

Hanoi, 06 October 2025

LETTER OF INVITATION

To Whom It May Concern

Vietnam Airlines Corporation – Joint Stock Company (VNA) would like to extend its warmest greetings to your esteemed company.

VNA hereby cordially invites your esteemed company to participate in the bidding process for the project “Supplying the Fare Manager and Distribution System for the period from April 2026 to March 2031”

The Request for Proposal (RFP) is hereby enclosed for your reference and preparation. You are kindly requested to submit your complete Proposal to our address using one of the following methods:

I. Issuance of Request for Proposal (RFP)

1. Direct issuance:

- Issuance period: On/after 15:00 (Hanoi time) on 06 October 2025 and on/before 15:00 (Hanoi time) on 27 October 2025.
- Issuance location: Marketing and Sales Department – Vietnam Airlines Corporation, 200 Nguyen Son Street, Bo De ward, Hanoi, Vietnam.
- Contact point: Ms. Do Thi Nu, Phone: (+84) 24 38.732.732 - ext: 1513, Email: nudt@vietnamairlines.com.

2. Issuance via email:

- Issuance period: On/after 15:00 (Hanoi time) on 06 October 2025 and on/before 15:00 (Hanoi time) on 27 October 2025.
- Issuance method: Suppliers shall send an email request to nudt@vietnamairlines.com with the subject line: " Supplying the Fare Manager and Distribution System for the period from April 2026 to March 2031".
- Contact point: Ms. Do Thi Nu, Phone: (+84) 24 38.732.732 - ext: 2097, Email: nudt@vietnamairlines.com.

II. Submission of Request for Proposal (RFP):

1. Submission Method: Directly or by Post

- The deadline for the receipt of proposals is 15:00 (Hanoi time) on 27 October 2025;
- Submission address: FMD project team, Vietnam Airlines JSC, 200 Nguyen Son, Bo De ward, Hanoi, Vietnam.
- Contact point: Ms. Do Thi Nu, Phone: (+84) 24 38.732.732 - ext: 1513, Email: nudt@vietnamairlines.com.

2. Via email

- The deadline for the receipt of proposals is 15:00 (Hanoi time) on 27 October 2025;
- Form of Receipt (via Email): Suppliers shall send an email with a scanned copy of the original Proposal attached to the following email address: nudt@vietnamairlines.com of the Vietnam Airlines JSC. The email subject/title must be clearly stated as “[Company Name] submits the Proposal to Vietnam Airlines JSC for the service package: “Supplying the Fare Manager and Distribution System for the period from April 2026 to March 2031””; The total size of each email must not exceed 20MB. The Supplier is required to password-protect all attached documents in the email(s) and shall provide the passwords to VNA at the time of Proposal opening. VNA will notify all Suppliers of the proposal opening time. The opening of the proposals shall be conducted publicly and within no more than one (01) hour after the deadline for the receipt of proposals (the deadline for the receipt of proposals is 15:00 (Hanoi time) on 27 October 2025).
- Contact point: Ms. Do Thi Nu, Phone: (+84) 24 38.732.732 - ext: 1513, Email: nudt@vietnamairlines.com.

We sincerely appreciate your cooperation and look forward to your participation in this bidding process. .

Yours faithfully,

Nguyen Hong Nga

CHIEF OF PROJECT TEAM

DEPUTY DIRECTOR OF

MARKETING AND SALE DEPARTMENT

VIETNAMAIRLINES JSC

REQUEST FOR PROPOSAL

Package: Supplying Fare Manager and Distribution System
period April 2026 – March 2031

Purchaser: Vietnam Airlines Jsc

Ha Noi, 06 October, 2025

**ON BEHALF OF VIETNAM AIRLINES JSC
CHIEF OF PROJECT TEAM**

Nguyen Hong Nga

**DEPUTY DIRECTOR OF
MARKETING AND SALE DEPARTMENT**

TABLE OF CONTENT

LETTER OF INVITATION	1
TABLE OF CONTENT	4
ABBREVIATIONS & DEFINITIONS	6
1.1. Name and quantity of products and services	7
1.1.1. Name of products and services	7
1.1.2. Category:	7
1.2. Requirements of products and services.....	7
1.3. Contract Period	7
1.4. Number of users:	7
2. INSTRUCTIONS FOR THE SUPPLIER	7
2.1. Price offer requirements.....	7
2.1.1. Price offer	7
2.1.2. Letter of Discount.....	7
2.1.3. Price Offer Table	7
2.1.4. Currency of price offer: VND, USD or EUR.....	8
2.1.5. Currency of price evaluation: VND.	8
2.1.6. Payment condition requirements:	8
Payment shall be made by bank transfer and carried out as follows:	8
2.2. Clarification of RFP	8
2.3. Proposal submission.....	8
2.3.1. Proposal Submission Deadline and Proposal Validity	8
2.3.2. Proposal specifications	8
2.3.3. Language of Proposal: Vietnamese or English.	8
2.3.4. Proposal submission method	8
2.4. Proposal materials	9
2.5. Proposal clarification	10
2.6. Proposal evaluation	10
2.7. Proposal negotiation.....	11
2.8. Conditions for successful Supplier	11
2.9. Announcement of the result to the Supplier	11
2.10. Information security:	11
3. PROPOSAL EVALUATION STEPS	11

3.1. The eligibility of the Supplier and proposal evaluation.....	11
3.2. Competence and experience evaluation.....	12
3.3. Technical evaluation	12
3.4. Financial evaluation and Total evaluation point determination.....	12
3.4.1. Step 1. Determine Offer prices – BM03	12
3.4.2. Step 2. Arithmetical error correction will be following step below:	12
3.4.3. Step 3. Adjustment of deviation:.....	13
3.4.4. Step 4	14
3.4.5. Step 5. Convert Offer Price to VND:.....	14
3.4.6. Step 6. Supplier ranking	14
3.4.7. Step 7. Proposal negotiation and re-ranking Supplier	14
4. EVALUATION CRITERIA	14
4.1. Criteria for evaluating Supplier’s eligibility and Proposal’s eligibility.....	14
4.2. Criteria for evaluating the competence and experience of the Supplier	16
4.3. Criteria for Technical evaluation	18
FORMS.....	19
Form 1(BM01).....	19
Form 2(BM02).....	20
Form 3(BM03).....	21
Form 4(BM04).....	23
Form 5(BM05).....	24
Form 6(BM06).....	25
Form 7(BM07).....	26
Form 8(BM08).....	27
Appendix 01: Technical Requirements and Evaluation Methodology	28

ABBREVIATIONS & DEFINITIONS

No	Abbreviation	Full meaning
1.	RFP	Request for Proposal
2.	VNA	Vietnam Airlines Jsc
3.	MSD	Marketing and Sales Department
4.	FMD	Fare Manager and Distribution System
5.	Date	Is the calendar date
6.	USD	United States dollar
7.	EUR	Euro
8.	RM/RMS	Revenue Management System
9.	CutOver	The date that's the FMD system go live.
10.	CFO	Chief Financial Officer
11.	CEO	Chief Executive Officer

GENERAL REQUIREMENT FOR SERVICE/PRODUCT SCOPE

1.1. Name and quantity of products and services

1.1.1. Name of products and services

- Supplying the Fare Manager and Distribution System for the period from Apr 2026 to March 2031.
- Contract type: Lump sum contract.

1.1.2. Category:

Fare Manager and Distribution System: Procurement of a service package, including software service provision, system implementation, data migration, system operation, and service continuity assurance.

1.2. Requirements of products and services

The detailed requirements are listed in Section 4.3.

1.3. Contract Period

- a. Implementation requirement: The cutover date for the fully functional Fare Management and Distribution System shall be 01 April 2026.
- b. Contract Period: 60 months, estimated from 01 April 2026 to 31 March 2031.

1.4. Number of users:

Minimum of 300 users; with at least 50 concurrent users allowed.

2. INSTRUCTIONS FOR THE SUPPLIER

2.1. Price offer requirements

2.1.1. Price offer

The price shall be quoted as specified in the Letter of Offer (BM01) enclosed with the Price Offer Table (BM03), after deducting any discount amount indicated in the Letter of Discount (if applicable).

2.1.2. Letter of Discount

- a. In the event that the Letter of Discount is submitted prior to the proposal closing time, the Letter of Discount shall be taken into account for price determination during the first stage of Supplier ranking, as stipulated in Sections 3.4 and 3.5. herein.
- b. In the event that the Letter of Discount is submitted during the negotiation phase as stipulated in Section 3.6, and the Supplier is among the top three ranked Suppliers in the first ranking stage, the Letter of Discount will be considered as a basis for negotiating the service package price and for determining the final ranking of Suppliers.

2.1.3. Price Offer Table

- a. The Price Offer Table must be fully completed in accordance with Form BM03, signed by the Supplier's authorized representative, and must include all components of the offered price (inclusive of all applicable taxes, fees, and any annual maximum price escalation rate, if applicable).
- b. In the event that the Price Offer Table does not include applicable taxes and fee, VNA will proactively calculate all applicable taxes and fees and include

them in the evaluation to ensure accuracy and completeness. The selected Supplier must be responsible for all taxes and fees as required by law (if applicable).

2.1.4. Currency of price offer: VND, USD or EUR.

2.1.5. Currency of price evaluation: VND.

2.1.6. Payment condition requirements:

Payment shall be made by bank transfer and carried out as follows:

a. Implementation fee:

The implementation fee shall be paid upon signing the final acceptance minutes of the contract and the official handover and commissioning of the fare management and distribution system.

b. Ongoing fee: Payment shall be made on a monthly basis.

2.2. Clarification of RFP

- a. In case clarification of the Request for Proposal (RFP) is necessary, the Supplier must submit a clarification request via email, ensuring that VNA receives it at least four (04) days prior to the Proposal submission deadline specified in Section 2.3. The content of the RFP clarification will be sent by VNA via email to all Suppliers who have received the RFP. If the clarification results in amendments to the RFP, VNA shall send the amendments to all Suppliers who have received the RFP no later than three (03) days before the Proposal submission deadline.
- b. The language of the RFP is both Vietnamese and English. In case of any conflict between the Vietnamese and English versions, the Vietnamese version shall prevail.

2.3. Proposal submission

2.3.1. Proposal Submission Deadline and Proposal Validity

- a. Proposal Submission Deadline: Before 15:00 (Hanoi time) on 27 October 2025. Any Proposal received after the submission deadline shall be considered invalid and will be rejected.
- b. Proposal Validity: 180 days from the Proposal submission deadline (15:00 (Hanoi time) on 27 October, 2025).

2.3.2. Proposal specifications

The Proposal shall be submitted in one (01) of the following forms:

- a. One (01) hard copy, or
- b. One (01) soft copy (scanned from the original signed and stamped Proposal) via email, with each email not exceeding 20MB in total size.

2.3.3. Language of Proposal: Vietnamese or English.

2.3.4. Proposal submission method

The Supplier may choose one of the following two submission methods:

2.3.3.1. Direct submission or by courier to the following address:

FMD project team – Vietnam Airlines JSC.

- *Address: 4th floor, VN1 building, 200 Nguyen Son street, Bo De ward, Hanoi, Vietnam*
- *Contact: Ms. Do Thi Nu, Phone: (+84) 24 38.732.732 - ext: 1513*
- *Email: nudt@vietnamairlines.com*

2.3.3.2 Via email:

- *Email: nudt@vietnamairlines.com;*
- *Contact: Ms. Do Thi Nu, Phone: (+84) 24 38.732.732 - ext: 1513, Email: nudt@vietnamairlines.com*
- The Supplier is required to password-protect all attached documents in the email(s) and shall provide the passwords to VNA at the time of bid opening.

The Proposal must be signed by the legal representative or an authorized representative of the Supplier. A Letter of Authorization must be provided in accordance with Form TL5 in Section 2.4 below. The total size of each email must be less than 20MB. In case the total size of attachments exceeds 20MB, the Supplier may split the submission into multiple emails.

In case the Proposal is submitted via both methods (hard copy and email), the latest submission shall be considered the official version.

2.4. Proposal materials

The Supplier's Proposal shall include the following documents:

Docs ID	Documents	References
TL1	Documents to Prove Supplier's Eligibility and Proposal Validity	Section 4.1
TL2	Documents to prove the competence and experience of Supplier	Section 4.2
TL3	Documents to prove Technical Evaluation Compliance	Section 4.3
TL4	Letter of Offer	BM01
TL5	Letter of Authorization (if any)	BM02
TL6	Price Offer table	BM03
TL7	List of similar contract	BM04
TL8	Commitment Letter on compensation for failure to deliver	BM05
TL9	Supplier's written commitment to provide	BM06

Docs ID	Documents	References
	contract performance guarantee	
TL10	Suppliers' Letter of Commitment	BM07
TL11	Supplier's Letter of Financial Commitment	BM08
TL12	Technical solution description	
TL13	Draft Contract Agreement	

2.5. Proposal clarification

- a. In the process of evaluating the Proposal, VNA may request the Supplier to clarify the contents of the Proposal and to supplement the documents in case lacking of documents as required by RFP, provided that this clarification does not change the basic content of the submitted Proposal and Price offered.
 - Documents that shall not be subject to supplementation include: the Letter of Offer and the Price Offer Table.
 - Documents that may be subject to supplementation include: the Enterprise Registration Certificate, the Operational Registration Certificate, the Power of Attorney, as well as documents and commitments evidencing the Supplier's legal status, capacity, experience, and technical qualifications.
- b. In cases deemed necessary, VNA may request the Supplier to extend the validity period of the Proposal. If the Supplier declines to extend such validity, the Proposal shall not be considered for further evaluation.
- c. Method of Proposal clarification: Clarification of the Proposal shall be conducted either through direct meetings with the Supplier, during which a minutes of meeting shall be signed, or by sending a written request/email for clarification, to which the Supplier must respond in writing or via email. All clarification documents shall be retained and considered an integral part of the Proposal. In the event the Supplier fails to provide clarification within the specified timeframe, the contents subject to clarification shall be evaluated based on the original Proposal as submitted by the Supplier.

2.6. Proposal evaluation

The evaluation of the Proposal shall be conducted sequentially in accordance with the steps specified in Section 3, including:

- a. Evaluation of the Supplier's eligibility and the Proposal's eligibility and validity.
- b. Evaluation of the competence and experience of Supplier.
- c. Technical evaluation.
- d. Financial evaluation and determination of the price score.

e. Proposal negotiation with Suppliers and re-ranking Suppliers

2.7. Proposal negotiation

- a. In the event that three or more Suppliers meet the requirements of the Request for Proposal (RFP) in terms of:
- (i) Eligibility of the Proposal,
 - (ii) Competence and experience, and
 - (iii) Technical requirements, and (iv) Having price offer less than or equal to the approved package price of the service package, VNA shall invite the top three ranked Suppliers for negotiation. If fewer than three Suppliers meet the RFP requirements, VNA shall proceed to negotiate with all qualified Suppliers.
- b. The list of qualified Suppliers invited to participate in the negotiation shall be subject to approval by the competent authority of VNA.

2.8. Conditions for successful Supplier

The Supplier shall be awarded and selected for contract negotiation if satisfying all of the following conditions

- a. Has the Supplier's eligibility and legitimate Proposal.
- b. Meets the requirements of competence and experience.
- c. Meets the technical requirements .
- d. Is ranked first after negotiation and offers a quoted price not exceeding the approved package price of the service package.

2.9. Announcement of the result to the Supplier

- a. Upon issuance of the decision approving the selection result, VNA shall send a written notification of the Supplier selection result to all Suppliers that submitted Proposals. For the selected Supplier, the notification shall specify the time and location for contract finalization.
- b. VNA reserves the right to accept or reject any Proposal, or to cancel the quotation process and reject all Proposals at any time prior to contract finalization, without incurring any liability to the Suppliers and without any obligation to explain the reasons. VNA shall notify the Suppliers in case of cancellation of all Proposals or the entire selection process.

2.10. Information security:

All information related to the RFP and the evaluation of Proposals must be kept confidential and shall not be disclosed to any person not officially involved in the Supplier selection process. Under no circumstances shall any information contained in the RFP or any Proposal be disclosed to other Suppliers, except for the information recorded in the Proposal Opening Minutes.

3. PROPOSAL EVALUATION STEPS

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

3.1. The eligibility of the Supplier and proposal evaluation

- a. Evaluating the eligibility of Supplier and legitimate proposal will follow the criteria of Supplier and proposal requirement that defined at section 4.1.
- b. The proposal will be rejected if do not meet any criteria. The Proposal meets all the above requirements will be evaluated the competence and experience at section 4.2.

3.2. Competence and experience evaluation

- a. The evaluation of competence and experience is carried out according to the evaluation criteria of competence and experience prescribed in section 4.2.
- b. The Proposal will be eliminated if it does not meet the criteria of competence and experience. The Proposal meets criteria of competence and experience will be evaluated at the next section 4.3.

3.3. Technical evaluation

- a. The technical evaluation is performed by scoring according to the technical evaluation criteria mentioned in section 4.3.
- b. The Supplier must conduct a live demonstration of the Pricing Management and Distribution System at the headquarters of VN. This is a mandatory requirement of technical evaluation.
- c. Any proposal that meets the minimum technical requirements will enter the phase of financial evaluation.
- d. Technical evaluation minimum requirement:
 - The proposal must meet a minimum technical score of at least 70 out of 100 to be assessed further, and,
 - The supplier must achieve the minimum score for each criterion as noted in Appendix 01.

3.4. Financial evaluation and Total evaluation point determination

3.4.1. **Step 1.** Determine Offer prices – BM03

3.4.2. **Step 2.** Arithmetical error correction will be following step below:

a. Arithmetical errors:

Arithmetical errors include errors due to incorrect addition, subtraction, multiplication and division when calculating Offer price. 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 inserts no value or insert “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 the Purchaser during the contract performance.

b. 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 Scope of Supply which shall be adjusted as prescribed in the Step 3;

- Physical unit errors: correct units in conformity with the RFP requirements;
- Unit errors: replace “.” (stop) with “,”(comma) and vice versa in conformity with the Vietnamese unit. If the Purchaser 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 corresponding to the addition of subtotals, the subtotals shall prevail and the total shall be corrected;
- If there is a discrepancy between 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 prescribed in this Section shall prevail.

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

- a. If there is a deviation from the Scope of Supply, the deficiency shall be added and the redundancy shall be subtracted according to the equivalent unit price in the Proposal.
 - If there is a deficiency in the Proposal (deficiency in work item(s) in comparison with the supply requirements) without an equivalent unit price in the Proposal, the deficiency shall be adjusted as follows:
 - + The highest unit prices of work items in deficiency of the Proposals satisfying technical evaluation shall prevail for adjustment of deviation; if the Proposals satisfying technical evaluation having no equivalent unit prices, the unit price constituting the price of procurement shall prevail.
 - + If there is only one Supplier qualifying the technical evaluation, its equivalent unit price shall be prevailing for adjustment of deviation; if the Proposal has no equivalent unit price, the unit price of the approved estimates of the procurement shall prevail.
 - If there is a redundancy in the Proposal (redundancy in work item(s) in comparison with the supply requirements) without an equivalent unit price in the Proposal then the redundancy will not be adjusted.
- b. In order to include all taxes and fees in the total price, VNA will proactively evaluate full taxes and fees in case of the price in the table does not includes them.
- c. If the Supplier has a Letter of Discount, the correction and adjustment of deviation shall be carried according to the Offer price without subtracting the discount. The rate of deficiency (%) shall be determined according to the ratio of deficiency to Offer price mentioned in the Letter of Offer

3.4.4. Step 4.

- a. Determine the Offer price after error correction and adjustment of deviation and minus (-) discount (if any): (A).
- b. Discount: including fix amount or percentage discount of implementation fee OR ongoing fee; Or other discount that could be converted to money.

3.4.5. Step 5. Convert Offer Price to VND:

Converted offered prices, after adjustments, corrections, and deductions (if any), shall be expressed in Vietnamese Dong (VND). The applicable exchange rates are VNA's officially published planned rates for the year 2025: 1 USD = 25,750 VND and 1 EUR = 26,546 VND.

3.4.6. Step 6. Supplier ranking

The Supplier offering the lowest Offer price after correction of errors, adjustment of discrepancies, and any applicable discounts (if any) shall be ranked first.

In the event that multiple Suppliers have the same bid price:

- a. The Supplier with the higher technical score shall be prioritized.
- b. If technical scores are equal, the shorter implementation timeframe shall be the deciding factor.

3.4.7. Step 7. Proposal negotiation and re-ranking Supplier

- a. Base on list of Suppliers satisfying requirements of RFP, VNA shall conduct negotiations in accordance with the provisions of Section 2.7.
- b. Negotiations may be conducted directly or indirectly as requested by VNA:
 - If three (03) or more Suppliers meet the RFP requirements, VNA will negotiate with the top three.
 - If fewer than three Suppliers meet the requirements, VNA will negotiate with all qualifying Suppliers.
- c. Negotiations shall be based on (i) The submitted Proposal, (ii) Any clarification documents, (iii) The contents of the RFP. Negotiable elements include, but are not limited to: price, product list, specifications, quantity, and delivery schedule.
- d. After negotiation, Suppliers will be re-ranked based on the final bid price and other revised terms:
 - The Supplier with the lowest post-negotiation price shall be ranked first.
 - In case of a tie:
 - The Supplier with the higher technical score shall be prioritized;
 - If still equal, the Supplier with the shorter implementation timeframe shall be ranked higher.

4. EVALUATION CRITERIA

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

No	Requirements	Satisfaction level		Evaluation Documents
		Satisfied	Not Satisfied	
1.	Proposal's submitted before the Deadline of Proposal submission	Satisfied	Not Satisfied	The Deadline of Proposal submission of

No	Requirements	Satisfaction level		Evaluation Documents
		Satisfied	Not Satisfied	
				RFP.
2.	The Proposal is signed by the legal representative of the Supplier (or authorized person within valid Letter of Authorization)	Satisfied	Not Satisfied	Letter of Offer and Letter of Authorization (if any)
3.	Supplier's eligibility requirement	Join as an Independent	Join as a joint venture	Supplier's Proposal and Written commitment following TL10 at section 2.4
4.	The Letter of Offer and Price Offer Table is signed by the legal representative of the Supplier, including all elements of price (not include tax, fee) and fixed price for whole contract period.	Satisfied	Not Satisfied	Letter of Offer and Price Offer Table
5.	Currency of the price offer is VND, USD or EUR	Satisfied	Not Satisfied	Letter of Offer; Price Offer Table
6.	Language of the Proposal is Vietnamese or English	Satisfied	Not Satisfied	The Proposal
7.	The validity of Proposal	≥ 180 days	< 180 days	Letter of Offer
8.	Operation Registration Certificate or Business Registration Certificate or equivalent legal documents proving the lawful establishment and business registration.	Yes	No	Copies of the Certificate of Operation Registration or Business Registration issued by the competent authorities in the country where the Supplier is legally established and operating.
9.	Any disputes with VNA that remain unresolved at the time of Proposal	Have no dispute	Have dispute	Written commitment following TL10 at

No	Requirements	Satisfaction level		Evaluation Documents
		Satisfied	Not Satisfied	
	submission.			section 2.4

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

4.2. Criteria for evaluating the competence and experience of the Supplier

No	Requirements	Satisfaction level		Evaluation Documents
		Satisfied	Not Satisfied	
1.	The Supplier is currently providing a fare management and distribution system proposed in the Supplier’s Proposal for at least three (03) airlines operating under the network and full-service model. The system must have been fully cut over and in operational use for a minimum of one (01) year	Yes	No	Confirmation letters from the airlines or other supporting documents and Written report following TL7 at section 2.4
2.	The implementation period shall not exceed four (04) months from the Contract signing date and the Supplier shall ensure that the full and complete cutover of the entire Fare Manager and Distribution system on or before 01 April 2026	On/before 01 April 2026	After 01 April 2026	Written commitment following TL10 at section 2.4
3.	Certificate of Ownership or Legal Authorization to Supply the Fare Management and Distribution System	Satisfied	Not Satisfied	Proof documents or Supplier confirmation

No	Requirements	Satisfaction level		Evaluation Documents
		Satisfied	Not Satisfied	
4.	The Supplier commits that all functions and solutions described will be fully operational and ready for use as of the proposal submission date, except for certain functions expressly specified in the RFP with respect to implementation timeline. In addition to providing a detailed description of the mechanisms and operating principles (via documentation or video) demonstrating compliance with the RFP requirements, the Supplier shall clearly specify the prerequisites for IT infrastructure, supporting applications, and required databases.	Satisfied	Not Satisfied	Technical Solution Description and System User Guide
5.	<ul style="list-style-type: none"> - The audited Financial Statements for fiscal year 2024, or the officially published and released Financial Statements; or - In the event that Financial Statements cannot be provided, a financial commitment letter signed by the Chief Financial Officer (CFO) or Chief Executive Officer (CEO) must be submitted, confirming that the revenue has remained positive over the years and undertaking to cooperate in providing the 	Satisfied	Not Satisfied	Proof documents or Written commitment following TL11 at section 2.4

No	Requirements	Satisfaction level		Evaluation Documents
		Satisfied	Not Satisfied	
	Financial Statements if required by the competent authorities in Vietnam.			

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

4.3. Criteria for Technical evaluation

- a. The technical requirements and evaluation methodology are specified in Appendix 01 attached hereto.
- b. A Supplier shall be assessed as "Satisfied" and proceed to the financial evaluation under Section 3.4 if it achieves a minimum technical score of 70 out of 100 points and The supplier must achieve the minimum score for each criterion as noted in Appendix 01.

FORMS

Form 1(BM01)

LETTER OF OFFER

Location, date

To: Vietnam Airlines JSC
(Hereinafter called VNA)

After studying your Request for Proposal ref. no.....dated..... and its revised versions which we received, we, [name of Supplier], commit to provide you with **“Supplying the Fare Manager and Distribution System for the period 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 Offer Table.

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

The total price offer after discount is...

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 shall remain valid for 180 days from 15:00 (Hanoi time) on 27 October 2025

On behalf of

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

If Supplier’s legal representative authorizes his/her sub-level staff to sign the above Letter of Offer, he/she must attach the Letter of Authorization in accordance with the Form 02 hereafter. If Supplier’s business Regulations and/or Decision of establishing its branches and/or other documents relating to authorizing sub-level staffs to sign Letter of Offer, Supplier must attach scanned files of relevant documents (Supplier does not need to issue the Letter of Authorization in accordance with the Template No. 2 hereafter). Before signing the contract, the winning Supplier must submit to the VNA the certified copy of these documents.

LETTER OF AUTHORIZATION⁽¹⁾

Today, [date], in [City]

I am[name, identity number or passport number, title of the supplier's legal representative], the legal representative of[supplier's name], whose registered office at.....[address], officially authorize[name, identity number or passport number, title of the authorized person] in written to implement the following tasks in the consultancy service for VNA:

- 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 Documents;
- To participate in negotiating and completing contract;
- To sign the contract with VNA if being chosen.](2)

Above-mentioned authorized person solely implement 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)

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. Authorization by the Supplier's legal representative to a deputy, subordinate, branch director, or head of a representative office of the Supplier may be granted to perform one or more of the above-mentioned tasks on behalf of the legal representative. The seal used in such authorized cases may be either the seal of the Supplier or the seal of the unit to which the authorized individual belongs. The authorized person shall not further delegate the authorization to any other individual.*
- (2) *The scope of authorization is decided by the authorizer, including one or some above listed jobs.*
- (3) *Insert the beginning and expiry date of the validity of Letter of Authorization suitable to the bidding process.*

PRICE OFFER TABLE

1. Price Offer table

Supplying the Fare Manager and Distribution System for the period from April 2026 to March 2031:

No	Item	Quality	Unit price	Price
1	Package implementation fee ⁽¹⁾			
2	OnGoing fee ⁽²⁾			
3	Corporate income tax (CIT) (5%) (withholding tax) ⁽³⁾			
4	Value Added Tax (VAT) (5%) (withholding tax) ⁽⁴⁾			
Total price				

Note: Do not accept any other fee than items number above.

(1): The package implementation fee is fix price, including but not limited by:

- (a) Fare Manager and Distribution System implementation;*
- (b) Data intergration;*
- (c) Costs for expert labor, accommodation, and travel expenses.*
- (d) Training fee*
- (e) Modifications and enhancements fees*

(2): The package OnGoing fee is covered all list bellow:

- (a) Usage, Operation and support for the FMD System with the technical requirements under Section 4.3.*
- (b) Data storage fees on the FMD system*
- (c) Data transmission fees from the FDM system to VNA's data warehouse.*

(3): Corporate income tax (CIT)

$$\text{Revenue subject to CIT} = \frac{\text{CIT-exclusive revenue}}{1 - \text{CIT rate}}$$

$$\text{CIT payable} = \text{Revenue subject to CIT} \times \text{CIT rate}$$

Withholding tax: This tax will be paid by VNA on behalf of the Supplier.

(4): Value Added Tax (VAT)

$$\text{Revenue subject to VAT} = \frac{\text{VAT-exclusive revenue}}{1 - \text{VAT rate}}$$

$$\text{VAT payable} = \text{Revenue subject to VAT} \times \text{VAT rate}$$

Withholding tax: This tax will be paid by VNA on behalf of the Supplier.

2. In the event that the Supplier is a domestic entity or individual (based in Vietnam), the applicable tax rates shall comply with the prevailing tax regulations of Vietnam at the time of invoice issuance.
3. Any discount offer (if any).
4. Quotation for the following years, for reference, in case the service is extended beyond the initial 60-month term.
5. The validity of the Price Offer Table is 180 days from 15:00 (Hanoi time), 27 October 2025.

Representative of Supplier

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

Report on similar contracts performed by Supplier

Name of the Supplier:

No	Airline name	Service delivery	Contract validity (from..to..)	Duration of system usage to date	Name and address of client for clarification and reference
1					
2					
3					

We hereby affirm and accept full legal responsibility for the accuracy of the information provided above.

Authorized Representative of the Supplier
(Signature, company stamp, full name, and title)

Commitment Letter

on

compensation for failure to deliver

If the Fare manager and distribution system, or any of its contractual modules, fails to meet the acceptance criteria and is not approved by VNA, resulting in a failure to deliver on or before 01 April 2026 due to the Supplier's fault, the Supplier shall:

- a. Compensate VNA for damages resulting from the failure to cut over to the new system, including an amount of 15,065USD per month.
- b. Pay a penalty for contract breach equivalent to 8% of the monthly ongoing fee applicable to the month in which the delay occurs.


Representative of Supplier

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

**SUPPLIER'S WRITTEN COMMITMENT TO PROVIDE CONTRACT
PERFORMANCE GUARANTEE**

Supplier name:

After studying your Request for Proposal “**Supplying the Fare Manager and Distribution System for the period from April 2026 to March 2031**”, we commit:

3	Commitment provide the contract performance guarantee with the minimum value is 40,000.00USD in case of selection.	
---	--	---

Day Month Year

Representative of Supplier

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

LETTER OF COMMITMENT

To: Vietnam Airlines JSC
(*Hereinafter called VNA*)

We, [Supplier's Name], hereby make the following commitments in relation to our participation in the quotation/tender:

Please tick the appropriate boxes:

- ☐ Participating as an independent entity, not in a consortium or in any affiliation with any other supplier.
- ☐ Having no unresolved disputes with Vietnam Airlines JSC at the time of submission.
- ☐ Commitment to complete the cut-over process by 01 April 2026.

We hereby confirm our full compliance with the above commitments and accept full legal responsibility for any breach.

Authorized Representative of the Supplier
(Signature, company stamp, full name, and title)

[Company Letterhead]

[Company Name]

[Company Address]

[City, Country]

[dd/mm/yyyy]

To: Vietnam Airlines JSC
(*Hereinafter called VNA*)

Subject: Financial Commitment Letter

I, [Full Name], Chief Financial Officer/ Chief Executive Officer of [Company Name], hereby confirm that our Company is financially capable of performing the obligations under [Tender/Contract Name]. We commit that [Company Name] has adequate financial resources to ensure the successful and timely execution of the contract, and we shall maintain sufficient financial capacity during the entire performance period.

Furthermore, we confirm that the Company's revenues are positive and have shown consistent year-on-year growth, demonstrating our stable and sustainable financial performance.

Optional (Insert Specific Data): In particular, the Company's audited financial statements show that revenues have grown at an average rate of [X]% per year over the past [3] years.

This confirmation is based on our audited financial statements and internal financial records, and is true and correct to the best of my knowledge and belief. We commit to providing the Financial Statements upon request by the competent authorities in Vietnam.

Sincerely,

Signature

[Full Name]

Chief Financial Officer (CFO)/Chief Executive Officer (CEO)

[Company Name]

Appendix 01: Technical Requirements and Evaluation Methodology

Ref.	Evaluation criteria	Max Score	Detail Score	Minimum Score
I	System administration and security	5		2.75
1	User Sign-In/Sign-Out: Users can access the system using their username and updated password. The system performs multiple authentication checks during the login process.	0.25	0.25	0.25
2	Auto sign-out: Automatically signs the user out after a predefined period of out of the system after a predefined period of inactivity.	0.25	0.25	
3	Security Policy Settings: System administrator accounts can configure password and authentication policies, including password complexity requirements, the maximum number of failed login attempts before account lockout, mandatory password changes after a defined period, and compliance with other security requirements in accordance with the information security regulations of VNA and the laws of the Socialist Republic of Vietnam.	0.25	0.25	0.25
4	Remote access: Allows users both inside and outside the organization to access the system remotely via the HTTPS protocol, enabling usage over the Internet without being limited to the internal office network.	0.25	0.25	0.25
5	User Role Classification by Function: Ability to assign specific functional groups based on user categories, such as system administrators, department/corporate leaders with approval authority, tariff specialists at HDQ, tariff specialists at offices, fare filing teams, sales staff, agents, and others.	0.25	0.25	0.25
6	User Activity Logging: User activities on the system, such as sign-ins, sign-outs, modifications to fares/conditions, feedback submissions, and approvals, are recorded and can be queried.	0.25	0.25	
7	Logging Mechanism for Activity Tracking: The system provides log files that record activities performed on the system, such as fare/rule modifications, price approvals, price distribution, etc., and shall send the log data to VNA upon request.	0.25	0.25	
8	Number of users: Minimum of 300 users; with at least 50 concurrent users allowed	0.25	0.25	

Ref.	Evaluation criteria	Max Score	Detail Score	Minimum Score
9	User account management: Admin accounts have the ability to manage other user accounts, at least:	1		
9.1	<i>Create/Modify/Deactive/Delete user accounts</i>		0.25	0.25
9.2	<i>Query/search user accounts</i>		0.25	0.25
9.3	<i>Assign set of functionalities (markets, roles, ...) to user account</i>		0.25	0.25
9.4	<i>Monitor user accounts/Reset password</i>		0.25	
10	Centralized data management: Admin can maintain and manage data including:	1		
10.1	<i>Establish approval hierarchy</i>		0.5	0.5
10.2	<i>Manage the email list of recipients for price notifications</i>		0.25	0.25
10.3	<i>Group recipient's emails for price notifications</i>		0.25	0.25
11	User account customization: Allows users to customize their account settings, such as selecting market segments (area zone table) and competitor airlines (airline group table) for easier monitoring and change detection.	0.5	0.5	
12	Pricing Rule Configuration: Ability to set pricing rules that block or warn users when data entry violates established guidelines.	0.5		
12.1	<i>Alert while the created fares is lower than the predefined threshold</i>		0.25	
12.2	<i>Warning if imported fares are incompatible with IATA rounding regulations</i>		0.25	
II	Competitor monitoring & Decision support	35		11.15
13	Fare query: Ability to query VN's and OAL's fares based on specific criteria as follow:	3.25		1
13.1	<i>Carriers</i>		0.25	0.25
13.2	<i>Origin & Destination</i>		0.25	0.25
13.3	<i>Cabin</i>		0.25	
13.4	<i>Booking class & Fare basis</i>		0.25	0.25
13.5	<i>Trip type: OW/RT</i>		0.25	0.25
13.6	<i>Ticketing period</i>		0.2	
13.7	<i>Travel period</i>		0.2	
13.8	<i>Fare source selection: ATPCO Private fares or published fares; Web fares from INFARE or other supplier</i>		0.25	
13.9	<i>Fare amount</i>		0.1	
13.10	<i>Fare by rule</i>		0.1	
13.11	<i>Fare query based on fare construction method (specified routing or add-on constructed itineraries)</i>		0.1	

Ref.	Evaluation criteria	Max Score	Detail Score	Minimum Score
13.12	<i>Available fares</i>		0.25	
13.13	<i>Historical fares</i>		0.25	
13.14	<i>Footnote</i>		0.1	
13.15	<i>Tariff number</i>		0.1	
13.16	<i>Rule number</i>		0.1	
13.17	<i>Query VN's fares by routing number</i>		0.1	
13.18	<i>Deal name (Faresheet name)(*)</i>		0.15	
14	Display fare query results	9.65		6.4
14.1	<i>Carriers</i>		0.5	0.5
14.2	<i>Origin & Destination</i>		0.5	0.5
14.3	<i>Cabin</i>		0.5	0.5
14.4	<i>Fare basis</i>		0.5	0.5
14.5	<i>Booking class</i>		0.5	
14.6	<i>Trip type: OW/RT</i>		0.5	0.5
14.7	<i>Ticketing period</i>		0.5	0.5
14.8	<i>Travel period</i>		0.5	0.5
14.9	<i>Fare source selection: ATPCO Private fares or published fares; Web fares from INFARE or other supplier</i>		0.2	0.2
14.10	<i>Fare by rule</i>		0.1	
14.11	<i>Display fare classification according to fare construction method: specified routing or add-on constructed</i>		0.1	
14.12	<i>Validity (effective fares, historical fares)</i>		0.2	
14.13	<i>Footnote</i>		0.1	
14.14	<i>Rule number</i>		0.1	
14.15	<i>Routing number</i>		0.2	0.2
14.16	<i>Detail routing number in city code/ or Airport code and Airlines code (Route map)(*)</i>		1	
14.17	<i>Currency</i>		0.5	0.5
14.18	<i>Net fare</i>		1	1
14.19	<i>Total fare</i>		0.5	0.5
14.20	<i>Tax, fee, surcharge</i>		0.1	
14.21	<i>Display breakdown of All-inclusive fare components including: tax, fee, YQ/YR, surcharge, etc.</i>		0.5	
14.22	<i>Display breakdown of constructed fare components including main routing fare and add-on fare</i>		0.1	
14.23	<i>Display rule text (by categories)</i>		0.5	0.5
14.24	<i>Fare effectiveness (effective/discontinue)</i>		0.1	
14.25	<i>Branded fares</i>		0.1	
14.26	<i>Checked luggage</i>		0.1	

Ref.	Evaluation criteria	Max Score	Detail Score	Minimum Score
14.27	<i>Deal name (Faresheet name)(*)</i>		0.15	
15	Add-on query	0.5		0.2
15.1	<i>Carriers</i>		0.1	0.1
15.2	<i>Origin & Destination in city code</i>		0.1	0.1
15.3	<i>Origin & Destination in country code</i>		0.1	
15.4	<i>Bucket</i>		0.05	
15.5	<i>Footnote code</i>		0.05	
15.6	<i>Tarriiff code</i>		0.05	
15.7	<i>OW/RT/Double OW</i>		0.05	
16	Display add-on fare query results	1.1		0.3
16.1	<i>Carriers</i>		0.1	0.1
16.2	<i>Origin & Destination in city code</i>		0.1	0.1
16.3	<i>Origin & Destination in country code</i>		0.1	
16.4	<i>Bucket</i>		0.1	
16.5	<i>Tarriiff code</i>		0.1	
16.6	<i>Add-on zone (ARB)</i>		0.1	
16.7	<i>OW/RT/Double OW</i>		0.1	
16.8	<i>Net fare</i>		0.1	0.1
16.9	<i>Currency</i>		0.1	
16.10	<i>Routing number</i>		0.1	
16.11	<i>Effectiveness</i>		0.1	
17	Export/copy&paste query result	6		
17.1	<i>Export fare query results and add-on fares to one of the following formats: xls/xlsx/csv/Word</i>		5	
17.2	<i>Ability to copy and paste query results into one of the following formats: xls/xlsx/csv/Word</i>		1	
18	Save query templates: Ability to save query criteria templates for repeated use within the functionality.	1		
18.1	<i>Fare query</i>		0.75	
18.2	<i>Add-on fare query</i>		0.25	
19	Display query results: Query results are displayed in a logical order and can be sorted, filtered, and searched	3		
19.1	<i>Reorganize according to the logical order of one or more criteria</i>		1.5	
19.2	<i>Display records filtered by specific search criteria</i>		1.5	
20	Compare VN's/OAL's fares: Ability to automatically compare and cross-check VN/OAL fares and provide suggested reactive pricing recommendations based on user-defined criteria in response to competitor price changes.	1	1	

Ref.	Evaluation criteria	Max Score	Detail Score	Minimum Score
20.1	<i>Carriers</i>		0.2	
20.2	<i>Origin & Destination</i>		0.2	
20.3	<i>Effectiveness</i>		0.1	
20.4	<i>Fare basis</i>		0.1	
20.5	<i>OW/RT/Double OW</i>		0.1	
20.6	<i>Net fare</i>		0.2	
20.7	<i>Currency</i>		0.1	
21	Track change of VN's/OAL's fares: Ability to display detailed fare changes for VN/OAL, categorized by new fares, updated fares, and cancelled fares	1.5		0.5
21.1	<i>Carriers</i>		0.25	0.25
21.2	<i>Origin & Destination</i>		0.25	0.25
21.3	<i>Booking class & Fare basis</i>		0.25	
21.4	<i>Time or period of fare changes</i>		0.25	
21.5	<i>Select Change Type: Fare change</i>		0.25	
21.6	<i>Select Change Type: Rule change</i>		0.25	
22	Track change of VN's/OAL's fares results: Ability to display detailed fare changes for VN/OAL, categorized by new fares, updated fares, and cancelled fares	4.5		2.25
22.1	<i>Carriers</i>		0.75	0.75
22.2	<i>Origin & Destination</i>		0.75	0.75
22.3	<i>Booking class & Fare basis</i>		0.75	0.75
22.4	<i>Ticketing period & Travel period</i>		0.75	
22.5	<i>Select Change Type: Fare change</i>		0.75	
22.6	<i>Select Change Type: Rule change</i>		0.75	
23	Track change of VN's/OAL's YQ/YR: ability to highlight modifications in YQ/YR of VN/OAL	0.3		
23.1	<i>Carriers</i>		0.1	
23.2	<i>Origin & Destination in city code</i>		0.1	
23.3	<i>Trip type: OW/RT</i>		0.1	
24	Display YQ/YR change results	0.7		
24.1	<i>Carriers</i>		0.1	
24.2	<i>Origin & Destination in city code</i>		0.1	
24.3	<i>Trip type: OW/RT</i>		0.1	
24.4	<i>Fare basis</i>		0.1	
24.5	<i>YQ/YR</i>		0.1	
24.6	<i>Currency</i>		0.1	
24.7	<i>Effectiveness</i>		0.1	
25	Compare VN's/OAL's rules: Ability to compare detailed fare rule between VN and OAL (by categories)	2.5		0.5

Ref.	Evaluation criteria	Max Score	Detail Score	Minimum Score
25.1	<i>Ability to compare specific conditions between VN and OAL by each category</i>		0.5	0.5
25.2	<i>Highlight specific differences in each category of the fares being compared</i>		2	
III	Create fare proposals and associated tasks. <i>A fare proposal is an electronic fare data package that includes information such as carrier, fare amount, fare basis, origin, destination, ticketing validity, travel dates, footnote, routing number, various textual details, and attached files in pdf, word, excel format. Users are able to create, delete, and edit the fares within the fare proposal, automatically distribute fare data to ATPCO, and automatically send fare notification emails to designated recipients.</i>	30		7.5
26	Create fare proposal including the following information:	4.5		
26.1	<i>The name of the fare proposal shall be defined by users in accordance with the corresponding Deal name (Faresheet name) as specified in Section II, or by using the format: Deal name + Version.</i>		1	
26.2	<i>ID of the fare proposal (unique)</i>		1	
26.3	<i>Display status of the fare proposal</i>		1	
26.4	<i>Approval level: Manager/Director/President : levels defined by admin</i>		1	
26.5	<i>Priority level of fare Proposal</i>		0.5	
27	Fare proposal status: can be configured as required; or cover at least the following status:	3		
27.1	<i>Drafted/Incompleted</i>		0.5	
27.2	<i>Suspend</i>		0.5	
27.3	<i>Submit for approval</i>		0.5	
27.4	<i>Approved</i>		0.5	
27.5	<i>Rejected</i>		0.5	
27.6	<i>Completed</i>		0.5	
28	Tasks on fare proposal	21		7.5
28.1	<i>Import/Create new fares and store them in fare proposal</i>		1	1
28.2	<i>Edit active fares from fare search under Section II and store them in fare proposal</i>		1.5	1.5
28.3	<i>Cancel active fares from fare search under Section II and store them in fare proposal</i>		1.5	1.5
28.4	<i>Create new fares by duplicating the active fares from fare search under Section II and store them in the fare proposal</i>		1.5	1.5

Ref.	Evaluation criteria	Max Score	Detail Score	Minimum Score
28.5	<i>Automatically round up fare amount as per IATA regulation</i>		1	
28.6	<i>Save incompleted fare proposal as a draft</i>		1	
28.7	<i>Re-open incompleted fare proposal for editing</i>		1	
28.8	<i>Attach file in word, pdf, excel format to fare proposal</i>		1	
28.9	<i>Ability to add note text in fare proposal</i>		1	
28.10	<i>Select a list of emails of receipient who will receive the notification email after the fare proposal is approved/implemented</i>		1	1
28.11	<i>Duplicate current fare proposal to create a new one</i>		1	
28.12	<i>It is not allowed to use duplicate names for fare proposals</i>		1	
28.13	<i>Ability to delete incomplete fare proposal</i>		1	
28.14	<i>Fare proposals cannot be deleted once they are approved</i>		1	
28.15	<i>Suspend fare proposal (make the fare proposal temporarily inactive and it will not be processed until the owner user reactivates it)</i>		0.5	
28.16	<i>Allow users to perform actions on fare proposals created by other users</i>		0.5	
28.17	<i>Submit fare proposal for approval review</i>		0.5	
28.18	<i>Reject fare proposal</i>		0.5	
28.19	<i>Approve fare proposal</i>		1	
28.20	<i>Automatically send the price notification from the fare proposal in Section 26 via email to the selected recipient email list.</i>		1	1
28.21	<i>The fare proposal can be exported to other formats (xls/doc/pdf)</i>		0.5	
28.22	<i>All fare records in the fare proposal are required to include the "Deal Name" field under Section 26.1(*)</i>		1	
29	Fare proposal management: <i>ability to sort, filter and search for fare proposals based on the following criteria:</i>	1.5		
29.1	<i>Proposal created by own user</i>		0.5	
29.2	<i>Proposal created by own user's team group</i>		0.5	
29.3	<i>Proposal created by own user's organization</i>		0.5	
IV	Workflow and Fares Distribution	10		2
30	Establish workflows and roles: create workflow rules, establish roles, associate users to roles within the organization	1		
31	Approval Workflow:	1		

Ref.	Evaluation criteria	Max Score	Detail Score	Minimum Score
31.1	<i>Submit for approval</i>		0.2	
31.2	<i>Passed down for review/modification/correction</i>		0.2	
31.3	<i>Submit for re-approval</i>		0.2	
31.4	<i>Approved</i>		0.2	
31.5	<i>Rejected</i>		0.2	
32	Distribute batch (including edited fares/rules/footnotes,...) associated with fare proposal to ATPCO	1.5		
32.1	<i>Send the batch to ATPCO after it has been distributed</i>		0.5	
32.2	<i>Automatically release the batch by ATPCO after it has been distributed</i>		0.5	
32.3	<i>Schedule the release time of the batch by ATPCO after it has been distributed</i>		0.5	
33	The fare sheet is automatically generated from the fare proposal in Section III	2	2	2
34	The fare sheet shall include the following informations:	3		
34.1	<i>Organization's logo</i>		0.25	
34.2	<i>Proposal name</i>		0.25	
34.3	<i>Origin and Destination</i>		0.2	
34.4	<i>Fare basis</i>		0.2	
34.5	<i>Fare amount</i>		0.2	
34.6	<i>Routing number</i>		0.2	
34.7	<i>Routing details</i>		0.2	
34.8	<i>Ticketing period</i>		0.2	
34.9	<i>Travel period</i>		0.2	
34.10	<i>Approver's name</i>		0.2	
34.11	<i>Free text field supported to add information and display in the fare sheet</i>		0.2	
34.12	<i>Automatically generate the fare sheet from the fare proposal in Section III in PDF, Word, Excel, or CSV format</i>		0.2	
34.13	<i>Display the complete fare sheet for all items with the same Deal Name, including the newly revised fares in this fare proposal and the currently active fares from the previous version.(*)</i>		0.5	
35	Implement the fare sheet	1.5		
35.1	<i>Upon approval of the proposal in Section III, a notification email with the attached fare sheet shall be sent to the predefined list of recipient</i>		0.5	

Ref.	Evaluation criteria	Max Score	Detail Score	Minimum Score
35.2	<i>Allow customization of the fare notification email content according to VNA's requirements, including email body, use of the Vietnamese language, and other specific elements</i>		0.25	
35.3	<i>Support for attaching the fare sheet to the fare notification email described above</i>		0.25	
35.4	<i>Support for attaching files from the pricing proposal in Section III to the fare notification email described above</i>		0.5	
V	Data Integration	10		1.5
36	Internet fares data provided by INFARE or other suppliers	2		
36.1	<i>Ability to load and maintain INFARE or other suppliers' fares data</i>		1	
36.2	<i>Ability to query, highlight changes fares data from INFARE/other suppliers in an analytical manner (such as spreadsheet or graphic format)</i>		1	
37	Data integration (**) between the supplier's system and VNA	7		
37.1	<i>The Supplier shall provide a solution to ensure the secure, stable, and complete transmission of data from the Supplier's system to VNA's centralized data warehouse. All data, once transmitted, shall be under the exclusive ownership and lawful usage rights of VNA, without any limitations related to geographic location, time, or any other conditions</i>		0.5	0.5
37.2	<i>The data transmission frequency specified in Section V.37.3 for all VNA's Origin – Destination Combinations to VNA's data warehouse must be performed daily or whenever there is any change in prices on the Supplier's system.</i>		2.5	
37.3	<i>The data sent to VNA is required to include at minimum, but is not limited to, the following information:</i> 1) Booking class 2) Fare basis 3) Routing Inbound/Routing Outbound 4) PTC (Passenger Type Code) 5) Oneway fare (Base fare, taxes, YQ/YR, Total) 6) Roudtrip fare (Base fare, taxes, YQ/YR, Total) 7) Surcharge 8) Currency 9) Travel Date 10) Ticketing Date 11) Day/Time		1	1

Ref.	Evaluation criteria	Max Score	Detail Score	Minimum Score
	12) Advance Purchase day/month 13) Black out date 14) Min stay 15) Max stay 16) Refund 17) Exchange 18) Penalty Fee 19) Season			
37.4	The data sent to VNA shall additionally include the following information: 1) Routing Detail/ Routing Map 2) Flight Restriction 3) Accompanied Travel		3	
38	Establish a direct connection and enable the retrieval of fare data and fare conditions to provide input for the financial and accounting system	1	1	
VI	Other requirements	10		2.5
39	Ability to store VNA's data for 2-3 years on the cloud/online environment of the vendor.	1.5	1.5	1.5
40	There is a capability or plan to increase VNA's data retention period to 10 years within the next year, hosted on the service provider's cloud or online system (*)	1	1	
41	A commitment to provide a contract performance guarantee worth USD 40,000 with Form TL9 under Section 2.4 of the Request for Proposal if the Supplier is awarded the contract	2.5	2.5	
42	A commitment to compensation for delays in accordance with Form TL8 under Section 2.4 of the Request for Proposal, in the event that the Fares Management and Distribution System is not cutover on or before April 1, 2026, due to the Supplier's fault.	2	2	
43	Provision of a testing system for VNA, including the core functionalities specified in Sections I, II, III, and IV in accordance with VNA's request at the time of Proposal submission.	1	1	1
44	Searching for reference data: ability to search for and retrieve reference information such as tariff numbers, airport codes, ...	2		
44.1	City code		0.2	
44.2	Airport code		0.2	
44.3	Country code		0.2	

Ref.	Evaluation criteria	Max Score	Detail Score	Minimum Score
44.4	Regional code		0.2	
44.5	Currency data		0.2	
44.6	Mileage		0.2	
44.7	RBD in Cabin		0.2	
44.8	Tariff code		0.2	
44.9	Footnote (VN/OAL)		0.2	
44.10	Đồng tiền, tỷ giá		0.2	
	CONCLUSION	100		27.40

Note

(*): Details are provided in the documentation or the live demo, with the deployment schedule to be agreed upon by both parties during negotiations

():Reference Data Table:**

Booking class	Fare basis	Routing Inbound	Routing Outbound	Routing Detail/ Routing Map	PTC (Passenger Type Code)	Fare Type	Base Fare	Taxes	YQ/YR	Total
A	AAPVNF	HAN-SGN	HAN-SGN	HAN-SGN	ADT	Oneway	599000	249000	200000	1048000
A	AAP4VNF	HAN-DAD-SGN	HAN-DAD-SGN	HAN-DAD-SGN	ADT	Roudtrip	599000	249000	200000	1048000
A	AAP4VNFG4	HAN-SGN	HAN-SGN	HAN-SGN	ADT	Oneway	599000	249000	200000	1048000
A	AAPVNF	HAN-SGN	HAN-SGN	HAN-SGN	ADT	Roudtrip	599000	249000	200000	1048000
A	AAP4VNF	HAN-DAD-SGN	HAN-DAD-SGN	HAN-DAD-SGN	CNN	Oneway	599000	249000	200000	1048000
P	AAP4VNFG4	HAN-SGN	HAN-SGN	HAN-SGN	CNN	Roudtrip	599000	249000	200000	1048000
P	AAPVNF	HAN-SGN	HAN-SGN	HAN-SGN	CNN	Oneway	599000	249000	200000	1048000
P	AAP4VNF	HAN-DAD-SGN	HAN-DAD-SGN	HAN-DAD-SGN	CNN	Roudtrip	599000	249000	200000	1048000
P	AAP4VNFG4	HAN-SGN	HAN-SGN	HAN-SGN	CNN	Oneway	599000	249000	200000	1048000
P	AAPVNF	HAN-SGN	HAN-SGN	HAN-SGN	INF	Roudtrip	599000	249000	200000	1048000
P	AAP4VNF	HAN-DAD-SGN	HAN-DAD-SGN	HAN-DAD-SGN	INF	Oneway	599000	249000	200000	1048000
P	AAP4VNFG4	HAN-SGN	HAN-SGN	HAN-SGN	INF	Roudtrip	599000	249000	200000	1048000

Surcharge	Currency	Flight Restriction	Travel Date	Ticketing Date	Accompanied Travel	Day/Time	Advance Purchase day/month	Black out date	Min stay	Max stay	Refund	Exchange	Penalty Fee	Season
						Mon, Tue, Wed...					TRUE	TRUE		
		123,456,789...	15Mar2025-30Jun2025	15Mar2025-30Jun2025							FALSE	FALSE		15Mar2025-30Jun2025
					4						TRUE	TRUE		
						Mon, Tue, Wed...					FALSE	FALSE		
		123,456,789...	15Mar2025-30Jun2025	15Mar2025-30Jun2025							TRUE	TRUE		
					4						FALSE	FALSE		
						Mon, Tue, Wed...					TRUE	TRUE		
		123,456,789...	15Mar2025-30Jun2025	15Mar2025-30Jun2025							FALSE	FALSE		
					4						TRUE	TRUE		
						Mon, Tue, Wed...					FALSE	FALSE		
		123,456,789...	15Mar2025-30Jun2025	15Mar2025-30Jun2025							TRUE	TRUE		
					4						FALSE	FALSE		