitted, and operator training in the four disciplines (virtualization, storage, database, and network and security) has been completed, with a demonstration that NHSV staff can operate the environment unaided.

6) Business application software is not part of this project — Licensing and implementation of the business application software, the channel connections (APIs), and the external interface applications are the subject of a separate contract. This project supplies the infrastructure that hosts that software; the handover boundary is set out in Chapter 2 Section D.

7) Structure of this RFP — The four parts below are each issued as a separate file.

Part	Contents	Note
Main volume	Chapters 1, 2, 10, 11 and the annex guide	This document
[Technical Volume]	Chapters 3 to 9 — current environment, target environment, specifications, implementation, acceptance testing, security, project management	Separate file
[Forms]	The submission forms [Form 1] to [Form 5]	Separate file
[Annexes]	The [Annex 1], [Annex 2] and [Annex 3] requests for quotation	Excel · see "Annexes"

All four are part of this RFP, and the order of precedence between documents is set out in Chapter 1 Section G.2). Chapter numbers run continuously across the main volume and the [Technical Volume], so a reference to a chapter in another volume gives the volume name first: the main volume as "[RFP]" and the technical volume as "[Technical Volume]".

B. Bidder eligibility

Bidders must meet all of the conditions below.

- 1) Not currently sanctioned as an ineligible supplier by any domestic or foreign government body, local authority, or state-invested institution as of the RFP issue date
- 2) Not currently restricted or sanctioned under the internal rules of NH Investment & Securities or of NHSV
- 3) **Holds a legal entity or branch office in Vietnam** and can deploy its own personnel to the installation sites within the scope it bids for (all three sites where it bids for all three areas)
- 4) **Holds partner status with the relevant manufacturers** for each area proposed (server, storage, network, and security) and is able to supply genuine products and enter into manufacturer support agreements
- 5) **Has a comparable track record of similar scale from the last three years in the area it bids for.** Where scope area ① is bid for, that record must be **IT infrastructure delivery for a financial institution, a securities company, or a comparable organization with continuous-operation requirements**; where only scope area ② or ③ is bid for, a record

of **data center colocation provision or external circuit supply** for a financial institution, a securities company, or a comparable customer with continuous-operation requirements may be given instead. A "**comparable organization with continuous-operation requirements**" means a record meeting all three of the following: (a) a business system that may not be interrupted during business hours; (b) a scale of at least 15 servers, or at least 2 data centers or server rooms; (c) a redundant configuration.

NHSV records whether it accepts the equivalence, and on what basis

- 6) If also bidding for scope area ②, the proposed data center **meets all nine mandatory selection criteria** in [Technical Volume] Chapter 5 Section H
- 7) Able to submit financial statements for the last three fiscal years and not in a state of capital impairment

C. Submitting a proposal

1) Procurement schedule

Step	Date
RFP issued	Monday, September 28, 2026
Deadline for questions	7 days before the proposal deadline
NHSV responses	Within 3 business days of receipt (shared with all participating bidders)
Proposal deadline	Wednesday, October 14, 2026, 17:00
Presentation and evaluation	Thursday, October 15 to Monday, October 19, 2026 (the slot for each bidder to be advised)
Notification of result	Tuesday, October 20, 2026 (planned)

2) Documents to submit

Type	Document	Notes
Mandatory	Proposal (following the table of contents in Chapter 11 Section A)	1 copy in Korean or English, and 1 copy in Vietnamese
Mandatory	The original xlsx files of the [Annex 1] and [Annex 2] requirement specifications with unit prices entered	Do not change the layout, the items, or their order. Submit only the annex for the scope you bid for (scope ① → [Annex 1]; scope ② or ③ → [Annex 2])
Mandatory	[Form 1] Price proposal	Signed and sealed
Mandatory	The "alternative proposal / deviation" column in [Annex 1] and [Annex 2]	Complete every row — enter "compliant" where the requirement is met. Applies to the annexes you submit
Mandatory	The "response to [STATE] items" column in [Annex 1] and [Annex 2]	No blanks — attach a separate sheet if the cell is too small. Applies to the annexes you submit
Mandatory	[Form 2] Acceptance of contract terms	Every clause of Chapter 10
Mandatory	[Form 3] Detailed bill of materials	Component level, including manufacturer part numbers (P/N)
Mandatory	[Form 4] Assigned personnel roster with individual profiles	Including the plan for working at three sites simultaneously (when bidding for scope area ①)
Mandatory	[Form 5] Undertaking to participate	Signed and sealed
Mandatory	Evidence of manufacturer partner status	For each area
Mandatory	Financial statements for the last three fiscal years	

Type	Document	Notes
Mandatory	List of comparable projects from the last three years — financial sector and securities company projects marked separately. State the client organization, its industry, country, project size, and period of performance , and how each of (a) to (c) in Chapter 1 Section B.5) is met	
Mandatory	The manufacturer's official support matrix confirmation required by [Technical Volume] Chapter 5 Section E	
Mandatory	Evidence for each of the nine mandatory data center selection criteria in [Technical Volume] Chapter 5 Section H	If bidding for scope area ②
Mandatory	The data center contract terms sheet required by [Technical Volume] Chapter 5 Section I	If bidding for scope area ②

3) How to submit

- Submit to: NHSV IT Division
- Method: electronic document (email) or hand delivery
- Copies: one soft copy in Korean or English and one soft copy in Vietnamese (the requirement specifications must stay in their original xlsx format)
- Quotations must be all-inclusive of every cost associated with this project

4) A bidder that does not submit by the deadline will be treated as having withdrawn from the process.

D. Question and answer procedure

1) **Submitting questions** — Questions are accepted by email only, in the format below.

No.	Document	Chapter · section · item number	Question	Bidder's view
	e.g. Annex 1 / item 5-1	e.g. [Technical Volume] Chapter 4 Section D.1)		

- 2) **Responses** — NHSV will **share every answer with all participating bidders** without identifying the bidder who asked. Answers are sent in **the Korean and English editions together**; where they differ in meaning, the Korean edition prevails.
- 3) **Effect** — Any answer NHSV gives in writing (including email) becomes part of this RFP and carries the same force as the main text. Where it differs from the main text, the answer prevails under the order of precedence in Chapter 1 Section G.2). Verbal answers have no effect.
- 4) **After the deadline** — Questions received after the deadline will not be answered. Where NHSV judges that a matter affects all participating bidders, it will issue a separate change notice, and it may adjust the submission deadline accordingly. A change notice becomes part of this RFP and carries the same force as the main text. Where it differs from the main text, the change notice prevails under the order of precedence in Chapter 1 Section G.2).
- 5) **Questions about specifications** — Raise any requirement you believe you cannot meet during the question period. A deviation submitted without a prior question must still be recorded as "does not meet" in the "alternative proposal / deviation" column of [Annex 1] and [Annex 2]; an unrecorded deviation will be treated as a false statement.

E. Proposal presentation

- 1) Date and venue: to be advised (by email or telephone)
- 2) Duration: **60 minutes** (30 minutes of presentation and 30 minutes of questions)
- 3) Equipment: a projector is provided; each bidder sets up anything else it needs
- 4) **The presentation must be delivered by people who will actually work on the project.**
If the presenters do not match the personnel listed in [Form 4], explain why
- 5) The presentation must cover the following:
 - a) Every deviation from the required specifications and the basis for the alternative proposed
 - b) The basis for the committed lead time — stock or order backlog of the critical components (memory and solid-state drives)

- c) How the Tier 1 four-hour onsite response will be delivered — the dispatch base and the city where spare parts are held
- d) Personnel deployment that accounts for working at three sites simultaneously and for the Tết holiday constraint

F. Preparing the proposal

1) Be specific and verifiable

- Every statement in the proposal must be specific enough to verify and must rest on objective evidence.
- **Vague, unsupported wording such as "can be done", "is possible", "is under consideration", or a bare "we comply" with no supporting detail will be scored as "cannot be done".** Use definite statements and supply evidence.
- Where a figure is requested, a narrative answer with no figure will be treated as no answer.

2) Meeting the requirements

- Where something cannot be provided or conflicts with a requirement, state the reason item by item in the **"alternative proposal / deviation" column** of [Annex 1] and [Annex 2]. Do not repeat the same content in a separate compliance matrix.
- Every item marked "[STATE]" in the requirement specifications must be answered **without exception**; a quotation submitted with blanks will not be accepted.
- **NHSV does not require bidders simply to follow its specifications as written.** If you can meet the same requirement at lower cost, with higher reliability, or with simpler operation, **propose it as an alternative**. How to present an alternative and how it will be assessed are set out in [Technical Volume] Chapter 5 Section K, and alternatives feed into the evaluation criteria in Chapter 11 Section C.

3) Language and order of precedence

- Submit the proposal in two languages: one copy in **Korean or English**, as you choose, and one copy in **Vietnamese**.

- Where the two versions differ in meaning, **the Korean or English version you chose is the authoritative one**, and the Bidder bears responsibility for any error of translation, including one arising from a translated edition of this RFP.

4) Format and length

- Prepare the proposal in MS Word or MS PowerPoint.
- Enter the requirement specifications **into the original xlsx files issued by NHSV**. A quotation recreated in a different format cannot be compared on the same basis and will not be accepted.
- There is no page limit, but avoid material unrelated to the substance of the project.
- Number every page at the bottom center.

5) Supporting material — Bidders may submit any additional material they consider useful.

6) Costs and NHSV's right to reject

- Bidders bear all costs of participating.
- NHSV may reject any proposal that contains a material error or a false statement.

G. Effect of the proposal and order of precedence

1) Effect of the proposal and supplementary material

- The content of a submitted proposal may not be changed without NHSV's agreement and **carries the same force as the contract**, even where it is not restated in the contract document.
- Revisions made during negotiation, additional material submitted, answers given at the presentation, and written responses to questions all carry the same force as the proposal.

2) Order of precedence between documents — Applied in the order below.

Rank	Document
1	The executed contract and its ancillary agreements
2	Written answers to questions and change notices issued by NHSV
3	The [Annex 1], [Annex 2] and [Annex 3] requirement specifications

Rank	Document
4	This RFP — the main volume, the [Technical Volume] and the [Forms]
5	The Bidder's proposal and supporting material

- This RFP is issued in two editions, Korean and English, which are identical in content.

Where they differ in meaning, the Korean edition prevails. The ranking in the table above applies between types of document; this paragraph applies between language editions of the same document. This paragraph also applies to the written answers and change notices that form part of this RFP under Chapter 1 Sections D.3) and D.4).

3) Duty to complete and submit documents — Where the proposal or the required documents are incomplete, NHSV may direct the Bidder to complete them, disqualify the proposal, or deduct points. Any disadvantage arising from a failure to submit material rests entirely with the Bidder.

4) Authority to interpret — Where the parties read a provision differently, they will confer and agree; where they cannot agree, **NHSV's interpretation prevails.**

5) Preferred bidder and negotiation — NHSV will select a preferred bidder based on the evaluation result and negotiate the contract terms. If negotiations break down or the preferred bidder withdraws, NHSV may **negotiate with the next-ranked bidder**; the outcome of the negotiation is carried into the contract together with the proposal.

H. Obligations of participating bidders

1) Information security and confidentiality — This RFP, and any information about NHSV obtained in the course of the process (including personal data of employees, system configuration details, and asset and circuit records), is confidential to NHSV. It may not be used for anything other than preparing a proposal and may not be disclosed or released externally. This obligation survives the end of the process, a failure to award, and termination of any contract.

2) Changes to the project — The content and schedule of the project may change or the project may be cancelled at NHSV's discretion; if it is cancelled, bidders shall have no claim against NHSV.

- 3) Accuracy and responsibility** — Everything in the proposal must be factually correct. If a false statement is found, or the Bidder fails to deliver what it proposed, NHSV may terminate the contract and the Bidder is liable for damages.
- 4) Contract terms and due diligence** — Before bidding, the Bidder must be fully familiar with the contract terms and the applicable law, and once selected as preferred bidder it must cooperate fully with due diligence and interviews to confirm its delivery capability. Minor items not stated in the proposal but essential to carrying out the work are deemed to be within the contract scope.
- 5) Training for handover** — During the build, the Bidder must provide enough training for NHSV staff to run the environment unaided, and must provide three months of stabilization support (remote and onsite) after acceptance. If a problem emerges or NHSV requests further training within one year of handover, the Bidder must accept the request without delay.
- 6) Cooperation with the application software vendor** — The Bidder must configure the database to the prerequisites set by the application software vendor (character set, block size, kernel parameters, huge pages, dedicated accounts, and similar) and must take part in a joint verification with that vendor at handover.
- 7) Other matters to disclose** — The Bidder must set out clearly any information NHSV needs to know, including delivery lead times, customs conditions, and the time required for import and commercial encryption permits.

I. Contact

Send inquiries by email to the contact below. NHSV **shares its answers with every participating bidder.**

- Team: IT Team, IT Division, NHSV
- Email: jeongms@nhsv.vn

J. Terms used in this document

Term	Definition
NHSV	NH Securities Vietnam, the Vietnam subsidiary of NH Investment & Securities
the Bidder	A company submitting a proposal in response to this RFP
main site	The Hanoi data center — the site that hosts the database, application, and front-end tiers
external connectivity site	The Ho Chi Minh data center — an operational site placed close to the exchange connectivity equipment. It is not a disaster recovery center. The "gateway site" referred to in [Annex 1] and [Annex 2] means this site
trust zone	A grouping of circuits, devices, and address ranges that share the same counterparty and the same security policy. Each zone has its own policy boundary
backup repository	The device that holds backup copies, the "Backup storage (NAS)" in [Annex 1] items 6 and 7
out-of-band management network	A network dedicated to device management, separated from the service traffic path
consolidation ratio	Total vCPU allocated to virtual machines ÷ total physical cores across the hosts. Not measured against logical processors (hyper-threading)
resource reservation	A configuration that dedicates physical cores and memory to a specific virtual machine so they are not shared with others
usable capacity	Capacity actually available for data once data protection, spare drives, and file system overhead are excluded. Stated in TiB (1 TiB = 1,024 ⁴ bytes)
four-hour onsite response	An engineer arriving on site within four hours of a fault being logged. This is not a telephone response time
recovery point objective (RPO)	The maximum span of data, measured in time, that may be lost in a failure
recovery time objective (RTO)	The maximum time allowed from the failure to service being restored

Term	Definition
standard / maximum lead time	14 weeks / 19 weeks from purchase order issue to completion of customs clearance
Tết	The Vietnamese Lunar New Year holiday. In 2027 it falls in early February

2. Project Overview

A. Background and objectives

1) Background

- Regulatory change in Vietnam's capital market (inclusion in the FTSE Emerging Markets index, the introduction of a central counterparty (CCP), and the move to allow intraday trading) calls for processing capacity and headroom that the current platform does not have.
- NHSV is bringing in a new business system, but the application software vendor supplies software only, so NHSV must procure the infrastructure that hosts it.
- The main computing equipment sits in a server room inside an office building, so the facility falls short of professional data center standards.
- The exchange is in Ho Chi Minh City while the main computing equipment is in Hanoi, which adds round-trip latency to the order routing and market data paths.
- Migrating and validating data requires the old and new business systems to run at the same time, and the current resources cannot support parallel operation.

2) Objectives

Objective	Measure of success
Capacity for the new business system	Host 99 virtual machines · 898 vCPU · 2,864 GB of memory · 33.62 TB of storage in full, even with one host down
Facility grade	Dual utility feeds · N+1 generators · UPS in 2N configuration · gaseous fire suppression · dedicated security cage
Shorter trading path	Place market data distribution and the exchange gateways in Ho Chi Minh City, where the exchange connectivity equipment sits
Data protection	7 daily · 4 weekly · 6 monthly · 10 yearly generations, held both offsite and offline, retained for 10 years

Objective	Measure of success
Foundation for parallel operation	A standalone build with servers, network, and storage fully separated from the existing business system
In-house operating capability	NHSV operating the platform unaided, through handover of the deliverables and operator training in four disciplines

B. Scope of work

1) Included

Category	Content	Requirement specification
Servers	9 virtualization cluster hosts (7 in Hanoi · 2 in Ho Chi Minh City) · 3 bare-metal database servers · 6 dedicated physical servers · 1 UAT database server	[Annex 1] 1-1 to 4
Storage	2 SAN arrays (one per site) · 2 backup storage systems · 3 units of offline backup media	[Annex 1] 5-1 to 8
Network and security	4 SAN switches · 4 LAN switches · 16 routers · 2 management switches · 12 aggregation switches · 8 firewalls	[Annex 1] 9 to 15-3
Software licenses	Database Enterprise Edition 27 Processor licenses (24 production · 3 UAT) · Real Application Clusters 16 Processor licenses · Active Data Guard 24 Processor licenses · 1 year of database technical support · virtualization for 544 cores · 6 server OS packs	[Annex 1] 16 to 21-1
Ancillary equipment	2 remote console sets (KVM switch and console)	[Annex 1] 24-1 · 24-2
Consumables and services	Consumables and structured cabling · installation services · system build services (including operational handover)	[Annex 1] 25 to 27
Warranty and support extension	Extended hardware warranty · network support agreement · firewall subscription renewal (years 4 and 5)	[Annex 1] 28 to 30

Category	Content	Requirement specification
Data center space and power	2 sites · space (sizing basis four 48U racks — 3 in Hanoi · 1 in Ho Chi Minh City · rack count is for the bidder to configure) · dedicated security cage · rack cabinets · rack power distribution units · onsite technical support	[Annex 2] 1 to 5 · 26 · 27
External communication circuits	18 circuits across 9 segments · static public IP addresses · circuit entry and cross-connects	[Annex 2] 6 to 25

2) Optional — excluded from the total, quoted separately

Item	Basis
Internal segmentation firewall (east-west), 1 HA pair — including a 3-year support agreement and the effort to integrate with central logging	[Annex 1] 15-4
Hardware load balancer	[Annex 1] note 20 · [Technical Volume] Chapter 4 Section E.8)
Metered rack power distribution units (only if the standard units provided do not meter)	[Technical Volume] Chapter 4 Section H.3)

Optional items must not be added into the total. Including them in the total is grounds for disqualification under Chapter 11 Section D.

3) Excluded

Category	Content
Business application software	Licensing and implementation of the business application software — subject to a separate evaluation and contract
Security products	Endpoint detection and response · data loss prevention · security information and event management · privileged access control · database access control · web application firewall · volumetric attack protection — NHSV already owns and operates these products, and licenses for the new equipment will be handled under each product's existing contract

Category	Content
Backup software	Virtual machine image backup uses licenses NHSV already holds — nothing new to purchase ([Annex 1] item 21-2 is excluded from the order)
Disaster recovery build	Array-level redundancy · synchronous replication between racks or sites · automatic site failover and the wide-area redundancy it requires — outside the scope of this project
Online channel and gateway rebuild	Rebuilding the applications for the installed and web trading systems and the channel gateway — a related project. However, hosting the resources for the 19 existing in-house developed VMs is within this project
Operations staff	Staff to run the platform after go-live — NHSV's existing operations team
Separate order for rack cabinets and power distribution units	Included in the colocation charge where space is leased by the rack. Moved to [Annex 1] only if NHSV selects a provider that leases floor space alone; that move is handled by change notice during contract negotiation after the preferred bidder is chosen , and at proposal stage items 22 and 23 of [Annex 1] stay unused and no rows are added

C. Contract structure

The three areas above are, as a rule, awarded under a single contract. A proposal covering all three is preferred, but **a bidder may bid for only part of the scope**, stating that fact and the reason at the front of its proposal. The requirement specifications for an area not bid for are not submitted, and **neither the submission and entry obligations for that area nor the grounds for disqualification in Chapter 11 Section D apply to it.** Any provision of this RFP, its annexes, or its forms that refers to [Annex 1] and [Annex 2] together, or that assumes all three installation sites, **applies only to the part within the scope bid for.** Adapting the rows or items of [Form 1] to [Form 5] to the scope bid for is not a ground for disqualification. The items and their order in the requirement specification workbooks ([Annex 1] and [Annex 2]) are the basis for like-for-like comparison and are not to be changed (Chapter 11 Section D item 2). How to treat the rows of an area you do not bid for is governed by the notes in the annex concerned. Scoring is set out in Chapter 11 Section C.2).

1) The 8 circuits designated by the exchanges and the depository

For 8 circuits, namely the exchange (HOSE 26 Mbps × 2), the exchange backup site (6 Mbps × 2), the bond exchange (HNX 1 Mbps × 2), and the depository (VSDC 3 Mbps × 2), the counterparty institution designates the carrier.

- Where the Bidder can supply the circuit as that carrier's authorized agent or reseller, it **must include the circuit in this contract.**
- Where it cannot, mark the item "not available" in [Annex 2] and state **every cost the Bidder incurs to bring that circuit into its data center.** A recurring monthly fiber-core charge goes in **the unit price cell of that circuit line**, and one-off costs (cross-connect installation, facility access fees, meet-me room labor, and similar) go under **[Annex 2] item 25** (Annex 2 note 5). Where no cost arises, state "none" explicitly. In that case **enter the number 0 in the unit price cell** and write "none" in the remarks and conditions column. Typing text into a unit price cell makes the total formulas return an error.
- The boundary for circuit entry cabling is drawn as follows: **everything up to the cross-connect in the meet-me room belongs to the data center provider; cabling and patching from the handover point to the rack belongs to the IT infrastructure installation service.** Do not price the same work twice.

2) **Single point of contact** — Even where more than one party signs, NHSV requires a **single point of contact.** The Bidder must set out its subcontractor and partner structure and each party's responsibilities in the proposal, and must accept **prior written approval for re-subcontracting (subcontracting below the first tier).**

3) **Carrier diversity** — Every segment must be diversified across two different carriers. **Each circuit must deliver the stated bandwidth in full;** splitting the bandwidth across two circuits is not acceptable.

D. Boundaries with adjacent projects

This project sits alongside the three projects below. Bidders must propose on the basis of these boundaries and raise any boundary change they consider necessary as a question.

Adjacent project	Boundary	Obligation within this project
Business application implementation (separate contract)	This project runs through the operating system, virtualization, and creation of the database instances . Installing the business application, creating schemas, and migrating data belong to the application software vendor	Set the database prerequisites, take part in the joint handover verification, and apply the parameters the application software vendor requires
Online channel and gateway rebuild (related project)	Rebuilding the applications is out of scope. Hosting the resources for the 19 existing in-house developed VMs (mobile trading, web trading, order gateway, order management, market data, and surveillance) is within this project	Host those 19 VMs · 310 vCPU · 1,624 GB · 10.87 TB of storage on the Hanoi cluster
Separation of development and production physical servers (separate project)	The UAT application tier will run on spare capacity in that project's development cluster. Only the UAT database is procured here, as one new dedicated physical server	Install the UAT database server in the head office server room (Lotte Center 9F)

Boundary of responsibility for load balancing — Load balancing for the business applications is **handled by the application tier at every layer**; the infrastructure provides only a software-based virtual IP. See [Technical Volume] Chapter 4 Section E.8) for detail.

10. Contract Terms

- ✖ This chapter sets out the **main terms** that frame the contract negotiation. The full wording is settled at the contract stage, but these terms bear directly on the proposal price, so bidders must **record whether they accept each one in [Form 2]**. Where you do not accept a clause, give the reason and an alternative.
- ✖ **NHSV does not set the payment terms (Section B) or the guarantees (Section E); bidders propose them.** The same applies to the liquidated damages rate (Section C), the contract languages (Section L), and the warranty period for the build services (Section D).

Those items are not part of the acceptance confirmation in [Form 2]; record them in [Form 1], "**Payment terms and guarantees proposed**".

A. Contract structure

- Under Chapter 2 Section C, this project is, **as a rule, awarded as a single contract covering all three areas.**
- Even where more than one party signs, NHSV requires **a single point of contact.**
- The contract **incorporates as annexes** this RFP, the annexed requirement specifications, the written answers to questions and any change notices, and the proposal, and states the order of precedence in Chapter 1 Section G.2).
- **Risk and title** — Risk of loss or damage to the delivered equipment **rests with the Bidder until the certificate of acceptance is signed**, and title passes to NHSV on signature. The Bidder must take out insurance covering transport, storage, and installation and submit the policy before delivery. For items under conditional acceptance ([Technical Volume] Chapter 7 Section E), the reference point is the completion of their separate inspection.

B. Payment terms — proposed by the Bidder

NHSV does not set the payment terms. They depend on each bidder's financial structure and funding approach and are reflected in the price, so **bidders propose the terms they want** and they are settled in negotiation. Use [Form 1], "Payment terms and guarantees proposed".

1) What the Bidder proposes

Item	What to propose
Payment stages	How the one-time IT infrastructure payment is staged, with the percentage, timing, and preconditions for each stage
Advance payment	Whether you require one and at what percentage. If you do, the reason and its effect on when lead time starts
Payment period	Days from receipt of a valid tax invoice to payment

Item	What to propose
Conditional acceptance	How payment is handled when items remain uninspected ([Technical Volume] Chapter 7 Section E)
Late payment interest	The rate and cap if NHSV delays payment without a dispute
Multi-year prepayment	If you require multi-year prepayment for subscriptions or support, the terms and the discount

2) What NHSV sets — the following are fixed for accounting and contract administration reasons.

Item	Term
Currency	VND. For items priced in foreign currency, the contract currency and the exchange rate reference date are fixed in the contract
Basis for payment	Receipt of a valid tax invoice is a condition of payment
Data center space, power, and circuits	Monthly fee, payable in arrears the following month. Billing starts on the date equipment is brought in and installation starts ([Technical Volume] Chapter 5 Section I)
Subscriptions and support	Paid after service commencement is confirmed

- Anything beyond 2) is negotiated in light of what you propose. If a particular term is priced into your bid, **say so and quantify its effect.**
- Where you propose nothing on an item, you are taken to accept NHSV's position in negotiation.

C. Liquidated damages for delay

- If the Bidder exceeds the lead time it committed to, it pays **days of delay × the contract value of the delayed portion × a daily rate** as liquidated damages. **The rate is fixed in negotiation**, and bidders may propose a rate they can accept in [Form 1].
- Total liquidated damages **will not exceed 8% of the value of the breached contractual obligation.** This follows the cap on penalties set by Article 301 of the Commercial Law 36/2005/QH11.

- Liquidated damages may be charged separately from damages.
- **If the Bidder exceeds the committed lead time, NHSV may move to the next-ranked bidder.** In that case the Bidder refunds any advance payment in full and compensates NHSV for its losses.
- Delay caused by NHSV, or by force majeure such as a natural disaster or government action, is excluded from the days of delay. A party claiming force majeure must give written notice within 7 business days of the event and provide evidence.

D. Warranty against defects

Category	Period	Start date
Hardware	3 years (extension for years 4 and 5 under [Annex 1] items 28 to 30)	The later of the delivery and installation completion date or the manufacturer's warranty start date
Software licenses and subscriptions	As proposed	Service commencement date
Build services (configuration, settings, cabling)	As the Bidder proposes — record the period you can offer in [Form 1]	The date the certificate of acceptance is signed

- Defects arising during the warranty period are **remedied at no charge**.
- The Bidder bears the cost of parts, labor, and travel needed to remedy a defect.
- After a defect is remedied, the warranty period for that part restarts from the completion of the remedy.
- If a problem emerges or NHSV requests further training within one year of handover, the Bidder accepts the request without delay (Chapter 1 Section H.5) and [Technical Volume] Chapter 6 Section E).

E. Guarantees — proposed by the Bidder

NHSV does not set the type or amount of guarantee either. Bidders propose what they can provide and it is settled in negotiation.

Item	What to propose
Guarantees available	Which of an advance payment guarantee, a performance guarantee, and a warranty guarantee you can provide, with the amount (percentage) and validity period of each
Issuing institution	The bank or insurer that will issue it — as a rule, an institution licensed to operate in Vietnam
Cost	Whether the cost of issuing the guarantee is included in your price or charged separately
Alternatives	What you offer instead if you cannot provide a guarantee (a parent company guarantee, a retention amount, or similar)

- **A proposal that requires an advance payment must offer a matching form of security.**
- Use [Form 1], "Payment terms and guarantees proposed".

F. Maintenance response terms

Item	Requirement
Intake	A single 24/7 point of contact (telephone and email) with a ticket number issued
Response	The assigned engineer responds and begins work within 2 hours of a fault being logged — including outside business hours, at weekends, and on public holidays
Onsite arrival	Tier 1 within 4 hours · Tier 2 next business day ([Technical Volume] Chapter 5 Section B.1))
Loaner equipment	While hardware replacement is pending, provide equivalent loaner equipment free of charge , installed, configured, and running
After replacement	On a hardware replacement, the Bidder performs the installation, configuration, and bring-up
Firmware and patches	Apply the latest firmware and security patches where the manufacturer specifies it and NHSV agrees ([Technical Volume] Chapter 5 Section C)
Spare parts	State the address of the dispatch base and the city where spares are held. State on the same separate sheet whether they are held locally in Ho Chi Minh City (Chapter 11 Section B item 9)

Item	Requirement
Authorized representative	Where needed, send a representative with the authority and expertise to resolve the matter on site immediately
Continuity of support	Ensure NHSV's use continues without interruption throughout the contract and warranty periods

Faults affecting the trading system — Where a hardware fault stops NHSV's securities trading system running normally, the Bidder supports NHSV outside business hours, at weekends, and on public holidays, and **begins work within 2 hours of NHSV's request**. Where the Bidder fails to meet its warranty obligations, or meets them incompletely, and NHSV suffers loss as a result, the Bidder compensates that loss.

G. Damages and liability

- Where one party fails to perform its contractual obligations, or performs them incompletely, and causes the other loss, the injured party may **claim compensation**. The scope is agreed between the parties and does not exceed the statutory cap.
- The Bidder **warrants that the products and services it supplies, performs, and hands over are not the subject of any third-party dispute**, and if a dispute arises it takes full responsibility and compensates NHSV for any loss.
- The Bidder **must not access NHSV's information systems without authorization or install or inject malicious code**. It is liable for damages if it does.
- The Bidder is responsible for the occupational safety and insurance of its own personnel.
- Penalties (liquidated damages) and damages may both apply.

H. Confidentiality

- Each party **must not use the other's confidential information for any purpose other than performing the contract, or disclose it to any third party**.
- Disclosure is limited to officers and employees, including those of affiliates, who genuinely need it to perform the contract, and those individuals must be **placed under written confidentiality obligations at least equal to this clause**.

- The receiving party applies the same care it applies to its own confidential information of the same kind, and no less than reasonable care. The receiving party is responsible for improper disclosure or use by its own personnel.
- Where a competent state authority demands material under the law, the Bidder notifies NHSV immediately before submitting it (unless the notification would itself breach the law).
- On NHSV's request, the Bidder **deletes in full** the NHSV data and information it has obtained and submits written confirmation.
- **These obligations survive the expiry, termination, cancellation, or settlement of the contract.**

I. Re-subcontracting

- The Bidder **must not transfer its rights or obligations under the contract to any third party, or re-subcontract them (subcontract below the first tier), without NHSV's written approval.**
- Even where re-subcontracting is approved, **the Bidder remains responsible for the entire scope.**
- The personnel security requirements in [Technical Volume] Chapter 8 Section C apply equally to the personnel of re-subcontractors.

J. Termination

- The contract ends when both parties have completed their obligations.
- The parties may end it early by written agreement.
- A party may **terminate unilaterally where it can prove a material breach** by the other. It must give written notice within 7 business days of discovering the breach, and written notice **15 days before** the intended termination date.
- A party that terminates unilaterally without fault on the other side pays **8% of the value of the unperformed contractual obligations as a penalty** and compensates the other

party's loss. If the Bidder terminates without fault on NHSV's side, it also **refunds in full every amount NHSV has advanced or paid**.

- Penalties, damages, and refunds are paid **within 7 business days** of the demand.

K. Governing law and dispute resolution

- The contract is governed by **the laws of Vietnam**.
- Disputes are first addressed by discussion. Where a difficulty or incident affects performance, both parties give written notice and work out a solution in a spirit of equal cooperation.
- Where discussion does not resolve the matter, it is settled by **the competent People's Court of Hanoi**. A final judgment binds both parties, and the losing party bears the costs of the dispute.

L. Contract language

- The contract is prepared **in Vietnamese together with one further language, Korean or English, proposed by the Bidder in [Form 1]** and settled during contract negotiation.
 - **Which language governs** where the versions conflict is also **proposed in [Form 1]**, settled during contract negotiation, and stated in the contract itself.
 - Two copies of each language version are prepared, one for each party.
 - The **Vietnamese version is used** for any filing with a Vietnamese court or authority.
- ※ **The Korean edition of this RFP prevails** (Chapter 1 Section G.2)), and the same rule applies where the RFP, its annexes, the written answers, or any change notices are incorporated into the contract as ancillary documents. **For the proposal (Chapter 1 Section F.3)), the Korean or English version the Bidder chose is authoritative, and for the contract (this section) the governing language is settled during negotiation.** The language in which deliverables and reports are written is a separate matter, governed by [Technical Volume] Chapter 6 Section D and [Technical Volume] Chapter 9.

11. Proposal Structure and Evaluation

A. Proposal table of contents

Follow the table of contents below. Keep the order and titles of parts I to **XII**; you may add or remove sub-items to suit what you are proposing.

- **I . Table of contents**

- **II. About the Bidder**

- 1) Company profile
- 2) Organization and headcount
- 3) Principal lines of business
- 4) Major project history — comparable projects from the last 3 years. **Mark financial sector and securities company infrastructure work separately**
- 5) Evidence of manufacturer partner status
- 6) Financial statements for the last 3 fiscal years

- **III. Understanding of the project**

- 1) Purpose and background
- 2) Understanding of the scope
- 3) Delivery strategy
- 4) Distinguishing features and strengths
- 5) Expected benefits
- 6) **Issues you anticipate and how you would resolve them**

- **IV. Technical proposal**

- 1) Proposed target configuration — site diagrams and logical diagrams
- 2) Server and virtualization design — consolidation ratio · resource reservations · proof that one host can be lost
- 3) Storage and backup design — how usable capacity is derived · generation structure · remote replication bandwidth

4) Network and security design — policy boundaries by trust zone · firewall ports and throughput · virtual instances

5) How each external circuit segment is provided

6) Colocation space, power, and rack layout — rack units installed · load per rack

7) **How the recovery objectives will be met**

8) Scalability and expansion approach

9) **Alternative and improvement proposals** — [Technical Volume] Chapter 5 Section K
· on a separate sheet

▪ **V. Delivery approach**

1) Build and stabilization methodology

2) Procedures and approach for each work package

3) **[Form 3] Detailed bill of materials**

4) Who performs which work — the boundary between NHSV's own work and the Bidder's

5) Acceptance test plan — every item in [Technical Volume] Chapter 7 Section B

※ Compliance and deviations against the required specifications, and answers to "[STATE]" items, go in the relevant columns of [Annex 1] and [Annex 2], not in the body of the proposal.

▪ **VI. Project plan**

1) Schedule — reflecting lead times, customs clearance, and the Tết constraint

2) Reporting and review plan

3) Project organization and division of responsibilities

4) **[Form 4] Assigned personnel and their backgrounds**

5) Personnel deployment for working at three sites simultaneously

▪ **VII. Project management**

1) Quality assurance plan

2) **Risk management plan** — a response to each risk in [Technical Volume] Chapter 9 Section D

- 3) Change management plan
- 4) Configuration management plan

▪ **VIII. Support and maintenance**

- 1) Training plan — operator training in four disciplines
- 2) Maintenance plan and **evidence that the SLA is achievable** — dispatch base address
· city where spares are held
- 3) **Patch support SLA**
- 4) Operational handover and stabilization support plan
- 5) Comparison of the three warranty and support options

▪ **IX. Information security**

- 1) Security risk analysis and response
- 2) How information security is managed for assigned personnel, equipment, and software
- 3) Security features of the products supplied
- 4) How personal data is managed
- 5) **Confirmation that the personnel security requirements in [Technical Volume] Chapter 8 Section C are accepted**

▪ **X. Contract terms**

- 1) **[Form 2] Acceptance of contract terms** — with reasons and alternatives for anything not accepted
- 2) **[Annex 3] Section C** Data center contract terms sheet (C-1 to C-8)
- 3) Quotation validity period and payment terms

▪ **XI. Price proposal**

- 1) **[Form 1] Price proposal** — including payment terms and guarantees proposed
- 2) Completed [Annex 1] and [Annex 2] (original xlsx files)
- 3) Separate sheet for optional items
- 4) Unit prices for expansion and bandwidth upgrades

▪ **XII. Other**

B. Mandatory submissions by item

Failing to submit any of the following **loses points or leads to disqualification**, and this applies **only to the submissions within the scope bid for** (Chapter 2 Section C). This table lists the submissions attached to the requirement items; the proposal documents and [Form 1] to [Form 5] are submitted separately under Chapter 1 Section C.2) (failing to submit [Form 5] falls under Section D item 10-3).

No.	Mandatory submission	Where it goes	Source
1	Unit prices entered — with proposed model and lead time in weeks for [Annex 1], and the "Provided?" column and per-segment provisioning lead time for [Annex 2]	The original [Annex 1] and [Annex 2] xlsx files	Chapter 1 Section C.2)
2	Compliance, deviation, and alternative for every requirement	The "alternative proposal / deviation" column in the annexes	Chapter 1 Section F.2)
3	Answers to every "[STATE]" item (no blanks)	The "response to [STATE] items" column in [Annex 1] and [Annex 2], and the response columns in Section B of [Annex 3] (a separate sheet if the cell is too small)	Chapter 11 Section E
4	Acceptance of contract terms	[Form 2]	Chapter 10 preamble
5	Detailed bill of materials — component level, with manufacturer part numbers (P/N)	[Form 3]	Chapter 1 Section C.2) · [Form 3]
6	Assigned personnel roster and profiles	[Form 4]	[Technical Volume] Chapter 9 Section E
7	Manufacturer's official support matrix confirmation (4 combinations)	Separate sheet	[Technical Volume] Chapter 5 Section E

No.	Mandatory submission	Where it goes	Source
8	Comparison of the three warranty and support options (a · b · c) and annual renewal rates	Separate sheet	[Technical Volume] Chapter 5 Section B.2)
9	Evidence that the Tier 1 four-hour onsite response is achievable — dispatch base address · city where spares are held	Separate sheet	[Technical Volume] Chapter 5 Section B.1)
10	Evidence of stock or order backlog for the critical components (memory and solid-state drives)	Separate sheet	[Technical Volume] Chapter 5 Section G
11	Maximum power draw (W) and power connector type for each device	[Form 3]	[Technical Volume] Chapter 5 Section F
12	Answers to the 5 Internet diversity items	The "[STATE]" column in the annexes	[Technical Volume] Chapter 4 Section E.5)
13	Firewall usable interface count · throughput with all threat protection enabled · number of virtual instances	[Annex] "Response to [STATE] items" column (component detail in [Form 3])	[Technical Volume] Chapter 4 Section E.2)
14	"Own circuit / cross-connect / not available" for each segment, plus the physical path separation confirmation	The "[STATE]" column in the annexes · separate sheet	[Technical Volume] Chapter 5 Section J
15	Evidence for each of the 9 mandatory data center criteria	[Annex 3] Section A · supporting sheet	[Technical Volume] Chapter 5 Section H
16	Data center contract terms sheet (8 items)	[Annex 3] Section C · contract terms sheet	[Technical Volume] Chapter 5 Section I

No.	Mandatory submission	Where it goes	Source
17	Expansion unit prices (host · virtualization subscription) and bandwidth upgrade unit prices (Internet · head office link · inter-site)	[Form 1]	[Technical Volume] Chapter 4 Section B.9) · [Technical Volume] Chapter 5 Section J
18	Staffing plan for simultaneous work at three sites, reflecting the Tết constraint	[Form 4]	[Technical Volume] Chapter 9 Sections E.1) and C.1)
19	Number of expansion bays available in the backup repository and the unit price to add capacity	The "response to [STATE] items" column of [Annex 1] (bay count) · [Form 1] (unit price to add capacity)	[Technical Volume] Chapter 4 Section D.2)
20	Payment terms, guarantees, build-service warranty period, liquidated damages rate, and contract languages proposed	[Form 1] "Payment terms and guarantees proposed"	Chapter 10 Sections B, C, D, E and L

※ **Do not write the same thing in two places.** Compliance against the specifications and answers to "[STATE]" items belong in the relevant columns of the annex xlsx files; configuration detail belongs in [Form 3]; contract terms belong in [Form 2]; and prices belong in the annex xlsx files and [Form 1]. Each is the single place for that content.

C. Evaluation method

1) Structure — The technical section and the price section are scored separately and combined to select the bidder (a combined technical and price evaluation).

Section	Points
Technical	70
Price	30
Total	100

2) Technical criteria

Criterion	What is assessed
Stability	Financial stability, standing in the market, and a track record in the area bid for (Chapter 1 Section B.5)) — a record with financial institutions and securities companies is rated higher
Compliance with the specifications	The number and significance of deviations, how completely the "[STATE]" items are answered, and whether the mandatory submissions are present
Technical fit	How well the sizing and configuration fit, how effective the alternative and improvement proposals are ([Technical Volume] Chapter 5 Section K), the redundancy and scalability design, how the recovery objectives will be met, and the manufacturer support matrix confirmations
Service and SLA credibility	Evidence that the Tier 1 four-hour onsite response is achievable, the patch support SLA, and the operational handover, training, and stabilization plans
Delivery certainty	A lead time committed on a customs-cleared basis, evidence of component stock, the staffing plan for three concurrent sites, and how far the contract terms are accepted

- Where a bidder proposes only some of the scope areas ①, ② and ③ (Chapter 1 Section A.4)), the detailed criteria outside the proposed scope are left unscored, and the technical section is converted to a mark out of 70 using the combined weight of the remaining criteria as the denominator. The criteria left unscored and the conversion are recorded in the evaluation file. Proposing only part of the scope is not in itself a ground for deduction (Chapter 2 Section C).

3) Price section — Scored on **five-year total cost of ownership**.

Five-year TCO = ① IT infrastructure purchase

+ ⑤ Data center and circuit set-up

+ (② IT infrastructure annual subscription and support + ④ IDC and circuits, annual [monthly recurring total × 12]) × 5

+ ③ IT infrastructure extension for years 4 and 5

- Optional items are excluded from total cost of ownership.

- **Normalization to a common scope** — where bidders quote different scopes, NHSV normalizes them to a common scope for comparison. **Normalization uses only that bidder's own unit prices**; anything the bidder did not quote is left out of the normalized scope and the omission is recorded in the evaluation file. **Circuit items 6 to 23 in [Annex 2] and Section G of [Annex 1] (items 28 to 30) are the exception: they are not left out, and NHSV adds the same reference figure to every bidder on the same basis** ([Technical Volume] Chapter 5 Section B.2) · [Annex 1] note 17). The reference figure for Section G is set by NHSV **before proposals are received** and recorded in the evaluation file.
- **Normalizing the circuit items** — the scope quoted for circuits depends on how they are provided. "Own circuit" includes the full circuit service fee; "cross-connect" includes only the fiber-core charge, because NHSV contracts the circuit service directly with the carrier. For any section answered as "cross-connect" or "not available", NHSV therefore **adds the circuit service fee it bears separately, on the same reference basis for every bidder**, before comparing. That reference value is fixed by NHSV from carrier quotations and recorded in the evaluation file **no later than the start of scoring**. The basis for that figure (carrier, date of quotation, and monthly fee per section) is attached to the evaluation file.
- **Normalizing onsite technical support** — where a bidder answers [Annex 2] item 26 on a usage basis, NHSV multiplies the hourly rate given by **the standard monthly hours NHSV sets**, converts the result to a monthly fee, and includes it. Those standard monthly hours are set by NHSV **before proposals are received**, applied **identically to every bidder**, and recorded in the evaluation file. The figure is **an assumption used for price comparison; it is not a contractual quantity, an allowance of free hours, or a minimum usage commitment** — actual charging follows the contracted rate and the hours actually used.
- **Conversion for the data center billing start date** — Where a bidder cannot move the billing start date to the equipment delivery and installation start date, NHSV adds the colocation charge for that period for comparison, under [Technical Volume] Chapter 5

Section I (four months, or five months under the maximum lead time, for both sites combined).

- Where the VAT rate has been applied incorrectly (software licenses and subscriptions are VAT-exempt), NHSV corrects it for comparison.
- **Comparing proposals of different scope** — price points are worked out **among proposals covering the same combination of scope areas**. Where proposals of differing scope are considered together, NHSV compares them on the **combined amount** for a combination that covers all three areas (for example, one full-scope bidder against one scope-① bidder plus one scope-②·③ bidder), and records that comparison in the evaluation file. A lower total cost of ownership that follows simply from a narrower scope is not treated as a price advantage.

4) NHSV does not publish the detailed point allocation or how the scores were derived.

D. Grounds for disqualification

A proposal falling into any of the following **is not accepted, or is disqualified, without being scored**. Grounds concerning the submission of, and entries in, the annexes (items 1, 3, 4 and 10-2) and those concerning [Form 3] (the [Form 3] part of item 10, and item 10-1) apply **only where they correspond to the scope bid for**. [Form 3] covers [Annex 1] items, so not submitting it when bidding for scope area ② or ③ alone is not a ground for disqualification. The same applies to [Annex 2] when bidding for scope area ① alone, and to [Annex 1] when bidding for scope area ② or ③ alone (Chapter 2 Section C).

No.	Ground
1	The quotation header is blank — for [Annex 1]: company name · contact · telephone · email · quotation date · validity period · payment terms · currency; for [Annex 2] the same list but with the data center name and location in place of currency (the currency of [Annex 2] is fixed as VND and has no entry cell). Where a bidder does not bid for colocation (scope area ②) and bids only for circuits (scope area ③), entering "not applicable" in the data center name and location field satisfies this requirement
2	The items or their order in the requirement specifications have been changed, added to, or removed, or the quotation was submitted on a form other than the original xlsx issued by NHSV

No.	Ground
3	A "[STATE]" item was submitted blank. Where you do not quote an item or cannot supply it and have marked it "not quoted" or "not available" with a reason (in the "Alternative proposal / deviation" column for [Annex 1], in Remarks or in the "Alternative proposal / deviation" column for [Annex 2]), writing the same in the "Response to [STATE] items" column counts as an answer
4	Any item has a blank unit price, VAT rate , net amount, VAT, or total. Items the annexes direct you to leave blank are excepted ([Annex 1] item 21-2, not ordered; any [Annex 1] item marked "not quoted" or "not available" with a reason; [Annex 2] items 4 and 5 marked "included in the colocation charge"; and any non-circuit item in [Annex 2] marked "Not available" in the "Provided?" column). Circuit items 6 to 23 in [Annex 2] must still carry either the fiber-core charge or 0 in Unit price even when marked "Not available" (note 5 of [Annex 2]); leaving them blank falls under this ground. This applies where you bid for scope ② (data center space and power) even if you do not bid for circuits. That amount is not a charge for circuit service but the fiber-core charge the Bidder incurs when bringing the circuit into its own data center, so it is an entry condition you answer as the colocation provider. The reason is stated in the "Alternative proposal / deviation" column for [Annex 1] and in Remarks for [Annex 2]. Leave the net amount, VAT, and total at their calculated result and do not type text into a formula cell.
5	More than one option is offered for a single item and all of them are added into the total
6	Optional items are added into the total
7	Any one of the 9 mandatory data center criteria in Section A of [Annex 3] is not met (when bidding for scope area ②)
8	The contract terms sheet in Section C of [Annex 3] (items C-1 to C-8) is not submitted (when bidding for scope area ②)
9	The quotation validity period is less than 30 days
10	[Form 2] Acceptance of contract terms or [Form 3] Detailed bill of materials is not submitted
10-1	Any item in [Form 3] Detailed bill of materials has no manufacturer part number (P/N) . Items covered by the substitutions set out at the head of [Form 3] (an SKU for software licenses and for warranty and support items, and the specification, length and quantity for the consumable materials in [Annex 1] item 25) do not fall under this ground

No.	Ground
10-2	The "alternative proposal / deviation" column in [Annex 1] and [Annex 2] is submitted blank throughout
10-3	[Form 5] Undertaking to participate is not submitted, or lacks the signature and seal of the legal representative
11	The proposal contains a false statement
12	The Bidder lobbied through a particular channel or applied pressure, interfering with the evaluation

E. How to submit the quotation

- The detailed quotation (the completed [Annex 1] and [Annex 2]) is **submitted with the proposal by the deadline** (Chapter 1 Section C.2)). Revisions arising from the presentation are resubmitted by the date NHSV sets, and only where NHSV requests them in writing.
- Enter the quotation in **the original [Annex 1] and [Annex 2] xlsx files** issued by NHSV. Put only a single representative model name in the "proposed model" column of [Annex 1]; component-level detail and manufacturer part numbers go in [Form 3], and person-months and engineer grades in [Form 4] and the separate sheet for [Annex 1] item 27. The quantity column is filled in by NHSV and must not be changed.
- **Fill in the shaded (pale yellow) cells only.** Net amount, VAT, and total are calculated automatically.
- The currency is **VND**, and each item shows **the net amount, VAT, and total separately**. Enter the VAT rate for each item, but **software licenses, subscriptions, and software support ([Annex 1] items 16 to 21-2) are fixed as VAT-exempt at 0%** and must not be changed.
- Where a leased line is quoted VAT-inclusive, **show the net amount and the VAT separately**.
- Capacity is stated in **TiB** (1 TiB = 1,024⁴ bytes) and means capacity actually usable once data protection, spare drives, and file system overhead are excluded. Show the decimal TB equivalent alongside.

- State lead time as **the number of weeks from the date the purchase order is issued.**
- **Do not add optional items into the total; quote them separately.**
- The quotation must be valid for **at least 30 days.**
- This request is issued to obtain quotations and does not commit NHSV to placing an order.

Checklist of "[STATE]" items

These are the main items to answer in the "response to [STATE] items" column of the annexes. **For the complete list, work directly from the requirement columns of [Annex 1] and [Annex 2].** Answers with no figure or evidence, such as "under review", "to be provided later", or "possible", are counted as no answer. Where you do not quote an item or cannot supply it and have marked it "not quoted" or "not available" with a reason, that counts as an answer (Chapter 11 Section D item 3).

Area	What to state for "[STATE]" items
Server	Memory module configuration (capacity × quantity · channel population)
Storage	Proposed disk configuration and how usable capacity is derived (TiB with the decimal TB equivalent)
Storage	Expansion bays available in the backup repository (the unit price to add capacity goes in [Form 1])
Network	Firewall usable interface count · throughput with all threat protection enabled · number of virtual instances supported
Network	Intrusion prevention signature subscription terms and renewal rate
Circuits	How each segment is provided (own circuit / cross-connect / not available)
Circuits	Provisioning lead time per segment (weeks)
Circuits	Costs the Bidder incurs to bring in the 8 designated circuits — state "none" if there are none — enter 0 in the unit price cell and write "none" in the remarks and conditions column (text in a unit price cell breaks the total formulas)
Circuits	Cross-connect installation cost and monthly charge (logical basis: 12 cores in Hanoi · 8 in Ho Chi Minh City; physical entry basis: 12 in Hanoi · 6 in Ho Chi Minh City)
Circuits	The 5 Internet diversity items

Area	What to state for "[STATE]" items
Data center	Evidence for each of the 9 mandatory criteria
Data center	Rated power per rack · any limit on devices per rack · whether rack cabinets and power distribution units are included
Data center	Onsite technical support — what is included, free hours, overage rate, target response time
Warranty	Tier 1 dispatch base address · city where spares are held · whether spares are held locally in Ho Chi Minh City — on the separate sheet under Chapter 11 Section B item 9
Warranty	What the 3-year warranty covers and the extension rate for years 4 and 5
Support	Manufacturer end-of-support date for each item
Support	Whether firmware patching work is covered by the support agreement
Delivery	Lead time to customs clearance · what starts the lead time · supply status of critical components
Permits	Whether equipment with encryption needs an import or use permit, and how long it takes
Services	Terms and unit price for taking over the work NHSV plans to do itself (creating the 99 virtual machines)

Annexes

The requirement specifications for this RFP are the annexes below, issued as separate files.

The annexes form part of this RFP, and where they differ from the body, the annexes prevail.

Annex	File	Contents
[Annex 1]	4_[별첨 1] NHSV IT 인프라 견적요청서_v3.4_KO.xlsx (Korean) / 4_[Annex 1] NHSV IT Infrastructure RFQ_v3.4_EN.xlsx (English)	28 items across 37 rows (A servers / B storage / C network and security / D software licenses / E ancillary equipment / F installation and build services / G warranty and support extension / H options) · 25 notes
[Annex 2]	5_[별첨 2] NHSV IDC 상면·인터넷 견적요청서_v3.4_KO.xlsx (Korean) / 5_[Annex 2] NHSV IDC Colocation & Internet RFQ_v3.4_EN.xlsx (English)	27 items (colocation space · power · racks · circuits · cross-connects · onsite technical support) · 12 notes
[Annex 3]	The facility requirements sheet inside [Annex 2] — named "IDC 시설 요구 사양" in the Korean version and "IDC facility requirements" in the English version	Section A: the 9 mandatory selection criteria · Section B: 18 facility, security and operational requirements · Section C: the 8-item data center contract terms sheet (C-1 to C-8)

- The two versions are identical in content. Complete **either of them**, and do not change the layout, the items, or their order. If the versions differ in meaning, the Korean version prevails.
- The notes in the annexes carry the same force as [Technical Volume] Chapter 5 of this RFP.

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