

REQUEST FOR PROPOSAL

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

Purchaser: Vietnam Airlines Jsc

Issued on: 11../04../2019

Ref no: 559

Hanoi, April 11, 2019

Vietnam Airlines JSC
President & CEO



Duong Tri Thanh



TABLE OF CONTENTS

ABBREVIATIONS & DEFINITIONS	1
INVITATION TO OFFER.....	2
1. GOODS AND SERVICES REQUIREMENTS	3
1.1 Name and quantity of goods and services	3
1.2 Requirements of goods and services s.....	3
1.3 Criteria of goods and services requirements	3
1.4 Time and place of implementation	3
1.5 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 Clarification of Proposal.....	8
2.6 Proposal evaluation.....	8
2.7 Contract negotiation and product demo	9
2.8 Conditions for vendor to be chosen.....	9
2.9 Announcement of the bid result to vendors.....	9
2.10 Terms of payment	9
3. EVALUATION CRITERIA	10
3.1 Criteria for evaluating vendor's eligibility	10
3.2 Criteria for evaluating the eligibility of goods and services.....	10
3.3 Evaluating the competence and experience of vendors.....	12
3.4 Technical evaluation criteria	13
4. PROPOSAL INSPECTION AND EVALUATION.....	63
4.1 Evaluating the eligibility of Proposal and of goods and services.....	63
4.2 Evaluating the competence and experience.....	63
4.3 Technical evaluation.....	63
4.4 Financial evaluation.....	63
4.5 Determining the Evaluated total score.....	65
4.6 Ranking vendors	65

107
TỜ
ÔNG
KH
C
NG L

Ur
Lau
fy
Dekney
Heu

5. DETAILED REQUIREMENTS ON IT AND TRAINING	66
5.1 Requirements of providing hardware specifications	66
5.2 DBMS requirements	66
5.3 Requirements of System Implementation, Deployment and Migration.....	67
5.4 System connection/ integration requirements	67
5.5 Requirements on System operation and support services.....	69
5.6 Training requirements	70
6. FORMS.....	71
6.1 Form 01 - Letter of Offer	71
6.2 Form 02 - Letter of Authorization	72
6.3 Form 03 - Price Offer Table	73
6.4 Form 04 - List of airline clients	75
6.5 Form 05 - List of non-airline clients (if any)	75
6.6 Form 06 - Solution's capability	75

Handwritten signatures and initials in blue ink at the bottom right corner of the page.

ABBREVIATIONS & DEFINITIONS

No	Abbreviation	Full meaning
1.	GDPR	The EU General Data Protection Regulation
2.	Program/Lotusmiles	Lotusmiles Frequent Flyer Program
3.	RFP	Request for Proposal
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

10/11/2021
1
Hồng
Fy
Dũng

INVITATION TO OFFER

Hanoi, 11th April, 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 Nguyen Son street, Long Bien district, Hanoi.
Attention:
Mr. Doan Quang Huy
Office phone: (+84) 24 38732732, ext: 2804
Mobile phone: (+84) 988777470
Email: huydq@vietnamairlines.com

The Proposal must be submitted no later than 16h00 9th May, 2019 (Vietnam time).

Please contact the above address for further information if needed.

Sincerely yours,

For and on behalf of VNA

Chief of Project team

Director of Lotusmiles



Nguyen Huu Tung

1. GOODS AND SERVICES REQUIREMENTS

1.1 Name and quantity of goods and services

- Name of goods 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 goods and services

- Solution capacity requirements:
 - + Solution is capable of serving the maximum of 7 million members for the period from 2019 to 2024;
 - + Number of Solution’s users: at least 500 users;
 - + Number of concurrent users: at least 250 concurrent users;
 - + Number of active members that can access to the Solution within a certain period of time: 714,000 members per hour (equivalent to 60 members per second);
- Functional requirements: Solution should fulfil at least 12 main functions as follows:
 - (1) Enrollment;
 - (2) Account management;
 - (3) Tier management;
 - (4) Miles management, accrual;
 - (5) Redemption management;
 - (6) Campaign promotion;
 - (7) Special programs;
 - (8) Member communication;
 - (9) Partner management;
 - (10) Reports;
 - (11) Fraud control;
 - (12) Program Administration;

Detailed description of Functional requirements is presented at column (1) and (2) of, items from A to L of Table of Evaluation criteria for technical requirement at section 3.4.

- IT requirements:
 - + Requirements of providing hardware specifications: details at section 5.1;
 - + DBMS requirements: details at section 5.2;
 - + Requirements of System Implementation, Deployment and Migration: details at section 5.3;
 - + System connection/integration requirements: details at section 5.4;
 - + Requirements on System operation and support services: details at section 5.5;
- Training requirements: details at section 5.6.

1.3 Criteria of goods and services requirements

Complying with Technical Evaluation Criteria stipulated at section 3.4.

1.4 Time and place of implementation

Handwritten notes and signatures at the bottom right of the page, including the number 3 and various signatures.

- 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.

1.5 Period for purchasing License, Support and Maintenance services

Sixty (60) months from the date of signing Acceptance Test, i.e. cut-over date.

Gr
N
G
CT
DIE

4
VNA
Belling

2.1 Price offer requirements

- ## 2.2 Clarification of RFP

2.3 Proposal submission

- Van 5 ~~1~~
vrij 100
rij Dilling

- 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

2.4 Proposal materials

Vendor's Proposal shall include the following materials:

VIỆT NAM AIRLINES

6
for [signature]
[signature]

Docs ID	Documents	References
T1	Copy of Business registration Paper	Section 3.1
T2	Documents to prove the eligibility of vendor's and of goods and services	Section 3.1, 3.2
T3	Documents to prove the competence and experience of vendors	Section 3.3
T4	Letter of Offer	Form 01
T5	Letter of Authorization (if any)	Form 02
T6	Price Offer table	Form 03
	General introduction materials on Vendor profiles and the Customer Loyalty Solution of Vendors	
T7.1	Introduction on vendor's history and development process	
T7.2	Describe the main business areas of vendor	
T7.3	Financial performance, revenue, net profit of vendor in three years 2016-2018	
T7.4	List of airline clients	Form 04
T7.5	List of non-airline clients (if any)	Form 05
T7.6	Solution's capability	Form 06
T7.7	Documents describing all modules of vendor's Customer Loyalty Solution offered for VNA according to this RFP	
	Documents used for evaluating technical score	
T8.1	Vendor's response to the Table of evaluation criteria for technical requirements	Section 3.4
T8.2	Documents containing detailed instruction manual and screen snapshot with illustrating examples to describe the functional requirements that are marked "X"	Section 3.4
T8.3	Videos with illustrating examples to describe functional requirements that are marked "X"	Section 3.4
T8.4	Documents to provide hardware specifications	Section 5.1
T8.5	Documents to satisfy requirements of DBMS	Section 5.2.1
T8.6	Documents to describe data migration	Section 5.2.2
T8.7	Documents to describe System Implementation, Deployment and Migration	Section 5.3
T8.8	Documents to describe System connection/integration	Section 5.4
T8.9	Documents to describe requirements of System operation and support services	Section 5.5
	Documents that Vendor has to commit	
T9.1	Written commitment to having no dispute, lawsuit, conflict of interest or breach of contract with VNA that have not been solved until the time of Proposal submission	
T9.2	Written commitment to satisfy Vietnam Cyber Security Law	
T9.3	Written commitment to comply with ensuring informational	

- Evaluating the eligibility of vendor's and of goods and services;
- Evaluating the competence and experience of vendors;
- Evaluating the technical requirements;
- Evaluating the financial Proposal;
- Determining the Evaluated total score;
- Ranking vendors.

- Vendor has the lowest ranking to be invited to negotiate contracts and to present product demos to compare with their Proposal. The contents of the contract negotiation and product demo meeting are recorded in the minutes certified by both parties. In case the results of the product demo of vendor are inconsistent with their Proposal or the contract negotiation does not succeed, VNA will invite the next ranking vendor to negotiate the contract. The contract negotiation must be carried out before issuing the approval for vendor's selection results.

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

- ## 2.9 Announcement of the bid result to vendors

2.10 Terms of payment

row # 9

↓

Blank sz

Weg

3. EVALUATION CRITERIA

3.1 Criteria for evaluating vendor's eligibility

No	Requirements	Satisfaction level		Documents required
		Satisfied	Not satisfied	
1	Copies of Establishment; Operation Registration Certificate/ Business Registration Certificate	Yes	No	Legal copies of Establishment; Operation Registration Certificate/ 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

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

3.2 Criteria for evaluating the eligibility of goods and services

No	Requirements	Satisfaction level		Documents required
		Satisfied	Not satisfied	
1	For vendors who own copyright	Yes	No	Valid documents to prove copyright ownership
2	For vendors who do not own copyright	Yes	No	- Valid documents to prove the copyright of the copyright owner; - Valid documents to

No	Requirements	Satisfaction level		Documents required
		Satisfied	Not satisfied	
				prove the permission issued by the copyright owner to lease the software
3	Satisfy Vietnam's Cyber Security Law	Commit	Do not commit	Written commitment
4	Commit to compliance with ensuring informational security for VNA's database	Commit	Do not commit	Written commitment
5	Satisfy EU's GDPR	Commit	Do not commit	Written commitment
6	Commit to cooperate with and support VNA to operate, update, upgrade DBMS version	Commit	Do not commit	Written commitment
7	Commit that all data on the System is owned by VNA	Commit	Do not commit	Written commitment
8	Commit to cooperate with VNA when the DBMS provider recommends/requires to update/upgrade/release versions	Commit	Do not commit	Written commitment
9	Commit to have connection/interface with other applications/systems via API, web service, file sharing	Commit	Do not commit	Written commitment
10	Commit to undertake the connection/integration between the new Loyalty System with VNA's existing application/systems to ensure the normal operation of Lotusesmiles program	Commit	Do not commit	Written commitment
11	Commit that after the System goes live, vendor will support to undertake the connection/integration between new Loyalty System with VNA's other applications/systems, of which minimum 10 input applications/systems and	Commit	Do not commit	Written commitment

100
T
C
KH
C
BIE

11
law
Huy
Hiep

No	Requirements	Satisfaction level		Documents required
		Satisfied	Not satisfied	
	minimum 10 output application/systems			
12	Commit the service quality that will be supplied to VNA	Commit	Do not commit	Written commitment
13	Commit the time to fix application errors, the minimum time levels corresponding to the error level of the application	Commit	Do not commit	Written commitment
14	Commit to perform installation, configuration free of charge in the following cases: VNA performs server upgrade/change/move; System has issue/problem/crash that need re-install applications	Commit	Do not commit	Written commitment
15	Commit to cooperate with other VNA's vendors to connect with related software/application/systems	Commit	Do not commit	Written commitment
16	Commit not to violate such application security errors as SQL injection, Cross-Site Request Forgery, Cookie Stealing, Over-Posting	Commit	Do not commit	Written commitment

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 passengers flown per year is from	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 passengers flown of the airlines

17/02
IG
TY
VIET
P
T.P.

12
vau
W
Beking
fy3
Heop

No	Requirements	Satisfaction level		Documents required
		Satisfied	Not satisfied	
	20 million or more; - From 1 st January 2015 until now, there is at least one airline having the number of passengers flown per year is from 15 million or more and putting in to operation (i.e. cut-over) the Vendor's Customer Loyalty Solution			clients

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

3.4 Technical evaluation criteria

Only those vendors who satisfy the vendor's competence and experience evaluation at section 3.3 are allowed to be evaluated on technical as follows:

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

No	Requirements	Max score
I	Functions	800
(1)	Enrollment	25
(2)	Account management	60
(3)	Tier management	55
(4)	Miles management, accrual	80
(5)	Redemption management	75
(6)	Campaign promotion	70
(7)	Special programs	120
(8)	Member communication	65
(9)	Partner management	50
(10)	Reports	110
(11)	Fraud control	30
(12)	Program Administration	60
II	IT	170
(1)	Database	50
(2)	System	80
(3)	Operation	40
III	Experience in migrating Unisys's CLS system	30
Total technical score		1,000

W.O.I. * S.D. * M.S.D.

13

Handwritten signatures and initials in blue ink.

OTC
CỔ
G KH
C
BIỆ

- Interpretation of Table of evaluation criteria for technical requirements:

ID	Requirements	Max score	Min score	Instruction document	Video	References in Instruction document
(1)	(2)	(3)	(4)	(5)	(6)	(7)
Requirement ID	Requirement description	Max score of the requirement	Min score of the requirement	“X”: Require vendor to provide documents containing detailed instruction manual and screen snapshot with illustrating examples to describe the functional requirements	“X”: Require vendor to provide videos with illustrating examples to describe functional requirements	Vendor specifies where each requirement is described (which section, which page) in the Instruction document indicated in column (5)

- Method of scoring for each requirement in the Table of Evaluation criteria for technical requirements (those items from A to L):
 - + Full fulfilment: Max score * 1;
 - + Partial fulfilment: Max score * 0.6;
 - + Limited fulfilment: Max score * 0.3;
 - + Non fulfilment: Max score * 0;
- Method of scoring for each requirement in the Table of Evaluation criteria for technical requirements (item M):
 - + Scoring according to each component, detailed by each point.

Handwritten signatures and a red circular stamp are visible in the bottom right corner of the page. The stamp contains the text "U.S. S. D. N." and a star. There are several blue ink signatures, including one that appears to be "H. K. H." and another that looks like "H. K. H." with a checkmark.

- Table of Evaluation criteria for technical requirements:

ID	REQUIREMENTS					Max score	Min score	Instruction document	Video	References in Instruction document
(1)	(2)					(3)	(4)	(5)	(6)	(7)
A	ENROLMENT					25				
a1	Member accounts can be created through various ways:									
a1.1	Member enrol by themselves on websites/mobile app (Provide API/Web service to integrate in to VNA web and App)					1	0.6	X		
a1.2	Agent (staff) create member accounts directly on Agent module					1	0.6	X		
a1.3	Connect to social network (Facebook, ...) to collect member information and create accounts on the system					4	1.2	X		
a1.4	New member accounts could be created by inputting batch files, API, web services in case of massive profile					4	1.2	X		
a2	Members can register in many local languages, at least 9 languages: Vietnamese, English, Japanese, Korean, French, German, Russian, Simplified Chinese, Traditional Chinese					2	0.6	X		
a3	Solution allows to store data in the form of pictures: member's photograph, scan or copy of personal ID, passport					1	0.6	X		
a4	Allows program user to add more data fields in member account in order to contain more member's information when necessary					1	0.6	X		
a5	Allows to configure a certain field (e.g. email address, mobile phone, etc.) is mandatory or optional or unique					1	0.6	X		
a6	There is a duplicate check function available in the system, filtering information to ensure each customer becomes a member with only one account (checking name and DOB, email, mobile number, etc.)					1	0.6	X		

van 17
ur Delling 17
17

ID	REQUIREMENTS	Max score	Min score	Instruction document	Video	References in Instruction document
(1)	(2)	(3)	(4)	(5)	(6)	(7)
a7	To have built-in list of countries name, country code to help members to easily select when they enrol.	1	0.6	X		
a8	The program must have built-in list of state province, city, state to help members to easily select when they enrol. Should be compatible with this kind of data in current system	1	0	X		
a9	Allow to configure the minimum age to become a member	1	0.6	X		
a10	Solution has the mechanism which reminds member to fill-in the missing optional data	2	0.6	X		
a11	Solution allows to record and display in CC module various sources from which member accounts are created, e.g. CC, website, mobile app, API, partner codes, etc. and by IP addresses	2	0.6	X		
a12	Solution has data field to contain reference code/partner code when enrolling	2	1.2	X		
B	ACCOUNT MANAGEMENT	60				
b1	Member can log in his/her account by using:					
b1.1	Account number	0.5	0.3	X		
b1.2	Member's email address	0.5	0.3	X		
b1.3	Member's Facebook account	2	0.6	X		
b1.4	Member's alias	1	0	X		
b2	Solution allows to display in agent's module various information in member profile, including but not limited: name, DOB, gender, nationality, personal interests, redemption group, activities, points, etc.	0.5	0.3	X		

ID	REQUIREMENTS	Max score	Min score	Instruction document	Video	References in Instruction document
(1)	(2)	(3)	(4)	(5)	(6)	(7)
b12	Allow to set different status such as Active, Inactive, Closed, Deceased, Suspense, Delete,... for a list of accounts	3	0.9	X		
b13	Allow to remove permanently account and all data related to that account from database	2	1.2	X		
b14	Allow to mark account that has invalid mailing address for individual account	1	0.6	X		
b15	Allow to mark account that has invalid mailing address for a list of accounts	3	0.9	X		
b16	Solution should not send communication kit to the members who have accounts which are marked invalid mailing address	1	0.6	X		
b17	Solution allows to record in database history of all changes in member profiles: data before change, change time, users change, reason for change, OTP, forms of OTP sending (i.e. SMS or email). This information can be displayed in system agent's module	2	1.2	X		
b18	Solution has the "forgot account password" function	1	0.6	X		
b19	Solution has the "forgot account number" function	1	0.6	X		
b20	To have the function for merging (linking) accounts	1	0.6	X		
b21	Have the function for members to register co-branded card program. Solution can display information of co-branded member. Solution allows to upgrade member tier based on the policy of co-branded card program	3	0.9	X		
b22	Allow to view in agent module the available miles of a certain account at any specific day	8	2.4	X		

ID	REQUIREMENTS	Max score	Min score	Instruction document	Video	References in Instruction document
(1)	(2)	(3)	(4)	(5)	(6)	(7)
b23	Solution should allow to link social media profile of member with his loyalty profile in the system	3	0.9	X		
b24	Allow CC agents to see the history of member's expired miles	3	1.8	X		
b25	Allow to print out member's activities history and to export member's activities history to out files (in excel, pdf)	2	0.6	X		
b26	Solution allow to store memo (the reasons input when updating accounts) by types such as: accrual, redemption, updating profiles, close account, reopen account, etc. Allow to search memos by period of time and agent ID	4	1.2	X		
C	TIER MANAGEMENT	55				
c1	Solution allows to set tier levels that bases on Lotusmiles Program's policies. Allow to add more or remove tier level	0.5	0.3	X		
c2	Allow to set tier level requirement based on:					
c2.1	Qualifying miles	0.5	0.3	X		
c2.2	Qualifying flight sectors	0.5	0.3	X		
c2.3	Flown revenue	0.5	0.3	X		
c2.4	Non-air qualifying miles	0.5	0.3	X		
c2.5	Combination of air and non-air qualifying miles	1	0.6	X		
c3	Solution allows to assign to member more than one identification number (e.g. a member has one ID for Lotusmiles, one ID for co-branded credit card program with Techcombank, one ID for Million Miler Program)	3	0.9	X		

Vao

21

ID	REQUIREMENTS	Max score	Min score	Instruction document	Video	References in Instruction document
(1)	(2)	(3)	(4)	(5)	(6)	(7)
c12.1	Displayed the current tier level/next tier level information on agent's module	0.5	0.3	X		
c12.2	In case of maintain: extract the communication kit data before 1 month the current tier level expires (for fulfillment)	0.5	0.3	X		
c12.3	In case of downgrade: extract the communication kit data once the current tier level expires (for fulfillment)	0.5	0.3	X		
c13	Solution has the function to record member's activities that had transaction dates within previous qualifying period but were credited after the end date of previous qualifying period, in order to upgrade to the correct tier level	5	1.5	X		
c14	Solution allows to automatically extract files for fulfilment agency to print member cards and communication letters when having change in member tier or member name/surname	0.5	0.3	X		
c15	Solution allows to extract files for fulfilment agency to print member cards and communication letters for specific member request	0.5	0.3	X		
c16	Allow agent to view subtotal qualifying miles for each qualifying period	4	2.4	X		
c17	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	5	1.5	X		




 23

ID	REQUIREMENTS	Max score	Min score	Instruction document	Video	References in Instruction document
(1)	(2)	(3)	(4)	(5)	(6)	(7)
c18	Solution has function to display and export (to xls, pdf files) a list of members who are upgraded to certain tier level (e.g. P, G, T) at a certain time (i.e. date) or during a certain period of time (i.e. form date to date)	4	1.2	X		
D	MILES MANAGEMENT, ACCRUAL	80				
d1	Solution allows to concurrently categorize miles to:					
d1.1	Basic miles and non-basic miles	1	0.6	X		
d1.2	Qualifying miles and bonus miles	1	0.6	X		
d1.3	Air miles and non-air miles	1	0.6	X		
d1.4	Sources of accumulation (partners, events, etc.)	3	1.8	X		
d2	Solution allows to categorize the following miles based on sources of accumulation:					
d2.1	Accumulative miles	2	1.2	X		
d2.2	Redeemed miles	2	1.2	X		
d2.3	Expired miles	2	1.2	X		
d2.4	Available miles	2	1.2	X		
d3	Miles' period is determined by Lotusesmiles's policies. It can be determined by the following criteria:					
d3.1	Tier level	1	0.6	X		
d3.2	Partner	1	0.6	X		
d3.3	Special loyalty programs: Corporate Account, family, Million Miler... (referred to requirement # G)	1	0.6	X		
d3.4	Air miles	1	0.6	X		

 24

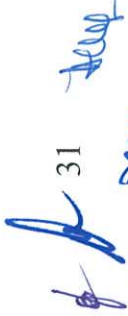

ID	REQUIREMENTS	Max score	Min score	Instruction document	Video	References in Instruction document
(1)	(2)	(3)	(4)	(5)	(6)	(7)
d10.4	Fare basis	0.5	0.3	X		
d10.5	Flown segment revenue	0.5	0.3	X		
d10.6	Specific range of flight numbers	0.5	0.3	X		
d10.7	Tier level	0.5	0.3	X		
d10.8	Partners (air and non-air)	0.5	0.3	X		
d11	Have the function for good will points accrual. Solution should record the reason for accrual, user ID	0.5	0.3	X		
d12	Solution supports qualifying and bonus points accrual on additional flight related services (Special Service Request) offered by FFP on the ticket purchase (like additional luggage, extra leg room seat etc.)	1	0	X		
d13	Have the function to prevent duplicate air activities (1 flight of 1 member is credited 1 time only into that member's account)	0.5	0.3	X		
d14	Have the function to prevent duplicate non-air activities (1 non-air transaction of 1 member is credited 1 time only)	0.5	0.3	X		
d15	Solution allows to input or upload fare basis or a list of fare basis	0.5	0.3	X		
d16	Solution allows to input or upload list of codeshare flights (MC & OC)	0.5	0.3	X		
d17	Allows configuration to prevent accrual for those flights that meet pre-defined criteria:					
d17.1	Specific fare basis	0.5	0.3	X		
d17.2	Specific range of flight numbers	0.5	0.3	X		
d17.3	Specific ticket status (E.g.EXCH, NOSHO, VOID,...)	0.5	0.3	X		
d17.4	Types of code share agreement (free sale, hard block)	0.5	0.3	X		

ID	REQUIREMENTS	Max score	Min score	Instruction document	Video	References in Instruction document
(1)	(2)	(3)	(4)	(5)	(6)	(7)
d24.1	Have the function to send retro data to partners, data complies partner's format	0.5	0.3	X		
d24.2	Agent/staff can add retro flights manually	0.5	0.3	X		
d24.3	Online Air Retro accrual on VNA (The solution connects to the flight database to determine if the retro flights are eligible for crediting miles or not)	1	0.6	X		
d24.4	Retro (air & non-air) on partners: solution sends retro data to partners, receive the hand back files, determine if retro claim is eligible or not	1	0.6	X		
d24.5	Solution notifies the result of retro processing (accepted or rejected)	1	0.6	X		
d24.6	Solution allows to set number of days before which retro-claim can be requested. This parameter can be configured by marketing/operating airlines	1	0	X		
d24.7	Solution allows to set the maximum number of days/months from the date of retro flight to the date of retro crediting	1	0	X		
d24.8	Solution allows to set the maximum number of days/months from the date of enrollment to the date of retro flight	1	0	X		
d24.9	Solution allows CC agent to accrue a number of retro flights (e.g. 10, 20,... flights) into a member's account for each retro accrual handling	1	0	X		
d25	Solution allows points purchase operation which allows members to buy qualifying points for money. This function should be available for member on the member portal and for the program agent	1	0.6	X		

va  28  Heavy
 by  Bellamy

ID	REQUIREMENTS	Max score	Min score	Instruction document	Video	References in Instruction document
(1)	(2)	(3)	(4)	(5)	(6)	(7)
E	REDEMPTION MANAGEMENT	75				
e1	Solution allows to configure various types of award parameters:					
e1.1	Air redemption			X		
e1.1.1	Per carriers	0.5	0.3	X		
e1.1.1.2	Per specific flight segments (i.e. itinerary)	0.5	0.3	X		
e1.1.1.3	Per specific award zones	0.5	0.3	X		
e1.1.1.4	Per booking class of award flight ticket	0.5	0.3	X		
e1.1.1.5	Per cabin class of award flight ticket	0.5	0.3	X		
e1.1.1.6	Per award types: flight ticket, upgrade, excess baggage, lounge, etc.	0.5	0.3	X		
e1.1.1.7	Per specific promotional campaign (<i>referred to requirement #f1</i>)	1	0.6	X		
e1.1.1.8	Per itinerary types: one way, round trip	0.5	0.3	X		
e1.1.1.9	Per effective dates (i.e. start date, end date) of each segment or award zone	0.5	0.3	X		
e1.1.1.10	Per season (peak, low) for each segment at certain period	0.5	0.3	X		
e1.1.1.11	Per award beneficiaries: members, nominees, other than nominees	0.5	0.3	X		
e1.1.1.12	Per passenger types: adult, child, infant	0.5	0.3	X		
e1.1.1.13	Per redemption channels: mobile app, website, ticket counters, Dynamic Reward application	0.5	0.3	X		

ID	REQUIREMENTS	Max score	Min score	Instruction document	Video	References in Instruction document
(1)	(2)	(3)	(4)	(5)	(6)	(7)
e1.1.14	Per IP address of online redemption transaction (IP based on countries)	0.5	0.3	X		
e1.2	Non-air redemption			X		
e1.2.1	Per each non-air award. The conversion rate (in terms of Lotusmiles's miles) of each non-air award is generally based on each partnership agreement	0.5	0.3	X		
e1.2.2	Per effective dates (i.e. start date, end date) of non-air award	0.5	0.3	X		
e1.2.3	Per specific promotional campaign (<i>referred to requirement #f1</i>)	2	0.6	X		
e1.2.4	Per award beneficiaries: members, nominees, other than nominees	0.5	0.3	X		
e1.2.5	Per redemption channels: mobile app, website, ticket counters, Dynamic Reward application	0.5	0.3	X		
e2	Solution allows to configure parameters for redemption for nominee:					
e2.1	To create, update information about nominees in nominee list, including name, DOB, personal ID, email, phone, date of update, user update, etc.	0.5	0.3	X		
e2.2	Maximum number of nominees per each member	1	0.6	X		
e2.3	Maximum number of nominees per member's elite tier	1	0	X		
e2.4	Maximum number of nominee changes within certain period of time	2	0.6	X		
e3	Solution allows to calculate amount of points redeemed:					
e3.1	Per award types: air award/non-air award	2	1.2	X		
e3.2	Per parameters mentioned at # e1	4	1.2	X		

31

 31

 31


ID	REQUIREMENTS	Max score	Min score	Instruction document	Video	References in Instruction document
(1)	(2)	(3)	(4)	(5)	(6)	(7)
e4	The solution shall support redemption simulation without the need of using an external system. It shows how many points a member has to redeem on a certain flight/reward. This simulation should be available for member on the member portal and for the program agent	2	1.2	X		
e5	Solution allows to configure dynamic amount of points redeemed	2	1.2	X		
e6	Solution allows various status of redemption for each account: validation required, no validation required, not allowed to redeem	2	0.6	X		
e7	The solution supports the generation of a OTP message for validation, e.g. SMS or email to be sent to the member during redemption booking process	2	0.6	X		
e8	Solution has function that allows various types of payment for air award redemption:					
e8.1	Payment by points only (using Lotumiles's Redemption application)	2	1.2	X		
e8.2	Payment by combination of points and miles (Sabre Dynamic Reward application), require illustration by specific examples	20	6	X	X	
e9	Solution has function that allows various types of payment for non-air award redemption:					
e9.1	Payment by points only (using Lotumiles's Redemption application)	1	0.6	X		
e9.2	Payment by combination of points and miles (using Lotumiles's Redemption application)	2	0.6	X		
e10	Solution allows to redeem points in the Online Reward Shop, e.g. Collinson, Loylogic	2	0.6	X		

32

not up to the point

help

ID	REQUIREMENTS	Max score	Min score	Instruction document	Video	References in Instruction document
(1)	(2)	(3)	(4)	(5)	(6)	(7)
e11	Solution supports connection with Sabre PSS to retrieve member award flight booking when program agent input PNR code in the agent's module	1	0	X		
e12	Have the function for agent to refund fully or partly (i.e. by percentage) the redeemed points. The lifetime of refunded points is kept the same as before redemption	2	1.2	X		
e13	Rule of redemption points: points that expire soonest will be redeemed first	1	0.6	X		
e14	Solution can identify components of redemption points of each award according to sources of point accumulation (<i>refer to requirement # d1.4</i>)	2	1.2	X		
e15	Have function to prevent member from redemption if missing critical information in member's account					
e15.1	Program's terms and conditions	0.5	0.3	X		
e15.2	Password validation	0.5	0.3	X		
e15.3	DOB	0.5	0.3	X		
e15.4	Other fields upon agent's choices	0.5	0.3	X		
e16	Solution allows negative points balance					
e16.1	Point's loan operation: this function allows members to take a point's loan (fixed amount) in order to process a redemption transaction. This operation is available for member on the program portal and for the program agent	1	0.6	X		
e16.2	There should be possibility to associate loan amount based on tier levels	3	0.9	X		

ID	REQUIREMENTS	Max score	Min score	Instruction document	Video	References in Instruction document
(1)	(2)	(3)	(4)	(5)	(6)	(7)
e17	Solution issue an award certificate for every award redemption requests. Each award certificate has a unique ID. Solution stores all data elements (including agent user and time of redemption) of every award certificates on database	2	0.6	X		
e18	Solution allows agents to update issued award certificate (ticket number or other related documents) but not changing the award certificate number	2	0.6	X		
e19	Solution allows agents to change issued award certificate (e.g. amount of points redeemed change as a result of re-route, rebook). For those cases, solution issue a new award certificate number	2	0.6	X		
F	CAMPAIGN PROMOTION	70				
f1	Solution allows to set up various promotional campaigns in which conditions are based on one or a combination of several criteria:				X	
f1.1	Segment distance (TPM)	1	0.6	X		
f1.2	Booking class	1	0.6	X		
f1.3	Fare basis	1	0.6	X		
f1.4	Flown segment revenue	1	0.6	X		
f1.5	Specific flight number	1	0.6	X		
f1.6	Specific range of flight numbers	1	0.6	X		
f1.7	Tier level	1	0.6	X		
f1.8	Per partner	1	0.6	X		
f1.9	Partner types (airline, bank, hotel, retail, etc.)	1	0.6	X		

ID	REQUIREMENTS	Max score	Min score	Instruction document	Video	References in Instruction document
(1)	(2)	(3)	(4)	(5)	(6)	(7)
f1.10	New enrolled member	1	0.6	X		
f1.11	Tier change	1	0.6	X		
f1.12	Member's country address	1	0.6	X		
f1.13	Member's age	1	0.6	X		
f1.14	Member's gender	1	0.6	X		
f1.15	Member's preference	1	0.6	X		
f1.16	Cabin class	1	0.6	X		
f1.17	Specific flight segment	1	0.6	X		
f1.18	Specific group of flight segments	1	0.6	X		
f1.19	Departure/arrival airport	1	0.6	X		
f1.20	Member's nationality	1	0.6	X		
f1.21	Days of week	1	0.6	X		
f1.22	Number of flights within a certain period	1	0.6	X		
f1.23	Sales channels (online or traditional)	1	0.6	X		
f1.24	Points of ticket issuance (POS code, IATA code, etc.)	1	0.6	X		
f1.25	Specific on events (e.g. member's DOB)	1	0.6	X		
f1.26	Member's transaction channels (e.g. website, mobile app, counters)	1	0.6	X		
f1.27	Member's dynamic information (<i>listed at requirement #b3</i>)	4	1.2	X		
f1.28	Parameters of redemption (<i>listed at requirement #e1</i>)	4	1.2	X		
f1.29	Special loyalty programs in which members participate (Family Account, Corporate Account, Million Milers, etc.)	2	1.2	X		
f1.30	Ticket number specifications	1	0.6	X		

35

WV

dep Kelly

35

ID	REQUIREMENTS	Max score	Min score	Instruction document	Video	References in Instruction document
(1)	(2)	(3)	(4)	(5)	(6)	(7)
f1.31	Bonus miles or a combination of qualifying miles and bonus miles that member achieves in a certain period of time	1	0	X		
f1.32	Per season (peak, low) for each segment at certain period	1	0.6	X		
f1.33	International sector or domestic sector	1	0.6	X		
f1.34	Member needs specific qualifying miles (e.g. "n" miles) to achieve certain tier level (P, G, T)	1	0	X		
f1.35	Member needs specific qualifying sectors (e.g. "m" sectors) to achieve certain tier level (P, G, T)	1	0	X		
f2	Solution allows to use external data/ events as a trigger for creating business rules. External data/events include those that are listed at requirement #j4 and also other sources	2	1.2	X	X	
f3	Solution allows to create one or a combination of several benefits for members upon business rules are met:				X	
f3.1	Accrual by percentage of points	1	0.6	X		
f3.2	Accrual by fixed amount of points	1	0.6	X		
f3.3	Tier upgrade	1	0.6	X		
f3.4	Redemption by percentage of points	1	0.6	X		
f3.5	Redemption by fixed amount of points	1	0.6	X		
f3.6	Exempt or reduce for fee of points transferred	1	0.6	X		
f3.7	Receive communication messages from Lotusesmiles Program (<i>referred to requirement #h4.1</i>)	1	0.6	X		
f3.8	Receive voucher, coupon from Lotusesmiles Program	1	0.6	X		

ID	REQUIREMENTS	Max score	Min score	Instruction document	Video	References in Instruction document
(1)	(2)	(3)	(4)	(5)	(6)	(7)
f4	Solution allows to provide coupons 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	5	1.5	X	X	
f5	Solution allows to extract date that will become input for other application such as ECM, SMS, apps, notification...Data extraction by API, web services, batch files	1	0.6	X		
f6	Function to set schedule for each event/campaign, having start date, end date	2	1.2	X		
f7	Program administrator can monitor the installed campaigns in a calendar view	5	1.5	X	X	
f8	Solution should have reports or dashboards on campaign's result	5	1.5	X	X	
G	SPECIAL PROGRAMS	120				
g1	Family account/group account					
g1.1	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	1	0.6	X	X	
g1.2	Members within a family account can be:					

37

 37

 37


ID	REQUIREMENTS	Max score	Min score	Instruction document	Video	References in Instruction document
(1)	(2)	(3)	(4)	(5)	(6)	(7)
g1.2.1	Members with close relation, like father, mother, children, grandparents. In this situation, the solution supports: (i) Head account to submit documents in order for agents to verify the relationship among members (ii) Program agent's approval to create the family account after verifying submitted documents	2	0.6	X	X	
g1.2.2	Any group of members (E.g. group of friends, colleagues, etc.)	1	0	X	X	
g1.3	At a certain time, a member is able to become either the head of an unique family account or a member of an unique family account	2	0.6	X		
g1.4	Allow to set min and max number of members for family account	1	0	X	X	
g1.5	Allow to set minimal age of the head of family account	2	0.6	X	X	
g1.6	Have the function for the head to invite other members to join the family account. When invitation is sent, such invitation shall have its validity.	2	0.6	X	X	
g1.7	Solution has lock-in periods function, i.e. how long a member who left one family cannot join new family or how long a slot that was left cannot be taken by new member	2	0.6	X	X	
g1.8	Accumulative miles of each members is recorded in his/her account's balance and in family account's balance	2	0.6	X	X	
g1.9	Allows to set tiers on both family account level (so for the Elite Household) or on individual family member level. E.g. Member A owns 10,000 qualifying miles - Silver, member B owns 25,000 qualifying miles - Titan, the family composed by these two member has 35,000 qualifying miles - Gold	5	1.5	X	X	

ID	REQUIREMENTS	Max score	Min score	Instruction document	Video	References in Instruction document
(1)	(2)	(3)	(4)	(5)	(6)	(7)
g1.10	Solution allows the head to assign the redemption authority to his/her account members: (i) only the head can redeem, (ii) all members can redeem, (iii) specified members can redeem	2	0.6	X	X	
g1.11	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	2	0.6	X	X	
g1.12	Allow members to withdraw from a family account after having the approval from the head. Solution supports the withdrawal of members and the approval of the head are performed on both agent's module and member portal (i.e. website)	2	0.6	X	X	
g1.13	Withdrawal members' unused miles is remained the same in their accounts' balance	2	0.6	X	X	
g2	CA loyalty					
g2.1	A company can register to join CA loyalty program by:					
g2.1.1	Website	1	0.6	X	X	
g2.1.2	Contact with program agent and account is created on agent's module	1	0.6	X	X	
g2.2	CA loyalty's account contains: company name, address, phone, email, representative, etc.	1	0.6	X	X	
g2.3	Solution allows CA to create its subsidiaries or departments within CA	2	0.6	X	X	
g2.4	CA's employees must be Lotusmiles's members. The solution has the function to make the connection between CA loyalty account and its employees' accounts	2	1.2	X	X	

ID	REQUIREMENTS	Max score	Min score	Instruction document	Video	References in Instruction document
(1)	(2)	(3)	(4)	(5)	(6)	(7)
g2.5	Allow CA to add more employees who haven't been Lotusmiles's members to CA loyalty's account. Solution then automatically create Lotusmiles accounts for these added employees	2	0.6	X	X	
g2.6	Solution has mechanism for CA accrual:					
g2.6.1	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	3	0.9	X	X	
g2.6.2	In case the total amount of all employees' air activity's bonus miles exceeds a certain threshold, a certain extra percentage (%) on this total amount will be accrued into CA loyalty's account. Solution allows agent to set the threshold and the number of extra percentage	3	0.9	X	X	
g2.7	Solution allows to input CA's nominees for redemption purpose	2	0.6	X	X	
g2.8	CA can redeem for Lotusmiles's awards for customers in CA's nominee list	2	0.6	X	X	
g3	Member Get Member Program					
g3.1	Solution allow to identify referring member	0.5	0.3	X		
g3.2	Solution allow to identify new member by air and non-air activities	0.5	0.3	X		
g3.3	Allow to set up the rule for bonus accrual for referring member	1	0.6	X		
g3.4	Allow to issue other rewards for referring member such as voucher, coupon, promotion code	1	0	X		
g4	Million Miler program (MM)					



 van 

 40

ID	REQUIREMENTS	Max score	Min score	Instruction document	Video	References in Instruction document
(1)	(2)	(3)	(4)	(5)	(6)	(7)
g6.1	Solution supports auctions mechanism that allows spending points or money to bid a reward available on auction	5	1.5	X	X	
g6.2	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	2	0.6	X	X	
g6.3	Solution allows to configure the start date/end date of the auction	3	0.9	X	X	
g6.4	Solution allows to configure the opening value – the minimum number of points that needs to be offered	3	0.9	X	X	
g6.5	Solution allows to configure the Price change value – the minimum amount of points by which the next bid must exceed/decrease the highest/current bid	3	0.9	X	X	
g6.6	Solution allows to configure the minimum sale value –the minimum number of points that must be offered in the highest bid. When not reached, the reward remains “unsold” (i.e. no member receives it)	3	0.9	X	X	
g7	Raffles/Lottery					
g7.1	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 such as flight tickets, hotel room stay, vouchers, etc.	5	1.5	X	X	
g7.2	Solution allows to create a lottery program in which members redeem points or points and money (fixed or dynamic value) to participate; the winner of the lottery with get rewards such as flight tickets, hotel room stay, vouchers, etc.	5	1.5	X	X	

ID	REQUIREMENTS	Max score	Min score	Instruction document	Video	References in Instruction document
(1)	(2)	(3)	(4)	(5)	(6)	(7)
g7.3	Allow to define drawing date	3	0.9	X	X	
g7.4	Solution uses the random function to perform the draw	3	0.9	X	X	
g7.5	Allow to configure the quantity pool which defines the number if lottery winners	3	0.9	X	X	
g7.6	Allow to setup to send notification to winner	2	0.6	X	X	
H	COMMUNICATION	65				
h1	Solution allows to communicate with member by various channels:					
h1.1	Email	1	0.6	X		
h1.2	SMS	2	1.2	X		
h1.3	Chat with members via module for program agent	2	1.2	X		
h1.4	Chat with members via instant messengers (e.g. Facebook messenger)	2	0.6	X		
h1.5	Chatbot	2	0.6	X		
h2	Solution allows to send messages to:					
h2.1	All members	2	1.2	X		
h2.2	Group of members with selected specific criteria	4	1.2	X		
h2.3	Specific member (done by program agents)	2	1.2	X		
h3	Solution allows to send pre-defined message (E.g. promotion announcement letter, periodic newsletter, etc.)	2	1.2	X		
h4	Solution allows to send messages to members when event occurs:					
h4.1	Business rules of promotional campaign (<i>referred to requirement #f1</i>)	5	1.5	X		





ID	REQUIREMENTS	Max score	Min score	Instruction document	Video	References in Instruction document
(1)	(2)	(3)	(4)	(5)	(6)	(7)
h4.2	Elite tier has been updated, effective or expiration dates have been changed	1	0.6	X		
h4.3	Customer password reset	1	0.6	X		
h4.5	Customer password change	1	0.6	X		
h4.6	Points expiration forecast	1	0.6	X		
h4.7	Elite tier expiry reminder	1	0.6	X		
h4.8	Retro claim accepted	1	0.6	X		
h4.9	Retro claim rejected	1	0.6	X		
h4.10	Donate miles	1	0.6	X		
h4.11	There are any changes occurred in member's profiles	1	0.6	X		
h5	Solution has the function to create and send account statements to members, normally by emails and on monthly basis	3	1.8	X		
h6	Has the function to issue voucher, coupon to send to members. Allow to configure fields that appear on voucher/coupon	5	1.5	X		
h7	Solution allows to create new message or use a message template	2	1.2	X		
h8	Message templates can be created in 9 languages (Vietnamese, English, Japanese, Korean, French, German, Russian, Simplified Chinese, Traditional Chinese)	2	1.2	X		
h9	Message sent to member according to the local language in member profile	2	1.2	X		
h10	Solution allows to set schedule to send different types of messages per each channels	2	1.2	X		

ID	REQUIREMENTS	Max score	Min score	Instruction document	Video	References in Instruction document
(1)	(2)	(3)	(4)	(5)	(6)	(7)
h11	Solution allows to track results of messages sent to members	5	1.5	X		
h12	The allows net promoter score survey (NPS)	5	1.5	X		
h13	Solution allows to gather member's permissions for communication via different channels	2	1.2	X		
h14	Solution allows program agents to view history of communication sent to members	2	1.2	X		
h15	Solution allows to extract data for external agency to send messages to members. Data is extracted through API, web services, files	2	1.2	X		
I	PARTNER MANAGEMENT	50				
i1	Partner management					
i1.1	Define partner types: earn partner	0.5	0.3	X		
i1.2	Define partner types: burn partner	0.5	0.3	X		
i1.3	Define partner types: earn & burn partner	0.5	0.3	X		
i1.4	Define partner categories: (Airline, Bank, Retail, Hotel, Car rental, Other). Program agent can add more partner category	0.5	0.3	X		
i1.5	Define the effective of partner contract (start date, end date)	0.5	0.3	X		
i1.6	Partner who purchases a big volume of miles (prepaid partner): define purchased volume, cost of purchase, valid of miles purchased.	3	1.8	X		
i1.7	Function to exchange data (accrual files, handback files) with partner by batch files. Partners include: air, non-air, SkyTeam, non-SkyTeam	0.5	0.3	X		

45

read of  Heng

Uk  Kelly

ID	REQUIREMENTS	Max score	Min score	Instruction document	Video	References in Instruction document
(1)	(2)	(3)	(4)	(5)	(6)	(7)
i1.8	Function to exchange data (accrual files, handback files) with partner by API, web services. Partners include: air, non-air, SkyTeam, non-SkyTeam	1	0.6	X		
i1.9	Function to set schedule for exchanging data with partners	1	0.6	X		
i2	Billing					
i2.1	Define point rates for earn and burn transactions:					
i2.1.1	Common rate for each partner	2	1.2	X		
i2.1.2	Common rate for all partners	2	1.2	X		
i2.1.3	Different rates for different units within one partner	3	0.9	X		
i2.1.4	Effective (start date, end date) of point rates	2	1.2	X		
i2.1.5	For prepaid partner: point rates can be defined according to the volume of miles purchased. E.g. 1 mil miles - 2 mil miles: 0.5 cent/mile, 2 mil - 3 mil miles: 0.4 cent/mile	5	1.5	X		
i2.2	Have billing templates for each partner/partner type. Templates contain: transaction date, transaction ID, address, member name, points type, amount (money value) of each transaction, total amount, etc.	1	0.6	X		
i2.3	Solution allows to generate billing by two types: automatically and on demand	1	0.6	X		
i2.4	Billing should have different formats: xls, pdf, rtf, csv	1	0.6	X		
i2.5	Solution allows to send billing to partner by two types: automatically and on demand	1	0.6	X		
i3	Partners having different units					

46

Handwritten signatures and initials in blue ink.

Red circular stamp with text: "CÔNG TY TNHH KHÔ... TÔI... 2019"

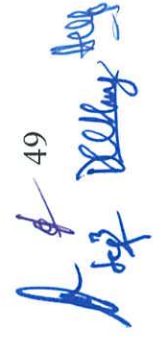
ID	REQUIREMENTS	Max score	Min score	Instruction document	Video	References in Instruction document
(1)	(2)	(3)	(4)	(5)	(6)	(7)
i3.1	To allow for building business rules, i.e. point rates dedicated to particular units within one partner	2	0.6	X		
i3.2	List of units can be loaded into the system using a batch file or created manually through the agent's module	2	0.6	X		
i4	Solution allows to generate summary reports on the partnership performance with each partner for a specific period	4	1.2	X		
i5	Have the mechanism to manage partner who purchases a big volume of miles (prepaid partner):					
i5.1	Has the function to accrue miles for members based on partner's data (through batch files/API, web services). Miles accrued into members' accounts will be deducted from partner's purchased package	5	1.5	X		
i5.2	Has the function to notify/alert when purchased miles package reaches a predefined threshold	5	1.5	X		
i5.3	Allow partner to input nominees	3	1.8	X		
i5.4	Allow partner to redeem for its nominees	3	1.8	X		
J	REPORTS	110				
j1	Have pre-designed template reports, at least 10 templates	5	3	X		

47

Handwritten signatures and initials in blue ink.

Handwritten red text at the bottom right corner.

ID	REQUIREMENTS	Max score	Min score	Instruction document	Video	References in Instruction document
(1)	(2)	(3)	(4)	(5)	(6)	(7)
j3	Have the function to generate dynamic summary reports on a specific date. - Input parameters: any specific date, country, tier, zone (applied only to Vietnam market only). Allow to combine more than one input parameters. - Out put reports: number of members, total of accumulative miles, total of accumulative miles per sources (i.e. on VNA, on partners, qualifying miles, bonus miles), total of redemption miles, total of expired miles, total of available miles, total number of activities, total number of activities per sources (on VNA, on partner types), total miles of suspended accounts	30	9	X	X	
j4	Solution connects with external data sources to get data in order to generate combined reports	2	0.6	X		
j5	The solution provides reports or dashboards to see performance statistics of contact centre agents	2	1.2	X		
j6	Reports attributes					
j6.1	Generate reports through web browser	1	0.6	X		
j6.2	Display reports on program agent's module	1	0.6	X		
j6.3	Extract reports to various types like excel, pdf, csv	1	0.6	X		
j6.4	Extract reports to files on SFTP	1	0.6	X		
j6.5	Function to set schedule for running the reports	2	1.2	X	X	


 49


ID	REQUIREMENTS	Max score	Min score	Instruction document	Video	References in Instruction document
(1)	(2)	(3)	(4)	(5)	(6)	(7)
j6.6	Function to automatically send reports to users through emails according to defined schedule	2	0.6	X	X	
j6.7	Function to grant permission to each user to view certain reports	1	0.3	X	X	
j6.8	Displaying by table, graphic, colour, symbol...	2	0.6	X		
K	FRAUD CONTROL	30				
k1	Fraud control through member profiles					
k1.1	Solution remarks those accounts that have incorrect email addresses (i.e. email has failure result when Program sends email to that address), temporary emails. Having the options set for these accounts: cannot redeem or close. Allow the users to view and export these accounts	2	0.6	X		
k1.2	Solution remarks those accounts that have exactly the same email addresses, or emails having similar characters but different special character such as ".;-","_". Having the options set for these accounts: cannot redeem or close. Allow the users to view and export these accounts	2	0.6	X		
k1.3	Solution remarks those accounts that have from four (04) or more the same postal address. Having the options set for these accounts: cannot redeem or close. Allow the users to view and export these accounts	2	0.6	X		
k1.4	Solution remarks those accounts that have from four (04) or more the same phone number. Having the options set for these accounts: cannot redeem or close. Allow the users to view and export these accounts	2	0.6	X		

view of
 vt
 50
 Reelung
 the up

ID	REQUIREMENTS	Max score	Min score	Instruction document	Video	References in Instruction document
(1)	(2)	(3)	(4)	(5)	(6)	(7)
k1.5	Solution remarks those accounts that have the same full name and DOB. Having the options set for these accounts: cannot redeem or close. Allow the users to view and export these accounts	2	0.6	X		
k1.6	Solution remarks those accounts that have extraordinary full name length (e.g. full name exceeds 23 characters). Having the options set for these accounts: cannot redeem or close. Allow the users to view and export these accounts	2	0.6	X		
k1.7	Solution remarks those accounts that are created or take online redemption for many times at the same IP address. Having the options set for these accounts: cannot redeem or close. Allow the users to view and export these accounts	2	0.6	X		
k2	Fraud control through member activities					
k2.1	Solution remarks those accounts that are credited three (03) or more flights a day. Having the options set for these accounts: cannot accrual, cannot redeem, sending notification to members to ask them to contact Lotusmiles Contact Centre. Allow the users to view and export these accounts	2	0.6	X		
k2.2	Solution remarks those accounts that are credited two (02) or more flights that depart from the same city within a day. Having the options set for these accounts: cannot accrual, cannot redeem, sending notification to members to ask them to contact Lotusmiles Contact Centre. Allow the users to view and export these accounts	2	0.6	X		

ID	REQUIREMENTS	Max score	Min score	Instruction document	Video	References in Instruction document
		(3)	(4)	(5)	(6)	(7)
(1)	(2)					
k2.3	Solution remarks those accounts that having credited flights that depart from the same city during from two (02) or more consecutive days. Having the options set for these accounts: cannot accrual, cannot redeem, sending notification to members to ask them to contact Lotusmiles Contact Centre. Allow the users to view and export these accounts	2	0.6	X		
k2.4	Solution remarks those accounts that have credited flight that have DOB in flight booking is different from DOB in member's account. Having the options set for these accounts: cannot accrual, cannot redeem, sending notification to members to ask them to contact Lotusmiles Contact Centre. Allow the users to view and export these accounts	2	0.6	X		
k2.5	Solution remarks those accounts that have credited flight that have tickets issued from many (e.g. 5) sales agents. Having the options set for these accounts: cannot accrual, cannot redeem, sending notification to members to ask them to contact Lotusmiles Contact Centre. Allow the users to view and export these accounts	2	0.6	X		
k2.6	Solution remarks those accounts that are upgraded to tier level T, G, P within one (01) month from enrollment date. Allow the users to view and export these accounts	2	0.6	X		
k2.7	Solution remarks those accounts that are upgraded to tier level G through flight activities that come from only one (01) flight ticket. Allow the users to view and export these accounts	2	0.6	X		

ID	REQUIREMENTS	Max score	Min score	Instruction document	Video	References in Instruction document
(1)	(2)	(3)	(4)	(5)	(6)	(7)
k2.8	Solution remarks those accounts that are mostly (e.g. >=80%) credited through retro activities. Allow the users to view and export these accounts	2	0.6	X		
L	PROGRAM ADMINISTRATION	60				
l1	Account management for Program's users					
l1.1	Allow to create groups of users by different system's modules: super admin, program admin, contact centre agent	0.5	0.3	X		
l1.2	Admin user has authority to create, update accounts and accounts' privileges for other users	0.5	0.3	X		
l1.3	User's account information: username, password, privileges, user's personal info such as employee ID, full name, email, phone, job title, department, etc.	0.5	0.3	X		
l1.4	To set minimum and maximum length of password	0.5	0.3	X		
l1.5	Allow special characters for password	0.5	0.3	X		
l1.6	Password expiration after a specified number of days	1	0	X		
l1.7	Solution allows to block the account if user inputs wrong password after a specific times	1	0	X		
l1.8	Allow to configure two options for username: non-encrypted or encrypted	1	0.6	X		
l1.9	Password stored in encrypted format	0.5	0.3	X		
l1.10	Types of account privileges					
l1.10.1	By functions	1	0.6	X		



 van
 ut
 53
 Heng
 for Delivery

ID	REQUIREMENTS	Max score	Min score	Instruction document	Video	References in Instruction document
(1)	(2)	(3)	(4)	(5)	(6)	(7)
12.4	Password expiration after a specified number of days. The solution sends notification to remind member about his/her password is going to expire	1	0	X		
12.5	Limited number of password attempts before the account becomes locked	1	0	X		
12.6	Solution allows member to change password. Changing password using OTP by email or SMS	1	0.6	X		
12.7	Solution allows member to restore a forgotten password. Restoring a forgotten password using OTP by email or SMS	1	0.6	X		
12.8	Solution allows member to restore a forgotten password. Restoring a forgotten password using security questions that were provided during enrollment	1	0.6	X		
12.9	Has OTP function for member's behaviour that require OTP, e.g. changing such important information as email, DOB, etc.	1	0	X		
12.10	Allow to configure two options for username: non-encrypted or encrypted	1	0.6	X		
12.11	Password stored in encrypted format	0.5	0.3	X		
12.12	Solution remembers history of 'n' past customer passwords and do not allow to set a new password to any of the 'n' previous passwords	2	1.2	X		
12.13	Solution supports management devices capability: whenever system discovers abnormal access from new device, a notification by email or SMS will be created to send to the old device that successfully login before	1	0	X		

ID	REQUIREMENTS	Max score	Min score	Instruction document	Video	References in Instruction document
(1)	(2)	(3)	(4)	(5)	(6)	(7)
I3	It should be possible for the administrator to indicate which actions performed by program agents shall require approval from agents supervisor	1	0	X		
I11	The solution has function to synchronize members' information to other systems, applications					
I11.1	Synchronized information: members' profiles, activities, points, tiers, preferences	1	0.6	X		
I11.2	Synchronization through API, web services	1	0.6	X		
I11.3	Synchronization through batch files	1	0.6	X		
I11.4	Synchronize data to Sabre PSS	2	1.2	X		
I11.5	Other external applications that use members' data (e.g. VNA's Call centre application, VNA's Email Marketing application, etc.)	1	0	X		
I12	Has function to establish SSO mechanism with other system/application	15	4.5	X	X	
I13	The solution supports passenger name transliteration mechanism	2	0	X		
I14	The display language of modules for users is English	1	0.6	X		
I15	Solution allows users to select the display language of modules for users is Vietnamese and other languages	2	0.6	X		
I16	User can access the solution by using smartphone and tablet on both Android và IOS	2	0.6	X		
I17	Solution has responsive design on all devices: PC, laptop, smartphone, tablet	2	0.6	X		

ID	REQUIREMENTS	Max score	Min score	Instruction document	Video	References in Instruction document
(1)	(2)	(3)	(4)	(5)	(6)	(7)
118	Functionalities of solution are the same across all the devices (i.e. PC, laptop, smartphone, tablet)	2	0.6	X		
M	IT	170				
m1	Database requirements	50				
m1.1	Database Management System (DBMS)	30				
m1.1.1	DBMS	20	5	X		
	Using Oracle DBMS latest release	20				
	Using Oracle DBMS 12	10				
	Using Oracle DBMS 11	5				
	Other DBMS	0				
m1.1.2	Update - Upgrade DBMS version/release	10	0	X		
	Vendor undertakes without any fee	10				
	Vendor undertakes with fee. Please propose quotation	2				
	VNA undertakes, Vendor supports without any fee	5				
	VNA undertakes, Vendor supports with fee. Please propose quotation	0				
m1.2	Requirements for data migration	20				
m1.2.1	Provide detailed plan: implementation plan, HR resource, step by step description, time schedule, detailed description, solution for data can't be migrated	20	3	X		
	Provide detailed plan with 100% required information	20				
	Provide plan with more than 50% required information	5				
	Provide plan with 50% or less required information	3				

val 4 k xj Delkuy HGG

ID	REQUIREMENTS	Max score	Min score	Instruction document	Video	References in Instruction document
(1)	(2)	(3)	(4)	(5)	(6)	(7)
	Not provide	0				
m2	System requirements	80				
m2.1	General requirement about system	10				
m2.1.1	Provide system architecture: link diagram, data flow diagram of the system, system interfaces	10	5	X		
	Provide system architecture: link diagram, data flow diagram of the system, system interfaces + detailed description	10				
	Provide but not enough detailed description	5				
	Not provide	0				
m2.2	System implementation, Deployment and Migration	20				
m2.2.1	Provide (time, HR resource) + detailed description + advice risk and issue which Vendor has experiences and how to solve for each case	20	5	X		
	Provide (time, HR resource) + detailed description + advice risk and issue which Vendor has experiences and how to solve for each case	20				
	Provide (time, HR resource) + detailed description	10				
	Provide (time, HR resource)	5				
	Not provide	0				
m2.3	System connection requirements	50				
m2.3.1	Provide (time, HR resource) + detailed description about connect/interface with other software/system + which Vendor has experiences and how to solve for each case	8	4	X		

Val

 up

 hang

ID	REQUIREMENTS	Max score	Min score	Instruction document	Video	References in Instruction document
(1)	(2)	(3)	(4)	(5)	(6)	(7)
	Provide (time, HR resource) + detailed description about connect/interface with other software/system + which SP have experiences and how to solve for each case	8				
	Provide (time, HR resource) + detailed description about connect/interface with other software/system	4				
	Provide (time, HR resource)	1				
	Not provide	0				
m2.3.2	The connection/interface (by API, webservice) with VNA's existing applications that are listed at section 5.4 RFP during Deployment and Migration phases	10	0	X		
	Vendor undertakes the operation of VNA's existing applications, VNA do not need to adjust these existing systems	10				
	Vendor undertakes the operation of VNA's existing applications, VNA needs to adjust 50% or less of the existing systems	5				
	Vendor undertakes the operation of VNA's existing applications, VNA needs to adjust more than 50% of the existing systems	0				
m2.3.3	Number of applications/software/systems that can be connected to new Loyalty System when changing the System	5	0	X		
	Unlimited	5				
	≤ 20 - 30	2				
	≤ 10 - 20	1				
	< 10	0				

59

Handwritten signatures and initials in blue ink.

ID	REQUIREMENTS	Max score	Min score	Instruction document	Video	References in Instruction document
(1)	(2)	(3)	(4)	(5)	(6)	(7)
m2.3.4	After System go live, the number of applications can be connected to the new Loyalty System - to provide data (excluding applications at m2.3.2)	5	0	X		
	Unlimited	5				
	≥ 10	1				
	< 10	0				
m2.3.5	After System go live, the number of applications can be connected to the new Loyalty System - to get data (excluding applications at m2.3.2)	5	0	X		
	Unlimited	5				
	≥ 10	1				
	< 10	0				
m2.3.6	Solution user interface	5	0	X		
	BUI	5				
	GUI - Require Client-Server	0				
m2.3.7	Request connection with Client to Server (VPN)	2	0	X		
	VNA undertakes, Vendor supports	0				
	Vendor supports without any fee	2				
	Vendor supports with fee. Please propose quotation	1				
m2.3.8	Request connection bandwidth from Client to Server	1	0	X		
	≤ 5 Mbps	0				
	> 5 Mbps	1				
m2.3.9	Supported browser	9	0	X		
	unlimited	9				

new 60

vt
exp
Billang

11:01

ID	REQUIREMENTS			Max score	Min score	Instruction document	Video	References in Instruction document
(1)		(2)		(3)	(4)	(5)	(6)	(7)
	Firefox, chrome, safari			3				
	IE			0				
m3	Operation			40				
m3.1	Tool/report SLA for VNA			20	0	X		
	Tool check SLA in system which VNA could check by itself			20				
	Dynamic report (day/month/quarter/year...) in Loyalty system: VNA staff can choice to view			10				
	Fix report (day/month/quarter/year...) in Loyalty system			5				
	Send email to VNA about SLA report (day/month/quarter/year...)			0				
m3.2	Update/upgrade version of Loyalty System after go live			10	0	X		
	Vendor undertakes without any fee			10				
	Vendor undertakes with fee. Please propose quotation			5				
	VNA undertakes, Vendor supports without any fee			1				
	VNA undertakes, Vendor supports with fee. Please propose quotation			0				
m3.3	How frequently for update/upgrade version of Loyalty System after go live			5	0	X		
	Case by case if any			3				
	Quarterly / monthly / yearly			2				
	No update/upgrade			0				
m3.4	When there are needs for update/upgrade version of Loyalty System after go live			5	1	X		
	Vendor undertakes without any fee			5				

ID	REQUIREMENTS	Max score	Min score	Instruction document	Video	References in Instruction document
(1)	(2)	(3)	(4)	(5)	(6)	(7)
	Vendor undertakes with fee. Please propose quotation	1				
	No provide	0				
N	EXPERIENCE IN MIGRATING UNIYS'S CLS SYSTEM	30				
n1	Vendor has experience in migrating a loyalty platform from CLS of Unisys to the loyalty platform of vendor. Provide sufficient documents to prove	30	0	X		
	TOTAL SCORE	1,000				

val 62
ut Dikang sig

IPV
TY
ET NA

4. PROPOSAL INSPECTION AND EVALUATION

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

4.1 Evaluating the eligibility of Proposal and of goods and services, including:

- The completeness of the Proposal materials as stipulated in section 2.4;
- The eligibility of vendor according to the evaluation criteria as stipulated in section 3.1;
- The eligibility of goods and services according to the evaluation criteria as stipulated in section 3.2;
- The validity (signature, time, stamp) in such documents as Letter of Offer, Authorization Letter (if any), Price Offer table;
- The validity of the Proposal as prescribed in section 2.3;
- The eligibility and suitability of goods and services as mentioned in section 1;
- The eligibility and suitability of Price Offer as mentioned in section 2.1;

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.

The Proposal is deemed to pass the technical evaluation requirements provided that all of the following criteria are met: pass the requirements stated in 4.1, 4.2; have the functional evaluation score is 560 minimum; have the IT evaluation score is 60 minimum; have the total technical score is 800 minimum (80% of total technical score); achieve all criteria with minimum score requirements.

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

4.4 Financial evaluation

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:

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:

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

Where:

+ **A1_i** : 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;

+ **C** = (12 months – Solution implementation time in months) * 2.5 billions VND;

+ **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: $P = (M_{\min} * 1.000) / M_x$

+ **P**: The Vendor's Offer price score;

+ **M_{min}**: The lowest Vendor's Offer price after error correction, deviation adjustment, and minus discount (if any) to VND;

+ **M_x**: The Vendor's price after error correction, deviation adjustment, and minus discount (if any) to VND.

4.5 Determining the Evaluated total score

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

+ **X**: Evaluated total score;

+ **K**: Technical score determined at section 4.3;

+ **P**: Offer price score determined at section 4.4.

4.6 Ranking vendors

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.

Handwritten signatures and stamps are visible in the bottom right corner, including a red stamp with the number 57 and the word "TY".

5. DETAILED REQUIREMENTS ON IT AND TRAINING

Note: Vendor provides software, VNA provides hardware according to Vendor's recommendations to meet the VNA's requirements. Vendor provides installation services, system switching, data migration, connection with VNA systems, maintenance, technical support for software services, training and user guides.

5.1 Requirements of providing hardware specifications

Vendor shall provide the minimum information:

- Hardware shall meet the minimum basic components:
 - + Production environment (PROD), Test/QA environment (TEST), disaster recovery environment (DR).
 - With PROD and DR the structure must 1+1;
 - + Provide minimum: OS, RAM, CPU, Disk... and software must have;
 - + The hardware must popular devices on the market;
 - + Provide system design;
 - + Ensuring Performance on RAM, CPU, hard drive must below 75% in time life after System go-live;
- Minimum SLA 99%:
 - + Hardware SLA minimum 99%;
 - + Software SLA minimum 99%;

5.2 DBMS requirements

5.2.1 DBMS requirements

Vendor must provide the minimum information:

- Oracle DBMS or equivalent;
- Name of DBMS (Example: Oracle 11G);
- Information Database name/ Instance name;
- Database design diagrams, including relationships between data tables;
- Database description:
 - + List of data tables (list of groups or schemas if any);
 - + Information of table: COLUMN_NAME/DATA_TYPE/ DATA_LENGTH/ Description;
- Commit to cooperate with and support VNA to operate, update, upgrade DBMS version;
- Commit that all data on the system is owned by VNA;
- Commit to cooperate with VNA when the DBMS provider recommends/requires to update/upgrade/release versions.

5.2.2 Requirements for data migration

- Migrate all members data from current CLS system to new Loyalty system at the time of switching the System (there are 2.3 million members in March 2019);
- Provide detailed plan and methodology to ensure to migrate all members data from current CLS system;
- Provide description about current data in current CLS system and description about new data in new Loyalty system (provide screen snapshots). Provide a method to check the correctness and completeness of data after migration.

5.3 Requirements of System Implementation, Deployment and Migration

- Provide detailed plan for each item to ensure the deadlines presented in implementation, deployment and migration schedules;
- The vendor shall propose the acceptance test scenario, VNA may adjust and supplement (if any), and the acceptance test scenario shall be agreed upon during the contract negotiation;
- All costs incurred in Inspections and Tests Acceptance will be borne by the Vendor;
- The contents of the Inspections and Tests Acceptance include:
 - + Test the application installation and stable operation on all environments (PROD, TEST, DR);
 - + Test for transfer/swap between systems on PROD and DR environments in two directions;
 - + Test the functions of the System as required listed from item A to item L of Table of Evaluation criteria for technical requirements at section 3.4;
 - + Test the connection/interface with other software/applications/systems listed at section 5.4;
 - + Test member data after migration;
- Provide technical support personnel at VNA headquarters for at least 7 days after cut-over;
- After 2 months since cut-over date, provide qualified personnel to evaluate the System and support VNA for at least 7 days.

5.4 System connection/ integration requirements

- Commit connection/interface with other systems via API, web service, file sharing;
- Commit to undertake the connection/integration between the new Loyalty System with VNA's existing application/systems to ensure the normal operation of Lotusmiles program;
- Commit that after System go-live, vendor will support to undertake the connection/integration between new Loyalty System with VNA's other applications/systems, of which minimum 10 input applications/systems and minimum 10 output application/systems;
- Commit to implement and propose detailed plan in case VNA needs connection to new applications/systems in the future;
- Commit to cooperate with other VNA's vendors to connect with related software/application/systems;
- Provide detailed solution to connect/interface (include time, resource, plan, detail step by step);
- Provide solution to fix/solve risks/issues to meet timeline;
- The list of minimum VNA's existing application/systems that need connection/integration with new Loyalty System:

(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:

67

Handwritten signatures and stamps are present in the bottom right corner, including a red stamp with the number 910 and a blue stamp with the number 67.

- + 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) Accrual processing: The Application that receives input data comprising members flight data from Sabre Travel Data Streaming, Sabre CDD, Sabre accrual files, Sabre FQTV; check and process flight data to ensure the eligibility for miles accrual according to Lotusmiles' regulations (check card number, check member's name; update ticket information, determine eligible booking class; remove AD/ID tickets, sponsored tickets, charter tickets; check suspicious and unusual cases, etc.; load data into the CLS system to accrue miles;
- (6) Sabre Travel Data Streaming: Sabre's application containing VNA's member flight data;
- (7) RAS: VNA's Revenue Accounting System;
- (8) Lotusmiles website: website dedicated for Lotusmiles members which allow members to undertake online transactions such as enrollment, searching information, modifying some personal information, etc.;
- (9) 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.;
- (10) 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;
- (11) 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.
- (12) Sabre Dynamic Rewards: Sabre's module which allows members to redeem or buy flight tickets by using the combination of cash and miles;
- (13) 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;
- (14) 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.

- (15) 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 points and vice versa;
- (16) Fraud control: Application dedicated for checking accounts considered to be fraud suspected by scanning members' activities in CLS's database following predefined criteria;
- (17) 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.;
- (18) 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;
- (19) 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;
- (20) Call centre synchronization: application that synchronize members' data from Loyalty Solution (i.e. CLS) to Lotusmiles' Call Centre;
- (21) Reports: Lotusmiles's applications that query data from Loyalty Solution (i.e. CLS) and other data sources to generate various reports;
- (22) Application to serve high-class members: connects to Sabre Reservation system to extract a list of passengers who are Lotusmiles elite members; concurrently connects with the Loyalty Solution (i.e. CLS) to get information about members' birth dates and interests; staff will use this information to serve members according to business requirements;
- (23) Mobile app for staff: mobile app application with limited functions dedicated for staff, e.g. searching member basic information like name, tier, miles.

5.5 Requirements on System operation and support services

- Provide documents and instructions for VNA's personnel to install the System on the environments PROD, TEST, DR;
- Provide documents on the process of switching from PROD to DR and vice versa. Ensure the switching time does not exceed 4 hours;
- Requirements on maintenance and support:
 - + Description of technical support services and quality of services that will be provided for VNA;
 - + Provide process to ensure system operation, backup and recovery;
 - + The vendor will implement the newly released version of the System (excluding onsite personnel for installation) as per the version release cycle of vendor, during the subsistence. The vendor shall inform the VNA of the latest version and features of this version (by e-mail or in writing);
 - + Provide contacts to solve issues/problem during the use of the System;
 - + Provide troubleshooting process and time to fix errors of the System. The minimum time level corresponding to the error level as follows:

Level 1: Full or interrupted service for most of the time or/and important and essential functions that are inactive or unstable. Vendor fixes the error as quickly as possible but must complete it no later than 2 working days from the time of detection of the error with level 1.

Level 2: Occasionally interrupted services or/and important functions still operate at acceptable levels when taking temporary solutions. Vendor fixes the error as quickly as possible but must complete it no later than 4 working days from the time of detection of the error or move to level 3 in case of having temporary remedies;

Level 3: Services are slightly affected, unstable in a short time. Important functions work normally without carrying out temporary solutions. The two parties agree on the time to fix the error according to each case but the total time to fix it is not more than 6 working days from the time the error is detected;

- + Perform installation, configuration free of charge in the following cases: VNA performs server upgrade/change/move; System has issue/problem/crash that need re-install applications.

5.6 Training requirements

Vendor shall provide training in classes for VNA staff to operate the Solution competently:

- + Provide classes with documentation for at least 20 VNA trainers (key-users);
- + Provide classes with documentation for at least 10 VNA system administrators, the minimum content including: Application administration, Application settings, Application configuration.

70

Handwritten signatures and stamps are present at the bottom right of the page, including a red stamp with the text "HÀA" and "ONG".

6. FORMS

6.1 Form 01 - Letter of Offer

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 withindays (*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.

71
[Handwritten signatures and stamps]

6.2 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

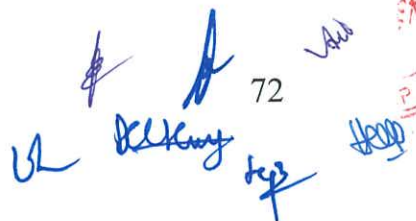
(Insert name, title, sign and stamp
(if any)

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

72



6.3 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						
Total taxes, fees, charges in Vietnam						A = A1 + A2
Total Offer price including taxes, fees, charges in Vietnam (which is indicated in the Letter of Offer)						T = T1+T2
						M=A+T

 73




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 6th 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)

0100
TỔ
CÔNG
"KHÔNG"
CTCH
VEN-T
vol
74
Đ. Hùng Trí

6.4 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						
...						

Vendor should provide the letter of reference from the authorized persons of clients for:

- Those clients that have the year of contract signed is since 2016 until now;
- Those clients that have the previous Customer Loyalty Solution is CLS of Unisys before moving to vendor's Customer Loyalty Solution.

6.5 Form 05 - List of non-airline clients (if any)

No	Client names	Address of clients	Year of contract signed (mm/yyyy)	Year of system go-live (mm/yyyy)
1				
2				
3				
...				

6.6 Form 06 - Solution's capability

No	Contents	Vendor's fulfilment
1	Maximum number of members that Solution can provide	
2	Maximum number of users that Solution can provide	
3	Maximum number of concurrent users that Solution can provide	
4	Maximum number of members that can access to the system through all channels within one (01) second	

van
kp
DeKuy
75-03-10-01
75-03-10-01
75-03-10-01