


REQUEST FOR PROPOSAL

Package: Ecommerce Acquiring Service for Visa, Mastercard payment transactions in India market from April 2026 to March 2031.

Purchaser: Vietnam Airlines JSC

Hanoi, 05 January 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.	INR	India Rupee
5.	USD	US Dollar
6.	SLA	Service Level Agreement
7.	MPGS	MasterCard Payment Gateway Services
8.	Cybersource	Cybersource Payment Gateway
9.	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.



Hanoi, 05 January 2026

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 “Ecommerce Acquiring Service for Visa, Mastercard payment transactions in India market from April 2026 to March 2031”. 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: 04:00 PM (Hanoi time) on 21 January 2026;
- Place of receipt: Vietnam Airlines JSC, 200 Nguyen Son Street, Bo De Ward, Hanoi City, Vietnam.
- Contact point: Ms. Dao Thuy Duong at duongdao@vietnamairlines.com or (+84) 977272115 and Ms. Tran Huong Lien at lienth@vietnamairlines.com or (+84) 919393488.

2. Via email

- Proposal submission deadline: 04:00 PM (Hanoi time) on 21 January 2026;
- Form of receipt: Service Provider/Supplier sends email(s) with attachment which is the scanned version of the original Proposal to: duongdao@vietnamairlines.com and lienth@vietnamairlines.com with Subject/title "Company ... submits Proposal for service package “Ecommerce Acquiring Service for Visa, Mastercard payment transactions in India market from April 2026 to March 2031”. Email attachment size must be < 20 MB per mail.
- Contact point: Ms. Dao Thuy Duong at duongdao@vietnamairlines.com or (+84) 977272115 and Ms. Tran Huong Lien at lienth@vietnamairlines.com or (+84) 919393488.
- Thank you and we look forward to hearing from you!

Best regards, *me*



Bui Tran Cuong
Deputy Director
Finance and Accounting Department

GENERAL REQUIREMENT FOR PRODUCT/SERVICE SCOPE

1.1. Name and quantity of product/service

1.1.1. Product/service name

Ecommerce Acquiring Service for Visa, Mastercard payment transactions in India market from April 2026 to March 2031.

1.1.2. Product/service category

Ecommerce acquiring service for Visa, Mastercard payment transactions in India market of VNA.

1.2. Requirement for product/service

Detailed technical requirements are described in Section 5.3.

1.3. Contract period

- Implementation requirement: 03 months from contract's effective date.
- Service provision period: 60 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;

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 Power of Attorney is acceptable – if any)	BM02
TL6	Price Quotation Table	BM03

Docs ID	Documents	References
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.

Quotation Principles: Acquiring fee to be quoted in either blended rate 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 3 highest-ranking Suppliers at the first ranking step, Letter of Discount will be considered as the basis for the service package's price negotiatiing 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 responsible for all taxes and fees imposed by applicable law.

3.2.4. Currency of Price Quotation: INR or USD. Currency of evaluation: INR.
USD/INR exchange rate = 88.89.

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/quarterly payment from VNA 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

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 04:00 PM (Hanoi time) dated 21 January 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, VNI building, 200 Nguyen Son street, Bo De Ward, Hanoi City, Vietnam.
- *Contact: Ms. Dao Thuy Duong at duongdao@vietnamairlines.com or (+84) 977272115 and Ms. Tran Huong Lien at lienth@vietnamairlines.com or (+84) 919393488.*

3.4.4.2 Via email:

- *Email: duongdao@vietnamairlines.com and lienth@vietnamairlines.com;*
- *Contact: Ms. Dao Thuy Duong at duongdao@vietnamairlines.com or (+84) 977272115 and Ms. Tran Huong Lien at lienth@vietnamairlines.com or (+84) 919393488.*
- *Subject: Company submit proposal for service package "Ecommerce Acquiring Service for Visa, Mastercard payment transactions in India market from April 2026 to March 2031"*

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 latest 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

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
- Financial evaluation
- 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 VNA's 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.

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: duongdao@vietnamairlines.com; 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 proposed price after (i) error correction, adjustment of deviation, minus discount and (ii) negotiation, and not exceeding the procurement package 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. 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 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", 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:

- 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 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).

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

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

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:** The implementation fee paid by VNA to Amadeus that depends on the technical connection between Supplier and Amadeus:

- $G3 = 0$ in case Supplier connects to Amadeus via Adyen Payment Gateway or MPGS
- $G3 = 79,947$ USD in case Supplier connects to Amadeus via Cybersource or different gateway.

- + **G4** = $\sum (n \times 0.01\% \times \text{sales volume from April 2026 to March 2031})$ 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 1.3 of Form BM03

0.01% is daily interest rate

- + **G5:** cost of bank guarantee in case Supplier requests deposit/bank guarantee from VNA

$G5 = 2\% \times 5 \text{ years} \times \text{bank guarantee amount}$ as proposed in Section 1.4 of Form BM03

2% p.a. is VNA's cost of issuing bank guarantee.

- + **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

The Proposal having the lowest Evaluation score (G), with the lowest value of (G1+G2-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 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 package
4.	The supplier commit to not involved in any disputes, complaints, conflicts of interest, or contractual	Satisfied	Not Satisfied	A written commitment using Form BM05

No	Requirements	Satisfaction level		Evaluation Documents
		Satisfied	Not Satisfied	
	violations with the Corporation (VNA), and is not prohibited from participating in bidding activities in accordance with the Law on Bidding.			
5.	Currency of Price Quotation: INR or USD	Satisfied	Not Satisfied	Letter of Offer, Price Quotation Table
6.	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
7.	The validity of Proposal according to subsection 3.4.1	≥ 90 days	< 90 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 providing card acquiring service for airline and travel industry	Yes	No	Suppliers shall submit a report on similar contracts using the form provided in 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

No	Requirements	Satisfaction level		Evaluation Documents
		Satisfied	Not Satisfied	
				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 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	Yes	No	Supporting document, 1 of the following documents: - 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	Yes	No	Technical solution description and relevant certificates

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No	Requirements	Satisfaction level		Evaluation Documents
		Satisfied	Not Satisfied	
	transaction processing services, including, but not limited to, compliance with PCI DSS standards			
5.	Supplier commits to implement service within 03 months since contract's effective date	Commit	Not commit	Commitment Letter using Form BM05
6.	Supplier commits to provide guidance and user training for the back-end portal	Commit	Not commit	Commitment Letter using Form BM05
7.	Supplier's financial capability: Total asset \geq 1 billion USD and/or Total owner's equity \geq 100 million USD in at least one of the past 3 years	Yes	No	Financial statements in 2023, 2024, 2025

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 XPP payment gateway of Amadeus that applies to Visa, MasterCard payment transactions in INR currency	Yes	No	Technical solution description VNA confirms with Amadeus
2.	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
3.	Supplier is capable of processing INR payment transactions and settling to VNA in INR to VNA's bank	Yes	No	Technical solution description

No	Requirements	Satisfaction level		Evaluation Documents
		Satisfied	Not Satisfied	
	account in JP Morgan Chase Bank N.A., India			
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.	<p>Functions of back-end portal include:</p> <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 	Yes	No	Technical solution description
6.	Procedure of dispute and chargeback handling process is in place, at the highest level of support by Supplier	Yes	No	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.

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 **“Ecommerce Acquiring Service for Visa, Mastercard payment transactions in India market from April 2026 to March 2031”** 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 90 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.*

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PRICE QUOTATION TABLE

1. Service Scope

Ecommerce Acquiring Service for Visa, Mastercard payment transactions in India market from April 2026 to March 2031. The estimated sales revenue and transaction volume is as below:

Table 01

Content	Sales revenue (INR)	Transaction volume
Domestic debit card (Visa, MasterCard)	780,477,336	35,007
Domestic credit card (Visa, MasterCard)	4,322,643,705	193,882
Commercial/Corporate card (Visa, MasterCard)	540,330,463	24,235
International debit card (Visa, MasterCard)	120,073,436	5,386
International credit card (Visa, MasterCard)	240,146,872	10,771
Total	6,003,671,812	269,281
<i>First year</i>	<i>738,041,430</i>	<i>33,102</i>
<i>Second year</i>	<i>1,014,806,966</i>	<i>45,517</i>
<i>Third year</i>	<i>1,205,590,675</i>	<i>54,074</i>
<i>Forth year</i>	<i>1,424,383,057</i>	<i>63,888</i>
<i>Fifth year</i>	<i>1,620,849,685</i>	<i>72,700</i>

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. The proportions of each card type to total sales revenue are: domestic debit card 13%, domestic credit card 72%, commercial/corporate card 9%, international debit card 2%, international credit card 4%.

1.1. Price quotation table: Supplier to fill in subsection 1.1.1 OR 1.1.2

1.1.1. Supplier quotes acquiring fee in Blended rate model

Content	Merchant discount rate (taxes excluded)	Merchant discount rate (GST 18% included)
1. Card payment transaction		
Domestic debit card (Visa, MasterCard)		
Domestic credit card (Visa, MasterCard)		
Commercial/Corporate card (Visa, MasterCard)		
International debit card (Visa, MasterCard)		
International credit card (Visa, MasterCard)		
2. Other fees (if any, including but not limited to transaction processing fee)		

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Note: Domestic card is India-issued card, international card is card issued outside India.

1.1.2. Supplier quotes acquiring fee in Interchange++ model

Content	Interchange fee and Scheme fee	Merchant discount rate (taxes excluded)	Merchant discount rate (GST 18% included)
1. Card payment transaction			
Domestic debit card (Visa, MasterCard)	0.72%		
Domestic credit card (Visa, MasterCard)	2.31%		
Commercial/Corporate card (Visa, MasterCard)	1.73%		
International debit card (Visa, MasterCard)	2.61%		
International credit card (Visa, MasterCard)	2.79%		
2. Other fees (if any, including but not limited to transaction processing fee)			

Note: Domestic card is India-issued card, international card is card issued outside India.

1.2. Implementation fee charged by Supplier (if any)

1.3. Settlement period to VNA since transaction date T: Supplier quotes settlement period to VNA.

1.4. 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)]

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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)]

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SUPPLIER'S WRITTEN COMMITMENT

Supplier name:

After reading your Request for Proposal “Ecommerce Acquiring Service for Visa, Mastercard payment transactions in India market from April 2026 to March 2031”, 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 03 months since contract’s effective date	<input type="checkbox"/>
6	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

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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 Appendixes

Signed on behalf of MERCHANT

Signed on behalf of SUPPLIER

Name:

Name:

Title:

Title:

Signature: _____

Signature: _____

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