

**VIETNAM AIRLINES JSC**

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**REQUEST FOR PROPOSAL**

**Package:** Ecommerce Acquiring Service for Vietnam Airlines in India market from October 2024 to September 2027

**Procuring Entity:** Vietnam Airlines JSC

*Hà Nội, Date 06/08/2024*

**Authorized Representative**

**Vietnam Airlines JSC**



**Bùi Trần Cường**

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## ABBREVIATION

No	Abbreviation	Detail
1	RFP	Request For Proposal
2	INR	Indian Rupee
3	VNA	Vietnam Airlines JSC
4	FCT	Foreign contractor tax
5	Co-Supplier	Co-Supplier is one or more companies that provide one or more services of this package.

VIETNAM AIRLINES JSC

Website: <http://www.vietnamairlines.com>

## CALL FOR PROPOSAL

Vietnam Airlines JSC (VNA), which has its registered head office at 200 Nguyen Son Street, Long Bien District, Hanoi, Vietnam, would like to invite you to join the RFP of "Ecommerce Acquiring Service for Vietnam Airlines in India market from October 2024 to September 2027".

The detail of requirements included in attachments.

The Proposal should be sent to the following address:

Finance and Accounting Department – Vietnam Airlines JSC.

- Address: 200 Nguyen Son Street, Long Bien District, Hanoi, Vietnam.
- Contact: Ms. Dao Thuy Duong
- Office phone: (+84) 2438732732 - Ext 2138; Mobile phone: (+84) 977272115;  
Email: [duongdao@vietnamairlines.com](mailto:duongdao@vietnamairlines.com);

The start date of RFP: 9 o'clock (Vietnam time) of date 07/08/2024;

The deadline for submitting the Proposal: Before 9 o'clock (Vietnam time) of date 13/08/2024.

Thank you for your cooperation.

**For and on behalf of Vietnam Airlines JSC**



**Bui Tran Cuong**



## **1. PRODUCT/SERVICE REQUIREMENT:**

- 1.1 Content, product/service category: Selecting Vendor to provide acquiring service for VNA's Indian ecommerce transactions.
- 1.2 Requirements, product/service criteria following the technical criteria that is defined at Item 4.2 of this RFP.
- 1.3 Timeline of contract implementation: starts from September or October 2024.
- 1.4 Contract duration: 36 months as the initial term.

## **2. VENDOR ELIGIBLE REQUIREMENT:**

- 2.1 Valid business registration certificate issued by competent authority of the country of Vendor's nationality;
- 2.2 Vendor and Co-Supplier(s) have no dispute, grievance, conflict or contract breach with VNA that is unresolved;
- 2.3 The Proposal & price quotation must be signed by the duly authorized representative of the Vendor and be stamped (if any);
- 2.4 Compliance to timeline and contract duration at Item 1.3 and 1.4.
- 2.5 Each Vendor must not submit more than 01 Proposal.

## **3. PROPOSAL REQUIREMENT**

- 3.1 The proposal price is the price being mentioned in the proposal submission form minus (-) discount (if any).
- 3.2 The discount letter can be included or separated with the Proposal, but it must be provided before the proposal closing time. It must be informed or listed in the Proposal if it is included with the Proposal.
- 3.3 The price quotation must comply with requirements in Form 3 and must be signed by the duly authorized representative of the Vendor and be stamped (if any). In case of non tax fee declaration, it means that the price includes all taxes and fees.
- 3.4 Proposal currency: INR for India market.

## **4. EVALUATION CRITERIA:**

### **4.1 Capability & experience of vendor criteria**

No	Requirements	Evaluation		Required Document
		Eligible	Not Eligible	
1	Total of working years that Vendor has provided card acquiring service.	≥ 5 Years	< 5 Years	Certificate of business registration
2	Financial situation is positive and stable (Total revenue – Total cost > 0)	Satisfied	Not Satisfied	Audited financial statements in 2022 and 2023
3	List of at least 3 airline merchants that are using card acquiring service and contacts for reference	Satisfied	Not Satisfied	Complete Form 4



4	Compliance to Card Schemes' requirement and applicable law to provide acquiring service	Satisfied	Not Satisfied	Acquiring license and other license(s) required by law
	<b>CONCLUSION</b>	<b>Satisfied all criteria</b>	<b>Not Satisfied any criteria</b>	

#### 4.2 Technical evaluation criteria

No	Requirements	Evaluation	
		Eligibility	Not Eligibility
<b>I</b>	<b>Technical integration and transaction flow requirements</b>		
1	Has existing connection with MPGS to process cards (credit + debit)	Commit	Not commit
2	Support Visa, MasterCard. Support JCB is a plus.	Commit	Not commit
3	Support local transaction currency INR, local settlement currency INR	Commit and with explanatory documents	Not commit or without explanatory documents
4	Settlement cycle: daily settle within 02 working days since transaction date	Commit and with explanatory documents	Not-commit or without explanatory documents
5	Daily settlement reports automatically shared with VNA via a secure file transfer protocol	Commit and with explanatory documents and report template	Not-commit or without explanatory documents
6	Safeguard acquired fund on behalf of merchant from operating activities	Commit and with explanatory documents	Not-commit or without explanatory documents
<b>II</b>	<b>Merchant back-end requirements</b>		
1	User management and function/market assignment for different user categories	Commit	Not commit
2	Logs of transaction details and payment details	Commit	Not commit
3	Report extraction with transaction details and payment details as detailed at least as listed in Form 5	Commit	Not commit
4	Dispute and chargeback handling support	Commit	Not commit
5	Data storage and retrieval: online and offline	Commit	Not commit



6	Support pay-by-link function is a plus	Commit	Not commit
<b>III</b>	<b>Other requirements</b>		
1	Compliance to Card Schemes and authorities' regulations	Commit	Not commit
2	Training workshop for VNA staff	Commit	Not commit
3	Price quotation in blended rate model	Commit	Not commit
4	Supporting in extracting data/ report other than daily settlement report when being asked for	Commit	Not commit
5	Contract duration: 36 months as the initial term starting from	Commit	Not commit
	<b>CONCLUSION</b>	<b>Satisfied all criteria</b>	<b>Not Satisfied any criteria</b>

#### 4.3 Price evaluation criteria

VNA evaluates the price quotation after fixed (if any) and deduct the value in discount letter (if any). Currency conversion: to compare the Proposals, VNA will use the INR currency conversion rate listed by Vietcombank on the proposal open date.

The Proposals will be ranked based on lowest Evaluation price (G). The Vendor that has the lowest Evaluation price will be ranked 1<sup>st</sup>.

The Evaluation price formula is:  $G = G1 + G2$

Where:

**G1:** the price quotation per card type in blended rate model to be multiplied by the 2025 transaction value listed in Form 6.

**G2:**  $N \times 0.015\% \times$  the 2025 transaction value listed in Form 6.

Where  $N =$  the number of delay dates from transaction date +1 (T+1) to settlement date (T+n):  $N = (T+n) - (T+1)$ ; and 0.015% is the interest rate per delay date.

### 5. OTHER REQUIREMENTS:

#### 5.1 RFP clarification & adjustment

##### a. RFP clarification

If RFP clarification is needed, the Vendor must send the official request to VNA at least 02 days before the proposal closing time. Based on that, VNA will respond to all requirements that need to clarify. If adjustment is needed, VNA will follow as item b below.

##### b. RFP adjustment

In this case, VNA will send the adjustment decision with all adjustment items to all Vendors no later than 01 day before the proposal closing time.

VNA could extend the the proposal closing time if any.

#### 5.2 Preparing and submitting the proposals:

##### 5.2.1. The Proposal content



a) The Proposal and other related documents exchanged between the Vendor and VNA must be written in English.

b) The Proposal content include:

- The documents describe: eligibility of the vendor/bidder;
- Proposal submission form follows Form 1 at Item 5.10 of RFP and must be signed by the duly authorized representative of the Vendor and be stamped (if any) (following Form 2 at Item 5.10 of RFP);
- Letter of authorization (if any) follows Form 2 at Item 5.10 of RFP;
- Price quotation follows Form 3 at Item 5.10 of RFP;
- The eligibility and experience documents follow the Eligibility of the bidder at Item 4.1 of RFP;
- The Technical criteria commitment document follows Item 4.2 of RFP;
- Other documents (if any);

### ***5.2.2. Validity period of the Proposals***

The effective date of Proposal is 90 days from the deadline for submitting the Proposal.

### ***5.2.3 Preparing and submitting the proposals***

Vendor submits Proposal that is signed by the proper authority to VNA by: direct submission at VNA's office, fax, email or postal; The deadline for submitting the Proposals: Before 9 o'clock (Vietnam time) of date 13/08/2024. All Proposals that is submitted after this time are not eligible and will be rejected.

Postal address for Proposal submission:

Finance and Accounting Department - Vietnam Airlines JSC.  
Floor 5, VN1 building, 200 Nguyen Son Street, Long Bien District, Hanoi, Vietnam.

Tel: (+84) 24 38732732 Ext 2138

Contact: Ms. Dao Thuy Duong

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

## **5.3 Clarification of the Proposal**

5.3.1. During the evaluation process of the Proposal, VNA may request Vendor to clarify the content of the Proposal.

5.3.2. The clarification of the Proposal shall be conducted between VNA and the Vendor owning the Proposal either in direct method (the Service Hirer invites the Vendor to come for face-to-face discussion, and the contents of enquiries and responses shall be recorded in writing) or indirect method (VNA requests and the Vendor responds in writing).

## **5.4 Evaluating the Proposal**

The Proposal evaluation will follow step:

5.4.1. Evaluating the eligibility of the Proposal will follow criteria at Item 2 and using the "Satisfied" or "Not Satisfied". The proposal will be evaluated as satisfied if all Item is evaluated as "Satisfied"



#### 5.4.2. Evaluating the capability and experience of Vendor at Item 4.1:

VNA will evaluate the capability and experience of Vendor by each criterion at Item 4.1 using the "Satisfied" or "Not Satisfied". The proposal will be evaluated as satisfied if all item is evaluated as "Satisfied".

#### 5.4.3. Technical evaluation:

VNA will evaluate the technical requirements of Vendor by each criterion at Item 4.2 using the "Satisfied" or "Not Satisfied". The proposal will be evaluated as satisfied if all item is evaluated as "Satisfied"

#### 5.4.4. Determine the evaluation price and comparison:

VNA will determine the evaluation price of Vendor satisfied the technical evaluation. The evaluation price will be determined based on Item 4.3.

#### 5.4.5. Negotiating with Vendor regarding the price, technical, commerce and other matters (direct or indirect).

In case there are more than 02 Vendors that have proposals satisfied the RFP, VNA will negotiate with first 03 Vendors that have the lowest Evaluation price. In case there are less than 03 Vendors that have proposals Satisfied the RFP, VNA will negotiate with all Vendors that have proposals satisfied the RFP.

The negotiation will base on the proposal and clarification documents (if any). Negotiation will follow but not limited to: Price, technical & commerce condition...

#### 5.4.6. Ranking the Vendors after negotiation:

Based on Item 5.4.5, VNA will rank all Vendors. VNA reserves the right to choose the vendor that provides service with the lowest Evaluation price.

In case the Vendors have same Evaluation price after negotiation, VNA will rank Vendors following some priorities that will be best for VNA such as: Vendor capability & experience...

### **5.5 Bid award condition**

A Vendor shall win the bid if:

- Compliance to the eligibility requirements of vendor at Item 2;
- Compliance to the capability & experience requirements at Item 4.1;
- Compliance to the technical requirements at Item 4.2;
- Have the lowest Evaluation price after negotiation and the proposed price for bid award does not exceed the approved price of the whole procurement package.

### **5.6 Result inform**

VNA will send the result documents to all Bidders without any explanation to the Vendors that are not selected.

It includes the detail of time, location for Vendor award to contract negotiation.

### **5.7 Negotiation and contract signing**

The negotiation for the contract sign will base on: Vendor selection result, RFP, Proposal of award bidder and draft of contract (if any).

### **5.8 Violations handling**



The Violations handling will be processed according to the Bid law and other related documents.

#### **5.9 Others**

VNA reserves the rights to annul the selection process and reject any or all Proposals at any time prior to the contract execution, without thereby incurring any liability to the affected Vendor(s) and Co-Supplier(s) and without assuming any obligation to explain the reasons of such decision. VNA shall inform directly or by email/ fax/ courier in case of annulling all Proposals or the selection process.



#### **5.10 Forms and templates**

- Form 1: Proposal submission form
- Form 2: Letter of authorization
- Form 3: Price quotation
- Form 4: Similar contract list
- Form 5: Report information fields
- Form 6: Card transaction value of VNA's India market



**PROPOSAL SUBMISSION FORM**

\_\_\_\_\_, date \_\_\_\_ month \_\_\_\_ year \_\_\_\_

Attention to: Vietnam Airlines JSC  
200 Nguyen Son Street, Long Bien District, Hanoi, Vietnam

Upon consideration of the Request For Proposal (RFP) and written amendments thereof No [*number of the written amendments if any*], we, [*name of Bidder*], offer to provide an Ecommerce Acquiring Service in India market [*scope of the services*] in accordance with the Request For Proposal with price detail in the price quotation. If our proposal is accepted, we commit to provide the product/service as the contract terms.

The validity period of proposal is \_\_\_\_ days, from \_\_\_\_ hour, date \_\_\_\_ month \_\_\_\_ year \_\_\_\_.

**The Vendor's Authorized Representative<sup>1</sup>**

(Name, title and signature)

**Note:**

(1) <sup>1</sup>If the legal representative of a Bidder authorizes a subordinate to sign the submission letter, the Proposal must be enclosed with a Power of Attorney in accordance with Form 2; if the charter or another relevant constitutional document of the Bidder assigns to the subordinate the power to sign the submission letter, the Proposal must be enclosed with such document ( without setting up a Power of Attorney under Form 2). If a Bidder win, before contract execution, such Bidder must submit to the Investor certified copies of these documents. If the initial disclosure is found to be inaccurate, the Bidder shall be considered as violating Item 2, Article 12 of the Tendering Law and shall be dealt with pursuant to Item 5.8 of this RFP.

\_\_\_\_\_



**LETTER OF AUTHORIZATION**

Today, date \_\_\_\_ month \_\_\_\_ year \_\_\_\_, in \_\_\_\_

I (name, identification number or passport number, title of the legitimate representative of the bidder) am a legitimate representative of [insert the name of the bidder], have address at [insert the address of the bidder]. With this document, I would like to grant the authority to [specify the name, identification number or passport number, title of authorized person] to do following duties during procurement participation into the procurement package [insert the name of procurement package] under the project [insert the name of project] organized by [insert the name of procuring entity]:

- Sign transaction documents, correspondence with procuring entity in the direct procurement process, including request to clarify bidding document, clarification to bid;
- Participate in contract negotiation and finalization;
- Sign claim in case the bidder has claim;
- Sign contract with the investment owner if it is selected <sup>(2)</sup>.

Authorized person above only perform duties under the scope of authority as the legitimate representative of \_\_\_\_ [Insert the name of the bidder]. \_\_\_\_ [Insert the name of the bidder] is responsible for duties which are done by \_\_\_\_ [Insert the name of the authorized person] under the scope of authority.

This letter of authorization is effective from date \_\_\_\_ to date \_\_\_\_ <sup>(3)</sup>. This letter of authorization is made in \_\_\_\_ sets which are of equal legal validity, the authorized person shall keep \_\_\_\_ set(s), the authorizer shall keep \_\_\_\_ set(s).

**Authorized person**

(name, title, signed and sealed if any)

**Authorizer**

(name of the legitimate representative of bidder, title, signed and sealed if any)

**Notes:**

- (1) In case of authorization, original copy of Letter of authorization must be sent to the procuring entity accompanied with bid form. Authorized person cannot continue to authorize to another person.
- (2) Authorized scope could be decided by the Authorizer, including one or all assignments stated above.
- (3) Effective duration of the authorization must match the RFP process.



**PRICE QUOTATION****1. Content:**

- Provide Ecommerce Acquiring service for VNA in India market. Vendor is requested to provide detailed pricing per form of payment (including but not limited to Visa, MasterCard) in the form as the Table below:

<b>Form of payment</b>	<b>Merchant Discount Rate</b>
Domestic Credit Card (Visa, MasterCard)	
Domestic Debit Card (Visa, MasterCard)	
International Credit Card (Visa, MasterCard)	
International Debit Card (Visa, MasterCard)	
Commercial/Corporate Card (Visa, MasterCard)	
Any other fee (if applicable)	

*Domestic Card means Indian issued card. International Card means card issued outside India.*

- The validity period of the Proposals is 90 days from 9 o'clock (Vietnam Time), date .../.../...

**2. Price quotation requirement:**

- All price must include tax, fee, T&I in Vietnam (if any). Price quotation without tax & fee details is understood that all tax & fee are inclusive; Vendor responds to study, calculate and propose full tax & fee (if any) following Vietnamese law.
- Vendor must comply to FCT in Vietnam (if any) following Vietnamese law (103/2014/TT-BTC decree). VNA could support to apply for the FCT on behalf of Vendor if it is difficult for Vendor to do so. In this case, Vendor must responsibly support VNA to list and complete the FCT requirements.
- Price quotation must include all of the above conditions. Otherwise, the Proposal will be rejected.

**The Vendor's Authorized Representative**

(Name, title, signature and stamp)



**SIMILAR CONTRACT LIST**  
**Regarding service/product from year 2019**

Provider name: \_\_\_\_\_

<b>No</b>	<b>Contract Name</b>	<b>Contract date</b>	<b>Merchant name</b>	<b>Merchant address</b>	<b>Merchant contact (phone, fax, email)</b>
1					
2					
3					



**REPORT INFORMATION FIELDS**

<b>No</b>	<b>Information fields</b>
1	MERCHANT_ID
2	CREDIT_CARD_ACCOUNT_NUMBER
3	CARD_TYPE
4	TRANSACTION_VALUE
5	TRANSACTION_DATE TIME
6	TRANSACTION_TYPE
7	RECEIPT_NUMBER
8	LOCAL_VALUE
9	LOCAL_CURRENCY
10	SETTLEMENT_VALUE
11	SETTLEMENT_CURRENCY
12	FEE_AMOUNT
13	AUTHORISATION_CODE
14	PNR
15	TICKET NUMBER

**ESTIMATED CARD TRANSACTION VALUE OF VNA'S INDIA  
ECOMMERCE MARKET**

	<b>Transaction value 2025 (INR)</b>
Commercial card	67,334,484.63
Corporate card	5,197,713.83
Domestic credit card	391,984,713.84
Domestic debit card	45,978,573.29
<b>Total</b>	<b>510,495,485.59</b>