REQUEST FOR PROPOSAL

Package: Provision of International Payment Gateway Services for the period from May 2026 to April 2029.

Purchaser: Vietnam Airlines JSC

Hanoi, 05th November 2025
ON BEHALF OF CEO
DIRECTOR OF
MARKETING AND SALES DEPARTMENT

Pham Thi Nguyet

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ABBREVIATIONS & DEFINITIONS

No	Abbreviation	Full meaning
1.	RFP	Request for Proposal
2.	VNA	Vietnam Airlines JSC
3.	Date	Is the calendar date
4.	USD	US Dollar
5.	VND	Vietnamese Dong
6.	SLA	Service Level Agreement
7.	Amadeus	**Amadeus IT Group**, headquartered in Madrid, Spain, is a global technology company that provides software solutions for the travel and tourism industry. Its clients include airlines, hotels, travel agencies, and other related businesses.

LETTER OF INVITATION – REQUEST FOR PROPOSAL
To Whom It May Concern

First of all, Vietnam Airlines Joint Stock Company (VNA) would like to extend its sincere greetings to your esteemed company.

VNA is seeking to engage qualified service providers for components of the project titled "Provision of International Payment Gateway Services for the period from May 2026 to April 2029." To that end, we are pleased to issue the enclosed Request for Proposal (RFP).

We kindly invite your company to submit a proposal for the payment services described in the RFP documentation.

Proposal must be delivered in either method listed below:

1. **Hand-delivery**
- Proposal submission deadline: 14:00 PM (Hanoi time) on 18th November 2025;
- Place of receipt: Vietnam Airlines JSC, 200 Nguyen Son Street, Bo De Ward, Hanoi City, Vietnam.
   - Contact point: Mrs. Pham Thi Nguyet at nguyetpt@vietnamairlines.com or (+84) 0987576345 and Mr. Nguyen Tat Dat at datnt@vietnamairlines.com or (+84) 0936343836 and Mrs. Vu Thi Thu Huyen at huyenvtt@vietnamairlines.com or (+84) 0989935384

2. **Via email**
- Proposal submission deadline: 14:00 PM (Hanoi time) on 18th November 2025;
- Form of receipt: Service Provider/Supplier sends email(s) with attachment which is the scanned version of the original Proposal to: nguyetpt@vietnamairlines.com and datnt@vietnamairlines.com and huyenvtt@vietnamairlines.com with Subject/title "Company ... submits Proposal for service package "Provision of International Payment Gateway Services for the period from May 2026 to April 2029". Email attachment size must be < 20 MB per mail.
   - Contact point: Mrs. Pham Thi Nguyet at nguyetpt@vietnamairlines.com or (+84) 0987576345 and Mrs. Mr. Nguyen Tat Dat at datnt@vietnamairlines.com or (+84) 0936343836 and Mrs. Vu Thi Thu Huyen at huyenvtt@vietnamairlines.com or (+84) 0989935384
- Thank you and we look forward to hearing from you!

Best regards,

Phạm Thị Nguyệt
Director of
Marketing and Sales Department

GENERAL REQUIREMENT FOR PRODUCT/SERVICE SCOPE

1.1. Name and quantity of product/service

1.1.1. Product/service name

Provision of International Payment Gateway Services for the period from May 2026 to April 2029.

1.1.2. Product/service category

+ Transactions processing through the international payment gateway. The estimated transaction volume and value of Vietnam Airlines during the service period are as follows

	8M/2026	2027	2028	4M/2029	Total (May2026 – April 2029)
Transaction Value – Online (billion VND)	17.869	30.826	35.893	14.233	98.821
Number of Transactions – International Gateway (transactions)	2.388.759	4.120.897	4.798.165	1.902.620	13.210.441

Assumption: The average monthly number of transactions in a given year is calculated by dividing the total annual number of transactions by the actual number of months of contract implementation in that.

+ System implementation/connection fee with the Supplier (if any).

1.2. Requirement for product/service

Detailed technical requirements are described in Section 5.3.

1.3. Contract period

- Implementation requirement: 05 months from contract's effective date.
- Service provision period: 36 months from the completion date of the technical integration. (The commencement of service may take place earlier, depending on the Supplier's technical integration timeline).

2. REQUIREMENT FOR SUPPLIER ELIGIBLITY

2.1. Valid business registration certificate/operation registration certificate issued by competent authority in accordance with the laws of Supplier's country of operation;

2.2. Commitment not to have any disputes, grievance, conflict of interest or contract breach with VNA that is unresolved;

2.3. Commitment not to be banned from participating in bidding activities according to the Vietnamese Law on Bidding (for Vietnamese suppliers);

2.4. Supplier participate in bidding as an independent bidder.

3. INSTRUCTIONS TO SUPPLIER

3.1. Proposal materials

Proposal package must include:

Docs ID	Documents	References
TL1	Documents to prove Supplier's eligibility, Proposal's eligibility	Section 5.1
TL2	Documents to prove the competence and experience of Supplier	Section 5.2
TL3	Documents to prove the validity of technical evaluation	Section 5.3
TL4	Letter of Offer	BM01
TL5	Letter of Authorization (if any)	BM02
TL6	Price Quotation Table	BM03
TL7	List of similar contracts	BM04
TL8	Commitment Letter on compensation for failure to product/service delivery	BM05
TL9	Supplier's written commitment	BM06
TL10	Supplier's writien commitment on Service Quality	BM07
TL11	Draft of contract	BM08
TL12	Technical solution description	
TL13	Other documents to prove Supplier's eligibility, competence and experience	
TL14	Letter of Discount (if any)	

3.2. Requirement for Price Quotation

3.2.1. Price Quotation

Price shall be quoted as specified in Letter of Offer (BM01) enclosed with Price Quotation Table (BM03), net of discount specified in Letter of Discount.

Quotation Principles:

- A quotation for the item "Transaction processing service."

- A lump-sum quotation for the item "Implementation and integration service with the Supplier's system" (if applicable).

3.2.2. Letter of Discount

In case Supplier submits Letter of Discount before the the Proposal submission deadline, Letter of Discount will be included in the price determination at the first supplier ranking step as describe in Section 4.4 and 4.5.

In case Supplier submits Letter of Discount at the Negotiation step as described in Section 4.6 and Supplier is among 3 highest-ranking Suppliers at the first ranking step, Letter of Discount will be considered as the basis for the service package's price negotiationg and used in the final supplier ranking step.

3.2.3. Price Quotation Table

Price Quotation Table must follow guidelines in BM03, signed by Supplier's legal representative/authorized person, include all price components (taxes and fees included).

VNA will consider applicable taxes and fees (if any) in the proposal evaluation process to ensure the accuracy and lawfulness. The selected Supplier must be responsibe for all taxes and fees imposed by applicable law.

3.2.4. Currency of Price Quotation: USD, VND. Currency of evaluation: VND.

3.2.5. Payment condition requirement

- Implementation fee (if any): VNA shall make total payment of implementation fee via bank transfer after project sign-off.
- Ongoing fee: Payment shall be made monthly, on the 20th day of the following month, by bank transfer.

3.3. RFP clarification

In case of RFP clarification, Supplier must send a written request for clarification and make sure that VNA receives it no later than five (05) days prior to the Proposal submission deadline described in Section 3.4. VNA will send a response to all Suppliers via email/written document. If the clarification results in RFP amendment, VNA shall send the revised RFP to all Suppliers no later than three (03) days prior to the Proposal submission deadline.

Language of RFP is Vietnamese and English. In case of conflict between the Vietnamese and English versions, the Vietnamese version shall take precedence.

3.4. Proposal submission deadline

3.4.1. Proposal submission deadline and Proposal's validity

- Proposal submission deadline: Before 14:00 PM (Hanoi time) dated 13rd November 2025. No late Proposal shall be accepted.
- Proposal's validity: 120 days since Proposal submission deadline.

3.4.2. Proposal specifications

01 hard copy (hand-delivery) OR 01 soft copy (scanned version of the original Proposal) via email. Proposal must have signature of Supplier's legal representative/authorized person. Letter of Authorization must follow TL05 in Section 3.1.

3.4.3. Language of Proposal: Vietnamese or English.

3.4.4. Proposal submission method

Supplier could choose one of the following methods:

3.4.4.1. Delivered by hand or through courier mail to:

- *Marketing and Sales Department – Vietnam Airlines JSC.*
  Address: 4th floor, VN1 building, 200 Nguyen Son street, Bo De Ward, Hanoi City, Vietnam.
- *Contact:* Mrs. Pham Thi Nguyet at nguyetpt@vietnamairlines.com or (+84) 0987576345 and Mr. Nguyen Tat Dat at datnt@vietnamairlines.com or (+84) 0936343836 and Mrs. Vu Thi Thu Huyen at huyenvtt@vietnamairlines.com or (+84) 0989935384.

3.4.4.2 Via email:

- *Email:* nguyetpt@vietnamairlines.com and huyenvtt@vietnamairlines.com;
- *Contact:* Mrs. Pham Thi Nguyet at nguyetpt@vietnamairlines.com or (+84) 0987576345 and Mrs. Mr. Nguyen Tat Dat at datnt@vietnamairlines.com or (+84) 0936343836 and Mrs. Vu Thi Thu Huyen at huyenvtt@vietnamairlines.com or (+84) 0989935384.
- *Subject: Company submit proposal for service package "Provision of International Payment Gateway Services for the period from May 2026 to April 2029"*

Email attachment size must be less than 20 MB per mail. Supplier could send multiple emails in case email attachment size is greater than 20MB.

If Proposal is submitted using both methods above and arrives before Proposal submission deadline, the lastest one will be used for proposal evaluation.

3.5. Proposal clarification

During proposal evaluation process, VNA may request Supplier for Proposal clarification and document supplementation, provided that this clarification does not change the basic content of the submitted Proposal and Price Quotation.

Documents not allowed to be supplemented: Letter of Offer; Price Quotation Table.

Documents allowed to be supplemented: Operation Registration Certificate/ Business Registration Certificate; Authorization Letter (A general authorization document issued by the Supplier's management is accepted; but the case-specific Power of Attorney shall not be accepted); Commitment Letter(s), documents to prove Supplier's eligibility, competence, experience and technical requirements.

If needed, VNA may request Supplier to extend the Proposal's validity. The Proposal shall not be evaluated in following steps if Supplier denies to extend the Proposal's validity.

Method of Proposal clarification: VNA invites Supplier for a direct meeting at VNA's location or VNA sends email/written document and Supplier responds in a similar method. Clarified contents in writing are considered as part of the

Proposal. After the clarification response deadline as required by VNA, if VNA does not receive Supplier's clarification, VNA shall rely on submitted Proposal to evaluate.

3.6. Proposal evaluation

A six-stage procedure shall be adopted in evaluating the Proposals, detailed as described in Section 4, including:

- Evaluating Proposal's eligibility
- Evaluating the competence and experience of Supplier
- Evaluating Supplier's solution for VNA's technical requirements
- Financial evaluation
- Ranking Suppliers
- Proposal negotiation and re-ranking Suppliers.

In case Supplier submits Proposal for multiple components, Supplier's eligibility, Proposal's eligibility and Supplier's competence and experience shall be evaluated as a whole, whereas technical requirements and Evaluation score shall be evaluated for each component of the package. Supplier must meet specific technical requirements of each component for every component submitted.

3.7. Proposal negotiation

Suppliers whose Proposals meet the following requirements are going to be invited for negotiation:
(i) Validity of the Proposal
(ii) Competence and Experience
(iii) Compliance with Technical Requirements
(iv) The proposed price must be less than or equal to the planned price.

In case there are 3 or more Suppliers satisfying the RFP's requirements, VNA shall negotiate with the 3-highest ranking Suppliers. In case there are less than 3 Supplier satisfying the RFP's requirements, VNA shall negotiate with all Suppliers.

Form of Negotiation: Negotiation shall be conducted either directly (in person) or indirectly via email. In case of email negotiation, the Supplier shall send the Negotiation Document to the following email addresses: nguyetpt@vietnamairlines.com ; datnt@vietnamairlines.com ; huyenvtt@vietnamairlines.com. Any negotiation document submitted after the specified deadline shall not be opened or considered for evaluation.

3.8. Supplier selection criteria

The Supplier shall be selected for contract negotiation if the following criteria are satisfied:

- Meeting the requirements for Supplier's eligibility and Proposal's eligibility
- Meeting the requirements for Supplier's competence and experience
- Meeting the technical requirements

– Being the 1st ranking Supplier after negotiation and approved by VNA's competent authorities.

3.9. Announcement of result to Supplier

– After having the approved decision of selected Supplier, VNA will send a written notification (by email or courrier) to all Suppliers who submitted Proposals. Notification to the selected Supplier will include the time and venue for contract negotiation.

– VNA reserves the right to accept or reject any Proposal and to annul the selection process and reject all Proposals at any time prior to contract award, without hereby incurring any liability to affected Suppliers. VNA shall send a written notification to Suppliers in such case.

3.10. Information confidentiality

The RFP, Proposal and Evaluation of proposal information are confidential information and Suppliers are not allowed to disclose such information to any person that is not relevant to the RFP processing. In any cases, it is not permitted to disclose the RFP and Proposal to other Supplier(s).

4. PROPOSAL EVALUATION PROCEDURE

The evaluation of the Proposal is performed in the following order:

4.1. Evaluating Proposal's eligibility

Evaluating the eligibility of Supplier and Proposal will follow the criteria of Supplier and Proposal requirement described in Section 5.1.

Proposal will be rejected if any criterion is not met. Proposal satisfying all of the above requirements will be evaluated for Supplier's competence and experience in Section 5.2.

4.2. Evaluating Supplier's competence and experience

Evaluating Supplier's competence and experience will follow the criteria of Supplier's competence and experience described in Section 5.2.

Proposal will be rejected if any criterion is not met. Proposal satisfying all of the above requirements will be evaluated for technical solution in Section 5.3.

4.3. Evaluating technical solution

Evaluating Supplier's technical solution will follow the criteria of technical requirement described in Section 5.3. Proposal satisfying all of the above requirements will be assessed at financial evaluation round.

4.4. Financial evaluation

4.4.1. **Step 1**. Determine Price Quotation – BM03

4.4.2. **Step 2**. Arithmetical error correction will follow these steps:

– Arithmetical errors:

Arithmetical errors include errors due to incorrect addition, subtraction, multiplication and division when calculating Price Quotation. If there is a discrepancy between the unit price and the total price, the unit price shall prevail and the total price shall be corrected. In case the Supplier inserted no value or inserted "0" in the columns "unit price" and "total price", the Supplier

shall be considered allocating the price of this work item to another work item of the procurement, the Supplier shall be responsible for performing these work items in conformity with the RFP' requirements without any payment from VNA during the contract performance.

– Other errors:

+ If a total price is fully filled but the equivalent unit price is left blank, the unit price shall be determined by dividing the total price by the quantity; if a unit price is fully filled but the equivalent total price is left blank, the total price shall be determined by multiplying the unit price and the quantity; if a unit price and the equivalent total are fully filled but the equivalent quantity is left blank, the quantity shall be determined by dividing the total price by the unit price. If the additional quantity determined above is different from the equivalent quantity mentioned in the RFP, such discrepancy shall be the deviation related to service scope which shall be adjusted as described in the Step 3;

+ Physical unit errors: correct units in conformity with the RFP requirements;

+ Unit errors: using "." (stop) instead of "," (comma) and vice versa in conformity with the Vietnamese unit. If VNA believes that the stops and commas in the unit price are put in wrong position, the total price shall prevail and the unit price shall be corrected.

+ If there is an error in a total price corresponding to the addition of subtotals, the subtotals shall prevail and the total price shall be corrected;

+ If there is a discrepancy between amount in words and figures, the amount in words shall prevail, and the amount in figures shall be corrected. If the amount in words is related to arithmetic error, the amount in figures described in this Section shall prevail.

4.4.3. **Step 3**. Adjustment of deviation:

– In case the Price Proposal does not include applicable taxes and fees, Vietnam Airlines shall, at its discretion, calculate and include such taxes and fees in the evaluation process to ensure accuracy and completeness.

– In case the Supplier submits a Discount Letter, any correction of errors and adjustment of discrepancies shall be made based on the quoted price before deducting the discount value. The percentage (%) of underestimation or discrepancy shall be determined based on the price stated in the original Price Quotation Form.

4.4.4. **Step 4**. Determine the Offer price after error correction and adjustment of deviation and minus (-) discount (if any): **(A)**.

Discount: including fix amount or percentage discount of implementation fee OR ongoing fee; Or other discount that could be convert to the money.

4.4.5. **Step 5**. Determine the Evaluation score (G): VNA shall calculate the Evaluation score for each component separately and evaluate all possible

4	Total fee (Withholding tax included)	(1) + (2) + (3)	

4.6. Proposal negotiation and re-ranking Supplier

Base on the list of Suppliers satisfying requirements of RFP, VNA will negotiate with Suppliers following instruction in Section 3.7.

Supplier negotiation is performed based on the following documents:

– Proposal and all clarification documents (if any) of the Supplier.

– RFP, including the draft contract. The draft contract is an inseparable part of the Proposal in order to negotiate and contract between VNA and selected Supplier.

The negotiation process includes price, technical and commercial conditions.

VNA shall re-rank the vendors based on the outcomes of the negotiations. In the event that two or more vendors have identical evaluated prices after negotiation, the vendor offering more advantageous commercial terms shall be assigned a higher ranking.

5. SUPPLIER EVALUATION CRITERIA

5.1. Criteria for evaluating Supplier's eligibility and Proposal's eligibility

No	Requirements	Satisfaction level		Evaluation Documents
		Satisfied	Not Satisfied	
1.	Proposal is submitted before Proposal submission deadline	Satisfied	Not Satisfied	Proposal submission deadline as described in Section 3.4
2.	Proposal is signed by the legal representative of Supplier (or authorized person with valid Letter of Authorization)	Satisfied	Not Satisfied	Letter of Offer and Letter of Authorization (if any)
3.	Requirement for Supplier's eligibility to participate in the RFP	Join as an independent	Join as a joint venture	Proposal
4.	The supplier commit to not involved in any disputes, complaints, conflicts of interest, or contractual violations with the Corporation (VNA), and is not prohibited from participating in bidding activities in accordance with the Law on Bidding.	Satisfied	Not Satisfied	A written commitment using Form BM06
5.	Currency of Price Quotation: USD or VND	Satisfied	Not Satisfied	Letter of Offer, Price Quotation Table
6.	Language of Proposal:	Satisfied	Not	Proposal

combination options of the Proposal (in case Supplier offers multiples components).

$$G = G1 + G2 + G3 + G4 - G5$$

Where:

+ **G1:** Payment service fees paid by VNA to the Supplier during the contract period

  G1 = ∑ (Unit price by transaction value × total transaction value + *Unit price by month/quarter/year × total number of months/quarters/years during the contract period*) as quoted by the Supplier in Section 1.1 of Form BM03.

+ **G2**: The implementation/connection fee with the Supplier's system as quoted by the Supplier in Section 1.2 of Form BM03.

+ **G3:** Cost incurred by VNA payable to Amadeus when using Suppler's service

  G3 = 82.688 USD in case the Supplier is not currently providing international card payment gateway service on VNA's ecommerce channels.

  G3 = 0 USD in case the Supplier is currently providing international card payment gateway service on VNA's ecommerce channels.

  Note: The internal card payment gateway service provider on VNA's e-commerce channel is Adyen.

+ **G4:** Cost incurred by VNA payable to VNA's acquirer when using Supplier's service

  G4 = 356.463 USD in the case where the Supplier does not provide acquiring service for VNA's e-commerce channel.

  G4 = 0 USD in the case where the Supplier provide acquiring service for VNA's e-commerce channel.

  Note: the vendors currently providing acquiring service for VNA's e-commerce channel are Adyen and Vietcombank (VCB).

+ **G5**: The discount or sponsorship value offered by the Supplier in Section 2 of Form BM03.

  Exchange rate USD/VND = 25.750.

4.5. Ranking Supplier

The Proposal having the lowest Evaluation score (G), with the lowest value of (G1+G2-G5+ Withholding tax) not exceeding VNA's procurement package price shall be ranked first. In case there are more than one Supplier having the same Evaluation score (G), the Supplier having better commercial condition will be ranked higher.

Withholding tax will be calculated as per below formula:

No	Content	Formula
1	Taxable value	G1+G2-G5
2	Withholding tax - CIT	((1) / (100%-5%)) x 5 %
3	Withholding tax - VAT	((1) + CIT) / (100%- 5%) x 5 %

No	Requirements	Satisfaction level		Evaluation Documents
		Satisfied	Not Satisfied	
	Vietnamese or English In case Proposal's language include both Vietnamese and English, the Vietnamese version shall prevail		Satisfied	
7.	The validity of Proposal according to subsection 3.4.1	≥ 120 days	< 120 days	Letter of Offer
8.	Operation Registration Certificate or Business Registration Certificate	Yes	No	Copy of Operation Registration Certificate/Business Registration Certificate issued by competent authority in the country where Supplier operates

Supplier is evaluated as "Satisfied" provided that they satisfy all of the above requirements.

5.2. Criteria for evaluating Supplier's competence and experience

No	Requirements	Satisfaction level		Evaluation Documents
		Satisfied	Not Satisfied	
1.	Supplier is experienced in delivering payment gateway services supporting international card payments and various local payment methods (such as MoMo, KCP, Alipay, WeChat Pay, UnionPay, Sofort, and Konbini) for airlines across the globe.	Yes	No	Suppliers shall submit a report on similar contracts using the form provided in (BM04), along with copies of the corresponding contracts. In which, at least one airline of a size comparable to Vietnam Airlines, with an annual passenger throughput exceeding 20 million. In cases where the supplier is unable to provide contract copies due to confidentiality obligations, official confirmation letters from the respective

No	Requirements	Satisfaction level		Evaluation Documents
		Satisfied	Not Satisfied	
				airlines or press release/news may be submitted in lieu of contract copies.
2.	Supplier is capable of delivering an airline-specific fraud monitoring system.	Yes	No	Commitment Letter using BM06; and Technical solution description
3.	Supplier undertakes to comply with the relevant legal requirements and the regulations of the card organizations governing the provision of card transaction processing services, including, but not limited to, compliance with PCI DSS standards.	Yes	No	Technical solution description
4.	Supplier commits to implement service within 05 months since contract's effective date	Commit	Not commit	Commitment Letter using BM05
5.	Supplier commits to providing training and user guidance for the system.	Commit	Not commit	Commitment Letter using BM06
6.	Supplier's financial capability	Total asset $\geq$ 200 million USD and/or Total owner's equity $\geq$ 20 million USD in at least one of the past three years.	Not provide or Total asset $<$ 200 million USD or total owner's equity $<$ 20 million USD in all of the past three years.	Financial statements in 2022, 2023, 2024

Supplier is evaluated as "Qualified" provided that they satisfy all of the above requirements.

5.3. Criteria for technical evaluation

No	Requirements	Satisfaction level		Evaluation Documents
		Satisfied	**Not Satisfied**	
1.	Supplier is required to provide a simulated production-like test environment to facilitate integration testing before the official go-live.	Yes	No	Technical solution description
2.	Procedure of dispute and chargeback handling process is in place, at the highest level of support by Supplier.	Commit	Not commit	Technical solution description
3.	Supplier is capable of providing a technical solution to enable online payment transaction processing for Vietnam Airlines JSC, covering the following payment methods: • International card transactions: Visa, MasterCard, American Express, JCB, UATP, and Diners/Discover cards issued globally; • Local payment methods: UnionPay, Alipay, WeChat Pay, MoMo, NHN KCP, Sofort, and Konbini.	Yes	No	Commitment Letter using BM06; and Technical solution description

No	Requirements	Satisfaction level		Evaluation Documents
		Satisfied	Not Satisfied	
4.	Supplier is capable of providing a technical solution to process payment transactions in various sales currencies, including but not limited to: AUD, CAD, CHF, CNY, DKK, EUR, GBP, HKD, IDR, JPY, KRW, MOP, MYR, NOK, RUB, SEK, SGD, THB, TWD, USD, VND, and AED, INR.	Yes	No	Commitment Letter using BM06; and Technical solution description
5.	The Supplier maintains a 24/7 support unit responsible for receiving and resolving issues related to technical and operational matters.	Yes	No	Technical solution description
6.	Payment reports are automatically generated and transmitted on a daily basis to Vietnam Airlines using SFTP (Secure File Transfer Protocol)	Yes	No	Technical solution description
7.	Functions of back-end portal include: - User access control with role-based permission groups - Real-time monitoring of transactions, reconciliation, and system status via a centralized dashboard - Real-time transaction status updates, including success, failure, refund, etc.	Yes	No	Technical solution description

No	Requirements	Satisfaction level		Evaluation Documents
		Satisfied	Not Satisfied	
	- Automated alerts for errors, failures, or threshold breaches - Report generation for specific time periods - Data retention and searchable transaction history for a minimum of two (02) years - Pay by link; - Webhook function for real-time notification.			
8.	Supplier has an existing API integration with Amadeus in terms of - International card - Alternative form of payments For both sales and refund transactions, including full refunds, partial refunds, and multiple refund processing.	Yes	No	Technical solution description or Amadeus confirmation letter.
9.	The supplier is already connected with collection service providers: - International card transactions: Adyen and MPGS (international cards); - Local payment system transactions: MoMo and NHN KCP.	Yes	No	Technical solution description
10	Supplier commits to maintaining a minimum Service Level Agreement (SLA) performance of 99.5%.	Yes	No	Commitment Letter using BM07

Supplier is evaluated as "Qualified" provided that they satisfy all of the above requirements.

FORMS

LETTER OF OFFER

Location, date

To: Vietnam Airlines JSC
(Hereinafter called VNA)

After reading your Request for Proposal ref. no.............dated........ and its revised versions which we received, we, [name of Supplier]..............., commit to provide you with service package **"Provision of International Payment Gateway Services for the period from May 2026 to April 2029"** subject to the regulations stipulated in your Request for Proposal with the sum of .... [in numbers and letters] together with the attached Price Quotation Table.

In addition, we voluntarily reduce the price discount .... [with fixed amount or percentage discount of implementation fee OR ongoing fee; Or other discount that could be convert to the money] is... *(if any)*

The total Price Quotation after discount is... (taxes and fees exclusive) *(if any)*

If our Proposal is chosen, we commit to supply the goods and services in compliance with terms and conditions agreed in the contract.

Our Proposal is valid within 120 days since 14:00 PM dated 18ᵗʰ November 2025 [*please insert the submission deadline*].

On behalf of

[Please insert your name, title, sign and stamp]

If Supplier's legal representative authorizes his/her sub-level staff to sign this Letter of Offer, he/she must attach Letter of Authorization in accordance with Form 02 hereafter. If Supplier's business regulations and/or Decision of branch establishment and/or other documents authorize sub-level staffs to sign Letter of Offer, Supplier must attach scanned copy of relevant documents (Supplier does not need to issue the Letter of Authorization in accordance with Form 2 hereafter). Before signing the contract, the selcted Supplier must submit to VNA the certified copy of these documents. If the initial declaration of information is deemed inaccurate, Supplier shall be considered as violating Clause 2, Article 12 of the Bidding Law and be handled according to Vietnam's regulations.

LETTER OF AUTHORIZATION[1]

Today, [date], in [City]

I am _____ [name, identity number or passport number, title of Supplier's legal representative], the legal representative of _____ [Supplier's name], whose registered office at _____ [address], officially authorize _____ [name, identity number or passport number, title of the authorized person] in written to implement the following tasks in the Response to RFP for VNA's procurement package:

    [- To sign the Letter of Offer;

    - To sign written documents to make a business deal with VNA in the bidding process including other clarification and explanation writings of the Proposal;

    - To participate in negotiating and completing contract;

    - To sign the contract with VNA if being chosen.][2]

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

This letter will be valid from ____ [date] to ____ [Date] (3). This letter of authorization is published in [number] ____ copies with the same legal value, the authorizer keeps [number] ____ copies, the authorized person keeps [number] ____ copies.

    The authorized person   **The authorizer**

(Insert name, title, sign and stamp (if any))   (Insert name of Supplier's legal representative, title, sign and stamp (if any))

Note:

    (1) In case of authorization, the Supplier sends the original Letter of Authorization (in case of submitting Proposal directly or by courier) or the scanned one (in case of submitting by email) to VNA along with the Letter of Offer.

    (2) The scope of authorization is decided by the authorizer, including one or some above listed jobs.

    (3) Insert the effective and expiry date of the validity of Letter of Authorization suitable to the bidding process.

PRICE QUOTATION TABLE

1. Service Scope

Provision of International Payment Gateway Services for the period from May 2026 to April 2029. The estimated transaction volume and value of Vietnam Airlines during the service period are as follows

	8M/2026	2027	2028	4M/2029	(May2026 – April 2029)
Transaction Value – Online *(billion VND)*	17,869	30,826	35,893	14,233	98,821
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Assumption: The average monthly number of transactions in a given year is calculated by dividing the total annual number of transactions by the actual number of months of contract implementation in the specified time frame.

1.1. Unit price table for transaction processing service (taxes and fees excluded)

No	Type	Quoted fee
a.	Transaction processing fee	
b.	Other quoted fees (if any)	

1.2. System implementation/connection servicce fee with the Supplier (if any).

1.3. Total price proposal included withholding tax

No		Total
1	Total price proposal (excluded withholding tax) = (1.1) + (1.2)	
1.1	Transaction processing fee (excluded withholding tax)	
1.2	System implementation/connection fee with the Supplier (excluded withholding tax)	
2	Withholding tax = (2.1) + (2.2) (*)	
2.1	Withholding tax CIT = (1) /(100%-5%) x 5 %	

2.2	Withholding tax VAT=((1) + CIT) / (100%- 5%) x 5 %	
3	Total price proposal included withholding tax = **(1)** + **(2)**	

Notes:

(1.1) Apply the formula for calculating G1 as specified in Section 4.4.5 of the Request for Proposal (RFP).

(*) The withholding tax in this section is paid on behalf of the supplier by VNA. In cases where the supplier is unable to determine the withholding tax for the service package, VNA will determine the withholding tax in order to calculate the total value of the service package, inclusive of the withholding tax.

2. Discount offer (if any).
3. Price Quotation Table's validity is 120 days from 14:00 PM dated 18th November 2025.

Date ..... Month ...... Year ....
Representative of Supplier
[Insert name, title, sign and stamp (if any)]

REPORT ON SIMILAR CONTRACTS PERFORMED BY SUPPLIER

Supplier:......................

No	Client	Service delivery	Contract Duration (from..to..)	Name and address of client for clarification and reference	Is an Airline (Yes/No)
1					
2					
3					

Date ..... Month ...... Year ....

Representative of Supplier

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

COMMITMENT LETTER ON COMPENSATION FOR FAILURE TO DELIVER BY SUPPLIER

In the event that the service is not implemented in accordance with the supplier's commitment due to the supplier's fault, the supplier agrees to:

Pay a penalty for delay equivalent to 8% of the payment cost, calculated based on the fee rate specified in the contract between VNA and the supplier, multiplied by the number of transactions or the transaction value processed through the payment method provided by the supplier during the delayed period as committed.

Date ..... Month ...... Year ....
Representative of Supplier
[Insert name, title, sign and stamp (if any)]

SUPPLIER'S WRITTEN COMMITMENT

Supplier name: ....

After reading your Request for Proposal "Provision of International Payment Gateway Services for the period from May 2026 to April 2029", we commit:

1	We have no dispute with VNA that have not been solved until the time of Proposal submission	☐
2	We are not banned from participating in bidding activities according to the Vietnamese Law on Bidding (for Vietnamese suppliers);	☐
3	Supplier commits to providing training and user guidance for the system.	☐
4	Supplier is capable of delivering an airline-specific fraud monitoring system.	☐
5	Supplier is capable of providing a technical solution to enable online payment transaction processing for Vietnam Airlines JSC, covering the following payment methods: • International card transactions: Visa, MasterCard, American Express, JCB, UATP, and Diners/Discover cards issued globally; • Local payment methods: UnionPay, Alipay, WeChat Pay, MoMo, NHN KCP, Sofort, and Konbini.	☐
6	Supplier is capable of providing a technical solution to process payment transactions in various sales currencies, including but not limited to: AUD, CAD, CHF, CNY, DKK, EUR, GBP, HKD, IDR, JPY, KRW, MOP, MYR, NOK, RUB, SEK, SGD, THB, TWD, USD, VND, and AED.	☐

Date ..... Month ...... Year ....
Representative of Supplier
[Insert name, title, sign and stamp (if any)]

SUPPLIER'S COMMITMENT ON SERVICE QUALITY

Supplier's Name: ....

After thoroughly reviewing the Request for Proposal (RFP) for the service package **"International Payment Gateway Services for the period from May 2026 to April 2029"**, and based on the products and solutions offered to the Corporation, we hereby commit to ensuring a **minimum Service Level Agreement (SLA) quality of 99.5%.**

Date ..... Month ...... Year ....

Representative of Supplier

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

DRAFT CONTRACT
The draft contract which form part of the tender package shall be the basis for any contract between Vietnam Airlines and the selected Tenderer. The details of terms and conditions shall be discussed and agreed by both contracting parties.

MERCHANT/MASTER AGREEMENT

This Agreement is entered into as of [date], between:

Name of Supplier: ....represented by: ....

VIETNAM AIRLINES JSC, a company organized and existing under the laws of Vietnam, which has headquarter at 200 Nguyen Son, Bo De Ward, Hanoi City, Vietnam ('**MERCHANT**'), represented by: ....

(name of supplier) and **MERCHANT** being referred to herein collectively as '**the Parties**' and individually as '**Party**'.

Preamble

WHEREAS, Supplier desires to provide the Services on the terms and conditions set forth herein.

NOW, THEREFORE, in consideration of the foregoing and the mutual promises set forth herein and intending to be legally bound, the Parties agree as follows:

Article 1. Definitions

Whenever used herein, the following words and expressions should be construed as defined below and, in the text, hereof they are capitalized in order to emphasize that they are defined in this **Error! Reference source not found.**:

1.1. **Agreement** means this Agreement including all Appendices.

1.2. **Agreement Effective Date**

1.3. **Agreement Signing Date** means the last date when both Parties signed the Agreement.

1.4. **Appendix** means any document incorporated herein, listed later in this document in the **Error! Reference source not found.**.

Article 2. Scope of Service

Article 3. Terms and Conditions

Article 4. The Parties' obligations

Article 5. Remuneration, Taxes and payment for the Services

Article 6. Integration

Article 7. Transaction processing, Chargeback processing

Article 8. Term and Termination

Article 9. Confidentiality of Information

Article 10. Customer Support

Article 11. Service Level Agreement

Article 12. Liability, Indemnification and Fines

Article 13. Dispute Resolution

Article 14. Governing Law and Jurisdiction

Article 15. Notices

Article 16. Marketing

Article 17. Micellaneaous

17.1. This Agreement is the entire agreement between the Parties and there are no terms and conditions, either oral or written, other than those included herein.

17.2. This Agreement and any legal matters that may arise out of or in connection with this Agreement shall be subject to and construed exclusively in accordance with the laws of Singapore. All disputes arising out of or in connection with this Agreement shall be finally settled under the Rules of Arbitration of the Singapore International Arbitration Centre ("SIAC"). The resolution of the arbitration shall be final and binding on the Parties and may be entered and enforced in any court of competent jurisdiction.

17.3. The Agreement and its Appendixes constitutes the entire Agreement between the Parties.

In the event of conflict or inconsistency between the terms and conditions of the Agreement, any appendixes, any other document incorporated upon the Agreement, then such conflict will be resolved by giving precedence to such different parts of this Agreement.

Article 19. List of Appendices

Signed on behalf of MERCHANT	**Signed on behalf of SUPPLIER**
Name:	Name:
Title:	Title:
Signature: _____	Signature:_____