

## REQUEST FOR PROPOSAL

Package: Supplying the Customer Loyalty Solution for  
Vietnam Airlines for the period 2019-2024

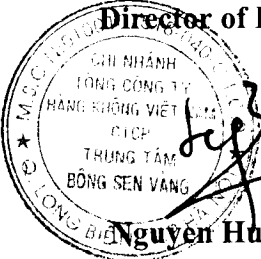
Purchaser: Vietnam Airlines Jsc.

Address: 200 Nguyen Son street, Hanoi, Vietnam

Issued on: *9th October* 2019

Chief of Project team

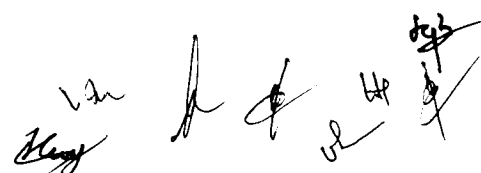
Director of Lotusmiles

  
Nguyen Hau Tung

*Handwritten signatures and initials at the bottom right.*

## TABLE OF CONTENTS

ABBREVIATIONS & DEFINITIONS .....	1
INVITATION TO OFFER.....	2
1. PRODUCTS AND SERVICES REQUIREMENTS .....	3
1.1 Name and quantity of products and services .....	3
1.2 Requirements of products and services .....	3
1.3 Time and place of implementation .....	4
1.4 Period for purchasing License, Support and Maintenance services .....	4
2. PRICE OFFER INSTRUCTIONS .....	5
2.1 Price offer requirements.....	5
2.2 Clarification of RFP .....	5
2.3 Proposal submission.....	5
2.4 Proposal materials .....	6
2.5 Proposal clarification .....	7
2.6 Proposal evaluation.....	8
2.7 Proposal negotiation.....	8
2.8 Conditions for vendor to be chosen .....	8
2.9 Announcement of the bid result to vendors .....	8
3. EVALUATION CRITERIA .....	10
3.1 Criteria for evaluating vendor's eligibility .....	10
3.2 Criteria for evaluating the eligibility of products and services.....	12
3.3 Evaluating the competence and experience of vendors .....	15
3.4 Technical evaluation criteria.....	15
3.5 Table of Evaluation criteria for commercial functionalities .....	16
3.6 Table of Evaluation criteria for IT requirements .....	29
3.7 VNA's current application/systems that need integration with new Loyalty Solution .....	38
4. PROPOSAL EVALUATION .....	40
4.1 Evaluating the eligibility of vendors and of vendors' products and services .....	40
4.2 Evaluating the competence and experience .....	40
4.3 Technical evaluation .....	40
4.4 Financial evaluation and Price offer determination .....	41
4.5 Determining the Evaluated total score and ranking vendors .....	42



4.6 Proposal negotiation and re-ranking vendor .....	43
5. FORMS .....	44
5.1 Form 01 - Letter of Offer .....	44
5.2 Form 02 - Letter of Authorization .....	45
5.3 Form 03 - Price Offer Table.....	46
5.4 Form 04 - List of airline clients .....	48
5.5 Form 05 - Solution's capability .....	48
5.6 Form 06 - Written commitment for IT.....	48
5.7 Form 07 - Sample scenario of System testing and user acceptance testing (UAT) of the software and whole loyalty system (including method and plan) .....	51
5.8 Form 08 - System organization.....	51
5.9 Form 09 - Describe Method and plan of system implementation .....	51
5.10 Form 10 - Describe method and plan of member data migration.....	51
5.11 Form 11 - Describe method and plan to connect with VNA's current systems..	52
5.12 Form 12 - Describe technical support service and SLA (Service Level Agreement) to be provided .....	52
5.13 Form 13 - Describe system's information security .....	52
5.14 Form 14 - Describe system's functions which allow user manually update/input data into the system.....	53
5.15 Form 15 - Describe system abilities to create and provide list.....	53
5.16 Form 16 – List of Vendor's standard API, WEBSERVICE set of the software	53
5.17 Form 17 - Letter of commitment .....	53

**ABBREVIATIONS & DEFINITIONS**

No	Abbreviation	Full meaning
1.	GDPR	The EU General Data Protection Regulation
2.	RFP	Request for Proposal
3.	Program/Lotusmiles	Lotusmiles Frequent Flyer Program
4.	Solution/System	Vietnam Airlines' Customer Loyalty Solution, or the Customer Loyalty Solution that Vendor offers Vietnam Airlines
5.	USD	US dollar
6.	VNA	Vietnam Airlines Jsc.
7.	VND	Vietnamese dong
8.	DBMS	Database management system



## INVITATION TO OFFER

Hanoi, *9th October* 2019

Vietnam Airlines JSC (VNA) would like to invite Vendor(s) to join the bidding for VNA's project "Supplying the Customer Loyalty Solution for Vietnam Airlines for the period 2019-2024".

The Request for Proposal is enclosed.

Please send your Proposal to our address:

Vietnam Airlines Jsc – Lotusmiles center.

200/10 Nguyen Son street, Long Bien district, Hanoi.

Attention: Mr. Nguyen Huu Tung

Chief of Project team, Director of Lotusmiles

CC: Mr. Doan Quang Huy

Office phone: (+84) 24 38732732, ext.: 2804

Mobile phone: (+84) 988777470

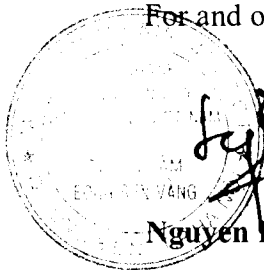
Email: [huydq@vietnamairlines.com](mailto:huydq@vietnamairlines.com)

The Proposal must be submitted no later than 15h00 *23 October* 2019 (Vietnam time).

Please contact the above address for further information if needed.

Sincerely yours,

For and on behalf of VNA



**Nguyen Huu Tung**

*Handwritten signatures and initials at the bottom right of the page.*

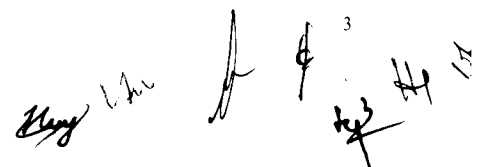
## 1. PRODUCTS AND SERVICES REQUIREMENTS

### 1.1 Name and quantity of products and services

- Name of products and services: Supplying the Customer Loyalty Solution for Vietnam Airlines for the period 2019-2024 (hereafter called “Solution”).
- Quantity: 01 package.

### 1.2 Requirements of products and services

- Vendor's responsibilities:
  - + Providing software, deploying, installing on the infrastructure system which will be provided by VNA based on Vendor's recommended information of hardware configuration includes:
    - PRODUCT system, TRAINING/TESTING system at the Data Center (DC).
    - Backup of PRODUCT system (BACKUP/STANDBY) at the Disaster Recovery Center (DR) or DC.
  - + Migrating system, migrating data, connecting with VNA's systems which are listed in section 3.7.
  - + Providing Vendor's standard API, WEBSERVICE set of the software.
  - + System testing and user acceptance testing (UAT) of software (including functions and operating on the VNA's infrastructure) and working closely with VNA for whole system acceptance test.
  - + Providing maintenance and technical support service.
  - + Working closely, proposing solution and implement when VNA has change request
- Solution capacity requirements:
  - + Solution is capable of serving the maximum of 07 million members for the period from 2019 to 2024.
  - + Number of solution's users: at least 500 staff users.
  - + Number of concurrent users: at least 250 concurrent staff users.
  - + Number of active members that can use the solution within a certain period of time: 60 members per second.
- Criteria of products and services requirements: Technical evaluation criteria (including commercial functionality requirements and IT requirements) is stipulated at section 3.4.
- Commercial functionality requirements: detailed at Table of Evaluation criteria for commercial functionalities at section 3.5.
- IT requirements: detailed at Table of Evaluation criteria for IT requirements at section 3.6.
- Training requirements: Vendor provides training plan and trains for deploying phase and after system go-live when have changes, updates/upgrades. The requirements are detailed at Point 3, Section 3.2.
- Requirements on technical support and maintenance services after system go live:



+ Free of charge on providing (does not include human resource for onsite installation) Vendor's update/upgrade versions of the software with full designed features/functions on valid period of using license. Vendor must provide VNA sufficient documents of the update/upgrade versions.

+ Free of charge on supporting VNA to install, configure in the following cases: VNA update/upgrade/change/move servers or system occur issue/problem/crash.

### **1.3 Time and place of implementation**

- Purchaser: Vietnam Airlines Jsc.  
Here after called "VNA".
- Place of implementation: 200 Nguyen Son street, Long Bien district, Hanoi, Vietnam.
- Time of implementation: maximum twelve (12) months from the effective contract date.

### **1.4 Period for purchasing License, Support and Maintenance services**

Sixty (60) months from cut-over date.

Handwritten signatures and initials in black ink, located at the bottom right of the page. There are several distinct marks, including what appears to be a signature and some initials.

## 2. PRICE OFFER INSTRUCTIONS

### 2.1 Price offer requirements

- Price shall be quoted as specified in Letter of Offer (Form 01) enclosing with Price Offer Table (Form 03), after deducting discount amount written in Letter of Discount (if any).
- In case the vendor has Letter of Discount, they shall submit it either together with the Proposal or separately provided that VNA receives it before the deadline of Proposal submission. In case the vendor submits Letter of Discount together with the Proposal, vendor should notice VNA in advance before the deadline of Proposal submission or specify in the list of Proposal materials.
- Vendor should provide adequate information in Price Offer table in accordance with Form 03 with the signature of the legal representative of vendor. The Price Offer table shall include all price components, all kinds of taxes, fees, and remain unchanged during the whole contract time.
- Currency of price offer: VND or USD.
- Currency for evaluation: VND.
- Currency conversion applicable for this Offer: 1 USD = 23,700 VND.
- Language of Proposal:
  - + Vietnamese vendors: Vietnamese.
  - + Foreign vendors: The RFP as well as all correspondence and documents relating to the exchange between vendor and VNA are written in English. Additional and supporting materials in the RFP can be written in another language and accompanied by a translation into English. In case of a lack of translation, if necessary, VNA may request vendor to send supplementary documents.

### 2.2 Clarification of RFP

In case the RFP needs to be clarified, vendor should send a written request for clarification to make sure that VNA receives it no later than five (05) days prior to the submission date of the Proposal stipulated in section 2.3. VNA will send a response to all vendors by email or written document. Where the clarification leads to amendment of the RFP, VNA will send the revised decision of amendment together with the revised contents to all vendors no later than three (03) days before the submission date of the Proposal.

### 2.3 Proposal submission

- Deadline of Proposal submission and validity of Proposal:
    - + In any circumstances, Proposal must be received by VNA before the deadline of Proposal submission, i.e. 15h00 *23 October*, 2019 (Vietnam time).
- Proposal submitted after the Deadline of Proposal Submission is deemed illegitimate and will be rejected. Letter of Discounts received after the Deadline of Proposal Submission is not applied for vendors evaluation purpose;





- + The validity of Proposal is 120 days from the date of the deadline of Proposal submission;
- Proposal specifications: both hard copies and soft copies stored in USB/memory stick.
- The Proposal shall be submitted to VNA directly or by courier to the following address:

*Vietnam Airlines JSC – Lotusmiles center.*

*3rd floor of the building at 200/10 Nguyen Son street, Long Bien district, Hanoi.*

*Attention: Mr. Doan Quang Huy*

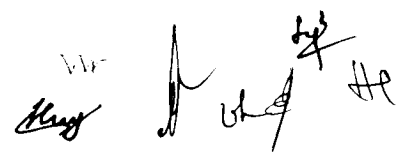
*Tel: (+84) 24 38732732, ext: 2804*

*Mobile phone: (+84) 988777470*

*Email: [huydq@vietnamairlines.com](mailto:huydq@vietnamairlines.com)*

#### **2.4 Proposal materials**

Vendor's Proposal shall include the following materials:


Handwritten signatures and initials in black ink, located at the bottom right of the page. There are four distinct marks, including what appears to be a signature and several initials.

Docs ID	Documents	References
TL1	Documents to prove criteria for evaluating vendor's eligibility	Section 3.1
TL2	Documents to prove criteria for evaluating the eligibility of products and services	Section 3.2
TL3	Documents to prove the competence and experience of vendors	Section 3.3
TL4	Letter of Offer	Form 01
TL5	Letter of Authorization (if any)	Form 02
TL6	Price Offer table	Form 03
TL7	Introduction on vendor's history and development process	
TL8	List of airline clients	Form 04
TL9	Solution's capability	Form 05
TL10	Documents describing all modules of vendor's Customer Loyalty Solution offered for VNA according to this RFP	
TL11	Documents describing the ability to satisfy, the level of satisfaction of vendor's Loyalty Solution to the requirements of commercial functionalities	
TL12	Draft of contract	
TL13	Vendor's Written commitment for IT	Form 06
TL14	Sample scenario of System testing and user acceptance testing (UAT) of the software and whole loyalty system (including method and plan)	Form 07
TL15	System organization	Form 08
TL16	Describe method and plan of system implementation	Form 09
TL17	Describe method and plan of member data migration	Form 10
TL18	Describe method and plan to connect with VNA's current systems	Form 11
TL19	Describe technical support service and SLA (Service Level Agreement) to be provided	Form 12
TL20	Describe system's information security	Form 13
TL21	Describe system's functions which allow user manually update/input data into the system	Form 14
TL22	Describe system abilities to create and provide list: - Business reports - System monitor and operation reports	Form 15
TL23	List of Vendor's standard API, WEBSERVICE set of the software	Form 16

## 2.5 Proposal clarification

In the process of evaluating Proposal, VNA may request vendor to clarify the contents of the Proposal and to supplement the documents in case lacking of documents as required by RFP,

7



provided that this clarification does not change the basic content of the submitted Proposal and Price offered.

Method of Proposal clarification: VNA invites vendor to come to meet directly or sends the emails/letters and vendor should response by emails/letters. Clarified contents in writing are kept by VNA as a part of the Proposal. When the due date of clarification is over but VNA does not receive the clarification, VNA shall relies on submitted Proposal to evaluate..

## **2.6 Proposal evaluation**

The evaluation of Proposal is performed step by step according to the regulations specified in section 4, in which vendor must meets the requirements of the previous step in order to be included in the evaluation in the following step, specifically:

- Evaluating the eligibility of vendor's and of products and services.
- Evaluating the competence and experience of vendors.
- Evaluating the technical requirements.
- Finance evaluation and determining Offer price score.
- Determining the Evaluated total score and ranking the vendors.
- Negotiation and re-ranking the vendors.

## **2.7 Proposal negotiation**

In case there are 3 or more vendors satisfying requirements of RFP, VNA shall negotiate with the 3 highest ranking vendors. In case there are less than 3 vendors satisfying requirements of RFP, VNA shall negotiate with all those vendors.

The negotiation is implemented based on the following documents:

- Proposal and all clarification documents (if any) of the vendor.
- RFP.

During negotiation process, all parties negotiate price, technical and commercial conditions and other contents.

Post-negotiation price and other conditions are the basis for redefining the Evaluated total score and re-ranking vendor.

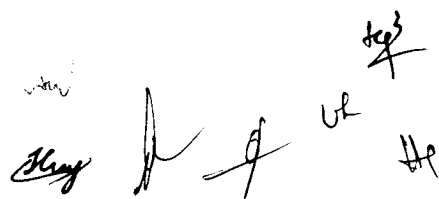
## **2.8 Conditions for vendor to be chosen**

Vendor is recommended to choose where all the following conditions are met:

- Have an eligible Proposal and an eligible products and services as evaluated in section 4.1.
- Meet the requirements of competence and experience as evaluated in section 4.2
- Meet the technical requirements as evaluated in section 4.3.
- Having the highest aggregate score after negotiation.
- The total offered price including taxes, fees, charges in Vietnam does not exceed the approved amount of the Package.
- Meet the payment conditions of VNA detailed at Form 03.

## **2.9 Announcement of the bid result to vendors**

- After having the approved decision of successful vendor, VNA will send written notification (by email or courier) to all vendors who submitted Proposals.

Handwritten signatures and initials in black ink, located at the bottom right of the page. There are several distinct marks, including what appears to be a signature 'Huy' and other initials.

Notification to successful vendor will include the time and venue for contract conclusion.

- VNA reserves the right to cancel the process of offering and rejecting all Proposals at any time prior to the signing of the contract without incurring any liability to vendors as well as explaining the reason to vendors. VNA will notify vendors in case of canceling the bidding process.

Handwritten signatures and initials at the bottom right of the page, including a large signature and several smaller initials.

### 3. EVALUATION CRITERIA

#### 3.1 Criteria for evaluating vendor's eligibility

No	Requirements	Satisfaction level		Documents required
		Satisfied	Not satisfied	
1	Operation Registration Certificate or Business Registration Certificate	Yes	No	Copies of Operation Registration Certificate or Business Registration Certificate issued by competent authorities in the country where vendor is operating
2	Any dispute, lawsuit, conflict of interest or breach of contract with VNA that have not been solved until the time of Proposal submission	Have no dispute	Have dispute	Written commitment
3	The Letter of Offer is signed and stamped (if any) by the legal representative of the Vendor at the request of RFP	Valid	Invalid	Letter of Offer + Letter of Authorization (if any)
4	Time for Solution implementation	12 months or less	Over 12 months	Letter of Offer
5	Time for supplying services from the cut-over date	From 60 months or more	Less than 60 months	
6	The validity of Proposal	From 120 days or more	Less than 120 days	Letter of Offer
7	Submit contract performance guarantee equivalent to 3% of total contract value with validity period in correspondance with implementation period of System from the effective date of contract	Commit	Do not commit	Written commitment

Handwritten signatures and initials at the bottom right of the page.

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

Handwritten signatures and initials at the bottom right of the page.

### 3.2 Criteria for evaluating the eligibility of products and services

No	Requirements	Satisfaction level		Documents required
		Satisfied	Not satisfied	
1	Bear all responsibilities for Intellectual Property (IP) of product, including but not limited copyrights of software and other IP rights.	Commit	Do not commit	- Written commitment (Form 17) - Vendor, who do not own copyright, is required to provide relevant authorization and/or permission of software owner
2	Accept to pay penalty up to 5% of total contract value in case of failure to implement the functions committed in Proposal	Commit	Do not commit	Written commitment (Form 17)
3	Written commitment to training	Commit	Do not commit	Written commitment (Form 06)
4	Written commitment: Vendor's recommended information of hardware configuration guarantee that SLA is minimum 99%	Commit	Do not commit	Written commitment (Form 06)
5	Written commitment: Vendor's software is designed to work with recommended hardware configuration and guarantees that SLA is minimum 99%.	Commit	Do not commit	Written commitment (Form 06)
6	Written commitment: provide API or web service with instruction document which allows to synchronize Loyalty system's data to VNA's Data warehouse.	Commit	Do not commit	Written commitment (Form 06)
7	Written commitment to work closely to support VNA on operating system, upgrading release/versions of DBMS.	Commit	Do not commit	Written commitment (Form 06)
8	Written commitment to work closely and propose detailed plan in case VNA have requirement of connecting	Commit	Do not commit	Written commitment (Form 06)

Handwritten signatures and initials at the bottom right of the page.

No	Requirements	Satisfaction level		Documents required
		Satisfied	Not satisfied	
	with new applications/systems in the future.			
9	Written commitment to work closely with other VNA's vendors to connect with related applications/systems.	Commit	Do not commit	Written commitment (Form 06)
10	Written commitment to work closely to support VNA on operating system, upgrading release/versions of DBMS.	Commit	Do not commit	Written commitment (Form 06)
11	Written commitment to work closely with VNA when DBMS provider recommend/request to update/upgrade DBMS release/versions.	Commit	Do not commit	Written commitment (Form 06)
12	Written commitment: <ul style="list-style-type: none"> <li>- Software has at least API, web service, file sharing method.</li> <li>- Provide Vendor's standard API, WEBSERVICE set of the software with instruction document.</li> <li>- Provide API, WEBSERVICE with instruction document to connect with VNA's systems which is listed in section 3.7.</li> </ul>	Commit	Do not commit	Written commitment (Form 06)
13	Written commitment to connect with VNA's systems which is listed in section 3.7 to keep VNA's operation running.	Commit	Do not commit	Written commitment (Form 06)
14	Written commitment that after system go live, the loyalty system can connect with other systems: + Minimum 10 input systems. + Minimum 10 output systems.	Commit	Do not commit	Written commitment (Form 06)



No	Requirements	Satisfaction level		Documents required
		Satisfied	Not satisfied	
15	Written commitment to provide periodic reports, abnormal reports (if any) about status of the providing service.	Commit	Do not commit	Written commitment (Form 06)
16	Written commitment to comply with Vietnam's Cyber Security Law.	Commit	Do not commit	Written commitment (Form 06)
17	Written commitment to comply with data's information security of VNA.	Commit	Do not commit	Written commitment (Form 06)
18	Written commitment to comply with EU's GDPR.	Commit	Do not commit	Written commitment (Form 06)
19	Written commitment that all data on the System is owned by VNA.	Commit	Do not commit	Written commitment (Form 06)
20	Written commitment the software is not violating such application security risks as SQL injection, Cross-Site Request Forgery, Cookie Stealing, Over-Posting.	Commit	Do not commit	Written commitment (Form 06)
21	Written commitment and provide sufficient document of system organization.	Commit	Do not commit	Written commitment (Form 06)
22	Written commitment free of charge on providing (does not include human resource for onsite installation) Vendor's update/upgrade versions of the software with full designed features/functions on valid period of using licenses. Vendor must provide VNA sufficient documents of the update/upgrade versions.	Commit	Do not commit	Written commitment (Form 06)
23	Written commitment free of charge on supporting VNA to install, config in the following cases: VNA update/upgrade/change/move	Commit	Do not commit	Written commitment (Form 06)

No	Requirements	Satisfaction level		Documents required
		Satisfied	Not satisfied	
	servers or system occur issue/problem/crash.			
24	Written commitment when there are new requirements on cyber security, customer data protection of other countries, Vendor will work closely with VNA to evaluate, take actions as change request.	Commit	Do not commit	Written commitment (Form 06)

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

### 3.3 Evaluating the competence and experience of vendors

Only those vendors who satisfy the vendor’s eligibility evaluation at section 3.1 and goods and services’ eligibility evaluation at section 3.2 are allowed to be evaluated on competence and experience as follows:

No	Requirements	Satisfaction level		Documents required
		Satisfied	Not satisfied	
1	There are at least three airlines using Vendor’s Customer Loyalty Solution, in which there is at least one airline having the number of flown passengers per year is from 20 million or more.	Satisfied	Not satisfied	Proven documents including confirmation letters provided by airlines clients and other valid documents used to certify that the Vendor’s Customer Loyalty Solution has been used by and the number of flown passengers of the airlines clients (Form 04)

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

### 3.4 Technical evaluation criteria

Technical requirements are evaluated according to grading method with a total score of 1,000 and distributed as the following groups:

No	Requirements	Maximum score
<b>I</b>	<b>Commercial functionalities</b>	<b>700</b>
(A)	Enrollment	84
(B)	Profile management	84
(C)	Tier management	84
(D)	Miles management	84
(E)	Retro	28
(F)	Promotion campaign and communication management	84

No	Requirements	Maximum score
(G)	Partner management	63
(H)	Reports	63
(I)	Security Group	63
(J)	Program for specific members	63
<b>II</b>	<b>IT</b>	<b>300</b>
(K)	System Performance - System architecture	165
(L)	Deploying and migrating system	90
(M)	Utilities (User Access - Report)	15
(N)	Operation	15
(P)	Information Security	15
<b>Total maximum technical score</b>		<b>1,000</b>

- The grading method for each requirements in the Table of Evaluation criteria for commercial functionalities:

Evaluation criteria	Score
Fully satisfied with complete and clear information	= Maximum score x 1.0
Fully satisfied but incomplete information	= Maximum score x 0.7
Partially satisfied with complete and clear information	= Maximum score x 0.5
Partially satisfied but incomplete information	= Maximum score x 0.3
Not satisfied	= 0

*Minimum requirement:* A Loyalty Solution is evaluated as meeting commercial functionalities when it simultaneously satisfies the following three conditions:

- + Evaluation score  $\geq 600$ .
- + Satisfy all mandatory requirements.
- + Each mandatory requirement must reach a Maximum score x 0.7 or higher.
- The grading method for each requirement in the Table of Evaluation criteria for IT requirement:
  - + Grading by feature, detailed by function.

*Minimum requirement:* A Loyalty Solution is evaluated as meeting IT requirements if it simultaneously satisfies the following two conditions:

- + Evaluation score of IT  $\geq 210$ .
- + Must pass all requirements which are defined minimum score  $>0$ .

### 3.5 Table of Evaluation criteria for commercial functionalities

M: Mandatory

O: Optional

ID	Functionalities	M/O	Maximum score
A	Enrolment		84

*Handwritten signatures and initials at the bottom right of the page.*

a1	Member profiles can be created through many ways and from many sources		
a1.1	Member enrol by themselves on websites/mobile app (Provide API/Web service to integrate in to VNA web and App)	M	3.6
a1.2	Agent (staff) create member profile directly on Agent module	M	3.6
a1.3	Connect to social network (Facebook, ...) to collect customer information and create member's profile on the system	M	7.2
a1.4	New member profile could be created by inputting batch files in case of massive profile	M	7.3
a1.5	Solution allows to record and display in Contact centre module various sources from which members' accounts are created	M	3.7
a2	Members can register in many languages, at least 8 languages: Vietnamese, English, Japanese, Korean, French, German, Chinese, Russian	M	7.3
a3	Able to add more data fields when creating member profile	M	7.3
a4	Establish the rules to check the logic of mailing address field	M	7.3
a5	Able to configure a certain field (e.g. email address, mobile phone, etc.) is mandatory or unique.	O	5.5
a6	There is a duplicate check function available in the system, filtering information to ensure each customer becomes a member only one account (checking Email, mobile number, name and DOB, etc.)	O	5.5
a7	To have built-in list of countries name, country code to help members to easily select when they enroll. Compatible with older databases	M	3.7
a8	The program must have built-in list of state province, city, state to help members to easily select when they enroll. Compatible with older databases	O	5.5
a9	Allow to configure the age conditions to become a member	O	5.5


  
 17

a10	Solution allows to store dynamic data that might change after specific action will be performed by member (e.g. member's most frequently journey, million milers, etc.). Solution allows to assign to member more than one identification number	O	5.5
a11	Solution allows to gather member's permissions for communication via different channels	O	5.5
<b>B</b>	<b>Profile Management</b>		<b>84</b>
b1	Able to store and display member profile, include but not limited: name, DOB, gender, nationality, personal interests, redemption groups, data on activities, miles, etc.	M	4.6
b2	Able to search for member activities by partner, transaction date, crediting date	M	4.7
b3	Able to search for members by many criteria: name, DOB, postal address, email, phone number, ID, etc.	O	7,0
b4	Able to display local languages in member profiles that were input by members at the time of enrolment	M	9.3
b5	Agent (staff) can edit member profile to update member information	M	4.7
b6	Establish different status such as Active, Inactive, Closed, Deceased, Suspended, Delete,... for each members account	M	4.7
b7	Function to establish different status such as Active, Inactive, Closed, Deceased, Suspended, Delete,... for a list of accounts	O	7.0
b8	Able to remove profile of a member but not to remove activities of that member from System	O	7.0
b9	Only the account with status 'Active' can redeem	M	4.7
b10	Mark invalid mailing address for each account or list of accounts	O	7.0
b11	Function not to send letters, cards to the members' accounts whose mailing addresses are marked invalid	M	4.7
b12	Store and display history of all changes in member profiles: data before changing, changing time, users changing, reason for changing	M	9.3
b13	Synchronize member profiles to other system like PSS, SiteCore, Call Centre...by two ways: real time and batch files. Synchronized information:	M	9.3

	members' profiles, activities, miles, tiers, preferences		
<b>C</b>	<b>Tier management</b>		<b>84</b>
c1	Establish the tier level so that it comply with Program policy. It can add more or remove tier level	M	3.8
c2	Set tier level requirement based on qualifying miles	M	3.8
c3	Set tier level requirement based on sector	M	3.8
c4	Set tier level requirement based on spending on each non-air partner or a group of non-air partner or combination air partner and non-air partner	M	7.6
c5	Agent/staff can upgrade/downgrade tier level for each account	M	3.8
c6	Function to upgrade/downgrade tier level for a list of accounts	M	7.6
c7	Record all reasons for upgrading/ downgrading tier over time	M	3.8
c8	The validity of the tier period is flexible, can be 1 year, 2 years, 3 years or permanently for each account. Once the validity of a tier set up permanently, it can not be downgraded	M	3.8
c9	The validity of the tier period is flexible, can be 1 year, 2 years, 3 years or permanently for each tier level, co-brand card category	M	7.6
c10	Able to determine the tier level for the next period 1 month before the time that the current tier level expires		
c10.1	Displayed the current tier level/next tier level information	M	3.8
c10.2	In case of maintaining tier level: extract cards data one month before the current tier level expires	M	3.8
c10.3	In case of downgrading tier level: extract cards data on the 1 <sup>st</sup> day of the next month	M	3.8
c11	Automatic upgrade for the previous qualifying period (because the transaction (air or non-air activities) in the previous qualifying period was credited after the end date of previous qualifying period.	M	7.7
c12	Allow Contact centre agent to view the subtotal qualifying miles for each qualifying period	M	7.7
c13	Set tier level requirement based on member's flown revenue	O	5.8

c14	Solution has the function to reserve (or block) certain account numbers or a range of account numbers. Reserved numbers are used to create member accounts through such channels as program agents, API, web services, batch files. System does not use these reserved numbers to create accounts through member portal channel	O	5.8
<b>D</b>	<b>Mile Management</b>		<b>84</b>
d1	Set up rules to credit miles based on different criteria		
d1.1	Crediting mile based on sector (TPM);	M	0.6
d1.2	Crediting mile based on booking class	M	0.6
d1.3	Crediting mile based on coefficient for certain booking class and certain sector (E.g. member flying on booking class C will be accrued 2 qualifying sectors, flying on booking class M will be accrued 1.2 sectors, flying on booking class T will be accrued 0.8 sectors)	O	1
d1.4	Crediting mile based on fare basis (allow to declare the list of fare basis)	M	1.4
d1.5	Crediting mile based on ticket fare	M	0.6
d1.6	Crediting mile based on departure/arrival airport	M	0.6
d1.7	Crediting mile based on mailing addresses (State province, country);	M	0.6
d1.8	Crediting mile based on nationalities	M	1.4
d1.9	Crediting mile based on specific flight number	M	0.7
d1.10	Crediting mile based on flight's days of week	M	0.7
d1.11	Crediting mile based on the number of flights since enrolment	M	1.5
d1.12	Crediting mile based on tier level	M	0.7
d1.13	Crediting mile based on each non-air partner/a group of non air partner	M	0.7
d1.14	Crediting mile based on sales channels (online or traditional)	M	1.5
d1.15	Crediting mile based on the point of issuing ticket	M	1.5
d1.16	Crediting mile based on number of flights within a certain period of time	O	1.1
d1.17	Solution allows to show simulation how many miles will be accrued for certain transaction	O	1.1
d2	Crediting mile based on events (Date of Birth of members, new member enrolment,...)	M	1.5

1.12  


d3	<ul style="list-style-type: none"> <li>- Receive member flight data from a variety of sources (Sabre CDD, accrual files, FQTV files)</li> <li>- Process data to make sure that it comply with Lotusmiles's accrual rules, e.g.: card number, check name, identify eligible booking class, filter by fare basis (to remove AD/DI, charter, promotion tickets), suspected/fraud flights, etc.</li> <li>- Push data to FFP system</li> </ul>	M	1.5
d4	Classify lifetime miles by accumulated sources		
d4.1	- Air/non-air	M	0.7
d4.2	- Each partner	M	0.7
d4.3	- Each promotion	M	0.7
d4.4	- Goodwill	M	0.7
d5	Classify available miles by accumulated sources		
d5.1	- Air/non-air	M	1.5
d5.2	- Each partner	M	1.5
d5.3	- Each promotion	M	1.5
d5.4	- Goodwill	M	1.5
d6	Classify expired miles by accumulated sources		
d6.1	- Air/non-air	M	1.5
d6.2	- Each partner	M	1.5
d6.3	- Each promotion	M	1.5
d6.4	- Goodwill	M	1.5
d7	Classify redemption miles by accumulated sources		
d7.1	- Air/non-air	M	1.5
d7.2	- Each partner	M	1.5
d7.3	- Each promotion	M	1.5
d7.4	- Goodwill	M	1.5
d8	Miles deducted according to the principle: the mile is going to be expired will be deducted first	M	0.7
d9	Setting mile period		
d9.1	- Mile period is based on tier level	M	1.5
d9.2	- Mile period is based on partner	M	1.5
d9.3	- Mile period is based on FFP program (CA, family, million miler...)	M	1.5
d9.4	- Mile period is based on air miles	M	1.5
d9.5	- Mile period is based on non-air miles	M	1.5
d9.6	- Mile period is based on mile purchased from Lotusmiles	M	1.5
d9.7	- Mile period is based on transferred miles	M	1.5



d9.8	- Mile period is based on mile purchased on large package	M	1.5
d9.9	- Mile period is based on refund mile	M	1.5
d9.10	- Mile period is based on goodwill mile	M	1.5
d9.11	- Mile period is based on local time of member mailing address	O	1.1
d9.11	- Mile period is unlimited	M	1.5
d9.12	- Extend the maximum period for miles other than the general regulation	M	0.7
d10	The promotion based on their target		
d10.1	Members can get A miles when fly B flights on specific routes of air partners	M	1.5
d10.2	Member can reach to higher tier level when members make A flights on specific routes and specific booking class	M	1.5
d10.3	Member can reach to higher tier level when members make x flights on specific booking class	M	1.5
d10.4	Member can reach to higher tier level when members make a business roundtrip	M	1.5
d10.5	Members can reach to higher tier level even they do not have enough miles/sector as required by the Program's standard criteria (together with promotion conditions)	M	1.5
d11	Miles credit based on MGM	M	1.5
d12	Miles credit based on CA program	M	1.5
d13	Miles credit based on Million Miler program	M	1.5
d14	Miles credit based on Family policy	M	1.5
d15	Connect with PSS, DCS to get flown data for real-time accrual	M	1.5
d16	Connect with Account system (RAS) to get the data for adding miles		
d16.1	- Crediting mile based on the point of issuing ticket;	M	1.5
d16.2	- Crediting mile based on ticket purchase form (online or traditional);	M	1.5
d16.3	- Crediting mile based on flown revenue	M	1.5
d16.4	Have the function to check duplicate activity	M	0.7
d16.5	1 flight of the member only credited 1 time in the system	M	0.7
d16.6	One segment on a specific date with a specific ticket number is credited only 1 time into 1 account	M	0.7

d17	Delete activities for a group of accounts	O	1.1
d18	Solution supports qualifying and bonus miles accrual on flight ancillary services (like additional luggage, advanced seat selection, etc.)	O	1.1
d19	Solution allows to integrate with VNA's Cash & Miles function	O	1.1
<b>E</b>	<b>Retro</b>		<b>28</b>
e1	Agent/staff can add retro flights manually	M	5.6
e2	Automatic Retro	M	
e2.1	The system connects to the member flight database to determine if the retro flights are eligible for crediting miles or not	M	11.2
e2.2	Solution allows to configure parameters: the period between the date of sending retro request and the enrollment date/retro flight date. These parameters should be configured by MC, OC	M	11.2
<b>F</b>	<b>Promotion campaign and communication management</b>		<b>84</b>
f1	Set up event/campaign based on various types of customer segments according to many criteria such as:		
f1.1	- New enrolment members	M	4.8
f1.2	- Tier, tier change	M	4.8
f1.3	- Life cycle (based on key milestones of member activities)	M	4.8
f1.4	- Location	M	4.8
f1.5	- Age	O	3.6
f1.6	- Travel pattern	O	3.6
f1.7	- According to partner (credit card expense/shopping/insurance/hotel...)	M	4.8
f1.8	Function to set schedule for each event/campaign	M	4.8
f2	When event/campaign happens		
f2.1	- Implementing actions based on event rules (described in f1), e.g. accrue/deduct miles, upgrade... to member account	M	4.8
f2.2	- Extract files that will become input for other application such as ECM, SMS, apps, notification...	M	4.8
f3	Function to create and manage email templates	M	4.8
f4	Email templates can be created in 8 languages	M	4.8

f5	The Solution can choose the appropriate email template (for sending email to member) that is consistent with the language registered in member profile	M	4.8
f6	Extract file for fulfilment production	M	2.4
f7	Create virtual card, or card that store information in QR code, bar code	O	3.6
f8	Send statement account email to members by schedule	M	2.4
f9	The module to extract member transaction data for sending SMS to members: - Can filter the Data following the specific conditions; - Set the schedule.	M	4.8
f10	Solution has function to measure the effectiveness, member satisfaction by each event/campaign. Having the summary report	O	3.6
f11	Solution allows to provide coupon/voucher management capability (creating, modifying, deleting, setting unique features – numbering schema, validity, limit of usage etc.). It should be possible to issue voucher, coupon as a result of business rule and to define coupon as a reward	O	3.6
f12	Solution has functions of buy/transfer bonus miles/qualifying miles/qualifying sectors. Allows to set the limit of buy/transfer miles	O	3.6
<b>G</b>	<b>Partner Management</b>		<b>63</b>
g1	Manage partners information based on name/contract valid/contact point/price/rate,etc.	M	2.3
g2	Establish the connection and operation of accrual/redemption partnership programs between Lotusmiles and non-air partners	M	4.6
g3	Send/receive data to/from partners by batch files	M	2.3
g4	Send/receive data to/from partners real-time	M	4.6
g5	Establish a mechanism for sending/receiving files with each partner	M	4.6
g6	Create format file when sending to each partner	M	4.6
g7	Create billing for each partner	M	4.6
g8	Billing can be automatically generated periodically or adhoc	M	4.6
g9	Billing sent automatically to partner	O	3.4

g10	Record info of co-brand partnership members (through data from non-air partners)	M	2.3
g11	Allow to display information of co-brand partnership members	M	2.3
g12	Non air retro		
g12.1	- Receive claim via contact center, mail, web...	O	3.4
g12.2	- Send member's claim to partner	O	3.4
g12.3	- Get feedback from partners	O	3.4
g12.4	- Add miles for all partners' confirmation activities	O	3.4
g13	Solution has the function to manage various campaigns and partnership programs at the same period	M	4.6
g14	Solution allows to generate summary reports on the partnership performance with each partner	M	4.6
<b>H</b>	<b>Report function</b>		<b>63</b>
h1	Report by many criteria		
h1.1	- by tiers	M	2.4
h1.2	- by location	M	2.4
h1.3	- by nationalities	M	2.4
h1.4	- by member segmentation	M	2.4
h1.5	- by member buying behaviour	M	2.4
h1.6	- by revenue	M	2.4
h1.7	- by service quality	M	2.4
h1.8	- by gender	M	2.4
h1.9	- by age	M	2.5
h1.10	- by hobby	M	2.5
h1.11	- by accrual miles/redemption miles	M	2.5
h1.12	- by travel patterns as flight segment, point of sales, revenue, average revenue	M	2.5
h1.13	- by partnership programs	M	2.5
h1.14	- by fraud activities	M	
h1.14.1	Solution allows to remark and export those accounts that have incorrect email addresses (i.e. email has failure result when Program sends email to that address, temporary emails, etc.). Having the options set for these accounts: closed, suspend, cannot redeem	M	2.5
h1.14.2	Solution allows to remark and export those accounts that have duplicate postal addresses and/or phones. Having the options set for these accounts: closed, suspend, cannot redeem	M	2.5

h1.14.3	Solution allows to remark and export those accounts that are created or take online redemption for many times at the same IP addresses. Having the options set for these accounts: closed, suspend, cannot redeem	M	2.5
h1.14.4	Solution allows to remark and export those accounts that have tickets issued from many point of sales. Having the options set for these accounts: closed, suspend, cannot redeem	M	2.5
h1.14.5	Solution allows to remark and export those accounts that are credited many flights per day, that have many flights departing from the same city within a day, that depart from the same city during many consecutive days. Having the options set for these accounts: closed, suspend, cannot redeem	M	2.5
h1.15	- by retro claims	M	2.5
h2	Fixed reports	O	1.2
h3	Dynamic reports	O	1.9
h4	Demonstrate the comparison of data between periods, describing the growth over the period	O	1.9
h5	Generate report through web tool	M	2.5
h6	Displaying by table, graphic, colour, symbol...	O	1.9
h7	Extract reports to various type like excel, pdf, csv, txt	M	2.5
h8	Allow to connect with external data sources to generate integrated reports	O	1.9
h9	Function to send reports to users through emails, on specific schedule	M	2.5
<b>I</b>	<b>Security Group</b>		<b>63</b>
i1	Security group for admin module		
i1.1	- View, update, delete	M	6.6
i1.2	- Set security group based on windows	M	6.6
i1.3	- Set security group based on data fields	M	13.3
i2	Security group for staff module		
i2.1	- View, update, delete	M	6.6
i2.2	- Set security group based on windows	M	6.6
i2.3	- Set security group based on data fields	M	13.3
i3	Has function to establish SSO mechanism with Sabre IBE	O	10
<b>J</b>	<b>Program for specific members</b>		<b>63</b>
j1	Family account		

j1.1	One member account joins only one family account	M	2.3
j1.2	Family account includes some members with close relation	M	2.3
j1.3	Proven document submitted to prove the relationship between family members	O	1.7
j1.4	Min/max number of members for family account	M	2.3
j1.5	Life cycle programs specifically for family accounts	M	2.3
j1.6	Transfer miles without fee among members within a family account	M	2.3
j1.7	Promotion campaign for family member travel together	M	2.4
j1.8	Each family account has one head of the family (i.e. owner) and family members. Member can register to become head account either on Program website or directly with agents	O	1.8
j1.9	Accumulative miles of each members is recorded in his/her account's balance and in family account's balance. Redeemed miles is deducted from both members' accounts and family's account. The rule of miles redeemed follows the system's rule, i.e. the soonest expired in members' individual balance is taken first	O	1.8
j2	CA loyalty		
j2.1	Each CA owns one account	M	2.4
j2.2	Each staff of CA has one account and connected with CA account	M	2.4
j2.3	For each air activity's bonus miles accrued to employee's balance, a certain extra percentage (%) on this amount will be accrued into CA loyalty's account. Solution allows agent to set the number of extra percentage	O	1.8
j2.4	CA can redeem for Lotusmiles's awards for customers in CA's nominee list	M	2.4
j2.5	Other benefits for CA when accrual volume reaches the target	M	2.4
j3	Member Get Member Program		
j3.1	Identify referring member	M	2.4
j3.2	Identify new member by air/non air activities	M	2.4
j3.3	Set up bonus rule for referring member	M	2.4

j3.4	Other rewards for referring member such as voucher, discount, promotion code...	O	1.8
j4	Million miler (MM)		
j4.1	Applicable to a certain group of members based on such criteria as: qualifying miles, bonus miles, qualifying sectors, etc. that are performed in a given period of time	M	2.4
j4.2	Offer lifetime or different terms of Platinum/Gold tier for MM members	M	2.4
j4.3	Offer different accrual and redemption policies for MM members	M	2.4
j5	Mile Donation		
j5.1	Create specific account for getting donation miles	M	2.4
j5.2	Allow members to transfer miles to donation account without fee. Transactions of miles accrual and deduction are done online, real time and having notification to members.	M	2.4
j5.3	Allow to restrict miles transfer out operations. When donation account reaches the amount limit, Solution will suspend the donation operation, i.e. no more miles received	M	2.4
j6	Rewards Auction		
j6.1	Solution supports auctions mechanism that allows spending miles or money to bid a reward available on auction. A member must register to the auction (i.e. he/she must be authenticated using loyalty credentials) in order to be able to place the bid	O	1.8
j6.2	Solution allows to configure parameters of the auction: the start date/end date; the minimum number of miles that needs to be offered; the price change value – the minimum amount of miles by which the next bid must exceed/decrease the highest/current bid; send notification to winner	O	1.8
j7	Raffles/Lottery		
j7.1	Solution allows to create a lottery program in which creating business rule/promotion that when members meeting these rules will be automatic inclusion in the lottery and get rewards from Lotusmiles (e.g. flight tickets, hotel room stay, vouchers, etc.)	O	1.8

Handwritten signatures and initials at the bottom right of the page.

j7.2	Solution uses the random function to perform the draw. Solution allows to create a lottery program in which members redeem miles or cash & miles (fixed or dynamic value) to participate; the winner of the lottery will get rewards	O	1.8
j7.3	Allow to configure drawing date, number of lottery winners, send notification to winners	O	1.8
			<b>700</b>

### 3.6 Table of Evaluation criteria for IT requirements

ID	Requirements	Description	Score	Maximum score	Minimum score
<b>K</b>	<b>System Performance - System architecture</b>				
K.1	Maximum number of members is declared on the system	<ul style="list-style-type: none"> <li>- unlimited</li> <li>- <math>\geq 7.000.000</math></li> <li>- <math>&lt; 7.000.000</math></li> </ul>	7,00 4,00 0,00	7,00	4,00
K.2	Number of API call / per second (concurrent active member use within a certain period of time)	<ul style="list-style-type: none"> <li>- unlimited</li> <li>- <math>\geq 100</math></li> <li>- <math>\geq 60</math> and <math>&lt; 100</math></li> <li>- <math>&lt; 60</math></li> </ul>	10,00 8,00 6,00 0,00	10,00	6,00
K.3	Maximum number of Staff users is declared on the system	<ul style="list-style-type: none"> <li>- unlimited</li> <li>- <math>\geq 500</math> staff</li> <li>- <math>&lt; 500</math> staff</li> </ul>	4,00 2,00 0,00	4,00	2,00
K.4	Number of concurrent Staff users	<ul style="list-style-type: none"> <li>- unlimited</li> <li>- <math>\geq 250</math> staff</li> <li>- <math>&lt; 250</math> staff</li> </ul>	8,00 6,00 0,00	8,00	6,00
K.5	System organization	Hosted: Vendor provides and deploys software, provides maintenance and technical support service based on VNA's infrastructure system.	20,00	20,00	20,00
K.6	System include	PRODUCT system TRAINING/TESTING system BACKUP/STANDBY system Others system (Please write)	7,00 3,00 7,00 1,00	18,00	17,00



ID	Requirements	Description	Score	Maximum score	Minimum score
K.7	Provide system design with related description about Software and recommended information of minimum hardware configuration to ensure minimum SLA	≥ 99.9%	10,00	10,00	7,00
		≥ 99% and <99.9%	7,00		
		≥ 98% and <99%	0,00		
		< 98%	0,00		
K.8	Database	Other database system	0,00	10,00	7,00
		Using Oracle newest version	10,00		
		Using Oracle 12	7,00		
		Using Oracle 11	0,00		
K.9	Manage DBMS	Vendor provides document which allow VNA manage, operation Database by itself	6,00	6,00	0,00
K.10	Loyalty system's data will be apart of Data warehouse of VNA (Described at Point 6, Section 3.2)	Vendor commit support for Free	10,00	10,00	7,00
		Vendor commit support with Fee	7,00		
		No Commit	0,00		
K.11	When service agreement terminated, Loyalty system's data is required to be handovered for VNA.	Vendor commits to provide all sufficient documents for management (handover and operation) of Loyalty system's data.	7,00	7,00	0,00
K.12	User Interface which allows staff users to upload/input data to Loyalty system (Described at Point TL21, Section 2.4)	All data could manually input	7,00	7,00	0,00
		Some data could manually input	4,00		
		No support	0,00		
K.13	Commit period and frequent of update/upgrade software	Update/Upgrade every Quarterly/yearly - for free	7,00	7,00	0,00
		Update/Upgrade every Quarterly/yearly with fee	4,00		
		No support Update/Upgrade	0,00		
K.14		Vendor do - for free	14,00	14,00	0,00
		Vendor do - with fee	8,00		

10.1

143

14

14

14

ID	Requirements	Description	Score	Maximum score	Minimum score
	Vendor responsibility on update/upgrade software (Option Hosted)	VN do - Vendor support - for free	4,00		
		VN do - Vendor support - with fee	0,00		
K.16	Cost of update/upgrade/modify/change if VNA request after system go live	Free	7,00	7,00	0,00
		Fees might have no additional fee (to be detailed)	4,00		
		Fees might have additional fee (to be detailed)	0,00		
K.17	Estimate Time for implementing the update/upgrade/modify/change if VNA request after system go live	> 12 months	0,00	6,00	0,00
		≥ 9 months and < 12 months	2,00		
		≥ 6 months and < 9 months	4,00		
		< 6 months	6,00		
K.18	Training After system go live	Class for Super Admin/Admin after system go live	2,00	4,00	0,00
		Class for staff user after system go live	2,00		
K.19	Update/upgrade DBMS: ability to update/upgrade to newest version of DBMS version	Vendor Update/upgrade to newest version of DBMS – for free	5,00	5,00	0,00
		Update/upgrade to newest version of DBMS - with Fee	2,00		
		No upgrade	0,00		
K.20	Update/Upgrade decision	Vendor recommend - Vendor make decision	0,00	5,00	5,00
		Vendor recommend - VNA make decision	5,00		
L	<b>Deploying and migrating system</b>				
L.1	Provide schedule and plan/actions for migrating data.	Master plan	3,00	9,00	3,00
		Description method in detailed of step by step	3,00		
		Human resource requirement for each step	3,00		
L.2		> 9 months	0,00	8,00	0,00

ID	Requirements	Description	Score	Maximum score	Minimum score
	Estimate time for migrating data from current Loyalty system to Vendor system (at the deploying phase)	≥ 6 months and < 9 months	2,00		
		≥ 3 months and < 6 months	4,00		
		< 3 months	8,00		
L.3	(Vendor) Migrate data from current Loyalty system to Vendor system	Free	7,00	7,00	4,00
		Migrate fees with no additional fee (to be detailed)	4,00		
		Migrate fees with additional fee (to be detailed)	0,00		
L.4	Experience: Number of loyalty system was migrated (from Unisys's CLS). Provide names of airlines clients (if any)	≥1	10,00	10,00	0,00
		0	0,00		
L.5	Provide detail of actions/targets of deploying	Master plan	3,00	9,00	3,00
		Description method in detailed of step by step	3,00		
		Human resource requirement for each step	3,00		
L.6	Time of deploying system	> 12 months	0,00	6,00	2,00
		≥ 9 months and < 12 months	2,00		
		≥ 6 months and < 9 months	4,00		
		< 6 months	6,00		
L.7	Connect with other systems out of list in Section 3.7 (via API, Web service)	(Vendor) Support and work with VNA to connect - Free	4,00	4,00	0,00
		(Vendor) Support and work with VNA to connect with Fee	2,00		
		(Vendor) No support	0,00		
L.8	Plan and Time for integrating with other systems (which connect with current VNA Loyalty System).	> 6 months	0,00	8,00	0,00
		≥ 3 months and < 6 months	4,00		
		≥ 1 months and < 3 months	6,00		
		< 1 months	8,00		
L.9		unlimited	8,00	8,00	4,00

Handwritten signatures and initials at the bottom right of the page.

ID	Requirements	Description	Score	Maximum score	Minimum score
	Number of applications/systems will be integrated with the Loyalty system at the deploying phase	≤ 20 applications/systems < 30 applications/systems	6,00		
		≤ 10 applications/systems < 20 applications/systems	4,00		
		< 10 applications/systems	0,00		
L.10	Training at deploying phase	Class for Super Admin/Admin	2,00	4,00	4,00
		Class for staff user	2,00		
L.11	After system go live, system could connect to number of input systems which are not listed in Section 3.7.	- unlimited	6,00	6,00	4,00
		- ≥ 10 systems	4,00		
		- < 10 systems	0,00		
L.12	After system go live, system could connect to number of output systems which are not listed in Section 3.7.	- unlimited	6,00	6,00	4,00
		- ≥ 10 systems	4,00		
		- < 10 systems	0,00		
L.13	Provide deployment document	(Vendor) not commit	0,00	5,00	0,00
		(Vendor) commit	5,00		
M	Utilities (User Access - Report)				
M.1	Member's access method	Mobile App (IOS, Android) provided by VNA (Vendor provide API/WS for VNA)	1,00	2,00	0,00
		Web provided by VNA (Vendor provide API/WS for VNA)	1,00		
M.2	Staff's access method	Mobile App (IOS, Android) provided by vendor for all modules/functions	1,00	4,00	0,00
		Mobile App (IOS, Android) provided by vendor for some modules/functions	0,00		
		Mobile App (IOS, Android) provided by VNA (Vendor provide API/WS for VNA)	1,00		

ID	Requirements	Description	Score	Maximum score	Minimum score
		Client-Server architecture	0,00		
		WEB Base on laptop/desktop (BUI-Browser User Interface)	1,00		
		WEB Base responsive on Mobile device	1,00		
M.5	Supported browser	Fully supported all web browser	1,00	1,00	0,50
		Fully supported with Firefox, chrome, safari	0,50		
		Fully supported with IE	0,50		
M.6	Number of Vendor's standard reports	- $\geq 70$ reports	1,00	1,00	0,00
		- $< 70$ reports	0,50		
M.7	Tool/method allow to create report, based on standard reports to make new reports	Vendor provide tool - VNA create report by itself	1,00	1,00	0,50
		Vendor provide tool - Vendor create report for Free	0,50		
		Vendor provide tool - Vendor create report with Fee	0,00		
M.8	System's abilities of Exporting report data regularly	Fully supported	1,00	1,00	0,00
		Partly supported	0,50		
		Not support	0,00		
M.9	BI solution	Vendor provide tool - Vendor support create report for Free	1,00	1,00	0,00
		Vendor provide tool - Vendor support create report with Fee	0,50		
		Not provide	0,00		
M.10	Grouping on dashboard by criteria:	Fully supported	1,00	1,00	0,00
		Partly supported	0,50		
		No support	0,00		
M.11	Filtering on dashboard: Various criteria and their	Fully supported	1,00	1,00	0,00
		Partly supported	0,50		

ID	Requirements	Description	Score	Maximum score	Minimum score
	combinations: - By tier of member, - By categories, - By other information	No support	0,00		
M.12	Sorting on dashboard by criteria - Ascending - Descending - Others	Fully supported	1,00	1,00	0,00
		Partly supported	0,50		
		No support	0,00		
M.13	Searching by criteria	Fully supported	1,00	1,00	0,00
		Partly supported	0,50		
		No support	0,00		
N	<b>Operation</b>				
N.1	Time zone of support service	VN time Zone	3,00	3,00	0,00
		VN time Zone < +- 3	2,00		
		VN time Zone $\geq$ +- 3	0,00		
N.2	Time for daily support service	Duration $\geq$ 8h/day - free	2,00	2,00	0,00
		Duration $\geq$ 8h/day - with fee	1,00		
		Duration < 8h/day - free	0,50		
		Duration < 8h/day - with fee	0,00		
N.3	Language use for support service	English – for free	1,00	2,00	0,00
		Vietnamese - additional fee (if any)	1,00		
		Others	0,00		
N.4	Support levels	Provides support service with multi priority levels	0,50	2,50	0,00
		Provides tracking tools	0,50		
		Provide minimum time - maximum time support	0,50		
		Provide contact point of support	0,50		
		Provides support hierarchy tables	0,50		
N.5	Tool/report SLA for VNA	Tool to check system SLA	0,50	2,00	0,00

ID	Requirements	Description	Score	Maximum score	Minimum score
		Dynamic report (day/month/quarter/year...) in Loyalty system: staff user can choose how to view	0,50		
		Fix report (day/month/quarter/year...) in Loyalty system	0,50		
		send email to VNA about SLA report (day/month/quarter/year...)	0,50		
N.6	Will provide System document	System administrator's Guide	0,50	2,50	0,00
		System design and architecture including infrastructure, organization chart, server, IP address, operating system, interface, connection (WS/API...)...	0,50		
		Database structure, data dictionary or equivalent	0,50		
		Technical documentation (data flow and process flow) or equivalent	0,50		
		Installation manual	0,50		
N.7	Will provide administrator document	instruction/guide document for administrator	1,00	1,00	0,00
P	<b>Information Security</b>				
P.1	Member login method	User name / Password	1,00	2,00	1,00
		OTP	0,50		
		Other (please write)	0,50		
P.2	Admin/ Super Admin login method (who can config or modify configuration of the system)	User name / Password	0,50	1,00	0,50
		OTP	0,50		
		Other (please write)	0,00		
P.3	Staff user login method	User name / Password	1,00	2,00	1,00
		OTP	0,50		

Handwritten signatures and initials at the bottom right of the page.

ID	Requirements	Description	Score	Maximum score	Minimum score
		Other (please write)	0,50		
P.4	System administration responsibilities	VNA do by itself	1,00	1,00	1,00
		Vendor do based on VNA request	0,00		
P.5	Commitment that the application does not violate application security such as SQL injection; Cross-Site Request Forgery; Cookie Stealing; Over-Posting	fully commitment	1,00	1,00	1,00
		Partly commitment	0,00		
		No commitment	0,00		
P.6	Information of Account/password (member, staff user) is encrypted and stored on the system	Account and password information are encrypted and stored in encrypted form on the system	1,00	1,00	0,00
		Password information (not account) are encrypted and stored in encrypted form on the system	0,50		
P.7	Server's information security policy	Allow to request to change default password at the first login	0,50	2,00	0,50
		Allow to change password if need	0,50		
		Allow to set password rules with requirement of number of characters, character type;	0,50		
		Features: Limit the number of failed sign-ins for a certain period of time with a given account;	0,50		
P.8	Vietnam's Cyber Security Law.	Fully compliance	1,00	1,00	1,00
		Partly compliance	0,00		
		No compliance	0,00		
P.9	Compliance with EU's GDPR	Fully compliance	1,00	1,00	1,00
		Partly compliance	0,00		
		No compliance	0,00		
P.10	History of member's actions	Allow staff user can: View - search - report - export action data - others	1,00	1,00	0,50



ID	Requirements	Description	Score	Maximum score	Minimum score
		Allow staff user can: View - search - report	0,50		
		No allow	0,00		
P.11	System Log: log staff user's actions interact with system: Who? Do what? When? Export log data to file	Allow: View - Report - Export log data with customizable format	1,00	1,00	0,00
		Allow: View - Report - Export log data with defined format	0,50		
		Allow: View - Report	0,00		
P.12	Data access: Provide database structure or web services in order to allow VNA to create its own reports.	Allow: VNA can do all requirements	1,00	1,00	0,00
		Allow: VNA can do based on Vendor's template data and acceptance	0,50		
		Not allow	0,00		

### 3.7 VNA's current application/systems that need integration with new Loyalty Solution

The list of minimum VNA's current application/systems that need integration with new Loyalty Solution:

- (1) Sabre Reservation:
  - + Functionality: Create and update loyalty members' profiles.
  - + Input: Member's flight booking; members' information from Sabre Customer Insight.
- (2) Sabre Customer Insight:
  - + Functionality: Create, update and store loyalty members' profiles.
  - + Input: Members' profiles from CLS system and from Skylink system.
- (3) Sabre DCS:
  - + Functionality: VNA's Sabre Departure Control System.
  - + Input: Members information from VNA's website, Sabre Reservation system, Sabre Customer Insight.
- (4) Skylink: the application that connects VNA's members data with SkyTeams airlines' members data.
- (5) Lotusmiles website: website dedicated for Lotusmiles members which allow members to undertake online transactions such as enrollment, searching information, modifying some personal information, etc.
- (6) Lotusmiles mobile app: mobile app dedicated for Lotusmiles members which allow members to undertake online transactions such as enrollment, searching information, modifying some personal information, etc..

*Handwritten signatures and initials at the bottom right of the page.*

- (7) Lotusmiles Online Redemption: Application connects with Sabre Reservation, Loyalty Solution (CLS), payment gateway, email gateway, SMS gateway, allowing members to redeem flight tickets and payment online. Application allows members to redeem flight tickets for members themselves and for their nominee, on all VNA's sectors and some SkyTeam airlines' sectors.
- (8) Lotusmiles Offline Redemption: Application connects with Sabre Reservation, Loyalty Solution (CLS), email gateway, SMS gateway, allowing members to redeem flight tickets and payment offline. Application is used by both members and Lotusmiles staff. As for staff utility, the application has administrative functions like redemption voucher management, nominees management, handling ad-hoc cases, etc.
- (9) Sabre Dynamic Rewards: Sabre's module which allows members to redeem or buy flight tickets by using the combination of cash and miles.
- (10) Online Buy and Transfer miles: Lotusmiles' application that allows members to make online transactions for such services as buying bonus miles, transfer bonus miles, buying qualifying miles, buying qualifying sectors.
- (11) Retro online: Application that instantly receives and processes member's retro claims through connection with Loyalty Solution (i.e. CLS), with VNA's OBP (Onboard Passenger Database), with SkyTeam airline partners. The application allows to receive and process retro claims from Lotusmiles members and from airline partners, to receive and process billing.
- (12) Non-air partner management: Web-based application that connects to Loyalty Solution (i.e. CLS) allowing members to exchange (i.e. redeem) award miles in their Lotusmiles' accounts for non-air partner's award miles and vice versa.
- (13) Fraud control: Application dedicated for checking accounts considered to be fraud suspected by scanning members' activities in CLS's database following predefined criteria.
- (14) Email marketing: Application used for managing emails sent to members, including such functions: setting criteria for sending email to targeted groups of members, setting schedule, sending account statement, email sending reports, etc..
- (15) SMS: application that supports to send SMS to members. SMS contains information about member account's balance changes for such transactions as accrual, redemption, good will, etc.
- (16) Card fulfilment management: Application that has such functions as filtering accounts need to print card fulfilment based on Lotusmiles' policy; converting data from CLS Batch file to card print file format; automatically send fulfilment printing data to card producing partner and card delivery partner; receiving card delivery results.
- (17) Call centre synchronization: application that synchronize members' data from Loyalty Solution (i.e. CLS) to Lotusmiles' Call Centre.
- (18) Reports: Lotusmiles's applications that query data from Loyalty Solution (i.e. CLS) and other data sources to generate various reports.

## 4. PROPOSAL EVALUATION

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

### 4.1 Evaluating the eligibility of vendors and of vendors' products and services

- The eligibility and suitability of Price Offer requirements as stated at section 2.1.
- The eligibility of vendors as stated at section 3.1.
- The eligibility of products and services as stated at section 3.2.

The Proposal will be eliminated if it does not meet one of the above requirements. The Proposal meets all the above requirements will be evaluated at the next section 4.2.

### 4.2 Evaluating the competence and experience

The evaluation of competence and experience is carried out according to the evaluation criteria of competence and experience prescribed in section 3.3.

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.

### 4.3 Technical evaluation

The technical evaluation is performed by scoring according to the technical evaluation criteria mentioned in section 3.4.

Technical score = Commercial functionalities score + IT score

- A Loyalty Solution is evaluated as meeting commercial functionalities when it simultaneously satisfies the following three conditions:
  - + Commercial functionalities score  $\geq 600$ .
  - + Satisfy all mandatory requirements.
  - + Each mandatory requirement must reach a Max score  $\times 0.7$  or higher.
- A Loyalty Solution is evaluated as meeting IT requirement when it simultaneously satisfies the following two conditions:
  - + Evaluation score of IT  $\geq 210$
  - + Must pass all requirements which are defined minimum score  $> 0$ .

Only the Proposal which passes the technical evaluation is included in the financial evaluation under section 4.4.

*[Handwritten signatures and initials]*

#### 4.4 Financial evaluation and Price offer determination

Vendor's Proposal financial evaluation is implemented step by step as follows:

**Step 1.** Determine Offer prices (exclude tax, fees and charges in Vietnam):

- + A1: Price of License, Maintenance and Support of the Solution for 5 years;
- + A2: Price of Solution Implementation (including Travel, Accommodation and Training).

**Step 2.** Correct errors:

a) 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; if there is an obvious misplacement of the decimal point in the unit price (10 times, 100 times, 1,000 times), the total price shall prevail and the unit price shall be corrected. In case the Vendor inserts no value or insert "0" in the columns "unit price" and "total price", the Vendor shall be considered allocating the price of this work item to another work item of the procurement, the Vendor shall be responsible for performing these work items in conformity with the RFP' requirements without any payment from the Investor during the contract performance.

b) Other errors:

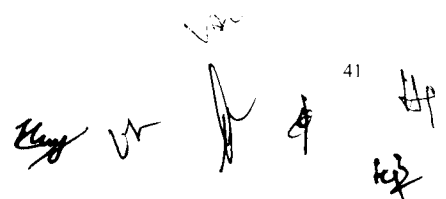
- If a total price is fully filled but the equivalent unit price is left blank, the unit price shall be determined by dividing the total price by the quantity; if a unit price is fully filled but the equivalent total price is left blank, the total price shall be determined by multiplying the unit price 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.

**Step 3.** Adjust deviation:

a) If there is a deviation from Scope of Supply, the deficiency shall be added and the redundancy shall be subtracted according to the equivalent unit price in the Financial Proposal;

If there is a deficiency in Financial Proposal (deficiency in work item(s) in comparison with the supply requirements) without an equivalent unit price in the Offer, the deficiency shall be adjusted as follows:

41



The highest unit prices of work items in deficiency of the Financial Proposals satisfying technical evaluation shall prevail for adjustment of deviation; if the Financial Proposals satisfying technical evaluation having no equivalent unit prices, the unit prices of the approved estimates of the procurement shall prevail; if there is no estimate of the procurement, the unit price constituting the price of procurement shall prevail.

If there is only one vendor passing the technical evaluation, its equivalent unit price shall be prevailing for adjustment of deviation; if the Financial Proposal has no equivalent unit price, the unit price of the approved estimates of the procurement shall prevail; if there is no estimate of the procurement, the unit price constituting the price of procurement shall prevail.

b) If the Vendor 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.

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

**Step 5.** Convert Offer price after error correction, deviation adjustment, and minus discount (if any) to VND.

**Step 6.** Determine evaluated price (M) after error correction and adjustment of deviation and minus (-) discount (if any) to VND

$$M = \sum_{i=1}^5 A1_i / (1+R)^i + A2 + B$$

Where:

- **A1<sub>i</sub>** : Price of yearly usage of License, Maintenance and Support (i = 1,2,3,4,5);
- **A2**: Price of Solution Implementation (including Travel, Accommodation and Training);
- **B**: Total price based on Vendor's suggested hardware which includes price of hardware (the priority follows the order: HP, DELL. In case HP and DELL do not provide requested ones, the hardware suppliers in G7 countries will be chosen), operating system, database, middleware according to suppliers' quotation;
- **R** = 10% (R: Discount rate).

**Step 7.** Determine Offer price score (P) after error correction, deviation adjustment, and minus discount (if any) to VND following the formula:  $P = (M_{\min} * 1000) / M_x$

Where:

- **P**: The Vendor's Offer price score;
- **M<sub>min</sub>**: The lowest Vendor's Offer price after error correction, deviation adjustment, and minus discount (if any) to VND;
- **M<sub>x</sub>**: The Vendor's price after error correction, deviation adjustment, and minus discount (if any) to VND

#### 4.5 Determining the Evaluated total score and ranking vendors

$$X = (70\% * K + 30\% * P)$$

- **X**: Evaluated total score;
- **K**: Technical score determined at section 4.3;
- **P**: Offer price score determined at section 4.4.

The Proposal having the highest Evaluated total score (X) shall be ranked the first. In case there are more than one vendors having the same Evaluated total score (X), the Vendor with higher Technical score (K) will be ranked higher. In case the Vendors have same the Technical score (K) and Offer price score (P), the Vendor has the shorter Implementation time will be ranked higher.

#### **4.6 Proposal negotiation and re-ranking vendor**

In case there are 3 or more vendors satisfying requirements of RFP, VNA shall negotiate with the 3 highest ranking vendors. In case there are less than 3 vendors satisfying requirements of RFP, VNA shall negotiate with all those vendors.

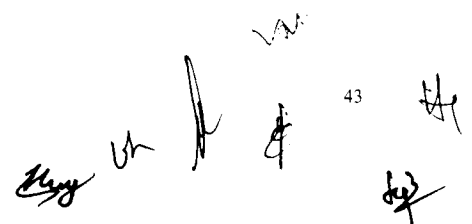
The negotiation is implemented based on the following documents:

- Proposal and all clarification documents (if any) of the vendor.
- RFP.

During negotiation process, all parties negotiate price, technical and commercial conditions and other contents.

Post-negotiation price and other conditions are the basis for redefining the Evaluated total score and re-ranking vendor. The Proposal having the highest post-negotiation Evaluated total score shall be ranked the first.

43



## 5. FORMS

### 5.1 Form 01 - 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 vendor], commit to provide you with **“The Customer Loyalty Solution for Vietnam Airlines for the period 2019-2024”** 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.

The time for Solution implementation is \_\_\_\_\_ [number of months].

The time for License, maintenance and support is \_\_\_\_\_ [number of months].

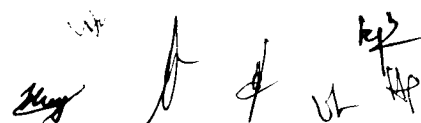
If our Proposal is chosen, we commit to supply the goods and services in compliance with terms and conditions agreed in the contract.

Our Proposal is valid within .....days (*please insert number of days that meets the requirement in Section 5.3 of the RFP*) since [hour, date] [*please insert the submission deadline*].

**On behalf of**

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

*If vendor'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 vendor'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, vendor must attach scanned files of relevant documents (vendor does not need to issue the Letter of Authorization in accordance with the Template No. 2 hereafter). Before signing the contract, the winning Vendor must submit to the VNA the certified copy of these documents. If detecting that the initial declaration information is inaccurate, Vendor shall be considered as violating Clause 2, Article 12 of the Bidding Law and be handled according to VNA's regulations.*



## 5.2 Form 02 - Letter of Authorization

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)

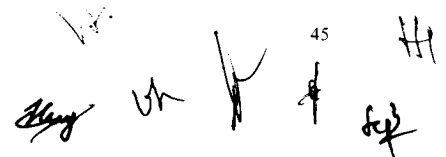
(Insert name of supplier's legal  
representative, title, sign and stamp)

**Note:**

- (1) *In case of authorization, the Vendor 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.*

*Insert the beginning and expiry date of the validity of Letter of Authorization suitable to the bidding process.*

45





### 5.3 Form 03 - Price Offer Table

#### PRICE OFFER TABLE

##### 1. Price Offer table

(1)	(2)	(3)	(4)	(5)	(6)=(4)*(5)	(7)
No	List of goods and services	Unit	Quantity	Unit price (exclude taxes, fees, charges in Vietnam)	Price (exclude taxes, fees, charges in Vietnam)	Taxes, fees, charges in Vietnam
1	License, Maintenance and Support in 5 years	Package	1		A1	T1
	Year 1	Member	3.9 millions			
	Year 2	Member	4.7 millions			
	Year 3	Member	5.6 millions			
	Year 4	Member	6.7 millions			
	Year 5	Member	7.2 millions			
2	Implementation (including Travel, Accommodation and Training)	Package	1		A2	T2
Total price excluding taxes, fees, charges in Vietnam					A = A1 + A2	
Total taxes, fees, charges in Vietnam						T = T1+T2
Total Offer price including taxes, fees, charges in Vietnam (which is indicated in the Letter of Offer)				M=A+T		

**Notes:**

- *The Vendor shall quote the price of unit in column (5) (not include for taxes, fees and charges in Vietnam);*
- *The Vendor offers full tax, fees and charges in Vietnam (if any). When participating in the bidding, the Vendor shall have to study, calculate and offer all taxes, charges and fees (if any) at the rates and fees. Where the Vendor declares that the bid price does not include taxes, fees and charges, the Vendor will be rejected;*
- *The total value of taxes, fees and charges (if any) will not be considered during the assessment to compare and rank the Vendor. The bid-winning price and the contract price must include the value of taxes, fees and charges (if any);*
- *In case of contractor tax arisen, the Vendor is responsible to pay contractor tax according to Vietnam Law (Circular 103/2014/TT-BTC dated 6<sup>th</sup> Aug 2014). Due to the fact that the Vendor may not be able to declare and pay directly the contractor tax, the Purchaser will declare and use withholding amount to pay tax on behalf of the Vendor according to the Law. In this case, the Vendor is responsible to assist the Purchaser to fulfil this task in most convenient way.*

**2. Terms of Payment:**

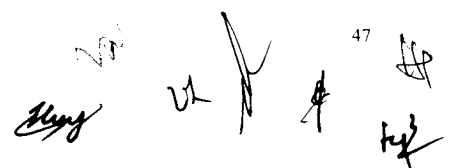
- Form of payment: bank transfer;
- Implementation fee: payment according to the progress of system implementation. Details of the amount and schedule of payments are discussed at the stage of contract negotiations;
- License fee, Maintenance and Support fee: payment every six months; amount paid each period based on the number of active accounts on the system (excluding closed accounts, deceased accounts) at 0h of the first day of of the payment month; the first payment is made after the cut-over time of the system. Details of the amount and schedule of payments are discussed at the stage of contract negotiations;

**3. Price reduction (if any).**

**4. Vendor is encouraged to make other conditions favorable to the third party beneficiary of the services (if any). VNA will consider these items when evaluating the Proposal of vendor.**

**Representative of Vendor**

(Insert name, title, sign and stamp)

20  
47  


#### 5.4 Form 04 - List of airline clients

No	Client names	Address of clients	Year of contract signed (mm/yyyy)	Year of system go-live (mm/yyyy)	Name of the client's previous Customer Loyalty Solution before moving to vendor's Customer Loyalty Solution	Name of client's current PSS
1						
2						
3						
...						

Vendors are requested to provide a letter of reference from the clients to prove:

- Currently operating Loyalty Solution of clients;
- Those clients that have the previous Customer Loyalty Solution is CLS of Unisys before moving to vendor's Loyalty Solution;

#### 5.5 Form 05 - Solution's capability

No	Contents	Vendor's fulfilment
1	Maximum number of members that Solution can provide	
2	Maximum number of staff users that Solution can provide	
3	Maximum number of concurrent staff users that Solution can provide	
4	Number of active members that can use the solution within 01 second	

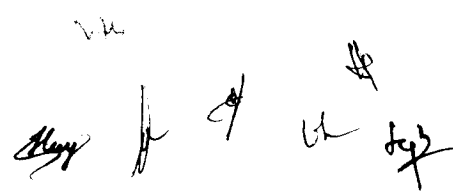
#### 5.6 Form 06 - Written commitment for IT

No	Contents	Vendor's fulfilment
1	Commitment to training: - In deploying phase: provide on-site classes for at least 20 VNA trainers (key-users) and at least 10 VNA system administrators and system operators. - After system go live: provide on-site or online classes when system have changes, update/update: based on VNA requirements with maximum 04 classes/year.	
2	Commitment: Vendor's recommended information of hardware configuration guarantee that SLA is minimum 99%.	

*Handwritten signatures and initials:*  
 VNA  
 Huy  
 [Signature]  
 [Signature]  
 Sep  
 UL  
 H

3	Commitment: Vendor's software is designed to work with recommended hardware configuration and guarantees that SLA is minimum 99%.	
4	Commitment: provide API or web service with instruction document which allows to synchronize Loyalty system's data to VNA's Data warehouse.	
5	Commitment to work closely to support VNA on operating system, upgrading release/versions of DBMS.	
6	Commitment to work closely and propose detailed plan in case VNA have requirement on connect with new applications/systems in the future.	
7	Commitment to work closely with other VNA's vendors to connect with related applications/systems.	
8	Commitment to work closely to support VNA on operating system, upgrading release/versions of DBMS.	
9	Commitment to work closely with VNA when DBMS provider recommend/request to update/upgrade DBMS release/versions.	
10	Commitment: <ul style="list-style-type: none"> <li>- Software has at least API, web service, file sharing method.</li> <li>- Provide Vendor's standard API, WEBSERVICE set of the software with instruction document.</li> <li>- Provide API, WEBSERVICE with instruction document to connect with VNA's systems which is listed in section 3.7.</li> </ul>	
11	Commitment to connect with VNA's systems which is listed in section 3.7 to keep VNA's operation running.	
12	Commitment that after system go live the loyalty system can connect with other systems: <ul style="list-style-type: none"> <li>+ Minimum 10 input systems.</li> <li>+ Minimum 10 output systems.</li> </ul>	
13	Commitment to provide periodic reports, abnormal reports (if any) about status of the providing service.	
14	Commitment to comply with Vietnam's Cyber Security Law for the Loyalty software.	
15	Commitment to comply with data's information security of VNA: <ul style="list-style-type: none"> <li>- The Loyalty software does not violate any risks of security (refer to Top 10 OWSAP). In case the VNA or authorities find out any security issues, Vendor commits to fix in 07 days and no additional cost.</li> <li>- The Loyalty software have minimum functions to manage password for example: notification in advance about expiry of password; invalidate of expired password; prevent reuse old passwords for a defined period of time; requirement minimum lengths and special characters; request to change</li> </ul>	

	password at the first login; do not display the password (in clear text) when typing on the screen; Log all types of accounts: administrator, user, member.	
16	Commitment to comply with EU's GDPR for the Loyalty software.	
17	Commitment that all data on the System is owned by VNA.	
18	Commitment the software is not violating such application security risks as SQL injection, Cross-Site Request Forgery, Cookie Stealing, Over-Posting	
19	<p>Commitment to provide sufficient documents and detailed description of system organization/architecture:</p> <ul style="list-style-type: none"> <li>+ Link diagram, operating system, Database.....</li> <li>+ Describe the interfaces of the system.</li> <li>+ Description of database structure or equivalent</li> <li>+ Description of common errors, handling method.</li> <li>+ User guide for User.</li> <li>+ Administration guide for Administrator</li> <li>+ Installation guide for users.</li> <li>+ Technical documents (system data flow diagram, operation documents, system process flow) or equivalent.</li> <li>+ Software installation guide documents, operate guide documents for PRODUCT system, BACKUP / STANDBY, TRAINING / TESTING.</li> <li>+ Procedure and process document to operate and swap-over from DC to DR and vice versa.</li> <li>+ Operation procedure and operation process document to operate, backup, restore the system"</li> </ul>	
20	Commitment free of charge on providing (does not include human resource for onsite installation) Vendor's update/upgrade versions of the software with full designed features/functions on valid period of using licenses. Vendor must provide VNA sufficient documents of the update/upgrade versions.	
21	Commitment free of charge on supporting VNA to install, config in the following cases: VNA update/upgrade/change/move servers or system occur issue/problem/crash.	
22	Commitment when there are new requirements on cyber security, customer data protection of other countries, Vendor will work closely with VNA to evaluate, take actions as change request.	



**5.7 Form 07 - Sample scenario of System testing and user acceptance testing (UAT) of the software and whole loyalty system (including method and plan)**

No	Contents	Vendor's fulfilment
1	The software of PRODUCT, BACKUP / STANDBY, TRAINING / TESTING systems operate stably and meet VNA's requirements	
2	Take Procedure and process to operate and swap-over from DC to DR and vice versa	
3	Connect the Loyalty system with VNA's systems	
4	Verify result of migrating data from current Loyalty system to new system	

*Note:*

- Test scripts, plan, test and acceptance test will be agreed during the contract negotiation.
- VNA may have adjust and addition (if any).

**5.8 Form 08 - System organization**

No	Contents	Vendor's fulfilment
1	System design should include: + PRODUCT system, TRAINING/TESTING system at DC. + Backup of PRODUCT system (BACKUP/STANDBY) at the Disaster Recovery Center (DR) or DC. + TRAINING/TESTING system at DC. + With PRODUCT system and BACKUP/STANDBY system must be designed on architecture 1+1 for application servers and database servers	
2	Provide requirement information of hardware configuration: OS, RAM, CPU, Disk... and software need to have	
3	The hardware should be popular devices on the market;	
4	Ensuring system performance of RAM, CPU, drive must below 75% during life time operation after system go live	

**5.9 Form 09 - Describe Method and plan of system implementation**

No	Contents	Vendor's fulfilment
1	Plan (time, human)	
2	Detail each step	
3	Plan to handle occur situations	

**5.10 Form 10 - Describe method and plan of member data migration**

No	Contents	Vendor's fulfilment
1	Plan (time, human)	
2	Detail each step and provide document to check old and new data in system	
3	Plan to handle occur situations	

#### 5.11 Form 11 - Describe method and plan to connect with VNA's current systems

No	Contents	Vendor's fulfilment
1	Plan (time, human)	
2	Detail each step	
3	Plan to handle occur situations	

#### 5.12 Form 12 - Describe technical support service and SLA (Service Level Agreement) to be provided

No	Contents	Vendor's fulfilment
1	Type of Service Minimum requirement is 8x5 (8 hours/day and 5 days/week)	
2	Describe SLA in details of all priority support levels <ul style="list-style-type: none"> <li>- Define</li> <li>- Scope</li> </ul>	
3	Time zone and detail of maintenance and technical support services	
4	Support and response time for each level: <ul style="list-style-type: none"> <li>- Time to response</li> <li>- Time to solve</li> </ul>	
5	Language use for support service	

#### 5.13 Form 13 - Describe system's information security

No	Contents	Vendor's fulfilment
1	Abilities to set safe policy for Server's password rule.	
2	Password should be meet following minimum requirements: <ul style="list-style-type: none"> <li>- During the input process: displayed in an anonymous (not in clear text format).</li> <li>- Sending process: in encrypted format.</li> <li>- Storage: in encrypted format.</li> </ul>	
3	Should have admin functions which allow VNA administrator can setup user's authorization.	

*Handwritten signatures and initials at the bottom right of the page.*

**5.14 Form 14 - Describe system's functions which allow user manually update/input data into the system**

No	Contents	Vendor's fulfilment
	Evaluate by Vendor's response for following functions	
	a1.4	
	b7, b10	
	c5, c6, c9	
	d17	

**5.15 Form 15 - Describe system abilities to create and provide list**

No	Contents	Vendor's fulfilment
1	Business reports (Refer to points M.6 to M.12 Section 3.6)	
	+ Number, category, list of report	
	+ Tool to create report	
	+ Ability to extract data of each report (to excel, csv, text,.. format)	
2	SLA report – (Refer to points N.5 Section 3.6)	
	...	

**Note:**

- *Report: listing information and data according to one criteria / purposes*
- *Dashboard: Summary information and data according to many criteria / purposes.*

**5.16 Form 16 – List of Vendor's standard API, WEBSERVICE set of the software**

No	Contents	Vendor's fulfilment	No
1			

**5.17 Form 17 - Letter of commitment**

LETTER OF COMMITMENT

\_\_\_\_\_, \_\_\_\_\_ [insert location and date]

To: \_\_\_\_\_ [Insert VNA]

53



After studying your Request for Proposal ref. no.....dated..... and its revised versions (ref. no..... dated....., if any), which we received, we, [name of vendor], commit:

1. Have no dispute, lawsuit, conflict of interest or breach of contract with VNA;
2. Bear all responsibilities for Intellectual Property (IP) of product, including but not limited copyrights of softwares and other IP rights.
3. Accept to pay penalty up to 5% of total contract value in case of failure to implement the functions committed in Proposal.
4. Pay foreign contractor tax in compliance with Vietnam's regulations (only foreign vendor without representative office in Vietnam has to commit this point).
5. Submit contract performance guarantee equivalent to 3% of total contract value with validity period in correspondance with implementation period of System from the effective date of contract.

**Legal representative of vendor**

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



*[Handwritten signatures and initials]*