

REQUEST FOR PROPOSAL

PROCUREMENT: **Supplying software services for Automated Travel
Document for the period April 2026–March 2029**

PURCHASER: **Vietnam Airlines JSC (VNA)**

**On behalf of Vietnam Airlines JSC
Legal Representative of Purchaser**



Ngô Hồng Minh
Director of Passenger Service Department

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ABBREVIATIONS & DEFINITIONS

No	Abbreviation	Full meaning
1.	BAFO	Best and Final Offer
2.	IATA	International Air Transport Association
3.	ICAO	International Civil Aviation Organization
4.	VNA	Vietnam Airlines JSC

LETTER OF REQUEST FOR PROPOSAL

To: Supplier(s)

Vietnam Airlines JSC (VNA) now would like to express our best regards to your company and kindly invite you to join the procurement for **“Supplying software services for Automated Travel Document for the period April 2026–March 2029”**.

In the event that the supplier can implement earlier, the software will be put into actual operation sooner than the timeline stated above. The contract term shall be three years from the date of actual implementation.

Request for Proposal (RFP) are hereby enclosed for your information and preparation.

You are kindly requested to submit your proposal no later than 16:00 on 12 December 2025 (Hanoi time) via email or at the address:

- Passenger Service Department, 4th floor, VN1 Building, Vietnam Airlines JSC, 200 Nguyen Son, Ha Noi City, Viet Nam.
- Attention: Ms. Nguyen Thi Hien Hanh
- Tel: 84-24- 38732732 /Ext: 1596 (working time)
- Mobile Phone: (+84) 904046986
- Email: hanhhien@vietnamairlines.com

Regarding email submissions, the size of email attachments must be less than 20MB. The Supplier may submit the proposal in one or multiple emails, provided that they keep track of the total number of emails sent and ensure that the final email is submitted before the proposal submission deadline.

Should you have any queries, please do not hesitate to contact us at the above-said address.

**On behalf of Vietnam Airlines JSC
Legal Representative of Purchaser**



Ngo Hong Minh

Director of Passenger Service Department

1. SERVICE REQUIREMENTS

1.1. Detailed service requirements

Service Package name: “Supplying software services for Automated Travel Document for the period April 2026–March 2029”.

Quantity: 01 package of service with the Contract Period as stipulated in Section 1.3.

1.2. Technical requirements

In compliance with Technical Evaluation Criteria stipulated in Section 3.3 of RFP.

1.3. Contract Period

- Implementation service (training, installation) requirement: maximum 03 months from the effective date of the contract
- Renting service Period: 36 months from the Cutover date, expecting from April 2026–March 2029.

1.4. Other requirements

In compliance with Evaluation Criteria stipulated at Section 3 of RFP.

2. OFFER PRICE REQUIREMENTS

- 2.1. Price shall be offered by Supplier as specified in **Form 01** - Letter of Proposal enclosing with **Form 03** – Table of Offer Price, after deducting discount amount written in Letter of Discount (if any);
- 2.2. In case Supplier has a Letter of Discount, they shall submit it either together with the Proposal or separately provided that VNA receives it before the Proposal submission deadline. In case the Letter of Discount is submitted together with the Proposal, Supplier shall notice VNA in advance before the Proposal submission deadline or specify in the list of Proposal materials;
- 2.3. Supplier shall provide sufficient information in **Form 03** - Table of Offer Price with the signature of the legal representative of Supplier, including all price components (including taxes and fees). In case the Supplier declares that the offer price does not include taxes, fees, and charges in the Table of Offer Price, VNA shall determine the Supplier’s taxes, fees, and charges in Vietnam in accordance with current tax regulations in Vietnam. If awarded the contract, the Supplier shall be responsible for fulfilling tax obligations in accordance with regulations.
- 2.4. This Contract is a fixed unit price contract. The unit price shall remain firm and shall not be adjusted or changed during the Contract Period.
- 2.5. Currency for offer price: USD;
Currency for evaluation: USD.
- 2.6. Payment terms:
Invoicing frequency: An invoice will be issued at the end of each year or each quarter.

3. EVALUATION CRITERIA

The Purchaser shall evaluate the Supplier and its proposal in turn as follows:

- Evaluating the eligibility of Supplier and Proposal.
- Evaluating Supplier's Experience and Capabilities.
- Evaluating the technical requirements.
- Financial evaluation and ranking Supplier.
- Proposal negotiation and re-ranking Suppliers

3.1. Evaluating the Eligibility of Supplier and Proposal

3.1.1. Evaluation criteria of Supplier's eligibility

No	Requirements	Satisfaction level		Required documents
		Satisfied	Not satisfied	
1	Certificate of business registration/ Competent Operation License, which is legally issued by competent authorities in the country where Supplier is registered	Yes	No	Certificate of business registration/ Competent Operation License (For direct submission: notarized copy version; For email submission: Scan of Original version)
2	Have no dispute, lawsuit, conflict of interest, or unsolved breach of contract with the Purchaser	Commit	Not Commit	Form 01
3	Be neither undergoing dissolution process, under bankruptcy nor incurred bad debts as prescribed by law	Commit	Not Commit	Form 01
4	Not involved in two or more proposals as the main Supplier and not violate prohibited actions in accordance with legal regulations on procurement	Commit	Not Commit	Form 01

No	Requirements	Satisfaction level		Required documents
		Satisfied	Not satisfied	
5	Have a sales license, or a partnership certificate, or other equivalent document to prove that the the Supplier has the right to distribute/ sell Service(s) if Supplier is not manufacturer/ owner of Service(s).	Yes	No	<ul style="list-style-type: none"> - Sales license or partnership certificate or other equivalent document (For direct submission: notarized copy version; For email submission: Scan of Original version); or - Commitment document (must be (i) signed by the Supplier's legal representative or an authorized person, and (ii) stamped (if any)). In this case, Supplier need to submit sales license, or a partnership certificate, or other equivalent document when taking part in negotiation as stipulated in Section 3.5 of this RFP.

In case of joint venture supplier, each member of the supplier must meet the requirements stipulated in item 1, 2, 3, 4 of this Section 3.1.1. For other items, Purchasers shall evaluate the overall capacity of the members.

3.1.2. Evaluation criteria of proposal's eligibility

No	Requirements	Satisfaction level		Required documents
		Satisfied	Not satisfied	
1	Sufficiency of Proposal's materials stipulated in Section 4.1.2 of RFP	Sufficient	Not sufficient	
2	Form 01, 03, 04, 05, 06, 07 the Discount Letter (if any) must be (i) signed by the Supplier's legal representative or an authorized person, and (ii) stamped (if any)	Eligible	Not eligible	Form 01, 03, 04, 05, 06 and Discount Letter (if any)
3	Form 02 – Power of attorney is signed by legal representative (in case Form 01, 03, 04, 05, 06, 07	Eligible	Not eligible	Form 02

	and Discount Letter (if any) is signed by an authorized person)			
4	Form 07 - Joint venture Agreement is signed by the legal representative or authorized person of all members and stamped (if any, in case the Supplier is joint venture supplier)	Satisfied	Not satisfied	Form 07
5	The validity of Proposal (from the deadline of proposal submission)	≥ 60 days	< 60 days	Form 01
6	Currency for offer price: USD	Satisfied	Not satisfied	Form 01, 03

The Supplier is evaluated as “Satisfied” provided that they satisfy all the requirements stipulated in Sections 3.1.1 and 3.1.2 above and shall be evaluated for their capabilities and experience in Section 3.2.

The Proposal shall be rejected if it does not satisfy one of the above criteria.

3.2. Evaluating Supplier’s Experience and Capabilities

No	Requirements	Satisfaction level		Required documents
		Satisfied	Not satisfied	
1	Experience in development and commercialization	≥ 5 years	< 5 years	Certificate of business registration/ Competent Operation License (For direct submission: notarized copy version; For email submission: Scan of Original version)
2	At the date of proposal submission, “Supplying software services for Automated Travel Document for the period April 2026 – March 2029” that Supplier offered for Vietnam Airlines must have at least 5 customers, in which there is 2 customers have more than 9.000.000 international passenger each years.	Satisfied	Not satisfied	Form 04- List of customer/airlines
3	Experience in implementing similar contracts: From 2022 to the	Eligible	Not eligible	Form 04- List of similar contract

No	Requirements	Satisfaction level		Required documents
		Satisfied	Not satisfied	
	date of proposal submission, Supplier has at least 01 contract in implementing/ supplying the software for airlines.			

In case of joint venture supplier, each member of the supplier must meet the requirements stipulated in item 1, 2 of this Section 3.2. For other items, Purchasers shall evaluate the overall capacity of the members.

The proposal is considered to meet the requirements of capabilities and experience when all criteria are evaluated as “Satisfied” and shall be evaluated for technical requirements in Section 3.3. The Proposal shall be rejected if it does not satisfy on of the above criteria.

3.3. Evaluating the technical requirements

3.3.1. Evaluation criteria for technical requirements: detailed in Form 5 and Form 06.

Supplier applies “Satisfied/not satisfied” criteria in column "Satisfaction level"; declares the content in column "reference documents" and attaches the evidence as required in Form 5 and Form 06.

3.3.2. The proposal is considered to meet the Technical requirements and shall be evaluated for financial criteria in Section 3.4 when all criteria are evaluated as “Satisfied”.

The Proposal shall be rejected if it does not satisfy one of the above criteria.

3.3.3. If required by Purchaser, Supplier needs to perform demo functions or provide tutorial videos or references in compliance with Technical Evaluation Criteria stipulated in this Section. Detail requirements of demo process or tutorial videos shall be noticed by Purchaser.

3.4. Financial evaluation and ranking Supplier

Financial criteria shall be evaluated as follows:

3.4.1. Step 1. Determine the Offer price (exclude tax, fees and charges in Vietnam).

3.4.2. Step 2. Correct errors;

3.4.3. Step 3. Adjust deviation;

3.4.4. Step 4. Determine Offer price after error correction and adjustment of deviation and minus discount (if any);

Discounts and Supplier Support (if any) must be converted into monetary value, including but not limited to the following discounts and support items:

- Direct annual unit price discounts and reductions in system implementation costs;
- Financial support for expenses incurred in paying third-party partners for data migration or system integration;
- Other financial support in the form of money.

All Discounts and Supplier Support must be converted into monetary value and expressed as an Unconditional Discount. Unconditional Discount means a monetary amount that the Supplier

commits to deduct from the Contract Price or offset against payment obligations, **regardless of whether the Purchaser actually incurs integration/ migration costs or other related expenses.** In the event that the Purchaser does not incur integration/ migration costs or does not directly receive such support, the Supplier shall still be obliged to apply the full amount of the Unconditional Discount as a deduction from the Contract Price.

3.4.5. Step 6. Determine Evaluated price - Net Present Value current offer price (M) and ranking Supplier:

Net Present Value current offer price is the Offer price at Step 5 converting to present value by following formula:

$$M = N + \sum_{i=1}^3 A_i$$

Where:

- M is the Evaluated price converted to present value (costs incurred throughout the contract execution period are converted to their value at the initial point);
- N is the initial implementation cost (if any);
- i is the year of rental (value from 1 to 3);
- A_i is the software rental cost in the i th year;

The Proposal with the lowest Evaluated price (M) will be ranked first.

In the case of the Suppliers having the same Evaluated price (M), then the ranking Suppliers shall be combined with following additional factors to decide the ranking with the following order:

- a) Supplier has the lowest implementation fee;
- b) Supplier offers more favorable payment terms.

3.5. Proposal negotiation (BAFO) and re-ranking Suppliers

3.5.1. Suppliers whose Proposal meet the following conditions will be considered for invitation to negotiate to reduce prices and reach more favorable technical, commercial, and other terms for the Purchaser: (i) the Eligibility of Supplier and Proposal; (ii) Capabilities and experience; (iii) Technical requirements; and (iv) The Offer price determined in Section 3.4.5 not exceeding approved package price (minus tax, fees and charges in Vietnam).

3.5.2. The negotiation shall be implemented either directly or indirectly (depending on Purchaser's decision at the time of negotiation), as follows:

- **Direct Negotiation:** VNA will send a negotiation request to the Suppliers who meet the negotiation conditions. The negotiation request will specify the time, location, qualification of the Suppliers' representative attending the negotiation, the method of organizing the negotiation, conditions for valid pricing, price announcement methods, and any other required negotiation points. Direct negotiations will be conducted by secret ballot. All Suppliers participating in the negotiation will vote on the negotiation points at the same time.
- **Indirect Negotiation:** VNA will send a negotiation request to the Suppliers who meet the negotiation conditions. The negotiation request will specify the deadline for submitting the Negotiation Documents, the submission method, validity of the Negotiation Documents, the negotiation points, and any other required information.

Indirect negotiations will be sent via direct/ post/ email/ electronic method. If conducted via email, the Negotiation Documents will be sent to the email address designated by VNA and will only be opened after the submission deadline for the Negotiation Documents.

- Supplier who does not follow the deadline and regulations of the negotiation shall be rejected.

3.5.3. After the negotiations, the Purchaser will re-rank suppliers based on the negotiation results. The Proposal after negotiation with the lowest Evaluated price (M) will be ranked first. In the case of the Suppliers having the same Evaluated price (M), then the ranking Suppliers shall be combined with additional factors as stipulated in Section 3.4.6.

4. PROPOSAL INFORMATION

4.1. Proposal preparation and submission

4.1.1. Clarification of RFP

In case the RFP needs to be clarified, Supplier should send a written request for clarification to make sure that VNA receives it no later than five (05) working days prior to the submission date of the Proposal stipulated in Section 4.1.3.c. VNA will send a response by email to all Suppliers who received RFP and post on VNA's website no later than three (03) days prior to the submission date of the Proposal. If the clarification leads to amendment of the RFP, VNA shall send the revised RFP to all Suppliers who received RFP no later than three (03) days before the submission date of the Proposal, in case not enough time as above, VNA shall extend the submission date of the Proposal.

PLEASE NOTE THAT THE CONTENTS PROPOSED BY THE SUPPLIER IN THE PROPOSAL, AS WELL AS THE REQUIREMENTS SPECIFIED IN THIS RFP, SHALL BE INCORPORATED INTO AND GOVERNED BY THE CONTRACT TO BE EXECUTED BETWEEN THE PARTIES.

4.1.2. Proposal content and validity

- a) The Proposal and other related documents must be written in Vietnamese or English.
- b) The Proposal must consist of the following documents:
 - Copy of Certificate of business registration/ Competent Operation License;
 - Copy of Sales license or partnership certificate or other equivalent document (if Supplier is not manufacturer/ owner of Service(s));
 - Form 01 - Letter of Proposal;
 - Form 02 - Power of Attorney (in case authorized person signs the Proposals);
 - Form 03 - Table of Offer Price;
 - Form 04 - Declaration for Experience and Capabilities;
 - Form 05 - Compliance statement for Technical criteria;
 - Form 06 - Declaration for compliance statement satisfying other requirements;
 - Form 07 – Joint Venture Agreement (in case the Supplier is joint venture supplier);
 - User manual or Description Documents (*as required in Form 05*);

- Tutorial Videos (*if any*);
 - Discount letter (*if any*);
 - Draft contract (*if any*);
 - Other documents (*if any*).
- c) The Proposal shall remain valid for minimum 60 days from the deadline of proposal submission stipulated in Section 4.1.3.c.

4.1.3. Submission of Proposal

- a) Proposal prepared by Supplier must be typed, printed in inerasable ink, page numbered in sequential order. Form 01, 03, 04, 05, 06 and Discount Letter (if any) and documents to supplement and verify proposal (if any) must be (i) signed by the Supplier's legal representative or an authorized person, and (ii) stamped (if any).
- b) In case authorized person signs all the above documents, Supplier needs to submit Form 02.
- c) The deadline of proposal submission: 16:00 on 12 December 2025 (Hanoi time). Supplier who submits Proposal to Purchaser by direct submission, postal service or by email must ensure the proposal to be received by Purchaser before the deadline of proposal submission.
- d) Regarding email submissions, the size of email attachments must be less than 20MB. The Supplier may submit the proposal in one or multiple emails, provided that they keep track of the total number of emails sent and ensure that the final email is submitted before the proposal submission deadline. Proposal submitted after the deadline of proposal submission is deemed illegal and will be rejected.
- e) Address to submit Proposal: Passenger Service Department, 4th floor, VN1 Building, Vietnam Airlines JSC, 200 Nguyen Son, Ha Noi City, Viet Nam.
 - Attention: Ms. Nguyen Thi Hien Hanh
 - Tel: 84-24- 38732732 /Ext: 1596 (working time)
 - Mobile Phone: (+84) 904046986
 - Email: hanhhien@vietnamairlines.com

4.2. Proposal Clarification

- 4.2.1.** During the Proposal evaluation process, the Purchaser may request the Supplier to clarify the contents of the Proposal and provide supplemental documents and this clarification does not change the basic content of the submitted Proposal and Rates offered.
- 4.2.2.** The due date of clarification shall be specified for the Supplier. The clarification is kept by the Purchaser as a part of the Proposal.
- 4.2.3.** When the due date of clarification is over, the Purchaser has not received the clarification, or the clarification does not meet the request of the Purchaser, the Purchaser will evaluate the proposal Supplier submits at the time of opening the offer.
- 4.2.4.** The clarification of the Proposal may be carried out in combination with multiple evaluation steps; however, the evaluation of the Proposal shall still be conducted in accordance with each step stipulated in the RFP.

4.3. Proposal evaluation of Purchaser

The evaluation is carried out as stipulated in Section 3.

4.4. Conditions for Supplier to win

Suppliers win the contract when all the following conditions are met:

- Have eligibility satisfying requirements in Section 3.1 of RFP;
- Have abilities and experience satisfying requirements stipulated in Section 3.2 of RFP;
- Have technical proposal satisfying requirements stipulated in Section 3.3 of RFP and requirements stipulated in Form 5 and Form 06;
- The supplier is ranked first after negotiation and has a negotiated offer price (including taxes and fees) not exceeding the approved package price.

4.5. Announcement of offer result

- After having the approved decision on the offer result, VNA will send written notification to all Suppliers submitting Proposals, without explaining reasons for unselected Suppliers.
- Notification to successful Suppliers will include time and venue for contract negotiation, contract conclusion, and enclosing with draft contract (if any).
- VNA shall have the right to cancel the offer and reject all proposals at any time before contract signing, without bearing any responsibility with Suppliers explaining reasons to Suppliers as well. VNA will notify Suppliers when the offer is canceled.

4.6. Violation Handling

Any violation of Laws by the Supplier / Supplier, depending on its violating level, shall be handled in accordance with the Laws on Bidding of Vietnam and other regulations of relevant law.

4.7. Information Non-disclosure

- Information related to the proposal and its evaluation must be kept confidential and must not be disclosed to any third party not officially involved in the selection process. Under no circumstances is it permitted to disclose the proposal to other suppliers.
- However, VNA has the right to disclose information during the Offer Opening Ceremony and the BAFO Opening Ceremony, including but not limited to: prices and discounts offered by the Suppliers, the validity period of the Proposal, the status and timing of Proposal submission... without being bound by the obligations stipulated in any Non-Disclosure Agreements (NDAs) signed with the Suppliers (if any).

4.8. FORMS

Type of document	Form No.
Letter of Proposal	Form 01
Power of Attorney	Form 02
Table of Offer Price	Form 03
Declaration for Experience and Capabilities	Form 04

Type of document	Form No.
Compliance statement for Technical criteria	Form 05
Declaration for compliance statement satisfying other requirements	Form 06
Joint Venture Agreement	Form 07

Form 01

LETTER OF PROPOSAL

Place, DD ____ MM ____ Year ____

To: Vietnam Airlines JSC
(Hereinafter referred to as VNA)

Location, date

To: Vietnam Airlines JSC
(Hereinafter called VNA)

After studying your Request for Proposal dated..... and its revised versions dated.....(if any) which we received, we, [name of Supplier], commit to provide you with Package “Supplying software services for Automated Travel Document for the period April 2026 – March 2029” subject to the regulations stipulated in your Request for Proposal with price in Form 03.

We hereby commit that:

- Have no dispute, lawsuit, conflict of interest or unsolved breach of contract with Purchaser.
- Be neither undergoing dissolution process, under bankruptcy, nor incurred bad debts as prescribed by law.
- Not involved in two or more proposals as the main Supplier and not violate prohibited actions in accordance with legal regulations on procurement.

Our Proposal is valid within 60 days sinceh..... 2025 (Hanoi Time).

Legal representative of Supplier

[Full name, title, sign and stamp (if any)]

Note: If Supplier’s legal representative authorizes his/her sub-level staff to sign the above Letter of Offer, he/she must attach the Letter of Authorization in accordance with the Form 02 hereafter. If Supplier’s business Regulations and/or Decision of establishing its branches and/or other documents relating to authorizing sub-level staffs to sign Letter of Offer, Supplier must attach scanned files of relevant documents (Supplier does not need to issue the Letter of Authorization in accordance with the Template No. 2 hereafter). Before signing the contract, the winning Supplier must submit to the VNA the certified copy of these documents. If detecting that the initial declaration information is inaccurate, Supplier shall be considered as violating Clause 4, Article 16 of the Vietnamese Bidding Law 2023 and be handled according to legal regulations.

Form 02

Power of Attorney

Today, [date], in [City]

I am hereby[name, identity number or passport number, title of the Supplier's legal representative], the legal representative of[Supplier's name], whose registered office at.....[address], officially authorizes[name, identity number or passport number, title of the authorized person] in written to perform the following tasks during the offering process for the package "Supplying software services for Automated Travel Document for the period April 2026 – March 2029" opened by Vietnam Airlines:

- To sign the Letter of Proposal.
- To sign the Joint Venture Agreement (if any);
- To sign concerned documents to make a business deal with Purchaser in the offering process including other clarification and explanation writings of the Proposal Documents;
- To participate in negotiating and completing contract;
- To sign the contract with Purchaser if won.⁽²⁾

Above-mentioned authorized person solely performs tasks within the scope of authorization as a legal representative of [Supplier's name]. [Supplier's name] is entirely responsible for tasks performed by [Name of the authorized person] within the scope of authorization.

This Power of Attorney is valid from ... [date] to [date]⁽³⁾. This Power of Attorney is published in [number]....copies of the same legal value, the authorizer keeps [number]....copies, the authorized person keeps [number]....copies.

Authorized person

(Full name, title, sign and stamp (if any))

Authorizer

(Full name, title, sign and stamp (if any))

Note:

- (1) *In case of authorization, Supplier sends the original Power of Attorney together with Letter of Offer stipulated in Section 4.1.3. The authorization by legal representative of Supplier to his deputy staff, branch director, head of representative office of Supplier as the legal representative of Supplier to perform one or all above-mentioned tasks. stamp in authorization may be either stamp of Supplier or stamp of agencies of authorized individual. Authorized person is not allowed to pass on other person.*
- (2) *The scope of authorization is decided by the authorizer, covering one or more of above tasks.*
- (3) *Effective and expiry dates of Power of Attorney are consistent with the processing time of Proposal.*

Form 03

Table of Offer Price: Supplying software services for Automated Travel Document for the period April 2026–March 2029

No	Item	Unit	Quantity of passengers	Duration (months)	Unit price	Price exclude taxes, fees	Other fee (for third party,...)	Tax, fees	Total Price include taxes, fees
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)=(7)+(8)+(9)
1	Implementation fee	Package	one time						
2	Yearly maintenance fee								
2.1	Year 1	International passengers	9,630,060	12					
2.2	Year 2	International passengers	10,690,754	12					
2.3	Year 3	International passengers	11,561,548	12					
3	Total price								

Note:

- Currency for offer: USD
- In case the Supplier declares that the offer price does not include taxes, fees, and charges In the Table of offer price, VNA shall determine the Supplier's taxes, fees, and charges in Vietnam. In accordance with current tax regulations In Vietnam. If awarded the contract, the Supplier shall be responsible for fulfilling tax obligations In accordance with regulations.
- This Contract is a fixed unit price contract. VNA shall make payment based on the actual number of used passenger and/or the number of months utilized. The unit price shall remain firm and shall not be adjusted or changed during the Contract Period.

Financial instructions:

Supplier is required to specify the following contents in this Form:

1. Discount value (if any).
2. Supplier's commitment to fully meet the requirements for providing goods/services in accordance with the Technical requirements specified in Section 3.3 RFP.

3. Suppliers are encouraged to offer other conditions that benefit the third party beneficiaries of the goods/services (if any). Discounts and Supplier Support (if any) must be converted into monetary value, including but not limited to the following discounts and support items:
- Direct annual unit price discounts and reductions in system implementation costs;
 - Financial support for expenses incurred in paying third-party partners for data migration or system integration;
 - Other financial support in the form of money.
4. The Supplier may propose commercial terms for VNA's consideration, including but not limited to:
- Expert-related costs/ travel expense (included or excluded in quoted fee);
 - Change request cost/man-hour fee;
 - Other applicable items (if any).

Legal representative of Supplier
[Full name, title, sign and stamp (if any)]

Form 04

Declaration for Experience and Capabilities to implement

Supplier circle yes/ no and declare the content as required below:

1. List of customer/ airlines:

No	Requirements	List of customer/ airlines
1	At the date of proposal submission, “Supplying software services for Automated Travel Document for the period April 2026 – March 2029” that Supplier offered for Vietnam Airlines must have at least 5 customers, in which there is 2 customers have more than 9.000.000 international passenger each years.	
2	Experience in implementing similar contracts: From 2022 to the date of proposal submission, Supplier has at least 01 contract in implementing/ supplying the software for airlines.	

2. List of similar contracts

No.	Contract Name and Number	Description of contract (leasing software or selling software)	Contract Signing Date	Partner Name	Contract value
1					
2					
3					

Note:

-In necessary cases, VNA may request the supplier to provide documents to verify the information declared in this form. Such documents may include but not limited to: contracts, customer confirmations, or other equivalent documents.

- The requirement mentioned on the above table is VNA’s most desired requirement. In case the provider is incapable of offering one or more of the above-mentioned requirement which shall not affect the flight operation, it can still be accepted. Under this circumstance, the result of the service provider’s evaluation shall not be influenced.

Legal representative of Supplier
[Full name, title, sign and stamp (if any)]

Compliance statement for Technical criteria

Supplier circle yes/ no and declare the content as required below:

No	Requirements	Satisfaction level		Evaluation Criteria
		Satisfied	Not satisfied	
1	An automated document check system (passport, visa, residence permits, etc.) with authoritative databases (IATA, ICAO, government sources) in real time	Yes	No	Verify in practice the accuracy of information regarding identity document requirements issued by authorities compared with the information provided by the software.
2	RESTful/SOAP APIs and SDKs for third-party integration	Yes	No	Technical documentation describing the software
3	Integration with Amadeus Altea DCS, VNA self check-in systems (website, app, kiosk, auto check-in)	Yes	No	Practical verification after integration
4	Data encryption (TLS 1.2+, AES-256), GDPR and Vietnam PDP compliance	Yes	No	Practical verification after implementation and based on the supplier's commitments
5	Management dashboard for monitoring, audit, and analytics	Yes	No	Practical verification after actual use
CONCLUSION		Satisfied	Not satisfied	

Note: Services mentioned on the above table is VNA's most desired service package. In case the provider is incapable of offering one or more of the above-mentioned services

which shall not affect the flight operation, it can still be accepted. Under this circumstance, the result of the service provider's evaluation shall not be influenced.

Legal representative of Supplier

[Full name, title, sign and stamp (if any)]

Declaration for compliance statement satisfying other requirements

Supplier circle the answer of Satisfaction level and declare the content (if any) on each requirement as following:

No	Requirements	Satisfaction level		Evaluation Criteria
		Satisfied	Not satisfied	
1	Declaration for compliance statement satisfying other requirements	Yes	No	Commitment letter
2	Companies under VNA Group where Vietnam Airlines holds a stake of 51% or more, such as Pacific Airlines, VASCO, etc., will be entitled to use the software. (not arising implementation fee)	Yes	No	Commitment letter
3	Implementation service (training, installation) requirement: maximum 03 months from the effective date of the contract	Yes	No	Commitment letter
4	Renting service Period: 36 months from the Cutover date, expecting from April 2026–March 2029.	Yes	No	Commitment letter

The proposal is considered to meet the requirements in this Form 06 when all criteria are evaluated as “Satisfied”. The Proposal shall be rejected if it fails to satisfy any of the above criteria.

Legal representative of Supplier
[Full name, title, sign and stamp (if any)]

JOINT VENTURE AGREEMENT

Pursuant to RFP Service Package "Supplying software services for Automated Travel Document for the period April 2026 – March 2029"

We, on behalf of the parties to the joint venture agreement, include:

Name of the first joint venture member: _____

The representative is Mr. / Mrs. _____

Duty: _____

Address: _____

Telephone: _____

Name of the second joint venture member: _____

The representative is Mr. / Mrs. _____

Duty: _____

Address: _____

Telephone: _____

The parties (hereinafter referred to as members) agree to sign a joint venture agreement with the following contents:

Article 1. General guidelines

1. Members voluntarily form a joint venture to participate in bidding for service packages "Supplying software services for Automated Travel Document for the period April 2026 – March 2029"

2. The members agree on the name of the consortium for all transactions related to this bidding package as: _____ [*insert name of joint venture*].

3. The members commit that in case of winning the bid, neither member has the right to refuse to perform the responsibilities and obligations specified in the contract. In case a member of the partnership refuses to fulfill his/her own responsibilities as agreed, such member shall be handled as follows:

- *Compensation for damage to the parties in the joint venture;*
- *Compensation for damage to the Purchaser according to the provisions stated in the contract;*

Article 2. Assign responsibilities

Members agree to assign responsibilities to implement the service package "Supplying software services for Automated Travel Document for the period April 2026 – March 2029" for each member as follows:

1. Members of the head of the partnership:

The parties agree to assign _____ to be the head member of the joint venture and represent the joint venture in the following tasks:

- *Sign the Proposal;*
- *Sign documents and documents for transactions with the Purchaser during the offering, including the written request for clarification of the RFP and the clarification of the Proposal;*
- *Participate in the process of negotiating and finalizing the contract;*
- *Signing petitions (if any);*
- *Other jobs except the signing of _____ contracts [specify the contents of other jobs (if any)].*

2. The members of the consortium shall agree on the assignment of responsibilities for the performance of work according to the table below ⁽⁴⁾:

STT	Names of members of the consortium	Task	Proportion
1	Member Name 1	- ____ - ____	- ____% - ____%
2	2nd member's name	- ____ - ____	- ____% - ____%
....
Total		The whole work of the service package	100%

Article 3. Validity of the partnership agreement

1. The partnership agreement takes effect from the date of signing.
2. A partnership agreement shall be terminated in the following cases:
 - The parties fulfill their responsibilities and obligations and liquidate the contract;
 - The parties mutually agree to terminate;
 - The joint venture contractors do not win the bid;
 - Cancel RFP “Supplying software services for Automated Travel Document for the period April 2026 – March 2029” according to the notice of the Purchaser.

The joint venture agreement is made on the approval of all members.

LEGAL REPRESENTATIVE OF THE JOINT VENTURE MEMBERS