

上海飞机客户服务有限公司
竞争性谈判邀请文件(服务类)

Shanghai Aircraft Customer Service
Co., Ltd.

Invitation document for competitive
negotiations(Category: Service)

文件编号: SACSC-XJ-S-2024014

项目名称: 东南亚代表处劳务派遣服务

Document number: SACSC-XJ-S-2024014

Project Name: Southeast Asia Representative
Office Labor Outsource Service

承办部门: 上海飞机客户服务有限公司

采购与供应商管理部

Responsible Department: Shanghai Aircraft Customer Service
Co., Ltd.

Procurement and Supplier Management Department

2024年7月16日

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目 录

第一章 竞争性谈判邀请书.....	4
第二章 响应单位须知.....	7
第三章 评审办法.....	9
第四章 商务要求.....	12
第五章 服务要求.....	15
第六章 附件.....	16

Catalogue

Chapter I Invitation for Competitive Negotiations
Chapter II Response Unit Instructions
Chapter III Review Methods
Chapter IV Business Requirements
Chapter V Service Requirements
Chapter VI Annex



第一章 竞争性谈判邀请书

Chapter I Invitation to Competitive Negotiations

上海飞机客户服务有限公司诚邀贵单位参加我单位东南亚代表处劳务派遣服务项目的采购，项目具体情况如下：

Shanghai Aircraft Customer Service Co., Ltd. invites your company to participate in the procurement of our Southeast Asia Representative Office's labor outsource service project. The details of the project are as follows:

序号 Serial number	内容 Content	要求及说明 Requirements and instructions
1. 项目基本情况 Basic information of the project		
1.1	服务名称 Service name	东南亚代表处劳务派遣服务 Southeast Asia Representative Office Labor Outsource Service
1.2	服务概况 Service Profile	Provide long-term labor outsource services for Shanghai Aircraft Customer Service Co., Ltd.'s Southeast Asia Representative Office (SARO), including positions such as Receptionist, Cleaning Service, Drivers, etc. The office is located at Menara Astra, 15th floor, 5-6 Sudirman Street, Jakarta Central, with a total area of 571 square meters. 为上海飞机客户服务有限公司东南亚代表处（SARO）提供长期性劳务派遣服务，包括前台行政、保洁、司机等职位，办公地点位于雅加达市中心苏迪曼大街5-6号Astra大厦15楼，办公面积571平米。
1.3	*服务期限 *Term of service	<input type="checkbox"/> ____年____月前 <input checked="" type="checkbox"/> 其他：自合同签订生效之日起 <u>24</u> 个月 <input type="checkbox"/> Before ____Year__month <input checked="" type="checkbox"/> Others: <u>24 months</u> from the date when the contract is signed and takes effect
2. 疑问提交 Question submission		

序号 Serial number	内容 Content	要求及说明 Requirements and instructions
		如对文件内容有疑问，响应单位可采取以下方式进行询问：
2.1	询问方式 Inquiry method	<input type="checkbox"/> 电话咨询 <input type="checkbox"/> 纸质文件询问 <input checked="" type="checkbox"/> 邮件询问 <input type="checkbox"/> 其他： _____ If you have any questions about the contents of the document, the responding unit may inquire in the following ways: <input type="checkbox"/> Telephone inquiry <input type="checkbox"/> Paper document inquiry <input checked="" type="checkbox"/> Mail inquiry <input type="checkbox"/> Other: _____
2.2	询问联系方式 Ask for contact information	联系人： <u>朱虹</u> 联系电话： <u>18019195439</u> 联系地址： <u>上海市江川东路100号</u> 联系邮箱： <u>zhuhong3@comac.cc</u> Contact: <u>Zhu Hong</u> Contact number: <u>18019195439</u> Contact address: <u>No. 100 East Jiangchuan Road, Shanghai</u> Contact email: <u>zhuhong3@comac.cc</u>
3. 响应文件提交 Submission of response documents		

序号 Serial number	内容 Content	要求及说明 Requirements and instructions
3.1	响应文件提交方式 Response file submission method	<p>联系人：朱虹 联系方式：(+86) 18019195439</p> <p><input checked="" type="checkbox"/>纸质邮寄/现场送达至：<u>COMAC/Shanghai Aircraft Customer Service Co.Ltd,15th Floor, Menara Astra, Jl. Jendral Sudirman Kav. 5-6, Jakarta, 10220, 收件人 Budi Kurnia</u></p> <p><input checked="" type="checkbox"/>电子提交至：<u>请将电子版材料发送到邮箱 zhuhong3@comac.cc, 若电子版材料超过15Mb, 请发送电子版材料网盘链接到上述邮箱</u></p> <p><input type="checkbox"/>其他：_____</p> <p>Contact: <u>Zhu Hong</u> Contact Information: (+86) <u>18019195439</u></p> <p><input checked="" type="checkbox"/>Paper mail /on-site delivery to: <u>COMAC/Shanghai Aircraft Customer Service Co.Ltd ,15th Floor,Menara Astra,Jl. Jendral Sudirman Kav. 5-6, Jakarta, 10220, recipient Budi Kurnia.</u></p> <p><input checked="" type="checkbox"/>Electronic submission to: <u>Please send the electronic materials to the email zhuhong3@comac.cc, if the electronic materials exceed 15Mb, please send the link where electronic materials are saved to the above email</u></p> <p><input type="checkbox"/> Other: _____</p>
3.2	响应文件必须包含内容 The response document must contain these contents	<p><input checked="" type="checkbox"/>竞争性谈判响应声明 <input checked="" type="checkbox"/>报价一览表 <input checked="" type="checkbox"/>分项报价表</p> <p><input type="checkbox"/>商务要求响应表 <input type="checkbox"/>技术要求响应表</p> <p><input type="checkbox"/>法定代表人声明 <input checked="" type="checkbox"/>法定代表人身份证复印件（如响应单位代表如为单位法定代表人）</p> <p><input checked="" type="checkbox"/>法定代表人授权委托书</p> <p><input checked="" type="checkbox"/>授权代表人身份证复印件</p> <p><input type="checkbox"/>廉洁协议 <input checked="" type="checkbox"/>其他 <u>反腐败、反商业贿赂条款</u></p>

序号 Serial number	内容 Content	要求及说明 Requirements and instructions
		<input checked="" type="checkbox"/> Competitive Negotiation Response Statement
		<input checked="" type="checkbox"/> List of quotations <input checked="" type="checkbox"/> Itemized Quotation Sheet <input type="checkbox"/> Business Requirements Response Table <input type="checkbox"/> Technical Requirements Response Table <input type="checkbox"/> Statement of Legal Representative <input checked="" type="checkbox"/> Copy of ID card of legal representative (If the representative of the responding unit is the legal representative) <input checked="" type="checkbox"/> Power of Attorney of Legal Representative <input checked="" type="checkbox"/> Copy of ID card of authorized representative <input type="checkbox"/> Integrity Agreement <input checked="" type="checkbox"/> Other <u>Anti-Corruption, Anti-Commercial Bribery Provisions</u>
3.3	响应文件盖章要求 Response Document Seal Requirements	响应文件中的以下内容应加盖公章： <input type="checkbox"/> 响应文件（骑缝章） <input checked="" type="checkbox"/> 营业执照 <input type="checkbox"/> 财务报表 <input type="checkbox"/> 业绩证明 <input type="checkbox"/> 质量体系认证证书 <input checked="" type="checkbox"/> 报价一览表 <input checked="" type="checkbox"/> 分项报价表 <input checked="" type="checkbox"/> 竞争性谈判响应声明 <input type="checkbox"/> 法定代表人声明 <input checked="" type="checkbox"/> 法定代表人授权委托书 <input type="checkbox"/> 其他_____ The following in the response document shall be stamped with the official seal: <input type="checkbox"/> Response document (cross-page seal) <input checked="" type="checkbox"/> Business License <input type="checkbox"/> Financial Statements <input type="checkbox"/> Performance Certificate <input type="checkbox"/> Quality System Certification Certificate

序号 Serial number	内容 Content	要求及说明 Requirements and instructions
		<input checked="" type="checkbox"/> List of quotations <input checked="" type="checkbox"/> Itemized Quotation Sheet <input checked="" type="checkbox"/> Statement of Response to Competitive Negotiations <input type="checkbox"/> Statement of Legal Representative <input checked="" type="checkbox"/> Power of Attorney of Legal Representative <input type="checkbox"/> Other _____
3.3	截止时间 Deadline	2024年7月24日17:00时前 Before 17:00, 24th, July, 2024
3.4	响应文件数量 Number of response files	正本 <u>1</u> 份、副本 <u> </u> 份, 电子版 <u>1</u> 份 1 original copies, <u> </u> copies and 1 electronic copies
3.5	响应文件有效期 Validity period of response file	自递交响应文件之日起 <u>90</u> 个日历日 90 calendar days from the date of submission of response documents
4. 特殊情况处理原则 Principles for handling special situations		
4.1	报价不一致 评判标准 Judgment criteria for inconsistent quotations	如响应文件中出现报价且前后不一致的: <input checked="" type="checkbox"/> 以报价一览表总价(大写)为准 <input type="checkbox"/> 以分项价格表分项报价为准, 修正总价 <input type="checkbox"/> 以所有价格中最低者为准 <input type="checkbox"/> 其他: _____ If the quotation appears in the response document and is inconsistent: <input checked="" type="checkbox"/> Subject to the total price of the quotation list (in words) <input type="checkbox"/> Revise the total price based on the itemized price list. <input type="checkbox"/> whichever is the lowest of all prices <input type="checkbox"/> Other: _____

序号 Serial number	内容 Content	要求及说明 Requirements and instructions
4.2	报价漏项 Missing Quotation of items	<p>如响应文件中分项报价漏项：</p> <p><input type="checkbox"/> 废标</p> <p><input checked="" type="checkbox"/> 以所有响应单位响应文件中同项最高价计入总价，漏项内容需免费提供</p> <p><input type="checkbox"/> 其他：_____</p> <p>If the item quote in the response document is missing:</p> <p><input type="checkbox"/> Invalid Bid</p> <p><input checked="" type="checkbox"/> The highest price of the same item in the response documents of all response units is included in the total price, and the missing items shall be provided free of charge.</p> <p><input type="checkbox"/> Other: _____</p>
4.3	非“*”号项条款不响应 No response to Non-"*" item	<p>如响应文件中对非“*”号项条款不响应：</p> <p><input checked="" type="checkbox"/> 超过_3_条不响应，废标</p> <p><input type="checkbox"/> 每不响应1条非“*”号项条款，评审价格上调__%</p> <p><input type="checkbox"/> 其他：_____</p> <p>If the response document does not respond to a non-"*" item:</p> <p><input checked="" type="checkbox"/> If the items not responded exceed_3_, the bid will be rejected.</p> <p><input type="checkbox"/> For every non-"*" item that is not responded, the price for review will be increased by__%</p> <p><input type="checkbox"/> Other: _____</p>

采购人：上海飞机客户服务有限公司

2024年07月16日

Purchaser: Shanghai Aircraft Customer Service Co., Ltd.

July 16, 2024

第二章 响应单位须知

Chapter II Instructions for Response Units

一、响应注意事项：

- 1) 响应单位应承担所有与准备和参加谈判有关的费用。不论谈判的结果如何，客服公司均无义务和责任承担这些费用。

The responding unit shall bear all costs related to the preparation and participation in the negotiations. Regardless of the outcome of the negotiations, the customer service company has no obligation or responsibility to bear these costs.

- 2) 响应单位提交的响应文件纸质版与电子版有差异，以纸质版为准。正本与副本有差异，以正本为准。

If the paper version of the response document submitted by the response unit is different from the electronic version, the paper version shall prevail. If there is any difference between the original and the copy, the original shall prevail.

- 3) 本文件第四章及第五章中标注“*”号的均为关键商务要求或关键技术要求，对这些条款的偏离将导致响应文件被否决。

The items marked "*" in Chapter 4 and Chapter 5 of this document are all key business requirements or key technical requirements. Deviations from these clauses will result in rejection of the response document.

- 4) 在响应文件递交截止前的任何时候，无论出于何种原因，客服公司可对竞争性谈判文件内容进行修改。文件的修改将以**书面或邮件的形式**通知所有受邀请单位，修改文件与竞争性谈判文件具有同等效力。受邀人在收到通知后，应回复确认收到（形式不限）。在修改文件后，客服公司可自行决定是否延长响应文件提交截止时间。

At any time before the deadline for submission of the response document, the customer service company may modify the contents of the competitive negotiation document for any reason. The modification of the document will be notified to all invited units in **writing or mail**, and the modification document will have the same effect as the competitive negotiation document. After receiving the notice, the invited person shall reply to confirm receipt (the form is not limited). After modifying the documents, the customer service company can decide whether or not to extend the deadline for submission of response documents.

- 5) 响应单位代表如为单位法定代表人，应出具法定代表人身份证复印件（法定代表

人签字或盖章)。

If the representative of the responding unit is the legal representative of the unit, a copy of the legal representative's ID card (signed or sealed by the legal representative) shall be issued.

- 6) 响应单位代表如非单位法定代表人，则应提供由法定代表人出具的《法定代表人授权委托书》、授权代表人身份证复印件（授权代表人签字或盖章）。

If the representative of the responding unit is not the legal representative of the unit, the representative of the responding unit should provide the power of attorney of the legal representative issued by the legal representative and a copy of the ID card of the authorized representative (signed or sealed by the authorized representative).

二、响应文件编制、提交要求

Requirements for preparation and submission of response documents

- 1) 响应文件应包括下列内容：

The response file should include the following:

- (1) 本文件第一章 3.2 中要求的所有文件；

All documents required in 3.2 of chapter I of this document;

- (2) 供应商认为需提供的其它资料。

Other information that the supplier considers necessary.

供应商无论成交与否，其响应文件不予退还。

The supplier's response documents will not be returned regardless of whether the transaction is concluded or not.

- 2) 响应单位应完整地填写本文件中提供的报价一览表。

The response unit shall complete the quotation list provided in this document.

- 3) 响应单位应根据邀请文件的要求提供服务方案等内容,以佐证对服务要求的响应。

The responding unit shall provide the service plan and other contents according to the requirements of the invitation document to support the response to the service request.

- 4) 本文件所指“公章”指需要响应单位的公司章，“投标专用章”、“合同专用章”等均不属于公章。

The "official seal" referred to in this document refers to the company seal of the unit that needs to respond, and the "special seal for bidding" and "special seal for contract" are not deemed as the official seal.

- 5) 响应文件的正本、副本应打印或用不褪色墨水书写，不得有任何修改。提供的电子版本应为响应文件正本的彩色扫描件。

The original and copy of the response document shall be printed or written in non-fading ink without any modification. The electronic version provided should be a color scan of the original response document.

三、竞争性谈判步骤：

Competitive negotiation steps:

- 1) 所有被邀请单位于规定的时间截止前提交响应文件。

All invited units submit response documents before the deadline.

- 2) 客服公司组建竞争性谈判小组组织开标（响应单位无需到场）。

Customer service company forms a competitive negotiation team to organize the bid opening (the response unit does not need to be present).

- 3) 竞争性谈判小组按照竞争性谈判文件要求开展评审，评审过程中，竞争性谈判小组可与受邀供应商开展谈判，谈判后供应商应提交最终版的响应文件及报价。

The competitive negotiation team conducts evaluation according to the requirements of the competitive negotiation documents. During the evaluation process, the competitive negotiation team can negotiate with the invited suppliers. After the negotiation, the suppliers shall submit the final response documents and quotations.

- 4) 竞争性谈判小组选择满足竞争性谈判文件实质性要求，并且经评审最优的供应商为成交候选人。

The competitive negotiation team selects the supplier that meets the substantive requirements of the competitive negotiation document and the supplier evaluated to be the best as the candidate for transaction.

四、响应单位串标、围标的认定：

The identification of bidding collusion by the response unit:

响应单位有以下情况的，响应文件将认定无效。

If the response unit has the following circumstances, the response document will be deemed invalid.

- 1) 不同响应单位的响应文件由同一单位或者个人编制；

The response documents of different response units are prepared by the same

unit or individual;

2) 不同响应单位委托同一单位或者个人办理响应事宜;

Different responding units entrust the same unit or individual to handle response matters;

3) 不同响应单位的响应文件载明的项目管理成员或者联系人员为同一人;

The project management members or contact persons specified in the response documents of different response units are the same person.

4) 不同响应单位的响应文件存在异常一致的错误;

The response files of different response units have unusually consistent errors;

5) 不同响应单位的响应文件相互混装。

Response files of different response units are mixed with each other.

第三章 评审办法

Chapter III Review Methods

项目评审由客服公司组建的竞争性谈判小组负责。谈判小组将按照本文件确定的评审方式进行评审。评审过程分为符合性评审、商务谈判（按需）和最终评审。

Project review is the responsibility of a competitive negotiation team formed by the customer service company. The negotiation team will review according to the review method determined in this document. The review process consists of compliance review, business negotiation (on demand) and final review.

一、符合性评审

Compliance review

谈判小组首先对所有响应文件做符合性评审，将审查响应文件是否完整、总体编排是否有序、文件签署是否合格、有无计算上的错误等。主要评议各响应单位是否按竞争性谈判文件的要求提供了所有关键性文件，包括：法人代表授权书（如有）、资格证明文件等。

The negotiation team will first review the compliance of all response documents, and will review whether the response documents are complete, whether the overall arrangement is orderly, whether the documents are signed as required, whether there are calculation errors, etc. It mainly evaluates whether each responding unit has provided all key documents as required by the competitive negotiation documents, including: power of attorney of legal representative (if any), qualification documents, etc.

符合性评审中，谈判小组可对响应文件中含义不明确、同类问题表述不一致或者有明显文字和计算错误的内容等要求响应单位作出必要的澄清、说明或更正。澄清、说明或更正不得超出响应文件的范围或者改变响应文件的实质性内容。澄清、说明或者更正应当由以书面形式提交，其签字或盖章要求与响应文件一致。

In the compliance evaluation, the negotiation team may require the responding unit to make necessary clarifications, explanations or corrections to the unclear meaning in the response document, inconsistent expressions of similar issues, or content with obvious text and calculation errors. Clarification, explanation or correction shall not exceed the scope of the response document or change the

substantive content of the response document. Clarification, explanation or correction shall be submitted in writing, and the requirements for signature or seal shall be consistent with the response document.

有以下情况的，将做废标处理。

In case of the following circumstances, the bid will be rejected.

序号 Serial number	评审内容 Content for review	评审标准 Review criteria
1	营业执照 Business license	未提供合法有效工商营业执照 Failure to provide a legal and valid business license
2	商务要求或技术要求 Business requirements or technical requirements	不响应竞争性谈判文件“*”条款 No response to "*" clauses of the competitive negotiation document
3	法定代表人或授权代表资格 Qualifications of legal representative or authorized representative	不符合竞争性谈判文件要求 Non-compliance with competitive negotiation document requirements
4	供应商名称 Supplier name	与营业执照、资质证书等不一致 Inconsistent with that on the business license, qualification certificate, etc.
5	响应文件签署 Response document signing	未按竞争性谈判文件要求签署或加盖公章且无法定代表人或授权代表签字（签章） Not signed or stamped as required by competitive negotiation documents and not signed by a representative or authorized representative (signature)
6	响应方案及报价 Response Plan and Quotation	递交两份或多份内容不同的响应文件，或在一份响应文件中对同一招标项目有两个或多个报价，且未声明哪一个有效的 two or more response documents with different contents are submitted, or there are two or more quotations for the same bidding project in one response document, and it is not declared as to which one is valid
7	响应文件有效期 Validity period of response document	不符合竞争性谈判文件要求 Does not meet the requirements of competitive negotiation documents
8	服务期限或付款方式 Term of service or payment method	不符合竞争性谈判文件要求 Does not meet the requirements of competitive negotiation documents
9	其他 Other	存在串标、围标情形 Bidding collusion

二、商务谈判

Business negotiation

谈判小组可自行决定与供应商开展商务谈判，谈判将与响应单位单独进行，谈判内容应仅限于对响应文件内容的确认以及对价格的谈判。谈判需形成书面文件，所有参与商务谈判的人员需签字确认。响应单位有义务配合谈判小组的约谈要求。如响应单位拒绝谈判小组的谈判要求，谈判小组可视同其文件内容不作变更。

The negotiation team may conduct business negotiations with the supplier at its own discretion. The negotiations will be conducted separately with the responding unit. The negotiation content shall be limited to the confirmation of the content of the response document and the negotiation of the price. Negotiations should be recorded by written documents, and all personnel involved in business negotiations need to sign the written documents as confirmation. The response unit is obliged to meet the interview request of the negotiation team. If the responding unit refuses the negotiation request of the negotiation team, the negotiation team may deem it as no change to the contents of the response documents.

谈判结束后，响应单位应在规定时间内提交最后方案及报价，最终方案及报价是供应商响应文件的有效组成部分，其效力相同。

After the negotiation, the responding unit shall submit the final proposal and quotation within the specified time. The final proposal and quotation are effective components of the supplier's response document and have the same effect with that of the response document.

三、最终评审

Final review

本项目采用 最低评标价法 的评审方法。

This project adopts the evaluation method of Lowest bid price.

评审步骤如下：

The review steps are as follows:

1) 确认最终报价

Confirm Final Quotation

竞争性谈判小组最通过符合性评审的响应单位的最终报价进行确认，经过谈判后有提供最后报价的，以最后报价为准。

The competitive negotiation team confirms the final quotation of the responding unit that passes the compliance review. If the final quotation is provided after negotiation, the final quotation shall prevail.

2) 价格调整

Price adjustment

如响应文件中报价有错误，竞争性谈判小组将对价格进行调整，调整原则如下：

If there is an error in the quotation in the response document, the competitive negotiating team will adjust the price on the following principles:

(1) 总价与单价不一致，按照本文件第一章第 4.1 条“报价不一致评判标准”调整价格

If the total price is inconsistent with the unit price, the price shall be adjusted in accordance with the "Judgement Criteria for Inconsistent Quotation" in Article 4.1 of Chapter I of this document.

(2) 报价漏项，按照本文件第一章 4.2 “报价漏项”调整价格

For quotation missing items, adjust the price according to the first chapter of this document 4.2 "quotation missing items".

(3) 非“*”号项条款不响应，按照本文件第一章 4.3 “非“*”号项条款不响应”调整价格

For no response to non-"*" clause, adjust the price in accordance with no response to non-"*" clause of the 4.3 of Chapter 1 of this document.

3) 确认评标价格

Confirm bid evaluation price

竞争性谈判小组认定通过符合性评审的、经过价格调整的响应单位的最终价格为评标价格，经过谈判后有提供最后报价的，以最后报价为评标价格。

The competitive negotiation team determines the final price of the response unit that has passed the compliance evaluation and has adjusted price to be the bid evaluation price. If the final quotation is provided after negotiation, the final quotation is the bid evaluation price.

4) 推荐成交候选人

Recommend candidates for transaction

竞争性谈判小组根据评标价格，按价格由低到高推荐 2-3 名成交候选人，有以下特殊情况时，按照下述情况处理：

The competitive negotiation team recommends 2 to 3 candidates for transaction from low to high price according to the bid evaluation price. In case of the following special circumstances, they shall be handled according to the following circumstances:

(1) 当出现 2 家以上的评标价格相同时，由竞争性谈判小组通过讨论确定排序。

When bid evaluation prices of more than two units are the same, the competitive negotiation team will determine the ranking through discussion.

(2) 当最终评审时仅有 1 家响应单位时，如评标价格为最低价或非最低价但技术能力较优，则可推荐为成交候选人。其余情况，竞争性谈判小组应当认为本项目竞争性不足，不推荐成交候选人。

When there is only one response unit at the time of the final review, if the bid evaluation price is the lowest, or if the price is not the lowest but the technical ability of the unit is better, it can be recommended as a candidate for transaction. In other cases, the competitive negotiating team should consider the project to be less competitive and not recommend candidates for the transaction.

(3) 当竞争性谈判小组认为所有评标价格均较高时，可以不推荐成交候选人。

When the competitive negotiation team believes that all bid evaluation prices are high, candidates may not be recommended.

(4) 当最低评标价格低于其他有效响应单位的评标价格算术平均数的 50% 时，竞争性谈判小组应当要求该供应商作出书面说明并提供相关证明材料。该供应商不能合理说明或不能提供相关证明材料的，视作该响应报价无效。

When the lowest bid evaluation price is lower than 50% of the arithmetic average of the bid evaluation prices of other effective response units, the competitive negotiation team shall require the supplier to make a written explanation and provide relevant supporting materials. If the supplier cannot reasonably explain or provide relevant supporting materials, the response quotation shall be deemed invalid.

四、确定成交供应商

Identify transaction-concluding supplier

竞争性谈判小组根据成交候选人名单，确定排名第 1 的供应商为成交供应商。

The competitive negotiation team determines the No. 1 supplier as the

transaction-concluding supplier based on the list of candidates.

第四章 商务要求

Chapter IV Business Requirements

特别提醒：

Special reminder:

- **本章使用的条款为带“☑”的条款，响应单位应提供相应的证明文件。如提供的是打印件或复印件，需法定代表人或其授权代表签字或加盖公章。**

The terms used in this chapter are those with "☑" and the responding unit shall provide the corresponding supporting documents. If a printed copy or photocopy is provided, the legal representative or his authorized representative shall sign or affix his official seal.

- **本章序号标注“*”号的均为关键商务条款，对这些条款的不响应将导致响应文件被否决。**
- **The serial numbers marked "*" in this chapter are all key commercial terms, and non-response to these terms will result in the response document being rejected.**

序号 Serial number	内容 Content	要求及说明 Requirements and instructions
*1	营业执照 Business license	<p><input type="checkbox"/> 响应单位应提供最新年检的企业法人营业执照、组织机构代码证、税务登记证及其他相应资质文件。（若三证合一，只需提供企业法人营业执照）。</p> <p><input checked="" type="checkbox"/> 其他商业登记号（NIB）、纳税人证明SPPKP、税卡NPWP，含有注册资本信息以及法人信息的司法部批文（SK Kemenkumham）</p> <p><input type="checkbox"/> The response unit shall provide the latest enterprise legal person business license, organization code certificate, tax registration certificate and other corresponding qualification documents after their annual inspections. (If the three certificates are combined, only the business license of the enterprise legal person is required).</p> <p><input checked="" type="checkbox"/> Other _Company's NIB, SPPKP (if any), NPWP, SK Kemenhumkam with registered capital and proof of legal representative/board of directors information</p>
2	注册资金 Registered capital	<p><input checked="" type="checkbox"/> 响应单位注册资金不低于 50 万元，营业执照无法体现的，需提供额外证明材料或承诺函。</p>

序号 Serial number	内容 Content	要求及说明 Requirements and instructions
		<input type="checkbox"/> 本项目不需提供
		<input checked="" type="checkbox"/> If the registered capital of the response unit is not less than RMB <u>500,000</u> yuan and this is not shown on the business license, additional certification materials or letter of commitment shall be provided. <input type="checkbox"/> It is not required in this project
3	财务状况	<input type="checkbox"/> 提供近____年的财务报表，包括资产负债表、利润表及现金流量表。（成立不足__年的提供自公司成立起至今的财务报表）。响应单位的经营现金流比率（经营活动产生的现金净流量/期末流动负债）应大于____、现金比率（现金类资产/流动负债）应大于____、净利润率（净利润/主营业务收入）应大于____% <input checked="" type="checkbox"/> 本项目不需提供 Provide financial statements for recent years, including balance sheet, profit statement and cash flow statement. (Provide financial statements since the establishment of the company if the company is established for less than ____s years). The operating cash flow ratio of the responding unit (net cash flow from operating activities /current liabilities at the end of the period) should be greater than____, the cash ratio (cash assets /current liabilities) should be greater than____, and the net profit margin (net profit /main business income) should be greater than____%. <input checked="" type="checkbox"/> It is not required in this project
*4	业绩要求 Performance requirements	<input checked="" type="checkbox"/> 响应单位近 3 年（ 2022 年~ 至今）应有不低于 2 份与本次采购服务相同或类似的业绩，提供合同证明材料（合同复印件或其他证明材料，须能认定签署日期、服务内容、合同签订方，否则将作为无效证明材料）。 <input type="checkbox"/> 本项目不需提供 <input checked="" type="checkbox"/> The response unit shall have no less than 2 of the same or similar performance to this procurement service in the past 3 years (2022-now), and provide contract materials for proof (copies of the contract or other proof materials must show clearly the signing date, service content and contract signing party, otherwise it will be regarded as invalid proof materials).

序号 Serial number	内容 Content	要求及说明 Requirements and instructions
		<input type="checkbox"/> It is not required in this project
*5	付款条款 Terms of payment	<input type="checkbox"/> 按以下模式一次性付款： 验收合格并收到成交单位按客服公司要求开具的真实合法有效的发票后一次性支付全部款项。 <input type="checkbox"/> One-time payment according to the following model: After passing the acceptance and receiving the real, legal and valid invoice issued by the transaction-concluding unit according to the requirements of the customer service company, all the money will be paid in one lump sum. <input checked="" type="checkbox"/> 按以下模式分期付款（适用于非一次性付款的劳务派遣服务） <input checked="" type="checkbox"/> Installment payment according to the following model (applicable to labor outsourcing service non-one-time payment) a. 预付款：印尼卢比 _____，客服公司应于本合同生效日起以及人员到岗之日起在次月初收到成交单位按含税价开具真实合法有效的预付款发票和收据后 14 日内支付。 Advance payment: IDR _____, the customer service company shall pay within 14 days after receiving the receipt of the transaction unit's true, legal, and valid advance payment invoice and receipt issued at the tax-inclusive price on the contract effective date and upon the personnel's arrival in the beginning of following month. b. 第二期至第八期付款：印尼卢比 _____，在每季度的次月初结算，成交单位应向客服公司开具每期或季度的付款金额

序号 Serial number	内容 Content	要求及说明 Requirements and instructions
		<p>的真实合法有效的发票，客服公司在收到发票之日起 14 日内支付。若产生加班的情况，将在下个季度的发票里根据实际加班情况计算加班费。</p> <p>The second to eight payment: IDR____,At the beginning of the month following each quarter . The transaction unit shall issue a true, legal and valid invoice with the amount accumulated to the amount for each payment or quarter' s payment amount to the customer service company. The customer service company shall pay within _14_ days starting from the date of receipt of the invoice. If overtime occurs, the overtime pay will be calculated based on the actual overtime worked and included in the invoice for the next quarter.</p> <p><input type="checkbox"/> 根据响应单位响应文件执行</p> <p><input type="checkbox"/> Execute the response file of the response unit</p>
		<p>上述合同付款条款，根据客服公司选择，具体开票要求如下：</p> <p>For the above contract payment terms, according to the customer service company's choice, the specific invoicing requirements are as follows:</p> <p><input checked="" type="checkbox"/> 成交单位按含税价开具真实合法有效的增值税专用发票；</p> <p><input type="checkbox"/> 成交单位按不含税价开具符合要求的形式发票或增值税普通发票；</p> <p><input type="checkbox"/> 成交单位的其他发票形式。</p> <p><input checked="" type="checkbox"/> The transaction unit shall issue a real, legal and valid VAT special invoice according to the price including tax;</p> <p><input type="checkbox"/> The transaction unit shall issue a pro forma invoice or ordinary VAT invoice that meets the requirements according to the price excluding tax;</p>

序号 Serial number	内容 Content	要求及说明 Requirements and instructions
		<input type="checkbox"/> Other forms of invoices required by the transaction unit.
*6	报价 Quotation	<ul style="list-style-type: none"> ● 本项目报价应包括以下内容： <u>完成本项目的所有所需费用</u> The quotation for this project shall include the following contents: <u>all costs required to complete this project</u> ● 响应单位须在分项报价表（见附件）中分别报出以上各部分价格。响应单位根据报价需要可对“分项报价表”进行扩展。 The response unit must quote the prices of each of the above parts separately in the itemized quotation sheet (see annex). The response unit can expand the "itemized quotation sheet" according to the quotation needs. ● 报价应是本项目范围内全部工作内容的价格体现，应包含所涉及的一切相关费用，若有遗漏，客服公司视作响应单位已考虑让利，费用不予增加。 The quotation shall be the price embodiment of all the work contents within the scope of this project, and shall include all related expenses involved. If there are any omissions, the customer service company shall regard it as the response unit having let go of such charges and the expenses shall not be increased. ● 响应单位提交的报价不应有选择性报价或具有附加条件的报价，如出现以下情况（包括但不限于以下几种），则响应文件将被否决： The quotation submitted by the responding unit shall not be selective quotation or quotation with additional conditions. If the following circumstances occur (including but not limited to the following), the response document will be rejected: ● 我方（响应单位）若中标，则将在报价基础上降价

序号 Serial number	内容 Content	要求及说明 Requirements and instructions
		<p>If we (responding unit) win the bid, we will reduce the price on the basis of the offer.</p> <p>● 我方（响应单位）若中标某几个项目，则这几个项目将在报价基础上降价</p> <p>If we (the responding unit) win a bid for a few items, the price of those items will be reduced on the basis of the offer.</p> <p>● 我方（响应单位）提交的方案若中标，则该方案价格将优惠</p> <p>If the proposal submitted by us (the responding unit) wins the bid, the price of the proposal will be favorable.</p>
7	*其他商务要求 *Other business requirements	<p>1. 项目不允许联合体报价，不得转让、分包； The project does not accept quotation by the consortium, and the project does not accept transfer or subcontracting.</p> <p>2. 响应单位为有效存续的独立法人，其营业执照范围中有本项目劳务派遣服务的经营类目，即：NIB 附件的行业编码(KBLI) “78200 - 临时劳务供应活动” 和/或 “78300 - 人力资源供应与人力资源管理功能”，具有履行本项目的资质和能力。 The response unit is an independent legal person with valid existence. Its business license includes the business category of labor outsource service of this project, which is: Industry codes (KBLI) in the NIB attachment "78200 - Temporary Labor Supply Activities" and/or "78300 - Human Resources Supply and Human Resources Management Functions.", and it has the qualification and ability to perform this project.</p> <p>3. 在签署本项目服务合同时，响应单位无任何法律障碍和重大事件影响其继续正常存续和全面履行合同的能力，包括但不限于重大诉讼案件、重大债权债务纠纷等。 When signing the service contract of this project, the response unit has no legal obstacles or major events affecting its ability to continue to exist normally and fully perform the contract, including but not limited to major</p>

序号 Serial number	内容 Content	要求及说明 Requirements and instructions
		litigation cases, major creditor's rights and debt disputes, etc.

第五章 服务要求

Chapter V Service Requirements

特别提醒:

- 本章序号标注“*”号的均为关键服务要求，对这些条款的不响应将导致响应文件被否决。响应单位应提供相应的服务方案描述或证明材料。

Special reminder:

- The serial numbers marked with "*" in this chapter are all key service requirements, and no response to these terms will result in the response document being rejected. The response unit shall provide the corresponding service plan description or supporting materials.

- *1. 为上海飞机客户服务有限公司（SACSC）东南亚代表处（SARO）提供劳务派遣人员服务。派遣员工种类包括：保洁、前台、司机等；
- *2. 合同签订后根据我方的实际需求以订单形式安排人员到岗，供应商收到我方的人员需求订单后，应在 1 个月内安排员工到岗；
- *3. 供应商提供的员工应具有不少于 2 年的相关的工作经验，并在派出前提供简历作为证明；
- *4. 前台岗位人员需具备基本英语听、说、读、写能力，满足日常工作沟通需求；
- *5. 员工工作所需的制服、清洁用品和耗材等由供应商提供；
- *6. 员工因任何原因无法到达办公室，供应商应在同一天派遣替代人员；
- *7. 若我方认为员工不能胜任该岗位的工作，供应商应在 2 周内更换人员且保证岗位替换期间不可空缺；
- *8. 员工的人事关系和法律登记由供应商负责，由供应商派遣在东南亚代表处办公室中工作，员工的一切人身安全风险、健康风险和因履行工作带来的风险或损失，由供应商负责妥善处理，并承担全部损失；
- *9. 员工的工作时间根据东南亚代表处工作安排，即：周一至周五（07.30 至 16.30），

一天 8 小时工作时间，一周不超过 40 小时，如果有加班，由供应商根据印度尼西亚劳动法规要求计算加班费（算法： $1/173 \times \text{工资（按月）} \times \text{加班时间}$ ），并与我方据实结算。加班费标准：工作日加班：第一个小时为 1.5 倍时薪，第二个小时起为 2 倍时薪；节假日加班：第一个小时至第八个小时为 2 倍工资时薪；第九个小时为 3 倍工资时薪；第十个小时、第十一个小时及第十二个小时为 4 倍工资时薪；

*1. Provide labor service for Southeast Asia Representative Office (SARO) of Shanghai Aircraft Customer Service Co, Ltd (SACSC). Types of dispatched personnel include: cleaning services staff, receptionists, drivers, etc.

*2. After the contract is signed, personnel will be arranged on an order basis according to our actual needs. Upon receiving personnel orders from us, the supplier should arrange for the employees to start work within 1 month.

*3. The employees provided by the supplier should have a minimum of 2 years of related work experience, and resumes should be provided as proof before dispatch.

*4. Receptionist position requires basic English, including listening, speaking, reading, and writing abilities to fulfill daily communication requirements.

*5. Uniforms, cleaning supplies, and consumable required for work will be provided by the supplier.

*6. If an employee is unable to attend the office for any reasons, the supplier should dispatch a replacement on the same day.

*7. If we find the employees unfit for the job, the supplier should replace them within 2 weeks and ensure that the position remains filled

during the replacement period.

*8. The supplier is responsible for the employee' s HR relations and legal registration. Employed by the supplier and dispatched to work in the Southeast Asia Representative Office, any personal safety risks, health risks, or risks or losses incurred in the performance of duties shall be properly handled by the supplier, including but not limited to all losses.

*9. Employee' s working hours are based on the Southeast Asia Representative Office' s schedule. From Monday to Friday (07.30 to 16.30), with 8 hours of work per day, not exceeding 40 hours per week. If there is overtime, the supplier should calculate overtime pay in accordance with Indonesian labor regulations and settle accounts with us accordingly. (Calculation: $1/173 \times \text{salary (per month)} \times \text{overtime}$).
Overtime Pay Standards: **Weekday Overtime** : For the first hour, the pay is 1.5 times the hourly wage; starting from the second hour, the pay is 2 times the hourly wage; **Holiday Overtime**: For the first to the eight hour, the pay is 2 times the hourly wage, for the ninth hour, the pay is 3 times the hourly wage, for the tenth, eleventh, and twelfth hour, the pay is 4 times the hourly wage.

第六章 附件

Chapter VI Annex

一、 报价表

Quotation Sheet

1、 报价一览表

List of quotations

No. 序号	Position 岗位	Quantity 人数	Total including Tax (IDR) 含税总金额 (印尼卢比)	Remarks 备注
1	Receptionist 前台	1		*按月 (8 小时/天 周一至 周五)
2	Cleaning Service 保洁	1		*按月 (8 小时/天 周一至 周五)
3	Driver 司机	1		
Total Quotation 报价总金额				
In Number (IDR) 小写 (印尼卢比)				
In Words (IDR) 大写 (印尼卢比)				

2、 分项报价表

Itemized Quotation Sheet

No 序号	Position 岗位	Quantity 人数	Salary 薪资 (IDR)	Allowance 津贴 (IDR)	BPJS 社保 (IDR)	THR 假 期 津 津	Cleaning Tools & Chemical 清洁工具&	Contract Compensa tion 合同补偿	Overtime 加班费 (IDR)	Manageme nt Fee 管理费 (IDR)	Tax 税收 (IDR)

						贴 (ID R)	化学用品 (IDR)	(IDR)			
1	Receptionist 前台	1									
2	Cleaning Service 保洁	1									
3	Driver 司机	1									
Total Quotation 报 价总额			In number (小写) (IDR):								
			In Words (大写):								
		Remarks 备注:									

说明: (1) 所有价格以印尼盾为计价单位含税, 精确到个位。

Note: (1) All prices are in rupiah including tax, which is accurate to single digit.

(2) 价格应按照竞争性谈判采购文件的要求报价。

(2) The price shall be quoted in accordance with the requirements of the competitive negotiation procurement documents.

(3) 总价应与《分项价格表》中总价相同。

(3) The total price shall be the same as the total price in the Itemized quotation Sheet.

(4) 员工的办公时间将遵循印度尼西亚的规定, 并在公司协议中说明。如果有加班, 供应商将根据印度尼西亚劳动力法规计算加班费。

(4) Employee's working hours will follow the Indonesian regulation and be outlined in the company agreement. If there is overtime, the supplier will calculate overtime pay according to Indonesian labor regulations.

响应单位: (盖单位公章)

Response unit: (stamped with the official seal of the unit)

法定代表人或授权代表 (签字或盖章):

Legal representative or authorized representative (signature or seal):

年 月 日

Year/month/day

the ID card must be provided)

授权委托人身份证复印件（须提供身份证正反两面复印件）

Copies of the authorized trustee's ID card (copies of both sides of the ID card
must be provided)

响应单位：（盖单位公章）

Response unit: (stamped with the official seal of the unit)

法定代表人：（签字或盖章）

Legal Representative: (Signature or Seal)

年 月 日

Year, month, day

三、反腐败、反商业贿赂条款

Anti-Corruption, Anti-Commercial Bribery Provisions

Neither Party of the contract, nor any officer or employee thereof, will make any payment, or offer, promise or authorize any payment, of any money or other article of value, to any official, employee, or representative of the other Party, or to any other person or entity, including any government official or representative in order either to obtain or to retain business, or to direct business to a third party, or to influence any act or decision of any employee or representative of the other Party to perform or to fail to perform his or her duties, or to enlist the aid of any third party to do any of the above.

合同双方的管理人员及雇员都不得直接给予，或提议、承诺、授权给予另一方管理层、员工、相关利益人员，或包括政府官员及代表在内的其他个人或机构任何钱财和有价物品，以获取和保持业务关系，充当第三方的业务中介，影响另一方雇员或代理正确行使权力和执行公务，或寻求第三方机构的帮助达成上述目的。

Two parties of the contract must comply with anti-corruption laws applicable to them. Any of the parties reserves the right to take legal actions, including making investigation, or requiring full cooperation from the other party in providing relevant information, once it is found and affirmed that the other Party violates anti-corruption laws or regulations, or offers any bribe.

在本合同中，合同双方都必须遵守适用的反腐败法律。如果合同一方发现和证实另一方违反反腐败相关法律法规或存在行贿行为，则可以保留调查追究和要求另一方全力配合提供相关信息等权利。

响应单位：（盖单位公章）

Response unit: (stamped with the official seal of the unit)

年 月 日

Year, month, day

四、订单模板

Order Requirement Template

Labor Requirement Form

劳动人员需求表

Regarding for labor needs of Southeast Asia Representative Office of SACSC, those are the requirements of each position that suppliers must to follow:

关于上海飞机客户服务有限公司东南亚代表处的劳动人员需求，供应商必须遵守以下每个职位的要求：

No. 序号	Position 职位	Quantity (person) 人数 (位)	Requirements 要求	Contract Duration 合同期限
1	Receptionist 前台	1	<ol style="list-style-type: none">1. Preferable woman; 女性优先;2. Min. Bachelor degree from any major; 任何专业的本科及以上学历;3. Fluent in English, mandarin is a plus; 英语流利，会中文者优先;4. Min. 2 years experiences in the same position; 至少 2 年同职位工作经验;5. Good in communication; 具有良好的沟通能力;6. Etc, 等, Years 年
2	Cleaning Service 保洁	1	<ol style="list-style-type: none">1.;;2.;;3. Etc. 等。 Years 年
3	Driver 司机	1	<ol style="list-style-type: none">1.;;2.;;3. Etc. 等。 Years 年

Approved by,
批准人

Chief Representative
首席代表

()

Southeast Asia Representative Office SACSC,
上海飞机客户服务有限公司东南亚代表处

(company stamp)
(公司印章)

五、竞争性谈判响应声明

Competitive Negotiation Response Statement

竞争性谈判响应声明 Competitive Negotiation Response Statement

1、在研究了东南亚代表处劳务派遣服务竞争性谈判邀请文件（含补充文件）后，我方愿意按_____（币种）_____元（大写_____元）的总价，遵照竞争性谈判采购文件（含补充文件）的要求承担本竞争性谈判项目的实施，完成本次竞争性谈判范围的全部项目内容及工作。

1. After studying the Competitive Negotiation Invitation Documents (including supplementary documents) for the project [Southeast Asia Representative Office Labor Outsource Service], our company is willing to undertake the implementation of this competitive negotiation project according to the requirements of the competitive negotiation procurement documents (including supplementary documents) at a total price of _____ (currency) _____ (amount in words). We will complete all project content and work within the scope of this competitive negotiation.

2、如果你单位接受我方的响应文件，我方将保证在服务期限内完成本竞争性谈判项目的全部工作内容，并达到竞争性谈判规定的要求。

2. If our response is accepted, we guarantee to complete all work content of this competitive negotiation project within the service period and meet the requirements stipulated in the competitive negotiation.

3、我方同意从规定的开标之日起90个日历天的响应文件有效期内严格遵守响应文件的各项承诺。在此期限届满之前，本响应文件始终将对我方具有约束力，并随时接受中标。

3. We agree to strictly abide by all commitments in the response documents within the validity period of _____ calendar days from the specified opening date. This response will remain binding on us and may be accepted at any time before this period expires.

4、在合同书正式签署生效之前，本响应文件连同你单位的成交通知书将构成我们双方之间共同遵守的文件，对双方具有约束力。

4. Before the formal contract is signed and becomes effective, this response document, together with your notification of the transaction, will constitute a binding

document between us, and we will both adhere to it.

5、我方同意客服公司不负担我们的任何响应费用。

5. We agree that the Customer Service Company will not bear any of our response costs.

6、我方承诺，我单位与客服公司无任何关联。

6. We guarantee that our company has no affiliations with the Customer Service Company.

7、我方承诺，我单位不会因任何诉讼/动产抵押/股权质押/行政处罚等情况影响与你单位就该项目所签订合同的正常履约。

7. We guarantee that our company will not have any issues affecting the normal performance of the contract signed with your company for this project due to litigation, chattel mortgage, equity pledge, administrative penalties, etc.

8、我方承诺，我方参与客服公司竞争性谈判项目，严格遵守法律法规、客服公司规章制度和竞争性谈判采购文件的规定，不会发生围标串标的行为。如有违反，你单位有权撤销我单位成交资格另定成交单位，并遵照法律法规、客服公司规章制度进行处理。

8. We commit to strictly abide by the laws and regulations, the rules and regulations of the Customer Service Company, and the provisions of the competitive negotiation procurement documents when participating in the competitive negotiation project. We will not engage in collusive bidding. If violated, your company has the right to revoke our transaction qualification and select another entity, and handle it according to laws, regulations, and the Customer Service Company's rules.

9、我方承诺，未经客服公司书面同意，不得擅自接受媒体采访、不得擅自允许媒体拍摄中国商飞型号有关画面，不得擅自通过公司网站、微信、微博等网络平台，以及员工个人对外社交平台，对外发布与合作内容有关的所有信息。

9. We guarantee that, without written consent from the Customer Service Company, we will not accept media interviews, allow media to film any relevant footage of COMAC models, or publish any information related to the cooperation content via company websites, WeChat, Weibo, or other online platforms, including employees' personal social media.

10、我方承诺，未经客服公司书面同意，不得在对外发布时使用、复制和伪造委托方及中国商飞已申请或注册的商标，包括委托方中国商飞公司名称、相关标识及项目名称，或与飞机、产品或服务有关的标识；

10. We guarantee that, without written consent from the Customer Service Company, we will not use, reproduce, or forge the trademarks applied for or

registered by the Client or COMAC in external releases, including the Client's company name, related logos, project names, or any marks related to aircraft, products, or services.

11、我方（二选一）：

11. Our company (choose one):

未被列入管制/制裁清单； / Is not on any control/sanction lists;

已被列入管制/制裁清单，名称： _____； / Is on a control/sanction list, name: _____.

响应单位：（盖单位公章）

Responding Company: (stamp)

单位地址及邮政编码：

Company Address and Postal Code:

法定代表人或授权代表（签字或盖章）：

Legal Representative or Authorized Representative (signature or seal):

联系电话（传真）：

Contact Phone (Fax):

年 月 日

Date: _ Month: _ Year: _

