

REQUEST FOR PROPOSAL

Package: Merchant Acquiring Service for Visa, Mastercard payment transactions on BSP/ARC channel from April 2026 to March 2029

Purchaser: Vietnam Airlines JSC

Hanoi, *26/04* 2026
ON BEHALF OF CEO
DEPUTY DIRECTOR OF
FINANCE AND ACCOUNTING DEPARTMENT

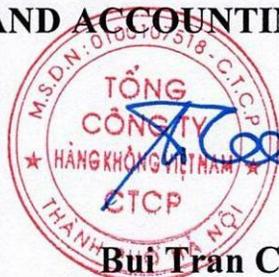
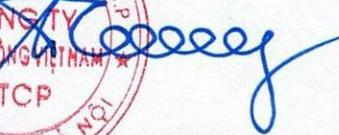


Bui Tran Cuong

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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.	VND	Vietnam Dong
5.	USD	US Dollar
6.	SLA	Service Level Agreement
7.	BSP	Billing and Settlement Plan
8.	ARC	Airlines Reporting Corporation

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 “Merchant Acquiring Service for Visa, Mastercard payment transactions on BSP/ARC channel from April 2026 to March 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 service described in the RFP documentation.

Proposal must be delivered in either method listed below:

1. Hand-delivery

- Proposal submission deadline: 04:00 PM (Hanoi time) on 05 February 2026;
- Place of receipt: Vietnam Airlines JSC, 200 Nguyen Son Street, Bo De Ward, Hanoi City, Vietnam.
- Contact point: Mr. Huynh Thai An at anht@vietnamairlines.com or (+84) 856508199 and Ms. Tran Huong Lien at lienth@vietnamairlines.com or (+84) 919393488.

2. Via email

- Proposal submission deadline: 04:00 PM (Hanoi time) on 05 February 2026;
- Form of receipt: Service Provider/Supplier sends email(s) with attachment which is the scanned version of the original Proposal to: anht@vietnamairlines.com and lienth@vietnamairlines.com with Subject/title "Company ... submits Proposal for service package “Merchant Acquiring Service for Visa, Mastercard payment transactions on BSP/ARC channel from April 2026 to March 2029”. Email attachment size must be < 20 MB per mail.
- Contact point: Mr. Huynh Thai An at anht@vietnamairlines.com or (+84) 856508199 and Ms. Tran Huong Lien at lienth@vietnamairlines.com or (+84) 919393488.
- Thank you and we look forward to hearing from you!

Best regards,



Bui Tran Cuong
Deputy Director
Finance and Accounting Department

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GENERAL REQUIREMENT FOR PRODUCT/SERVICE SCOPE

1.1. Name and quantity of product/service

1.1.1. Product/service name

Merchant Acquiring Service for Visa, Mastercard payment transactions on BSP/ARC channel from April 2026 to March 2029.

1.1.2. Product/service category

Merchant Acquiring service for Visa, Mastercard payment transactions on BSP/ARC channel for Vietnam Airlines, including: Europe (France, Germany, Italy, Austria, Belgium, Sweden, Slovakia, Hungary, Netherlands, Czech Republic, Norway, Portugal, Finland, Greece, Poland, Ireland, Spain, Denmark, Switzerland), United States of America, United Kingdom, Canada, Australia, Singapore, Hongkong, New Zealand, Malaysia, Taiwan.

1.2. Requirement for product/service

Detailed technical requirements are described in Section 5.3.

1.3. Contract period

- Implementation requirement: within 02 months from contract's effective date.
- Service provision period: 36 months, tentative start date from April 2026.

2. REQUIREMENT FOR SUPPLIER ELIGIBILITY

- 2.1. Valid business registration certificate/operation registration certificate issued by competent authority in accordance with the laws of Supplier's country of operation in which nature of business suits procurement package's service;
- 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 (Supplier's internal	BM02

Docs ID	Documents	References
	Power of Attorney is acceptable – if any)	
TL6	Price Quotation Table	BM03
TL7	List of similar contracts	BM04
TL8	Supplier's written commitment	BM05
TL9	Draft of contract	BM06
TL10	Technical solution description	
TL11	Other documents to prove Supplier's eligibility, competence and experience	
TL12	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 (if any). Quotation Principles: Acquiring fee to be quoted in either blended rate model or Interchange++ model.

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 the 3 highest-ranking Suppliers at the first ranking step, Letter of Discount will be considered as the basis for the service package's price negotiation and used in the final 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 excluded).

3.2.4. Currency of Price Quotation: VND or USD or other currency. Currency of evaluation: USD. Currency conversion: to compare the Proposals, VNA will use the currency conversion rate listed in Appendix 1.

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: monthly payment from VNA on 20th in the following month via bank transfer (in case Supplier settles 100% of acquired funds to VNA), or to be offset in the acquired amount prior to Supplier's payout to VNA.

3.3. RFP clarification

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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. A response shall be sent to all Suppliers via email/written document and updated on VNA website no later than three (03) days prior to the Proposal submission deadline. 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 04:00 PM (Hanoi time) dated 05 February 2026. No late Proposal shall be accepted.
- Proposal's validity: 90 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:

- *Finance and Accounting Department – Vietnam Airlines JSC.*
Address: 5th floor, VN1 building, 200 Nguyen Son street, Bo De Ward, Hanoi City, Vietnam.
- *Contact: Mr. Huynh Thai An at anht@vietnamairlines.com or (+84) 856508199 and Ms. Tran Huong Lien at lienth@vietnamairlines.com or (+84) 919393488.*

3.4.4.2 Via email:

- *Email: anht@vietnamairlines.com and lienth@vietnamairlines.com;*
- *Contact: Mr. Huynh Thai An at anht@vietnamairlines.com or (+84) 856508199 and Ms. Tran Huong Lien at lienth@vietnamairlines.com or (+84) 919393488.*
- *Subject: Company ... submits proposal for service package "Merchant Acquiring Service for Visa, Mastercard payment transactions on BSP/ARC channel from April 2026 to March 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 (Supplier is allowed to supplement technical description of the solution submitted in the Proposal, not allowed to supplement technical solution to replace one submitted in the Proposal).

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

An assessment 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
- Evaluation score calculation
- Ranking Suppliers
- Proposal negotiation and re-ranking Suppliers.

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) Satisfy the Technical Requirements
- (iv) The proposed price must be less than or equal to the procurement package's planned price.

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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.

3.8. 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: anht@vietnamairlines.com and lienth@vietnamairlines.com. Any negotiation document submitted after the specified deadline shall not be opened or considered for evaluation.

3.9. 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
- Having the lowest Evaluation score after (i) error correction, adjustment of deviation, minus discount and (ii) negotiation, and proposed price does not exceed the procurement package's planned price.

3.10. Announcement of result to Supplier

- After having the approved decision of selected Supplier, VNA will send a written notification (by email or courier) 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.

3.11. 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 Supplier's 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", Supplier shall be considered allocating the price of this work item to another work item of the procurement, 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;

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- + 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:

- If there is a deficiency in Proposal (deficiency in card types: missing either Visa or MasterCard), the Proposal is deemed to be invalid.
If there is a redundancy in Proposal (redundancy in card types) without an equivalent unit price in Price Offer then the redundancy will not adjust.
- 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):

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

4.4.5. **Step 5.** Determine the Evaluation score (G):

$$G = G1 + G2 + G3 + G4 + G5 - G6$$

Where:

- + **G1:** Payment service fees paid by VNA to the Supplier during the contract period
 $G1 = \sum (\text{Unit price by transaction value} \times \text{total transaction value} + \text{Unit price by month/quarter/year} \times \text{total number of months/quarters/years during the contract period})$ as quoted by the Supplier in Section 1.1 of Form BM03.
- + **G2:** The implementation fee with the Supplier's system as quoted by the Supplier in Section 1.2 of Form BM03.
- + **G3** = $\sum (n \times 0.01\% \times \text{sales volume from April 2026 to March 2029})$ as described in Table 1 of Form BM03.
Where $n = (T+N) - (T+2)$
N is settlement period since transaction date (T+N) as proposed in Section 1.4 of Form BM03
0.01% is daily interest rate
- + **G4:** cost of bank guarantee in case Supplier requests deposit/bank guarantee from VNA
 $G4 = 2\% \times 3 \text{ years} \times \text{bank guarantee/deposit amount}$ as proposed in Section 1.5 of Form BM03
2% p.a. is VNA's cost of issuing bank guarantee.
- + **G5:** The remittance fee that Supplier charges VNA in Section 1.3 of Form BM03.
- + **G6:** The discount or sponsorship value offered by the Supplier in Section 2 of Form BM03.

4.5. Determining the Evaluation score and ranking Supplier

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The Proposal having the lowest Evaluation score (G), with the lowest value of (G1+G2+G5-G6) 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.

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 Suppliers based on the outcomes of the negotiations, Supplier with the lowest Evaluated price after negotiate shall be ranked first. 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 package
4.	Supplier commits 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 BM05

No	Requirements	Satisfaction level		Evaluation Documents
		Satisfied	Not Satisfied	
5.	Supplier's Price Quotation Table include both Visa and MasterCard	Satisfied	Not Satisfied	Price Quotation Table
6.	Currency of Price Quotation: VND or USD or ther currency in Appendix 1	Satisfied	Not Satisfied	Letter of Offer, Price Quotation Table
7.	Language of Proposal: Vietnamese or English In case Proposal's language include both Vietnamese and English, the Vietnamese version shall prevail	Satisfied	Not Satisfied	Proposal package
8.	The validity of Proposal according to subsection 3.4.1	≥ 90 days	< 90 days	Letter of Offer
9.	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 providing card acquiring service for airline and travel industry	Yes	No	Suppliers shall submit a report on similar contracts using Form 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.

No	Requirements	Satisfaction level		Evaluation Documents
		Satisfied	Not Satisfied	
				In cases where the supplier is unable to provide contract copies due to confidentiality obligations, official confirmation letters from the respective airlines or press release/news may be submitted in lieu of contract copies.
2.	Supplier is capable to provide card acquiring service for Visa, MasterCard payment transaction globally	Yes	No	Supporting document, 1 of the following documents: <ul style="list-style-type: none"> - Certificate of card acquiring service provider, issued by competent authority in the country where Supplier operates; - Confirmation of Card Schemes; - Similar contract list and/or letter of confirmation by an airline merchant who is using the service.
3.	Supplier commits to safeguard acquired funds by using appropriate method as required by local regulatory requirements	Yes	No	Document describing Supplier's safeguarding manners and commitment as provided in Article 12 of the draft contract
4.	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	Yes	No	Technical solution description

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No	Requirements	Satisfaction level		Evaluation Documents
		Satisfied	Not Satisfied	
	limited to, compliance with PCI DSS standards			
5.	Supplier commits to implement service within 02 months since contract's effective date	Commit	Not commit	Commitment Letter using BM05
6.	Supplier commits to provide guidance and user training for the back-end portal	Commit	Not commit	Commitment Letter using BM05
7.	Supplier's financial capability: Total asset \geq 1 billion USD and/or Total owner's equity > 100 million USD in each year during the period from 2022-2024	Yes	No	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 has available and ready connection to Accelya to receive data file of Visa, MasterCard payment transactions	Yes	No	Technical solution description
2.	Supplier is capable of processing Visa, MasterCard payment transactions: - Sales currencies: USD, AUD, EUR, GBP, JPY, SGD, CAD, CHF, CZK, DKK, HKD, HUF, MYR, NOK, NZD, PLN, SEK, TWD. - Settlement currencies: USD, AUD, EUR, GBP, JPY, HKD, SGD, MYR, TWD.	Yes	No	Technical solution description

No	Requirements	Satisfaction level		Evaluation Documents
		Satisfied	Not Satisfied	
3.	Supplier remits/settles to VNA on a daily basis	Yes	No	Commitment Letter using BM05
4.	Payment reports are automatically generated and transmitted on a daily basis to VNA via SFTP (Secure File Transfer Protocol)	Yes	No	Technical solution description
5.	Functions of back-end portal include: <ul style="list-style-type: none"> - User access control with role-based permission groups - Real-time transaction status updates, including success, failure, refund, etc. - Report generation for specific time periods - Data retention and searchable transaction history for at least 02 years 	Yes	No	Technical solution description
6.	Procedure of dispute and chargeback handling process is in place, at the highest level of support by Supplier	Commit	Not commit	Technical solution description
7.	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

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



APPENDIX 1 – CURRENCY CONVERSION RATE

Currency	Exchange rate to USD	Exchange rate to VND
EUR	0.86	31511
JPY	156.71	173
AUD	1.53	17712
KRW	1,496.00	18.12
TWD	30.95	875
MYR	4.05	6691
SGD	1.28	21172
THB	31.37	864
CNY	7.16	3785
PHP	58.06	467
IDR	16,863.00	1.61
GBP	0.75	36135
HKD	7.77	3488
CAD	1.39	19496
RUB	77.38	350
AED	3.67	7385
CHF	0.78	34744
DKK	6.36	4261
HUF	333.00	82
NOK	10.27	2638
PLN	3.50	7743
SEK	9.41	2880
LAK	23,199.00	1.17
KHR	3,917.00	7
CZK	20.84	1301
INR	89.66	302
SAR	3.75	7227
KWD	0.31	87419
NPR	141.09	192
VND	27,100.00	1

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FORMS

Form 1 (BM01)

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 **“Merchant Acquiring Service for Visa, Mastercard payment transactions on BSP/ARC channel from April 2026 to March 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 [hour, date] [*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.*

Full

PRICE QUOTATION TABLE

1. Service Scope

Merchant Acquiring Service for Visa, Mastercard payment transactions on BSP/ARC channel from April 2026 to March 2029. The estimated sales revenue and transaction volume is as below:

Table 1: Sales revenue, transaction volume of Visa, MasterCard payment transactions on BSP/ARC channel

No	Market	Sales revenue (USD)	Market per total sales revenue	MasterCard	Visa	Transaction volume
1	US	169,737,628.24	25%	47,517,614.83	122,220,013.40	324,997
	<i>First year</i>	52,411,352.02		14,672,423.93	37,738,928.09	93,447
	<i>Second year</i>	56,429,229.83		15,797,218.54	40,632,011.29	111,366
	<i>Third year</i>	60,897,046.38		17,047,972.36	43,849,074.02	120,184
2	Europe	215,594,431.06	32%	198,705,758.94	16,888,672.12	412,799
	<i>First year</i>	66,570,952.69		61,356,091.68	5,214,861.01	118,692
	<i>Second year</i>	71,674,311.86		66,059,677.26	5,614,634.60	141,453
	<i>Third year</i>	77,349,166.51		71,289,990.00	6,059,176.51	152,654
3	Japan	113,024,683.51	16.93%	91,944,127.07	21,080,556.44	216,409
	<i>First year</i>	34,899,606.74		28,390,381.44	6,509,225.30	62,224
	<i>Second year</i>	37,575,026.29		30,566,800.85	7,008,225.44	74,157
	<i>Third year</i>	40,550,050.49		32,986,944.79	7,563,105.70	80,028
4	UK	65,896,625.70	9.87%	63,100,406.68	2,796,219.02	126,172
	<i>First year</i>	20,347,469.69		19,484,057.02	863,412.67	36,278
	<i>Second year</i>	21,907,315.87		20,977,713.59	929,602.28	43,235
	<i>Third year</i>	23,641,840.14		22,638,636.07	1,003,204.07	46,659
5	Canada	63,648,799.95	9.54%	58,861,213.64	4,787,586.30	121,868
	<i>First year</i>	19,653,389.14		18,175,084.81	1,478,304.33	35,041
	<i>Second year</i>	21,160,026.79		19,568,394.98	1,591,631.81	41,760
	<i>Third year</i>	22,835,384.02		21,117,733.85	1,717,650.17	45,067
6	Australia	26,500,982.44	3.97%	10,765,688.77	15,735,293.66	50,741
	<i>First year</i>	8,182,937.00		3,324,214.61	4,858,722.39	14,590
	<i>Second year</i>	8,810,244.64		3,579,050.40	5,231,194.24	17,387
	<i>Third year</i>	9,507,800.79		3,862,423.76	5,645,377.03	18,764
7	Singapore	9,722,443.81	1.46%	6,492,715.65	3,229,728.16	18,616
	<i>First year</i>	3,002,082.86		2,004,811.83	997,271.03	5,353
	<i>Second year</i>	3,232,223.89		2,158,501.61	1,073,722.28	6,379
	<i>Third year</i>	3,488,137.06		2,329,402.21	1,158,734.85	6,884
8	Hongkong	3,135,738.71	0.47%	1,854,915.68	1,280,823.03	6,004
	<i>First year</i>	968,249.10		572,758.32	395,490.78	1,726
	<i>Second year</i>	1,042,475.51		616,666.23	425,809.28	2,057
	<i>Third year</i>	1,125,014.10		665,491.13	459,522.97	2,221
9	Others	250,037.81	0.04%	172,861.14	77,176.67	479
Total		667,511,371.22	100%	479,415,302.41	188,096,068.81	1,278,085
	<i>First year</i>	206,113,245.56				356,529

No	Market	Sales revenue (USD)	Market per total sales revenue	MasterCard	Visa	Transaction volume
	Second year	221,913,979.68				424,899
	Third year	239,484,145.98				458,541
	Total (in VND)	18,089,558,159,952		12,992,154,695,220	5,097,403,464,732	

Assumption: The average monthly sales revenue and transaction volume in a given year is calculated by dividing the total annual sales revenue and transaction volume by 12 months.

Table 2: Estimated Interchange fee và Scheme fee based on VNA's data (consumer/commercial, debit/credit) to be used for Evaluation score in subsection 4.4.5

Market	Transaction type (based on acquiring license)	MasterCard			Visa		
		IC (%)	SF (%)	ICSF (%)	IC (%)	SF (%)	ICSF (%)
US	Domestic	2.78%	0.32%	3.11%	2.11%	0.30%	2.41%
US	Cross-border	1.82%	1.08%	2.90%	1.66%	1.07%	2.73%
Europe	Domestic	1.85%	0.12%	1.97%	1.15%	0.29%	1.44%
Europe	Cross-border	1.85%	0.12%	1.97%	1.15%	0.29%	1.44%
Japan	Domestic	1.94%	0.67%	2.62%	1.15%	0.03%	1.18%
Japan	Cross-border	1.88%	0.21%	2.09%	1.50%	1.07%	2.57%
UK	Domestic	1.95%	0.53%	2.48%	1.05%	0.29%	1.34%
UK	Cross-border	1.85%	0.13%	1.98%	0.81%	0.16%	0.96%
Canada	Domestic	2.01%	0.78%	2.79%	1.55%	0.11%	1.66%
Canada	Cross-border	1.89%	0.14%	2.04%	1.54%	1.07%	2.61%
Australia	Domestic	0.69%	0.22%	0.91%	0.63%	0.09%	0.72%
Australia	Cross-border	1.64%	1.08%	2.72%	1.72%	1.06%	2.78%
Singapore	Domestic	1.91%	0.38%	2.29%	1.83%	0.39%	2.22%
Singapore	Cross-border	1.94%	1.02%	2.96%	1.72%	1.05%	2.77%
Hongkong	Domestic	1.95%	0.16%	2.11%	1.59%	0.20%	1.80%
Hongkong	Cross-border	1.60%	1.08%	2.68%	1.49%	1.06%	2.55%
Others	Domestic/ Cross-border	1.85%	0.12%	1.97%	1.15%	0.29%	1.44%

1.1. Price quotation table:

1.1.1. Price quotation based on sales revenue: Supplier quotes acquiring fee in either Blended rate model or Interchange++ model. In case of Interchange++, please fill in below table following the instructions:

Market	Acquiring license	Interchange fee	Scheme fee	Acquirer markup fee
1. MasterCard				
US				
Europe				
Japan				
UK				
Canada				
Australia				
Singapore				
Hongkong				
Others				

Market	Acquiring license	Interchange fee	Scheme fee	Acquirer markup fee
2. Visa				
US				
Europe				
Japan				
UK				
Canada				
Australia				
Singapore				
Hongkong				
Others				

Note:

- + *Acquiring license: Supplier quotes acquiring license to be used; If not quoted, default value is "Europe".*
- + *Interchange fee: Supplier quotes "Domestic" or "Cross-border"; If not quoted, default value is "Cross-border".*
- + *Scheme fee: Supplier quotes "Domestic" or "Cross-border"; If not quoted, default value is "Cross-border".*
- + *Acquirer markup fee: Markup fee is mandatory to be quoted. Price Offer Table is illegitimate when Supplier does not quote this element.*

1.1.2. Price quotation based on transaction volume: Supplier quotes other fees if any, including but not limited to processing fee.

1.2. Implementation fee charged by Supplier (if any)

1.3. Remittance/settlement fee that Supplier charges VNA to remit to VNA's designated bank account as per below Table 3.

No	Market	Sales currency	Settlement currency	Country/region of designated bank account
1	France and other EU countries	EUR, CHF, CZK, DKK, HUF, NOK, PLN, SEK	EUR	France
2	Germany	EUR	EUR	Germany
3	Italy	EUR	EUR	Italy
4	UK	GBP	GBP	UK
5	US	USD	USD	US
6	Japan	JPY	JPY	Japan
7	Canada	CAD	USD	US
8	Australia	AUD	AUD	Australia
9	Singapore	SGD	SGD	Singapore
10	Hongkong	HKD	HKD	Hongkong
11	Malaysia	MYR	MYR/USD	Malaysia/Vietnam
12	New Zealand	NZD	USD	Australia/Vietnam
13	Taiwan	TWD	TWD/USD	Taiwan/ Vietnam

Assumption: Supplier remits/settles to VNA on a daily basis, 250 working days p.a.

1.4. Settlement period to VNA since transaction date T: Supplier quotes settlement period to VNA, not exceeding T+5 working days.

1.5. Bank guarantee/deposit

Supplier must quote if a bank guarantee/deposit from VNA is required, including guaranteed value and validity (if Supplier leave this as blank, it is understood that Supplier does not require bank guarantee/deposit from VNA during the contract period).

- 2. **Discount offer** (if any).
- 3. Price Quotation Table's validity is 90 days from date __ (hour), day __ month __ 2026.

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)]

SUPPLIER'S WRITTEN COMMITMENT

Supplier name:

After reading your Request for Proposal of procurement package “Merchant Acquiring Service for Visa, Mastercard payment transactions on BSP/ARC channel from April 2026 to March 2029”, we commit:

1	We have no dispute with VNA that have not been solved until the time of Proposal submission.	<input type="checkbox"/>
2	We are not banned from participating in bidding activities according to the Vietnamese Law on Bidding (for Vietnamese suppliers).	<input type="checkbox"/>
3	We commit to safeguard acquired funds by using appropriate method as required by local regulatory requirements.	<input type="checkbox"/>
4	We undertake 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.	<input type="checkbox"/>
5	We commit to implement service within 02 months since contract’s effective date.	<input type="checkbox"/>
6	We commit to remit/settle to VNA on a daily basis.	<input type="checkbox"/>
7	We commit to providing training and user guidance for the system.	<input type="checkbox"/>

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 Supplier. 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. Safeguarding Manner

12.1. Supplier shall keep received funds which will be settled to the MERCHANT separate from the assets of Supplier.

12.2. Supplier undertakes to take the safeguarding manners to protect the received funds in compliance with all applicable laws.

Article 13. Liability, Indemnification and Fines

13.1. The Merchant shall indemnify and keep the Supplier indemnified against any losses, damages, or expenses arising from any third-party claim caused by, or resulting from, any act, omission, or breach of this Agreement by the Merchant, including any security breach or misuse of transaction data held by the Merchant or on its behalf.

13.2. The Supplier shall indemnify and keep the Merchant indemnified against any losses, damages, or expenses arising from any third-party claim caused by, or resulting from, any act, omission, or breach of this Agreement by the Supplier, including any security breach or misuse of transaction data held by the Supplier on the Merchant's behalf.

Article 14. Dispute Resolution

Article 15. Governing Law and Jurisdiction

Article 16. Notices

Article 17. Marketing

Article 18. Micellaneous

18.1. 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.

18.2. 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: _____

