SURVEYING QUESTIONAIRES FOR CATALYST CHANGE-OUT (CCO) SERVICE CONTRACT

Nghi Son Refinery & Petrochemical Limited Liability Company (NSRP) intends to establish a Frame Contract for Catalyst Change-Out (CCO) services for 5 years.

If your company is interested in this procurement package, please fill in and complete the questionnaire below then send email to trieu.ld@nsrp.com.vn with subject "**MT260602 | Survey Answer for CCO service contract**" by **30th Sep 2026** at the latest.

For the avoidance of doubt, this notice does not constitute any contractual offer, binding promise or guarantee of business by NSRP.

I	REFERENCE INFORMATION
General Information	**Background:** NSRP Refinery intends to establish a Frame Contract for Catalyst Change-Out (CCO) services. This questionnaire is issued to evaluate the technical capabilities, relevant experience, resource availability, HSSE performance, project execution methodology, and overall suitability of prospective contractors for catalyst and absorbent replacement services across refinery process units. Catalyst change-out activities are critical to ensuring the safe, reliable, and efficient operation of refinery units. The required services may be performed during routine operations, planned shutdowns, turnarounds, and other maintenance campaigns. Contractors are expected to provide qualified personnel, specialized equipment, proven work procedures, and effective project management to execute the work safely, efficiently, and in compliance with refinery requirements while minimizing unit downtime. The information provided in this questionnaire will be used as part of the contractor evaluation and prequalification process for the Frame Contract. Contractors are requested to provide complete and accurate information, supported by relevant references and documentation where applicable. **CCO Overall Scope of Work:** The Frame Contract covers catalyst and absorbent replacement services for all refinery process units during routine operations, planned shutdowns, and turnaround activities. The scope of work includes, but is not limited to, catalyst and absorbent unloading, loading and dense loading, handling, screening, sampling, inert vessel entry (where required), provision of manpower and equipment, waste handling and disposal, and other associated activities. Detailed requirements and specific work scopes will be defined in individual Call-Off Orders issued under the Contract.

II	**QUESTIONNAIRE**
A	**GENERAL INFORMATION**
1	Does your company has interest in bidding for the NSRP catalyst change out contract in Vietnam? ☐ Yes ☐ No
2	**Name of Company:** ……..……
3	**Registered Office of Company** Address: …… …… Tel No.: ……... Fax No.: ……... Contact Person / Position Held: …… /…… E-Mail Address: ……
4	Does the organization have **business licenses / permits** for its business? ☐ Yes ☐ No ***If 'Yes', please attach relevant certificates***
5	Does your company intend to participate in the Tender as Single Contractor or Consortium / Joint Venture (JV)? If Consortium / JV, please provide a binding Consortium / Joint Venture, clearly defining the scope split, roles, and responsibilities of each party2, following detail requirements: a) Consortium / JV structure and roles: i) Lead of Consortium / Main Contractor ii) Name(s) of Consortium Member(s) / JV Partner(s) b) Scope split and responsibility: i) Clearly define the scope of work to be executed by the Lead of Consortium / Main Contractor. ii) Clearly define the scope of work to be executed by each Consortium Member(s)/ JV partner(s) c) Workshare: i) Percentage (%) of total package scope to be executed by the Lead of Consortium ii) Percentage (%) of total package scope to be executed by other partners d) Accountability: Confirm that the Lead of Consortium retains full accountability for overall scope delivery, HSSE, quality, schedule, and interface management within the assigned CCO service. ☐ Yes ☐ No
B	**HEALTH, SAFETY, SECURITY AND ENVIRONMENT**
1	Does the Bidder have an established and currently valid HSE Management System, endorsed by top management, applicable to the intended service?

	☐ Yes ☐ No Evidence required (to be attached by Bidder) *- HSSE Policy signed by the Company's legal representative* *- Approved HSSE Management Plan / HSSE Manual or Standards; and* *- Valid ISO 45001 and ISO 14001 certificates (or equivalent third-party certification) - if not certified, documented HSE management system with evidence of implementation.*
2	Does the Bidder have sufficient HSSE experience and capability for this work? ☐ Yes ☐ No Evidence required (to be attached by Bidder) *- Approved HSSE organization chart;* *- Service-specific training plan and matrix for confined/inert entry, BA/life support, gas testing and lifting; and* *- An approved ERP for inert/confined-space rescue with rescue-team and equipment lists.*
3	What is the Bidder's performance record for the last 3 years? *For each of the 3 years before the bidding year, provide the number of* *- Fatalities (FAT),* *- Lost-time injuries (LTI),* *- Restricted-work cases (RWC),* *- Medical-treatment cases (MTC) and* *- First-aid cases (FAC).*
C	**QUALITY MANAGEMENT & EXPERIENCES**
1	Does your company have a valid certification for its Quality Management System? If 'Yes', Please provide a copy of the valid certificate ☐ Yes ☐ No
2	Has your company successfully completed at least one RHDS and one HMU catalyst change-out project within the five-year period preceding the survey date? Please provide signed contracts or completion certificates. ☐ Yes ☐ No
3	Can your company provide key personnel with relevant catalyst change-out experience, particularly for RHDS and HMU units? Please provide the CVs of the proposed Site Manager, Planning Manager, QC Manager, HSSE Manager, and Catalyst Loading/Unloading Supervisors. ☐ Yes ☐ No
4	Does your company own the necessary equipment for catalyst unloading and removal of fused or agglomerated catalyst? Please provide an equipment list and proof of ownership. ☐ Yes ☐ No

5	Does your company have a workshop or operating base in Vietnam? Please provide its location and main capabilities. ☐ Yes ☐ No
6	Can your company provide all consumables, temporary materials, spare parts, and contingency items required for the catalyst change-out work? Please submit a detailed list and evidence of a valid support agreement with the OEM or an OEM-authorized provider. ☐ Yes ☐ No
7	Please provide reference documents from similar RHDS catalyst change-out projects covering all key steps, including catalyst unloading, fused or agglomerated catalyst removal, online camera inspection, catalyst sampling, inert handling, dense loading, and final reactor box-up. ☐ Yes ☐ No
8	Does your company have a qualified Bolt Tensioning Supervisor and certified technicians available for this work? Please provide the proposed personnel list, relevant experience, and valid certificates issued by an internationally recognized organization or training body in accordance with ASME PCC-1 or an equivalent recognized standard. ☐ Yes ☐ No
9	Does your company hold a valid license or certification for an internationally recognized dense-loading technology ? Please provide supporting evidence, including the certificate or authorization agreement. ☐ Yes ☐ No