

REQUEST FOR PROPOSAL

Package: **Provision of Payment Services for Vietnam Airlines' E-commerce channel for the period from January 2026 to December 2028**

Purchaser: **Vietnam Airlines JSC**

Hanoi, 2025
ON BEHALF OF VIETNAM AIRLINES
CHIEF OF PROJECT TEAM

Nguyen Dang Cuong

TABLE OF CONTENT

ABBREVIATIONS & DEFINITIONS	4
LETTER OF INVITATION – REQUEST FOR PROPOSAL	5
1. GENERAL REQUIREMENT FOR PRODUCT/SERVICE SCOPE	6
1.1. Name and quantity of product/service	6
1.1.1. Product/service name.....	6
1.1.2. Product/service category	6
1.2. Requirement for product/service.....	6
1.3. Contract period.....	6
2. REQUIREMENT FOR SUPPLIER ELIGIBILITY	6
3. INSTRUCTIONS TO SUPPLIER	6
3.1. Proposal materials	6
3.2. Requirement for Price Offer	7
3.2.1. Price Offer	7
3.2.2. Letter of Discount.....	7
3.2.3. Price Offer Table	7
3.2.4. Currency of price offer: USD, VND and/or relevant local currencies. Currency conversion: to compare the Proposals, VNA will use the currency conversion rate listed in Appendix 1.	8
3.2.5. Payment condition requirement.....	8
3.3. RFP clarification	8
3.4. Proposal submission deadline	8
3.4.1. Proposal submission deadline and Proposal’s validity.....	8
3.4.2. Proposal specifications	8
3.4.3. Language of Proposal: Vietnamese or English.	8
3.4.4. Proposal submission method	8
3.5. Proposal clarification	9
3.6. Proposal evaluation	9
3.7. Proposal negotiation.....	10
3.8. Supplier selection criteria	10
3.9. Announcement of result to Supplier	10
3.10. Information security	10
4. PROPOSAL EVALUATION PROCEDURE	11
4.1. Evaluating Supplier’s and Proposal’s eligibility	11

4.2. Evaluating Supplier's competence and experience	11
4.3. Evaluating technical solution	11
4.4. Financial evaluation and RFP weighted scoring (evaluation score).....	11
4.4.1. Step 1. Determine Price Offer – BM03	11
4.4.2. Step 2. Arithmetical error correction will follow these steps:	11
4.4.3. Step 3. Adjustment of deviation:.....	12
4.4.4. Step 4. Determine the Offer price after error correction and adjustment of deviation and minus (-) discount (if any): (A).	12
4.4.5. Step 5. Determine the Evaluation score (G): VNA shall calculate the Evaluation score for each component separately and evaluate all possible combination options of the Proposal (in case Supplier offers multiples components).....	13
4.5. Determining the Evaluation score and ranking Supplier	13
4.6. Proposal negotiation and re-ranking Supplier	14
5. SUPPLIER EVALUATION CRITERIA	14
5.1. Criteria for evaluating Supplier's eligibility and Proposal's eligibility.....	14
5.2. Criteria for evaluating Supplier's competence and experience	15
5.3. Criteria for technical evaluation.....	17
APPENDIX 1 – CURRENCY CONVERSION RATE	19
FORMS	20
LETTER OF OFFER	20
LETTER OF AUTHORIZATION⁽¹⁾	21
PRICE OFFER TABLE.....	22
REPORT ON SIMILAR CONTRACTS PERFORMED BY SUPPLIER	25
COMMITMENT LETTER ON COMPENSATION FOR FAILURE TO DELIVER BY SUPPLIER.....	26
SUPPLIER'S WRITTEN COMMITMENT	27
DRAFT CONTRACT.....	28

ABBREVIATIONS & DEFINITIONS

No	Abbreviation	Full meaning
1.	RFP	Request for Proposal
2.	VNA	Vietnam Airlines JSC
3.	Date	Is the calendar date
4.	USD	US Dollar
5.	VND	Vietnamese Dong
6.	SLA	Service Level Agreement
7.	Bank Transfer	A method of transferring funds from the account of one individual or legal entity to the account of another individual or legal entity.
8.	E-wallet	A digital application or software that allows users to store payment information in order to perform electronic transactions. <i>(This does not include e-wallets that are essentially international card-based solutions such as Apple Pay, Google Pay, Samsung Pay, etc.)</i>
9.	Buy Now, Pay Later (BNPL)	A payment method that allows the buyer to receive the goods immediately and pay for them later, typically through multiple installment payments over a defined period of time.
10.	Amadeus	Amadeus IT Group , headquartered in Madrid, Spain, is a global technology company that provides software solutions for the travel and tourism industry. Its clients include airlines, hotels, travel agencies, and other related businesses.

LETTER OF INVITATION – REQUEST FOR PROPOSAL
To Whom It May Concern

First of all, Vietnam Airlines Joint Stock Company (VNA) would like to extend its sincere greetings to your esteemed company.

VNA is seeking to engage qualified service providers for components of the project titled “Provision of Payment Services for Vietnam Airlines’ E-commerce channel for the period from January 2026 to December 2028.” To that end, we are pleased to issue the enclosed Request for Proposal (RFP).

We kindly invite your company to submit a proposal for the payment services described in the RFP documentation.

Proposal must be delivered in either method listed below:

1. Hand-delivery

- Proposal submission deadline: 04:00 PM (Hanoi time) on 16th September 2025;
- Place of receipt: Vietnam Airlines JSC, 200 Nguyen Son Street, Bo De Ward, Hanoi City, Vietnam.
- Contact point: Mr.Nguyen Dang Cuong at cuongnd@vietnamairlines.com or (+84) 0984966631 and Mrs. Tran Thi Nga at ngatranthi@vietnamairlines.com or (+84) 0904081972 and Mrs. Vu Thi Thu Huyen at huyenvtt@vietnamairlines.com or (+84) 0989935384

2. Via email

- Proposal submission deadline: 04:00 PM (Hanoi time) on 16th September 2025;
- Form of receipt: Service Provider/Supplier sends email(s) with attachment which is the scanned version of the original Proposal to: cuongnd@vietnamairlines.com and ngatranthi@vietnamairlines.com and huyenvtt@vietnamairlines.com with Subject/title "Company ... submits Proposal for service package “Provision of Payment Services for Vietnam Airlines’ E-commerce channel for the period from January 2026 to December 2028”. Email attachment size must be < 20 MB per mail.
- Contact point: Mr.Nguyen Dang Cuong at cuongnd@vietnamairlines.com or (+84) 0984966631 and Mrs. Tran Thi Nga at ngatranthi@vietnamairlines.com or (+84) 0904081972 and Mrs. Vu Thi Thu Huyen at huyenvtt@vietnamairlines.com or (+84) 0989935384
- Thank you and we look forward to hearing from you!

Best regards,

Nguyen Dang Cuong
Chief of Project Team

GENERAL REQUIREMENT FOR PRODUCT/SERVICE SCOPE

1.1. Name and quantity of product/service

1.1.1. Product/service name

Provision of Payment Services for Vietnam Airlines' E-commerce channel for the period from January 2026 to December 2028.

1.1.2. Product/service category

Component 1 – Online payment services for bank transfer transactions initiated by customers in Asian and Oceanian countries, through methods including but not limited to: QR Pay, Internet Banking, and Mobile Banking.

Component 2 – Online payment services for bank transfer transactions initiated by customers in European and American countries, through methods including but not limited to: QR Pay, Internet Banking, and Mobile Banking.

Component 3 – Online payment services for e-wallet transactions initiated by customers in Asian and Oceanian countries.

Component 4 – Online payment services for Buy Now Pay Later (BNPL) / installment transactions initiated by customers in Asian and Oceanian countries.

Component 5 – Online payment services for Buy Now Pay Later (BNPL) / installment transactions initiated by customers in European and American countries.

1.2. Requirement for product/service

Detailed technical requirements are described in Section 5.3.

1.3. Contract period

- Implementation requirement: 05 months from contract's effective date.
- Service provision period: 36 months, tentative start date from January 2026.

2. REQUIREMENT FOR SUPPLIER ELIGIBILITY

2.1. Valid business registration certificate/operation registration certificate issued by competent authority in accordance with the laws of Supplier's country of operation;

2.2. Commitment not to have any disputes, grievance, conflict of interest or contract breach with VNA that is unresolved;

2.3. Commitment not to be banned from participating in bidding activities according to the Vietnamese Law on Bidding (for Vietnamese suppliers);

2.4. Supplier participate in bidding as an independent bidder.

3. INSTRUCTIONS TO SUPPLIER

3.1. Proposal materials

Proposal package must include:

Docs ID	Documents	References
TL1	Documents to prove Supplier's eligibility, Proposal's eligibility	Section 5.1

Docs ID	Documents	References
TL2	Documents to prove the competence and experience of Supplier	Section 5.2
TL3	Documents to prove the validity of technical evaluation	Section 5.3
TL4	Letter of Offer	BM01
TL5	Letter of Authorization (if any)	BM02
TL6	Price Offer Table	BM03
TL7	List of similar contracts	BM04
TL8	Commitment Letter on compensation for failure to product/service delivery	BM05
TL9	Supplier's written commitment	BM06
TL10	Draft of contract	BM08
TL11	Technical solution description	
TL12	Other documents to prove Supplier's eligibility, competence and experience	
TL13	Letter of Discount (if any)	

3.2. Requirement for Price Offer

3.2.1. Price Offer

Price shall be quoted as specified in Letter of Offer (BM01) enclosed with Price Offer Table (BM03), after deducting any discount amount listed in Letter of Discount.

Quotation Principles: Supplier shall submit quotation based on a fixed-fee pricing structure and may submit proposal for one or more service components.

3.2.2. Letter of Discount

In case Supplier submits Letter of Discount before the the Proposal submission deadline as describe in subsection 3.4.1, Letter of Discount will be included in the price determination at the first supplier ranking step as describe in Section 4.4 and 4.5.

In case Supplier submits Letter of Discount at the Negotiation step as described in Section 4.6 and Supplier is among 3 highest-ranking Suppliers at the first ranking step, Letter of Discount will be considered as the basis for the service package's price negotiations and used in the final supplier ranking step.

3.2.3. Price Offer Table

Price Offer Table must follow guidelines in BM03, signed by Supplier's legal

representative/authorized person, include all price components (taxes and fees exclusive).

VNA will consider applicable taxes and fees (if any) in the proposal evaluation process to ensure the accuracy and lawfulness. The selected Supplier must be responsible for all taxes and fees imposed by applicable law.

3.2.4. Currency of price offer: USD, VND and/or relevant local currencies.

Currency conversion: to compare the Proposals, VNA will use the currency conversion rate listed in Appendix 1.

3.2.5. Payment condition requirement

- Implementation fee (if any): VNA shall make total payment of implementation fee via bank transfer after project sign-off.
- Ongoing fee: monthly/quarterly payment from VNA via bank transfer (in case Supplier settles 100% of acquired funds to VNA), or to be offset in the acquired amount prior to Supplier's payout to VNA.

3.3. RFP clarification

In case of RFP clarification, Supplier must send a written request for clarification and make sure that VNA receives it no later than five (05) days prior to the Proposal submission deadline described in Section 3.4. VNA will send a response to all Suppliers via email/written document. If the clarification results in RFP amendment, VNA shall send the revised RFP to all Suppliers no later than three (03) days prior to the Proposal submission deadline.

Language of RFP is Vietnamese and English. In case of conflict between the Vietnamese and English versions, the Vietnamese version shall take precedence.

3.4. Proposal submission deadline

3.4.1. Proposal submission deadline and Proposal's validity

- Proposal submission deadline: Before 04:00 PM (Hanoi time), 16th September 2025. No late Proposal shall be accepted.
- Proposal's validity: 120 days since Proposal submission deadline.

3.4.2. Proposal specifications

01 hard copy (hand-delivery) OR 01 soft copy (scanned version of the original Proposal) via email. Proposal must have signature of Supplier's legal representative/authorized person. Letter of Authorization must follow TL05 in Section 3.1.

3.4.3. Language of Proposal: Vietnamese or English.

3.4.4. Proposal submission method

Supplier could choose one of the following methods:

3.4.4.1. Delivered by hand or through courier mail to:

- *Marketing and Sales Department – Vietnam Airlines JSC.*
Address: 4th floor, VNI building, 200 Nguyen Son street, Bo De Ward, Hanoi City, Vietnam.

- *Contact:* Mr.Nguyen Dang Cuong at cuongnd@vietnamairlines.com or (+84) 0984966631 and Mrs. Tran Thi Nga at ngatranthi@vietnamairlines.com or (+84) 0904081972 and Mrs. Vu Thi Thu Huyen at huyenvtt@vietnamairlines.com or (+84) 0989935384.

3.4.4.2 Via email:

- *Email:* cuongnd@vietnamairlines.com and huyenvtt@vietnamairlines.com;
- *Contact:* Mr.Nguyen Dang Cuong at cuongnd@vietnamairlines.com or (+84) 0984966631 and Mrs. Tran Thi Nga at ngatranthi@vietnamairlines.com or (+84) 0904081972 and Mrs. Vu Thi Thu Huyen at huyenvtt@vietnamairlines.com or (+84) 0989935384.
- *Subject:* *Company submit proposal for service package “Provision of Payment Services for Vietnam Airlines’ E-commerce channel for the period from January 2026 to December 2028”*

Email attachment size must be less than 20 MB per mail. Supplier could send multiple emails in case email attachment size is greater than 20MB.

If Proposal is submitted using both methods above and arrives before Proposal submission deadline, the latest one will be used for proposal evaluation.

3.5. Proposal clarification

During proposal evaluation process, VNA may request Supplier for Proposal clarification and document supplementation, provided that this clarification does not change the basic content of the submitted Proposal and Price Offer.

Documents not allowed to be supplemented: Letter of Offer; Price Offer Table.

Documents allowed to be supplemented: Operation Registration Certificate/ Business Registration Certificate; Authorization Letter; Commitment Letter(s), documents to prove Supplier’s eligibility, competence, experience and technical requirements.

If needed, VNA may request Supplier to extend the Proposal’s validity. The Proposal shall not be evaluated in following steps if Supplier denies to extend the Proposal’s validity.

Method of Proposal clarification: VNA invites Supplier for a direct meeting at VNA’s location or VNA sends email/written document and Supplier responds in a similar method. Clarified contents in writing are considered as part of the Proposal. After the clarification response deadline as required by VNA, if VNA does not receive Supplier’s clarification, VNA shall rely on submitted Proposal to evaluate.

3.6. Proposal evaluation

A six-stage procedure shall be adopted in evaluating the Proposals, detailed as described in Section 4, including:

- Evaluating Supplier’s eligibility, Proposal’s eligibility
- Evaluating the competence and experience of Supplier
- Evaluating Supplier’s solution for VNA’s technical requirements

- Financial evaluation and RFP weighted scoring (Evaluation score)
- Ranking Suppliers
- Proposal negotiation and re-ranking Suppliers.

In case Supplier submits Proposal for multiple components, Supplier's eligibility, Proposal's eligibility and Supplier's competence and experience shall be evaluated as a whole, whereas technical requirements and Evaluation score shall be evaluated for each component of the package. Supplier must meet specific technical requirements of each component for every component submitted.

3.7. Proposal negotiation

Suppliers whose Proposals meet the following requirements are going to be invited for negotiation:

- (i) Validity of the Proposal
- (ii) Competence and Experience
- (iii) Compliance with Technical Requirements

In case there are 3 or more Suppliers satisfying the RFP's requirements, VNA shall negotiate with the 3-highest ranking Suppliers. In case there are less than 3 Supplier satisfying the RFP's requirements, VNA shall negotiate with all Suppliers.

3.8. Supplier selection criteria

The Supplier shall be selected for contract negotiation if the following criteria are satisfied:

- Meeting the requirements for Supplier's eligibility and Proposal's eligibility
- Meeting the requirements for Supplier's competence and experience
- Meeting the technical requirements
- Being the 1st ranking Supplier after negotiation and approved by VNA's competent authorities.

3.9. Announcement of result to Supplier

- After having the approved decision of selected Supplier, VNA will send a written notification (by email or courier) to all Suppliers who submitted Proposals. Notification to the selected Supplier will include the time and venue for contract negotiation.
- VNA reserves the right to accept or reject any Proposal and to annul the selection process and reject all Proposals at any time prior to contract award, without hereby incurring any liability to affected Suppliers. VNA shall send a written notification to Suppliers in such case.

3.10. Information security

The RFP, Proposal and Evaluation of proposal information are confidential information and Suppliers are not allowed to disclose such information to any person that is not relevant to the RFP processing. In any cases, it is not

permitted to disclose the RFP and Proposal to other Supplier(s).

4. PROPOSAL EVALUATION PROCEDURE

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

4.1. Evaluating Supplier's and Proposal's eligibility

Evaluating the eligibility of Supplier and Proposal will follow the criteria of Supplier and Proposal requirement described in Section 5.1.

Proposal will be rejected if any criterion is not met. Proposal satisfying all of the above requirements will be evaluated for Supplier's competence and experience in Section 5.2.

4.2. Evaluating Supplier's competence and experience

Evaluating Supplier's competence and experience will follow the criteria of Supplier's competence and experience described in Section 5.2.

Proposal will be rejected if any criterion is not met. Proposal satisfying all of the above requirements will be evaluated for technical solution in Section 5.3.

4.3. Evaluating technical solution

Evaluating Supplier's technical solution will follow the criteria of technical requirement described in Section 5.3. Proposal satisfying all of the above requirements will be assessed at financial evaluation round.

4.4. Financial evaluation and RFP weighted scoring (evaluation score)

4.4.1. Step 1. Determine Price Offer – BM03

4.4.2. Step 2. Arithmetical error correction will follow these steps:

– Arithmetical errors:

Arithmetical errors include errors due to incorrect addition, subtraction, multiplication and division when calculating Price Offer. If there is a discrepancy between the unit price and the total price, the unit price shall prevail and the total price shall be corrected. In case the Supplier inserted no value or inserted "0" in the columns "unit price" and "total price", the Supplier shall be considered allocating the price of this work item to another work item of the procurement, the Supplier shall be responsible for performing these work items in conformity with the RFP' requirements without any payment from VNA during the contract performance.

– Other errors:

- + If a total price is fully filled but the equivalent unit price is left blank, the unit price shall be determined by dividing the total price by the quantity; if a unit price is fully filled but the equivalent total price is left blank, the total price shall be determined by multiplying the unit price and the quantity; if a unit price and the equivalent total are fully filled but the equivalent quantity is left blank, the quantity shall be determined by dividing the total price by the unit price. If the additional quantity determined above is different from the equivalent quantity mentioned in the RFP, such discrepancy shall be the deviation related to service scope which shall be adjusted as described in the Step 3;

- + Physical unit errors: correct units in conformity with the RFP requirements;
- + Unit errors: using “.” (stop) instead of “,” (comma) and vice versa in conformity with the Vietnamese unit. If VNA believes that the stops and commas in the unit price are put in wrong position, the total price shall prevail and the unit price shall be corrected.
- + If there is an error in a total price corresponding to the addition of subtotals, the subtotals shall prevail and the total price shall be corrected;
- + If there is a discrepancy between amount in words and figures, the amount in words shall prevail, and the amount in figures shall be corrected. If the amount in words is related to arithmetic error, the amount in figures described in this Section shall prevail.

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

- If there is a deviation from the service scope (deficiency or redundancy in markets, deficiency or redundancy in payment method), the deficiency shall be added and the redundancy shall be subtracted according to the equivalent unit price in the Proposal.

If there is a deficiency in Proposal (deficiency in market(s) and/or payment method in comparison with the service scope) 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 Proposals satisfying technical evaluation shall prevail for adjustment of deviation; if the Financial proposals satisfying technical evaluation having no equivalent unit prices, the unit price constituting the price of procurement package shall prevail.
- + If there is only one Supplier passing the technical evaluation, the unit price constituting the price of procurement package shall prevail.

If there is a redundancy in financial proposal (redundancy in markets and/or payment method in comparison with the service scope) without an equivalent unit price in Price Offer then the redundancy will not adjust.

- In order to include all taxes and fees in the total price, VNA will proactively evaluate full taxes and fees in case of the price in the table does not includes them.
- If the Supplier has a Letter of Discount, the correction and adjustment of deviation shall be carried according to the Price Offer 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.

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

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

4.4.5. **Step 5.** Determine the Evaluation score (G): VNA shall calculate the Evaluation score for each component separately and evaluate all possible combination options of the Proposal (in case Supplier offers multiples components).

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

Where:

- + **G1:** Payment service fees paid by VNA to the Supplier during the contract period

$$G1 = \sum (\text{Sales volume per market} \times \text{average unit price of payment methods quoted for that market in subsection 1.1.1 of (BM03)})$$

Transaction processing fees based on unit prices quoted for that market in subsection 1.1.2 of (BM03)) for all markets and payment methods)

- + **G2:** Integration fee paid by VNA to Amadeus in case the Supplier does not have an existing payment gateway connection with Amadeus for VNA

$$G2 = 50.760 \text{ USD}$$

- + **G3:** System integration cost quoted by the Supplier in subsection 1.1.2 of (BM03).

- + **G4:** Opportunity cost arising from the time difference between transaction date and settlement date.

$$G4 = \sum (n \times 0.03\% \times \text{Sales volume per market, as indicated in Table 02 of BM03.})$$

$$\text{Where: } n = (T + N) - (T + 2)$$

N is the payment term (in days from transaction date), quoted in section 1.2 of (BM03).

0.03% is the daily interest rate

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

$$G5 = 2.5\% \times 3 \text{ years} \times \text{bank guarantee amount as proposed in section 1.3 of (BM03)}$$

2.5% p.a. is VNA's cost of issuing bank guarantee.

- + **G6:** Cost incurred by VNA payable to Amadeus when using the Supplier's service

For Component 1 and Component 2:

$$G6 = \text{Number of transactions} \times \text{fee charged by Amadeus to VNA, as indicated in Section 1.3 of (BM03)}$$

For Component 3:

$$G6 = 0$$

For Component 4 and Component 5:

$$G6 = \text{Number of BNPL transactions} \times 0.2 \text{ EUR}$$

Where 0.2 EUR is the fee charged by Amadeus to VNA for each BNPL transaction

4.5. Determining the Evaluation score and ranking Supplier

The Proposal having the lowest Evaluation score (G) and not exceeding VNA's procurement package price shall be ranked at first. In case there are more than one Supplier having the same Evaluation score (G), the Supplier having better commercial condition will be ranked higher.

4.6. Proposal negotiation and re-ranking Supplier

Base on the list of Suppliers satisfying requirements of RFP, VNA will negotiate with Suppliers following instruction in Section 3.7.

Supplier negotiation is performed based on the following documents:

- Proposal and all clarification documents (if any) of the Supplier.
- RFP, including the draft contract. The draft contract is an inseparable part of the Proposal in order to negotiate and contract between VNA and selected Supplier.

The negotiation process includes price, technical and commercial conditions.

Based on the negotiation result, VNA will re-rank Supplier.

5. SUPPLIER EVALUATION CRITERIA

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

No	Requirements	Satisfaction level		Evaluation Documents
		Satisfied	Not Satisfied	
1.	Proposal is submitted before Proposal submission deadline	Satisfied	Not Satisfied	Proposal submission deadline as described in Section 3.4
2.	Proposal is signed by the legal representative of Supplier (or authorized person with valid Letter of Authorization)	Satisfied	Not Satisfied	Letter of Offer and Letter of Authorization (if any)
3.	Requirement for Supplier's eligibility to participate in the RFP	Join as an independent	Join as a joint venture	Proposal
4.	Currency of Price offer: USD or VND	Satisfied	Not Satisfied	Letter of Offer, Price Offer Table
5.	Language of Proposal: Vietnamese or English In case Proposal's language include both Vietnamese and English, the Vietnamese version shall prevail	Satisfied	Not Satisfied	Proposal
6.	The validity of Proposal according to subsection 3.4.1	≥ 120 days	< 120 days	Letter of Offer
7.	Operation Registration Certificate or Business Registration Certificate	Yes	No	Copy of Operation Registration Certificate/Business Registration Certificate issued by competent authority in the country where Supplier operates

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

5.2. Criteria for evaluating Supplier’s competence and experience

No	Requirements	Satisfaction level		Evaluation Documents
		Satisfied	Not Satisfied	
1.	Supplier provides payment services in at least three countries within the region specified in the Component for which the Proposal is submitted	Yes	No	List of payment methods by country
2.	Supplier is experienced in delivering payment services to a minimum of two airlines over the past three years	Yes	No	Suppliers shall submit a report on similar contracts using the form provided in (BM04), along with copies of the corresponding contracts. In cases where the supplier is unable to provide contract copies due to confidentiality obligations, official confirmation letters from the respective airlines or press release may be submitted in lieu of contract copies.
3.	Supplier is capable of delivering an airline-specific fraud monitoring system.	Yes	No	Commitment Letter and Technical solution description
4.	Supplier affirms that it is not currently involved in any legal disputes or subject to any regulatory orders or approvals, and is in full compliance with applicable laws and regulations in its jurisdiction of operation. This includes, but is not limited to, compliance with Anti-Money Laundering	Commit	Not commit	Commitment Letter

No	Requirements	Satisfaction level		Evaluation Documents
		Satisfied	Not Satisfied	
	(AML) and Know Your Customer (KYC) regulations, counter-terrorism financing (CTF) measures, sanctions screening, and equivalent standards such as OFAC, the Bank Secrecy Act (BSA), and the USA PATRIOT Act. The supplier also complies with personal data protection laws and regulations, including but not limited to the General Data Protection Regulation (GDPR), the California Consumer Privacy Act (CCPA), and other applicable data privacy laws.			
5.	Supplier undergoes annual security audits in accordance with international standards such as SOC, ISO, PCI DSS, and other relevant frameworks.	Yes	No	Supporting documents
6.	Supplier commits to safeguard acquired funds by using appropriate method as required by local regulatory requirements.	Commit	Not commit	Document describing Supplier's safeguarding manners and commitment as provided in Article 12 of the draft contract
7.	Supplier commits to implement service within 05 months since contract's effective date	Commit	Not commit	Commitment Letter
8.	Supplier commits to providing training and user guidance for the system.	Commit	Not commit	Commitment Letter
9.	Supplier commits to maintaining service availability and	Commit	Not commit	Commitment Letter

No	Requirements	Satisfaction level		Evaluation Documents
		Satisfied	Not Satisfied	
	performance in accordance with a minimum SLA of 99.5%.			
10.	Supplier's financial capability	Total asset \geq 200 million USD and/or Total owner's equity \geq 20 million USD in at least one of the past three years.	Not provide or Total asset $<$ 200 million USD or total owner's equity $<$ 20 million USD in all of the past three years.	Financial statements in 2022, 2023, 2024

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

5.3. Criteria for technical evaluation

No	Requirements	Satisfaction level		Evaluation Documents
		Satisfied	Not Satisfied	
1.	Supplier is required to provide a simulated production-like test environment to facilitate integration testing before the official go-live.	Yes	No	Technical solution description
2.	Procedure of dispute and chargeback handling process is in place, at the highest level of support by Supplier.	Commit	Not commit	Technical solution description
3.	Supplier commits assign dedicated resources for ongoing operational support and the timely resolution of technical, operational, and commercial issues throughout the service period.	Commit	Not commit	Technical solution description

No	Requirements	Satisfaction level		Evaluation Documents
		Satisfied	Not Satisfied	
4.	Payment reports are automatically generated and transmitted on a daily basis to Vietnam Airlines using SFTP (Secure File Transfer Protocol)	Yes	No	Technical solution description
5.	Functions of back-end portal include: <ul style="list-style-type: none"> - User access control with role-based permission groups - Real-time monitoring of transactions, reconciliation, and system status via a centralized dashboard - Real-time transaction status updates, including success, failure, refund, etc. - Automated alerts for errors, failures, or threshold breaches - Report generation for specific time periods - Data retention and searchable transaction history for a minimum of two (02) years 	Yes	No	Technical solution description
6.	Supplier has an existing API integration with Amadeus for both sales and refund transactions, including full refunds, partial refunds, and multiple refund processing.	Yes	No	Technical solution description

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

APPENDIX 1 – CURRENCY CONVERSION RATE

No	Currency	Code	Exchange rate to USD
1	United States Dollars	USD	1.00
2	Vietnam Dong	VND	26,070.00
3	Australia Dollars	AUD	1.53
4	Canada Dollars	CAD	1.37
5	Switzerland Francs	CHF	0.80
6	China Yuan Renminbi	CNY	7.17
7	Denmark Kroner	DKK	6.37
8	Euro	EUR	0.85
9	United Kingdom Pounds	GBP	0.73
10	Hong Kong Dollars	HKD	7.85
11	Indonesia Rupiahs	IDR	16,275.00
12	India Rupees	INR	85.50
13	Japan Yen	JPY	144.03
14	South Korea Won	KRW	1,352.88
15	Macau Patacas	MOP	8.09
16	Malaysia Ringgits	MYR	4.22
17	Norway Kroner	NOK	10.08
18	Russia Rubles	RUB	78.29
19	Sweden Kronor	SEK	9.48
20	Singapore Dollars	SGD	1.27
21	Thailand Baht	THB	32.51
22	Taiwan New Dollars	TWD	29.05

FORMS

Form 1 (BM01)

LETTER OF OFFER

Location, date

To: Vietnam Airlines JSC
(Hereinafter called VNA)

After studying your Request for Proposal ref. no.....dated..... and its revised versions which we received, we, [name of Supplier], commit to provide you with

- ☐ Component 1
- ☐ Component 2
- ☐ Component 3
- ☐ Component 4
- ☐ Component 5

as part of the package the package **“Provision of Payment Services for Vietnam Airlines’ E-commerce channel for the period from January 2026 to December 2028”** subject to the regulations stipulated in your Request for Proposal with the sum of [in numbers and letters] together with the attached Price Offer Table.

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

The total price offer after discount is... (taxes and fees exclusive) (*if any*)

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

Our Proposal is valid within 120 days since [hour, date] [*please insert the submission deadline*].

On behalf of

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

If Supplier’s legal representative authorizes his/her sub-level staff to sign this Letter of Offer, he/she must attach Letter of Authorization in accordance with Form 02 hereafter. If Supplier’s business regulations and/or Decision of establishing its branches and/or other documents relating to authorizing sub-level staffs to sign Letter of Offer, Supplier must attach scanned copy of relevant documents (Supplier does not need to issue the Letter of Authorization in accordance with Form 2 hereafter). Before signing the contract, the winning Supplier must submit to VNA the certified copy of these documents. If the initial declaration information is deemed inaccurate, Supplier shall be considered as violating Clause 2, Article 12 of the Bidding Law and be handled according to Vietnam’s regulations.

LETTER OF AUTHORIZATION⁽¹⁾

Today, [date], in [City]

I am _____ [name, identity number or passport number, title of Supplier's legal representative], the legal representative of _____ [Supplier's name], whose registered office at _____ [address], officially authorize _____ [name, identity number or passport number, title of the authorized person] in written to implement the following tasks in the Response to RFP for VNA's procurement package:

- [- To sign the Letter of Offer;
- To sign written documents to make a business deal with VNA in the bidding process including other clarification and explanation writings of the Proposal;
- To participate in negotiating and completing contract;
- To sign the contract with VNA if being chosen.](⁽²⁾

Above-mentioned authorized person solely implements tasks within the scope of authorization as a legal representative of _____ [Supplier's name]. [Supplier's name] are entirely responsible for tasks performed by _____ [Name of the authorized person] within the scope of authorization.

This letter will be valid from ____ [date] to ____ [Date] (3). This letter of authorization is published in [number] ____ copies with the same legal value, the authorizer keeps [number] ____ copies, the authorized person keeps [number] ____ copies.

The authorized person

The authorizer

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

(Insert name of Supplier's legal representative, title, sign and stamp (if any))

Note:

- (1) *In case of authorization, the Supplier sends the original Letter of Authorization (in case of submitting Proposal directly or by courier) or the scanned one (in case of submitting by email) to VNA along with the Letter of Offer.*
- (2) *The scope of authorization is decided by the authorizer, including one or some above listed jobs.*

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

PRICE OFFER TABLE**1. Service Scope**

Provision of Payment Services for Vietnam Airlines' E-commerce channel for the period from January 2026 to December 2028.

1.1. Price Offer table

1.1.1. Supplier is requested to provide the quoted fee for each of the following service components:

Component 1:

No.	Market	Bank Transfer Transaction Volume (USD)	Number of Bank Transfer Transactions	Payment Method	Quoted fee
1	Australia	28,476,038.35	59,138		
2	Japan	27,551,020.92	49,754		
3	Korea	15,582,024.08	36,687		
4	Singapore	3,896,852.86	23,045	PayNow	
5	Thailand	2,531,947.54	10,332	PromptPay	
6	Malaysia	2,170,295.15	6,934	DuitNow	
7	Philippines	1,170,492.98	6,358	QRPh	
8	Hong Kong	1,142,417.32	8,603	FPS	
9	Indonesia	831,520.73	2,697	BI-Fast	

Component 2:

No.	Market	Bank Transfer Transaction Volume (USD)	Number of Bank Transfer Transactions	Payment Method	Quoted fee
1	Europe	37,996,893.01	40,440	Sepa direct debit, OpenBanking, iDeal	
2	UK	10,821,750.54	21,853		
3	US	18,602,857.33	63,085	Pay by bank	

Component 3:

No.	Market	E-Wallet Transaction Volume (USD)	Number of E-Wallet Transactions	Payment Method	Quoted fee
1	Japan	27,551,020.92	49,754	PayPay	
2	Korea	15,582,024.08	36,687	Kakaopay, Naverpay, PayCo	
3	Singapore	3,896,852.86	23,045	GrabPay	

No.	Market	E-Wallet Transaction Volume (USD)	Number of E-Wallet Transactions	Payment Method	Quoted fee
4	Thailand	2,531,947.54	10,332	TrueMoney, ShopeePay, LinePay	
5	Malaysia	2,170,295.15	6,934	GrabPay, ShopeePay, Touch n Go	
6	Philippines	1,170,492.98	6,358	GrabPay, ShopeePay, GCash	
7	Indonesia	831,520.73	2,697	OVO, DANA, GoPay, ShopeePay	

Component 4:

No.	Market	BNPL Transaction Volume (USD)	Number of BNPL Transactions	Payment Method	Quoted fee
1	Australia	59,769,419.61	17,742	Afterpay, zip	
2	Singapore	1,169,055.86	6,913	Atome, Grabpaylater	
3	Thailand	759,584.26	3,100	SPay Paylater	
4	Malaysia	651,088.55	2,080	Atome, Grabpaylater	
5	Philippines	351,147.89	1,907	Billease	
6	Indonesia	249,456.22	809	Akulaku, Kredivo, SPay Paylater	

Component 5:

No.	Market	BNPL Transaction Volume (USD)	Number of BNPL Transactions	Payment Method	Quoted fee
1	Europe	11,399,067.90	12,132	Klarna	
2	UK	3,246,525.16	6,556		
3	US	5,580,857.20	18,926	Affirm	

1.1.2. Other quoted fees (if any)

1.2. Settlement period to VNA since transaction date T:

No	Market	Settlement date (T+N)
1	Australia	
2	Europe	

No	Market	Settlement date (T+N)
3	UK	
4	Japan	
5	Singapore	
6	US	
7	Other	

1.3. The fee charged by Amadeus to Vietnam Airlines when VNA uses the supplier's services:

No.	Supplier Name	Fee Charged by Amadeus When VNA Uses the Supplier's Services
1	IATA Pay	
2	...	

1.4. Guarantee letter for Supplier's acquiring service

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

2. Discount offer (if any).

3. Price Offer Table's validity is 120 days from date __ (hour), day __ month __ 2025

Date Month Year

Representative of Supplier

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

REPORT ON SIMILAR CONTRACTS PERFORMED BY SUPPLIER

No	Airline name	Service delivery	Duration (from..to..)	Name and address of client for clarification and reference	Is an Airline (Yes/No)
1					
2					
3					

**COMMITMENT LETTER ON COMPENSATION FOR FAILURE TO
DELIVER BY SUPPLIER**

In the event that the service is not implemented in accordance with the supplier's commitment due to the supplier's fault, the supplier agrees to:

Pay a penalty for delay equivalent to 8% of the payment cost, calculated based on the fee rate specified in the contract between VNA and the supplier, multiplied by the number of transactions or the transaction value processed through the payment method provided by the supplier during the delayed period as committed.

Date Month Year

Representative of Supplier

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

SUPPLIER'S WRITTEN COMMITMENT

Supplier name:

After studying your Request for Proposal “Provision of Payment Services for Vietnam Airlines’ E-commerce channel for the period from January 2026 to December 2028”, we commit:

1	We have no dispute with VNA that have not been solved until the time of Proposal submission	<input type="checkbox"/>
2	We are not banned from participating in bidding activities according to the Vietnamese Law on Bidding (for Vietnamese suppliers);	<input type="checkbox"/>

Date Month Year

Representative of Supplier

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

DRAFT CONTRACT

The draft contract which form part of the tender package shall be the basis for any contract between Vietnam Airlines and the selected Tenderer. The details of terms and conditions shall be discussed and agreed by both contracting parties.

MERCHANT/MASTER AGREEMENT

This Agreement is entered into as of [date], between:

Name of Supplier:represented by:

VIETNAM AIRLINES JSC, a company organized and existing under the laws of Vietnam, which has headquarter at 200 Nguyen Son, Bo De Ward, Hanoi City, Vietnam (**'MERCHANT'**), represented by:

(**name of supplier**) and **MERCHANT** being referred to herein collectively as '**the Parties**' and individually as '**Party**'.

Preamble

WHEREAS, Supplier desires to provide the Services on the terms and conditions set forth herein.

NOW, THEREFORE, in consideration of the foregoing and the mutual promises set forth herein and intending to be legally bound, the Parties agree as follows:

Article 1. Definitions

Whenever used herein, the following words and expressions should be construed as defined below and, in the text, hereof they are capitalized in order to emphasize that they are defined in this Article 1:

- 1.1. **Agreement** means this Agreement including all Appendices.
- 1.2. **Agreement Effective Date**
- 1.3. **Agreement Signing Date** means the last date when both Parties signed the Agreement.
- 1.4. **Appendix** means any document incorporated herein, listed later in this document in the Article .

Article 2. Scope of Service

Article 3. Terms and Conditions

Article 4. The Parties' obligations

Article 5. Remuneration, Taxes and payment for the Services

Article 6. Integration

Article 7. Transaction processing, Chargeback processing

Article 8. Term and Termination

Article 9. Confidentiality of Information

Article 10. Customer Support

Article 11. Service Level Agreement

Article 12. Safeguarding Manner

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

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

Article 13. Liability, Indemnification and Fines

Article 14. Dispute Resolution

Article 15. Governing Law and Jurisdiction

Article 16. Notices

Article 17. Marketing

Article 18. Micellaneous

18.1. This Agreement is the entire agreement between the Parties and there are no terms and conditions, either oral or written, other than those included herein.

18.2. This Agreement and any legal matters that may arise out of or in connection with this Agreement shall be subject to and construed exclusively in accordance with the laws of Singapore. All disputes arising out of or in connection with this Agreement shall be finally settled under the Rules of Arbitration of the Singapore International Arbitration Centre ("SIAC"). The resolution of the arbitration shall be final and binding on the Parties and may be entered and enforced in any court of competent jurisdiction.

18.3. The Agreement and its Appendixes constitutes the entire Agreement between the Parties.

In the event of conflict or inconsistency between the terms and conditions of the Agreement, any appendixes, any other document incorporated upon the Agreement, then such conflict will be resolved by giving precedence to such different parts of this Agreement.

Article 19. List of Appendices

Signed on behalf of MERCHANT

Name:

Title:

Signed on behalf of SUPPLIER

Name:

Title:

Signature: _____

Signature: _____