

REQUEST FOR PROPOSAL

Package: Supplying the Airfare Data Scanning Solution
(ADSS) for the period of 05 years (01/2025-12/2029)

Purchaser: Vietnam Airlines JSC.

Ref no:

Hanoi, 27. December, 2024

**For and on behalf of Vietnam Airlines JSC.
Chief of Project Team**



Pham Thanh Son

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ABBREVIATIONS & DEFINITIONS

No.	Abbreviation	Full meaning
1.	RFP	Request for Proposals
2.	VNA	Vietnam Airlines JSC.
3.	Proposal	Vendor's Proposal documents
4.	Vendor	Goods/Services Provider
5.	Selection	Selection of Vendor
6.	User	Goods/Services User
7.	OAL	Other Airlines
8.	GDS	Global Distribution System
9.	Customer	Airlines' customers
10.	DBMS	Database Management System
11.	PLP	ProfitLine/Price
12.	NRMS	Network Revenue Management System
13.	RM O&D	Revenue Management and Optimization System by O&D and POS
14.	O&D	Origin and Destination
15.	POS	Point of Sale
16.	POC	Point of Commencement
17.	ATPCO	Airline Tariff Publishing Company
18.	USD	United States dollar
19.	EUR	Euro
20.	VND	Vietnamese dong
21.	Transaction	One search at one observation day on one booking site, for one Origin/Destination, for one departure day with one minimum stay, in one Cabin Class, which is counted point-of-sale specific

INVITATION TO OFFER

Hanoi, ..27, December, 2024

Dear Vendor,

Vietnam Airlines JSC (VNA) cordially invites you to submit a proposal for our project, "Supply of an Airfare Data Scanning Solution (ADSS) for a 5-year period (01/2025-12/2029)."

Please find the enclosed Request for Proposals (RFP) document for your reference.

Proposal Submission: Submit your proposal to:

Vietnam Airlines JSC.

200 Nguyen Son Street, Long Bien District, Hanoi, Vietnam

Attention:

Mr. Pham Hong Quan

Mobile: (+84) 946 569 859

Email: quanphamhong@vietnamairlines.com; sonphamt@vietnamairlines.com

Submission Deadline:

All proposals must be received no later than 10:00 AM (Vietnam time), on ..13.. January, 2025.

For further information, please contact us using the above details.

Thank you for your consideration. We look forward to your proposal.

Sincerely yours,

**For and on behalf of Vietnam Airlines JSC.
Chief of Project Team**



Pham Thanh Son

1. GOODS/SERVICES REQUIREMENTS

1.1 Content and quantity of goods/ services

- Name of goods/services: Supplying the Airfare Data Scanning Solution for the period of 05 years (01/2025-12/2029) (hereafter called “ADSS”);
- Quantity: 01 package including implementation, deployment and service.

1.2 Description of requirements for goods/services

- Supplying the solution to (i) scan airfare data from Airlines’ official websites, OTAs’ websites, metasearch and GDS, and (ii) present the scanned data to dashboards and reports for the period of 05 years (from January 2025 to December 2029).
- Number of users: minimum of 15 users;
- Number of concurrent users: minimum of 15 concurrent users.
- Functional requirements: In accordance with section 3.4 Technical evaluation criteria.
- Training requirements: In accordance with section 5.4.

1.3 Technical requirements

- Comply with Technical Evaluation Criteria stipulated in section 3.4.

1.4 Time and place of implementation

- Purchaser: Vietnam Airlines JSC., hereafter called “VNA”;
- Place of implementation: No. 200 Nguyen Son Street, Long Bien District, Hanoi, Vietnam;
- Implementation period: Maximum ten (10) days from the effective date of contract.

1.5 Contract period

05 years from the effective date of the ADSS contract.

2. PRICE OFFER INSTRUCTIONS

2.1 Price offer requirements

- Price shall be quoted as specified in Vendor's Letter of Offer (Form 01) enclosing with Price Offer Table (Form 03), after deducting discount amount written in Letter of Discount (if any). Maximum sliding scale per year: 04%.
- In case Vendor has Letter of Discount, they shall submit it either separately or together with the Proposal, provided that VNA receives it before the deadline of Proposal submission.
- In case Vendor submits Letter of Discount together with the Proposal, Vendor should notice VNA in advance before the deadline of Proposal submission or specify in the list of Proposal documents.
- Letter of Discount will only be accepted if it specifies the discount for specific category or specific categories.
- If the Letter of Discount is submitted before the bid closing time, the discount stated therein will be factored into the evaluated price determination at the first Vendor ranking stage.
- If the Letter of Discount is submitted during the negotiation period as stipulated in section 2.3 and the Vendor is one of the top 3 ranked Vendors in the first ranking stage, the Letter of Discount shall be reviewed and taken into account for the evaluated price determination and second ranking stage.
- Vendor should provide adequate information in Price Offer table in accordance with Form 03 with the signature of the legal representative of Vendor and include all price component (s). In case The Price Offer does not specify all kinds of taxes and fees, the Price offered by Vendor will be considered as all taxes and fees included.
- Currency of price offer: VND, USD, or EUR.
- Currency for evaluation: VND; Currency conversion applicable for this Offer: exchange rate converted from USD to VND or from EUR to VND based on the selling rate of JSC Bank for Foreign Trade of Vietnam (Vietcombank) at the time of opening bid.
- Language of Proposal: The Proposal as well as all documents relating to the discussion between Vendor and VNA are written in English. Additional and supporting documents in the Proposal can be written in other languages and accompanied by a translation into English. In case of a lack of translation, if necessary, VNA may request Vendor to send supplementary documents.

2.2 Clarification of RFP

The RFP will be prepared in English language and publicly released by VNA to Vendors. In case the RFP needs to be clarified, Vendor should send a written request for clarification to make sure that VNA receives it no later than 05 (five) working days prior to the submission date of the Proposal stipulated in section 2.3. VNA will send out a Clarification of RFP document to all Vendors by email or written document. If the clarification leads to amendment of the RFP, VNA will send the revised decision of amendment together with the revised contents to all Vendors no later than three (03) working days before the submission date of the Proposal.

When necessary, VNA may modify this RFP (including the extension of proposal submission deadline, if necessary) by sending a document modifying the RFP directly or by email/courier to all Vendors who have received the RFP at least 03 (three) working days prior to the proposal submission deadline. VNA may, at its discretion, extend the deadline for submission of Proposal and the opening date of the Proposal, and VNA shall inform by email/courier to all Vendors the above extension.

2.3 Proposal submission

- Deadline of Proposal submission, Letter of Discount submission and validity of Proposal:
 - + For direct submission: VNA must receive by 10:00 AM, on <date>, 2024 (Vietnam time). The Proposal submissions received after the deadline are deemed invalid and will be rejected; Discount letters sent after the Proposal submission deadline have no value in the evaluation process.
 - + For email submission: The time at which VNA receives the email from the Vendor must be before 10:00 AM, on <date>, 2024 (Vietnam time). The RFP submissions received after the deadline are deemed invalid and will be rejected; Discount letters sent after the Proposal submission deadline have no value in the evaluation process.
 - + In the event that the Vendor submits the Proposal and Letter of Discount through multiple valid channels (email, direct submission) and all submissions are received before the submission deadline, only the last valid Proposal submission and valid Letter of Discount received will be evaluated.
 - Validity period of Proposal and Letter of Discount: A minimum of 90 (ninety) days from the Proposal submission deadline.
 - Proposal specification:
 - + For direct submission, Vendors must directly submit 03 hard copies including 01 original and 02 copies) and 01 electronic copy saved on a USB drive or scanned from the original document.
 - + For email submission, Vendor must submit email with a file size not exceeding 20 Mb per email.
 - + In the event that the Vendor submits the Proposal through multiple valid channels and all submissions are received before the Proposal submission deadline, the last received RFP will be used as the basis for evaluation.
 - Language of the Proposal: English.
- Method and Address for Proposal Submission:
- + Direct Submission or Submission via Postal Mail to the address:
Vietnam Airlines JSC – Corporate Planning and Development Department
Address: 200 Nguyen Son Street, Long Bien District, Hanoi, Vietnam
Attention: Mr. Pham Hong Quan
Mobile phone: (+84) 946569859
Email: quanphamhong@vietnamairlines.com and sonphamt@vietnamairlines.com
 - + Submission via email with scanned original documents attached to the following address:
Email: quanphamhong@vietnamairlines.com and sonphamt@vietnamairlines.com

2.4 Proposal documents

Vendor's Proposal shall include the following documents:

Docs ID	Documents	References
T1	Copy of Business registration certificate	Section 3.1
T2	Documents to prove Vendor's eligibility and eligibility of goods/services	Section 3.1, 3.2
T3	Documents to prove Vendor's competence and experience	Section 3.3
T4	Letter of Offer	Form 01
T5	Letter of Authorization (if any)	Form 02
T6	Price Offer table	Form 03
T7	Draft of contract	
	General introduction documents on Vendor profiles and ADSS	
T8.1	Introduction of Vendor's history and development process	
T8.2	List of airline clients that use Vendor's solution	Form 04
T8.3	Capability of Vendor's solution	Form 05
T8.4	Documents describing all modules of Vendor's solution	
	Documents for technical score evaluation	
T9.1	Vendor's response to the Table of evaluation criteria for technical requirements	Section 3.4
T9.2	Documents containing detailed instruction manual and screen snapshots with illustrating examples to describe the functional requirements	Section 3.4
T9.3	Videos with illustrating examples to describe functional requirements (if any)	Section 3.4
T9.4	Documents to describe System Implementation, Deployment	Section 5.1
T9.5	Documents to describe System connection/integration	Section 5.2
T9.6	Documents to describe requirements for System operation and support services	Section 5.3
T9.7	Documents to describe training plans	Section 5.4
	Documents of Vendor's commitment	Section 3.1, 3.2 and 3.4

2.5 Clarification of Proposal

In the process of evaluating Proposal, VNA may request Vendor to clarify the contents of the Proposal provided that this clarification does not change the basic content of the submitted Proposal and Price offered.

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

2.6 Proposal evaluation

The evaluation of Proposal is performed step by step according to the regulations specified in section 4, in which Vendor must meet the requirements in the previous step(s) in order to be included in the evaluation in the next step, specifically:

- Evaluating the Vendor's eligibility and eligibility of goods/services;
- Evaluating the Vendor's competence and experience;
- Evaluating the technical requirements;
- Evaluating the financial proposal;
- Ranking Vendors;
- Negotiation of price conditions, technical conditions, commercial conditions and other conditions;
- Ranking Vendors after negotiation.

2.7 Proposal negotiation and product demo

Proposal negotiation between VNA and Vendors shall comply with Section 4, Step 8 of RFP.

Vendor with the highest ranking after Proposal negotiation will be invited to negotiate and present product demo to compare with its Proposal. In case the results of the product demo of Vendor are inconsistent with Vendor's Proposal or the negotiation does not succeed, VNA will invite the remain next ranking Vendor(s) to present product demo(s).

All negotiation and demo must be carried out before issuing the approval for Vendor's selection results.

2.8 Conditions for Vendor to be chosen

Vendor is recommended to be chosen when all of the following conditions:

- Meet the requirements Vendor's Eligibility and eligibility of goods/services as evaluated in section 4.1;
- Meet the requirements of competence and experience and technical requirements as evaluated in section 4.2;
- Have the product demo consistent with Vendor's Proposal;
- Have the lowest price after error correction, deviation adjustment, discount deduction (if any) and negotiation converted to present price "M" ("M" in Section 4, Step 6 of RFP);
- The total offered price for 05 years of contract including taxes, fees, charges does not exceed the approved amount of the Package.

2.9 Announcement of the bidding result

After having the approved decision of successful Vendor, VNA will send written notification (by email or courier) to all Vendors who submitted Proposals. VNA reserves the right not to explain the reason for Vendors not being selected. Notification to the successful Vendor will include time and venue for contract conclusion. VNA and the successful Vendor will negotiate, finalize and sign a contract in compliance with VNA's regulations.

VNA reserves the right to reject any Proposal or cancel the selection process at any time before entering into a contract without any liability to Vendors or without responsibility to

explain the reason. Then, VN shall notify in writing to Vendors in case of cancellation of the selection process or reject all Proposals.

2.10 Confidentiality

VNA and all Vendors who submitted Proposals (hereinafter individually referred to as a "Party" and may be collectively referred to as the "Parties") acknowledge and confirm that all the documents, including but not limited to: (i) the RFP, (ii) The proposal of Vendor; (iii) and/or any written materials exchanged by VNA and Vendor in connection with the above-mentioned documents are confidential. VN and Vendor shall maintain the secrecy and confidentiality of all such documents. The Parties commit not to disclose to any third party without the written approval by the other Party.

2.11 Terms of payment

Stipulated at Price Offer Table (Form 03).

3. EVALUATION CRITERIA

3.1 Criteria for evaluating Vendor's eligibility

No	Requirements	Satisfaction level		Documents required
		Satisfied	Not satisfied	
1	Valid Establishment/Operation Registration Certificate/ Business Registration Certificate or other equivalent documents	Yes	No	Copies of Establishment; Operation Registration Certificate/ Business Registration Certificate issued by competent authorities in the country where Vendor is operating
2	Commitment that no unsolved dispute, lawsuit, conflict of interest or breach of contract existing with VNA until the time of Proposal submission	Have no dispute	Have dispute	Written commitment
3	Proposal is submitted before the Deadline of Proposal submission	Satisfied	Not satisfied	The Deadline of Proposal submission of RFP
4	The Letter of Offer and Price offer table is signed and stamped (if any) by the legal representative of the Vendor at the request of RFP and meet the requirements in section 2.1	Satisfied	Not satisfied	Letter of Offer + Letter of Authorization (if any) + Price offer table
5	Time for implement for VNA	≤ 10 days	> 10 days	Letter of Offer
6	Time for package contract license, maintenance service, technical support from the cut-over date	≥ 05 years	< 05 years	
7	The validity of Proposal from the date of the deadline of Proposal submission	≥ 90 days	< 90 days	
	Conclusion	Satisfied: if Vendor satisfies all of the above criteria	Unsatisfied: if Vendor does not satisfy one or more of the above criteria.	

Vendors are evaluated as “Satisfied” provided that they satisfy all the above requirements.

3.2 Criteria for evaluating the eligibility of goods/services

No	Requirements	Satisfaction level		Note
		Satisfied	Not satisfied	
1	Vendor owns the copyright and takes legal responsibility and costs incurred in relation to legal sue and complaints regarding copyright issues of the entire Solution.	Commit	Do not commit	Written commitment
2	Commit to compliance with ensuring information security for VNA's database.	Commit	Do not commit	Written commitment
3	Vendor's ADSS to meet SLA 99% in minimum.	Commit	Do not commit	Written commitment
4	Commit that all data on the System can be used by VNA.	Commit	Do not commit	Written commitment
5	Commit to cooperate with and support VNA free of charge when Vendor recommend/request to update/upgrade the Solution with OAL(s).	Commit	Do not commit	Written commitment
6	Commit to have connection/interface with other application/systems of VNA via web service, API, and file sharing.	Commit	Do not commit	Written commitment
7	Commit to undertake the connection/integration with other application/systems of VNA to ensure the normal operation.	Commit	Do not commit	Written commitment
8	Commit that the Vendor will provide 03 free automated data feed-in and as specified by user in section 5.2.	Commit	Do not commit	Written commitment
9	Commit that the Vendor will provide raw data daily (via SFTP/FTP) for transferring into VNA's storage infrastructure and as specified by user in section 5.2.	Commit	Do not commit	Written commitment
10	Commit the time to fix application errors, the minimum time levels corresponding to the error level of the application based	Commit	Do not commit	Written commitment

No	Requirements	Satisfaction level		Note
		Satisfied	Not satisfied	
	on operation requirement in section 5.3.			
11	Commit to provide points of contact and technical support free of charge to solve issues/problem during the use of the System based on operation requirement in section 5.3	Commit	Do not commit	Written commitment
12	Commit to cooperate with other VNA's Vendors to connect with related software/application/systems.	Commit	Do not commit	Written commitment
13	Number of users: minimum of 15 users.	Commit	Do not commit	Written commitment
14	Number of concurrent users: minimum of 15 users.	Commit	Do not commit	Written commitment
15	Meet the requirements for System Implementation, Deployment, details in section 5.1.	Fully satisfied	Not fully satisfied	Written commitment
16	Meet the requirements for System connection/integration, details in section 5.2.	Fully satisfied	Not fully satisfied	Written commitment
17	Meet the requirements for System operation and helpdesk service, details in section 5.3.	Fully satisfied	Not fully satisfied	Written commitment
18	Meet the requirements for training, details in section 5.4.	Fully satisfied	Not fully satisfied	Written commitment
19	Meet the requirement airfare scanning for at least 70% of Airlines in Airlines list provided by VN and must be able to scan airfares on VN's, VJ's, QH's websites).	Fully satisfied	Not fully satisfied	Written commitment
	Conclusion	Satisfied: if Vendor satisfies all of the above requirements.	Unsatisfied: if Vendor does not satisfy one or more of the above requirements.	

Vendors are evaluated as "Satisfied" and chosen for the Technical Evaluation provided that they satisfy all the above requirements.

3.3 Evaluating the competence and experience of Vendors

Only Vendors who satisfy the Vendor's eligibility evaluation at section 3.1 and goods/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	At least 10 Vendor's customers are full-service carriers (network carriers).	Satisfied	Not satisfied	Proven documents (including contract or confirmation letters provided by airlines clients) or list of customers who have signed contracts from 2019 to present.
2	At least one Vendor's current customer(s) is using NRMS.	Satisfied	Not satisfied	Proven documents (including contract or confirmation letters provided by airlines clients) or list of customers
2	Certification of ownership or licensing of the Solution.	Satisfied	Not satisfied	Documentation of proof or confirmation letter from the Vendor.
3	The Vendor commits that the described functions and solutions are finalized products, ready for use before the effective date of contract. The Vendor outlines the mechanism and operational principles (via reading documents or videos) to meet the requirements of RFP.	Satisfied	Not satisfied	Technical Description Document

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

3.4 Technical evaluation criteria based on scoring method

Total score is 1000.

Scoring method:

- Function/feature that is not available or not fully activated at the time of RFP's submission will be treated as not available.
- The maximum score of each component function is determined based on the importance of each component function in comparison to the main function. Each component

function is evaluated according to the level of fulfilment from 0% to 100%: Fulfilment Level (%) x Maximum component score.

- The Vendor must achieve the minimum score of each criterion as noted in **Appendix 1**: Vendors are evaluated as “Satisfied” provided that they achieve the minimum score required by VN (which is described in Section 4.3).

4. PROPOSAL INSPECTION AND EVALUATION

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

4.1 Evaluation of Vendor’s Eligibility and eligibility of goods/services, including:

- The eligibility of Vendor according to the evaluation criteria as stipulated in section 3.1;
- The eligibility of goods/services according to the evaluation criteria as stipulated in section 3.2;

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

4.2 Evaluation of the Vendor’s 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

Technical evaluation based on satisfaction level and scoring method according to the technical evaluation criteria outlined in section 3.4.

Proposals that meet the technical evaluation requirements must fulfill both the following criteria:

- + Vendor is regarded as “satisfied” in section 3.4, without missing one or more listed requirements on the table.
- + Vendor must achieve a minimum total score of 70%, equivalent to 700 points or more out of 1000 technical points, and must meet the minimum score for each criterion, detailed criteria table can be found in Appendix 1.

Proposals that pass the technical evaluation round will be assessed financially according to section 4.4.

4.4 Financial Evaluation

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

Step 1. The Vendor's bid price shall include various taxes, fees, charges, and sliding scales (if applicable) at Form 03 for the following items:

- Implementation, system set up, training, and user guide.
- Service usage, and technical support for 05 years from effective date of contract.

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 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) In cases where the bid price does not explicitly state the types of taxes, fees, or sliding scales, the bid price shall be considered as inclusive of all applicable taxes, fees, and sliding scales.

c) In the event that the Vendor provides a discount letter, error corrections and adjustments shall be made based on the bid price before deducting the discount value. The percentage (%) of the shortfall shall be determined based on the deviation from the price offered in the Proposal.

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 the present value of the bid price (M):

$$M = \sum_{t=0}^5 Ai / (1 + R)^t$$

"Ai": The service bid price calculated annually (excluding VAT).

"R": Cash discount of 6% per annum.

"i": Represents the service year, with values from 0 to 5.

Step 7. Ranking Vendor:

- The Vendor with the lowest bid price converted to VND after error corrections, adjustments, minus any discounts (if applicable) after being converted to the present value (the value M at step 6) shall be ranked first.
- In case multiple Vendors have bid prices converted to VND after error corrections, adjustments, minus any discounts (if applicable) that are equal, the prioritization order for ranking is as follows:
 - + The Vendor with a higher technical score.
 - + The Vendor with a shorter implementation timeframe.

Step 8. Negotiation with the Vendor (Directly or indirectly as requested by VNA) and re-ranking.

- In case there are 3 or more Vendors meeting the requirements of the RFP, VNA will negotiate with the top 3 ranked Vendors. If there are fewer than 3 Vendors meeting the requirements of the RFP, VNA negotiates with all Vendors meeting the requirements.
- The negotiation is based on the proposal submitted by the Vendors and the clarification documents (if any), as well as the content of the RFP provided by VNA. Negotiation content includes but is not limited to: price, product list, product specifications, quantity, delivery schedule, etc.
- The price and other contents after negotiation serve as the basis for re-ranking the Vendors. The Vendor with the lowest bid price after negotiation is ranked first. In the event of multiple Vendors with equal bid prices after negotiation, the inviting party will prioritize selecting Vendors according to the following ranking criteria:
 - + The Vendor with a higher technical score.
 - + The Vendor with a shorter implementation timeframe.

5. DETAILED REQUIREMENTS OF INFORMATION TECHNOLOGY, TRAINING AND CONTRACT EXTENSION

Requirements in section 5 are mandatory for all Vendors. All incurred expenses shall be included in Vendor's price offer.

5.1 Requirements for System implementation and deployment

- Provide detailed plan for each item to ensure the deadlines presented in implementation and deployment schedules, includes training end-users (details in section 5.4).
- Application setup period: within 10 days from the date of contract signed.
- All costs incurred when Vendor implements and cost of Vendor's expert(s) to train VNA users at VNA's headquarters and/or Vendor's headquarters etc. (if any as Vendor's requirement to implement system) are included in the service fee, service initialization, user training and user manual at the form 6.3. Other additional costs will be borne by Vendor.

5.2 Requirements for System connection/integration/data extraction

5.2.1 System connection/integration requirements:

- Perform free integration with 02 existing systems of VNA to maintain operations: for VN current Price management program (PLP) and VN current NRMS.
In case VN airlines change to use other Price Management Program or other Revenue management system, Vendor will perform free connection to such program/system.
- Perform free integration with 01 application for dynamic pricing.
- After the system is put into use, in case VNA requires system integration, the Vendor shall provide free support for a minimum of 01 output data for other receiver systems.
- Provide solution to fix/solve risks/issues to meet timeline;
- Detail the minimum technical requirements that VNA needs to meet to access and use the Vendor's system.

5.2.2 System data extraction requirements:

- Perform free extraction of raw data from the product, which will then be provided for VNA on a daily basis.
- The provision of raw data for VNA employs SFTP/FTP and will be transferred via an IP address given by VNA for storage.
- In case there are issues arising from vendor and interrupting the provision of raw data to VNA, the vendor is committed to offering solutions to solve the issues within the minimum time level specified in Section 5.3.

5.3 Requirements for System operation and helpdesk service

- Requirements on maintenance and support:
 - + Description of technical support services and quality of services that will be provided for VNA;
 - + Providing process to ensure the ADSS operation, and recovery;
 - + The Vendor will implement the newly released version of the System as per the version release cycle of Vendor, during the subsistence. The Vendor must provide VNA with all documentation of the upgrade versions.
 - + Providing points of contact to solve issues/problem during the use of the System;
 - + Providing troubleshooting process and time to fix errors of the System.

- + Providing technical support free of charge.
- + 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 48 working hours 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 36 working hours 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 48 working hours from the time the error is detected;

5.4 Requirements for Training

Vendor shall provide training class for VNA's staff to thoroughly operate the system. Provide training schedule in detail in accordance with project deadline, includes:

- a. 1st training: during system deployment and must be within 10 days from the date of contract signed.
- b. 2nd training: after the effective date of contract.
- c. Training courses: online
- d. Duration: Each course duration is 1 day.
- e. Training cost: The Vendor is responsible for covering all expenses to organize training course class and all the cost for Vendor's trainer.
- f. Refresh training during the span of the contract: maximum 1 course per year as per VN's requests

5.5 Requirements for Contract Renewal/Extension

In the event that both parties agree to renew the Contract, the annual average unit price of the proposal at the renewed Contract shall not exceed the average unit price applied in the previous Contract, while still ensuring (i) normal operation of the entire system function and (ii) regular update and upgrade plans.

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 [name of project] 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 System implementation is _____ *[number of years]*.

The time for License, maintenance and technical support from the cut-over date is _____ *[number of years]*.

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

Our Proposal is valid within ...days (*number of days*) 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 4, Article 16 of the Bidding Law and be handled according to VNA's regulations.

6.2 Form 02 - Letter of Authorization

Letter of Authorization

Today, [date], in ... [City]

I am[name, identity number or passport number, title of the Vendor's legal representative], the legal representative of[Vendor'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 the Price Offer Table;
- 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 _____ [Vendor's name]. [Vendor'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 Vendor'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*

6.3 Form 03 - Price Offer Table

PRICE OFFER TABLE

1. Price Offer table

(1)	(2)	(3)	(4)	(5)	(6) = (4) *(5)	(7)	(8)
No	List of goods/services	Unit	Quantity	Unit price (exclude taxes, fees, charges in Vietnam)	Price (exclude taxes, fees, charges in Vietnam)	Taxes, fees, charges in Vietnam	Maximum annual sliding scale value (if applicable).
	Transaction				$A1 = a1 + \dots + a5$	$T1 = t1 + \dots + t5$	$B1 = b2 + \dots + b5$
	Year 1	transaction	100,428,035	...	a1	t1	Not applicable
	Year 2	transaction	105,148,153	...	a2	t2	b2
	Year 3	transaction	110,090,116	...	a3	t3	b3
	Year 4	transaction	115,264,351	...	a4	t4	b4
	Year 5	transaction	120,681,776	...	a5	t5	b5
Total price excluding taxes, fees, charges in Vietnam					A= A1		
Total taxes, fees, charges in Vietnam						T = T1	
Total sliding scale value (if applicable)							B=B1
Total Offer price including taxes, fees, charges in Vietnam (which is indicated in the Letter of Offer)					M=A+T+B		

Note:

- The Vendor must strictly follow the format of Form 03 – Price Offer Table
- Column 4 of the price quotation: is the assumed number of transactions by VNA for the Vendor's reference for quoting. The contract only pays based on the actual number of transactions each year.
- The Vendor must quote a specific unit price per transaction for each year of the contract. The unit price in Column 5 must cover all fees including but not limited to licences, 3 free data feed-in, 15 free user accounts, set up and implementation cost, and any other cost so that the product/service meets all requirements in article 1 “Goods/ services requirements”.
- Column 8 of the price quotation: is the maximum sliding scale value (only applicable from the 2nd year to the 5th year) proposed by the Vendor if applicable. If the Vendor leaves this column blank, it is understood that the Vendor's quoted price already includes the maximum sliding scale value per year. Maximum sliding scale per year: 04%.

2. Price offering requirement:

- The quoted price for item 1 of the proposal price includes system error correction costs (if any), system upgrades as required by the Government, and related association, etc.
- The Vendor quotes inclusive of all taxes, fees, surcharges incurred in Vietnam (if any). If the proposal price does not specify the types of taxes, fees, the proposal price is considered to include all taxes, fees. When participating in bidding, the Vendor is responsible for researching, calculating, and quoting all taxes, fees, surcharges (if any) according to the tax rates, fee levels, surcharges as prescribed by Vietnam regulations.
- In case of subcontractor taxes, the Vendor is responsible for paying subcontractor taxes in Vietnam as required by Vietnamese law (Circular 103/2014/TT-BTC). If the Vendor is not eligible to directly declare and pay taxes according to Vietnamese law, then VNA will declare and pay taxes on behalf of the Vendor according to the regulations of the Vietnamese tax authorities, and the Vendor is responsible for assisting VNA to the best of its ability to facilitate the tax declaration and payment process.
- The Vendor's proposal price is required to meet all the above conditions. If any of these conditions are not met, the Vendor's proposal will be disqualified.

3. 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;
- Package contract license fee for 5 years: payment shall be made according to the payment terms (every 3 months, every 6 months) with the amount per payment term based on the number of transaction (fee per transaction). The first payment term will be executed after the system cut-over. The payment details will be specified during contract negotiations.

4. Price reduction (if any).

5. 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)

6.4 Form 04 - List of airline clients for ADSS

No	Client names	Airline code
1	List of at least 10 Vendor's current customers is full-service carriers (network carriers)	
	
2	List of at least one Vendor's current customer(s) is using NRMS	
	

Vendor should provide the letter of reference from the authorized persons of customers who have signed contracts from 2019 to present

6.5 Form 05 - Vendor's documents

Docs ID	Documents	References
T1	Copy of Business registration certificate or other equivalent documents proving the lawful establishment and business registration of Vendor	Section 3.1
T2	Documents to prove Vendor's eligibility and eligibility of goods/services	Section 3.1, 3.2
T3	Documents to prove Vendor's competence and experience	Section 3.3
T4	Letter of Offer	Form 01
T5	Letter of Authorization (if any)	Form 02
T6	Price Offer Table	Form 03
T7	Draft of contract	
	General introduction documents on Vendor profiles and ADSS	
T8.1	Introduction of Vendor's history and development process	
T8.2	List of airline clients that use Vendor's solution	Form 04
T8.3	Capability of Vendor's solution	Form 05
T8.4	Documents describing all modules of Vendor's solution	
	Documents for technical score evaluation	
T9.1	Vendor's response to the Table of evaluation criteria for technical requirements	Section 3.4
T9.2	Documents containing detailed instruction manual and screen snapshots with illustrating examples to describe the functional requirements	Section 3.4
T9.3	Videos with illustrating examples to describe functional requirements (if any)	Section 3.4
T9.4	Documents to describe System Implementation, Deployment	Section 5.1
T9.5	Documents to describe System connection/integration	Section 5.2
T9.6	Documents to describe requirements for System operation and support services	Section 5.3
T9.7	Documents to describe training plans	Section 5.4
	Documents of Vendor's commitment	Section 3.1, 3.2 và 3.4
T10.1	Written commitment to have no dispute, lawsuit, conflict of interest or breach of contract with VNA that have not been solved until the time of Proposal submission	
T10.2	Written commitment that Vendor owns the copyright and takes legal responsibility and costs incurred in relation to legal sue and complaints regarding copyright issues of the entire Solution.	
T10.3	Vendor's ADSS to meet SLA 99% in minimum	
T10.4	Written commitment states that all data provided by ADSS on the System can be used by VNA	

Docs ID	Documents	References
T10.5	Written commitment to cooperate with and support VNA free of charge when Vendor recommend/request to update/upgrade the Solution with OAL(s)	
T10.6	Written commitment to have connection/interface with other application/systems of VNA via web service, API, and file sharing	
T10.7	Written commitment to undertake connection/integration with other application/systems of VNA to ensure normal operation	
T10.8	Written commitment that the Vendor will support to offer 03 free automated data feed-in as specified by user in section 5.2	
T10.9	Written commitment the time to fix application errors, the minimum time levels corresponding to the error level of the application based on operation requirement in section 5.3	
T10.10	Written commitment to provide points of contact and technical support free of charge to solve issues/problem during the use of the System based on operation requirement in section 5.3.	
T10.11	Written commitment to cooperate with other VNA's Vendors to connect with related software/application/systems	
T10.12	Written commitment to provide at least 15 users, and at least 5 concurrent users	
T10.13	Meet the requirements for System Implementation, Deployment, details in section 5.1.	
T10.14	Meet the requirements for System connection/ integration/ data extraction, details in section 5.2.	
T10.15	Meet the requirements for System operation and helpdesk service, details in section 5.3.	
T10.16	Meet the requirements for training, details in section 5.4.	
T10.17	Meet the requirement airfare scanning for at least 70% of Airlines in Airlines list provided by VN and must be able to scan airfares on VN's, VJ's, QH's websites).	
T10.18	The Vendor commits that the described functions and solutions are finalized products, ready for use before the effective date of contract.	
T10.19	Vendor owns the copyright and takes legal responsibility and costs incurred in relation to legal sue and complaints regarding copyright issues of the entire Solution.	

6.6 Form 06- Vendor's written commitment

VENDOR'S WRITTEN COMMITMENT

Supplier name: [Full name of the supplier]

After studying your Request for Proposal "Supplying the Airfare Data Scanning Solution for the period of 05 years (2025-2029)", We commit:

1	There is no dispute with VN that have not been solved until the time of Proposal submission.	<input type="checkbox"/>
2	Vendor owns the copyright and takes legal responsibility and costs incurred in relation to legal sue and complaints regarding copyright issues of the entire Solution.	<input type="checkbox"/>
3	The implementation process and the delivery for all function of the ADSS package shall not last longer than 10 days since the contract with VN comes into effect	<input type="checkbox"/>
4	All data provided by ADSS on the System can be used by VNA	<input type="checkbox"/>
5	Vendor's ADSS to meet SLA 99% in minimum.	<input type="checkbox"/>
6	To cooperate with and support VNA free of charge when Vendor recommend/request to update/upgrade the Solution with OAL(s)	<input type="checkbox"/>
7	To have connection/interface with other application/systems of VNA via web service, API, and file sharing	<input type="checkbox"/>
8	To undertake connection/integration with other application/systems of VNA to ensure normal operation	<input type="checkbox"/>
9	To offer 03 free automated data feed-in as specified by user in section 5.2 of RFP	<input type="checkbox"/>
10	To fix application errors, the minimum time levels corresponding to the error level of the application based on operation requirement in section 5.3 of RFP	<input type="checkbox"/>
11	To provide points of contact and technical support free of charge to solve issues/problem during the use of the System based on operation requirement in section 5.3 of RFP	<input type="checkbox"/>
12	To cooperate with other VNA's Vendors to connect with related software/application/systems	<input type="checkbox"/>

13	To provide at least 15 users, and at least 15 concurrent users	<input type="checkbox"/>
14	That the described functions and solutions are finalized products, ready for use before the effective date of contract.	<input type="checkbox"/>
15	To guarantee that during the span of the contract, the version of the Airfare Data Scanning Solution for VN remains the most updated version available without incurring additional cost, and inclusive of all components necessary for the ADSS to fully serve VN's requirements as stated in the RFP and technical scoresheet.	<input type="checkbox"/>

Day Month Year

Representative of Supplier

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

6.7 Form 07 – Provisional list of airlines requested for ADSS

No.	Airline's name	No.	Airline's name
1	Aeroflot	30	Iberia Airlines
2	Air Busan	31	IndiGo
3	Air Canada	32	Japan Airlines
4	Air China	33	Jeju Air
5	Air France	34	Jet Star
6	Air India	35	Jin Air
7	Air Premia	36	KLM
8	Air Seoul	37	Korean Air Lines
9	AirAsia	38	Lao Airlines
10	Amadeus Masterpricer	39	Lion Air
11	All Nippon Airways	40	Lufthansa
12	Angkor Air	41	Malaysia Airlines
13	Asiana Airlines	42	Oman Air
14	Bamboo Airways	43	Philippine Airlines
15	Batik Air	44	Qantas Airways
16	British Airways	45	Qatar Airways
17	Cambodia Angkor Air	46	Saudi Arabian Airlines
18	Cathay Pacific	47	Scoot
19	CEBU Pacific Air	48	Shenzhen Airlines
20	China Airlines	49	Singapore Airlines
21	China Eastern Airlines	50	Starlux Airlines
22	China Southern Airlines	51	Thai Airways
23	Delta Airlines	52	ThaiSmile
24	Eastar Jet	53	Turkish Airlines
25	Emirates	54	TWay Air
26	Etihad Airways	55	United Airlines
27	EVA Air	56	VietJet Air
28	Garuda Indonesia	57	Vietnam Airlines
29	Hong Kong Express	58	Vietravel Airlines

Appendix 1: Technical Evaluation Criteria Scoresheet

No.	Technical requirements	Description			Vendor	
	Criteria	Band Score	Minimum Score	Description of Band Score	Instructional documents	Refer to Vender's guidance document
1	2	3	4	5	6	7
I	Vendor's Competence & Experience	50	25			
I.1.1.	The Vendor provides adequate supporting materials to clarify the number of their current customer base that are full service carriers (network carriers).	25		At least 15 of the Vendor's customers are full service carriers (network carriers).		
		15	15	At least 10 and less than 15 of the Vendor's customers are full service carriers (network carriers).		
		5		At least 5 and less than 10 of the Vendor's customers are full service carriers (network carriers).		
		0		Less than 5 of the Vendor's customers are full service carriers (network carriers).		
I.1.2.	The Vendor provides adequate supporting materials to clarify the number of their current	25		At least 2 of the Vendor's customer(s) are using NRMS.		
		10	10	Only 1 of the Vendor's customer is using NRMS.		

No.	Technical requirements	Description			Vendor	
	Criteria	Band Score	Minimum Score	Description of Band Score	Instructional documents	Refer to Vender's guidance document
	customer base that are using NRMS.	0		None of the Vendor's customer(s) are using NRMS.		
II	Technical Requirements	950	260			
II.1.	Supporting materials	30	30			
II.1.1.	<i>The Vendor provides adequate supporting materials (written functional description, tutorial videos, etc...) to demonstrate their product's main functions and capabilities.</i>	30	30	Through the provided materials, VN understands that the product is a competitive intelligence tool offering customers latest airfare travel data and related information of competitors from different snapshots, which will then be displayed in meaningful visualizations or integrated in features for the study of market insights, pricing competition and other objectives. VN can fully use the product without constant Vendor's support to yield the desired outcomes.		
		0		Through the provided materials, VN understands that the product is a competitive intelligence tool offering customers latest airfare travel data and related information of competitors from different snapshots, which will then be displayed in meaningful visualizations or integrated in features for the study of market insights, pricing competition		

No.	Technical requirements	Description			Vendor	
	Criteria	Band Score	Minimum Score	Description of Band Score	Instructional documents	Refer to Vender's guidance document
				and other objectives. However, VN cannot fully use the product and constantly need Vendor's support to yield the desired outcomes. OR, VN is unable to conclude that the product is a competitive intelligence tool offering customers latest airfare travel data and related information of competitors from different snapshots, which will then be displayed in meaningful visualizations or integrated in features for the study of market insights, pricing competition and other objectives. OR, VN can conclude that this product cannot perform the tasks expected by VN. Further enquiries from VN for extra information are not sufficiently met.		
II.2.	Functions	920	230			
II.2.1.	Subscription	145	60			
<i>II.2.1.1.</i>	<i>The Vendor provides adequate supporting materials for list of airlines websites that their product</i>	50		The Vendor's product has the capability to collect, scan and capture airfare data from at least 90% of the provided airlines, which include the fare data of Vietnam Airlines		

No.	Technical requirements	Description			Vendor	
	Criteria	Band Score	Minimum Score	Description of Band Score	Instructional documents	Refer to Vender's guidance document
	<i>has the capability to collect, scan and capture the fare data from airlines' official websites, which include but are not limited to the list of airlines as provided, among which, the fare data of Vietnam Airlines (VN), Vietjet Air (VJ) and Bamboo Airways (QH) must be included at the time of RFP submission</i>			(VN), Vietjet Air (VJ) and Bamboo Airways (QH).		
		30		The Vendor's product has the capability to collect, scan and capture airfare data from at least 80% and less than 90% of the provided airlines, which include the fare data of Vietnam Airlines (VN), Vietjet Air (VJ) and Bamboo Airways (QH).		
		20		The Vendor's product has the capability to collect, scan and capture airfare data from at least 70% and less than 80% of the provided airlines, which include the fare data of Vietnam Airlines (VN), Vietjet Air (VJ) and Bamboo Airways (QH).		
		10	10	The Vendor's product has the capability to collect, scan and capture airfare data from less than 70% of the provided airlines, which include the fare data of Vietnam Airlines (VN), Vietjet Air (VJ) and Bamboo Airways (QH).		
		0		The Vendor's product has NO capability to collect, scan and capture airfare data from		

No.	Technical requirements	Description			Vendor	
	Criteria	Band Score	Minimum Score	Description of Band Score	Instructional documents	Refer to Vender's guidance document
				Vietnam Airlines (VN), Vietjet Air (VJ) and Bamboo Airways (QH).		
II.2.1.2.	<i>The Vendor provides adequate supporting materials to validate that their product has the capability to collect, scan and capture the fare data from OTA, Metasearch websites and GDS.</i>	30		The Vendor's product has the capability to collect, scan and capture airfare data from at least 15 websites of OTA, Metasearch websites and GDS.		
		20		The Vendor's product has the capability to collect, scan and capture airfare data from at least 10 and less than 15 websites of OTA, Metasearch websites and GDS.		
		10	10	The Vendor's product has the capability to collect, scan and capture airfare data from at least 5 and less than 10 websites of OTA, Metasearch websites and GDS.		
		0		The Vendor's product has the capability to collect, scan and capture airfare data from less than 5 websites of OTA, Metasearch websites and GDS.		
II.2.1.3.	<i>The Vendor clearly describes the platform or process that VN will use to submit</i>	20		Subscription forms can be filed proactively by end-user via product's UI or built-in function(s) without the Vendor's support.		

No.	Technical requirements	Description			Vendor	
	Criteria	Band Score	Minimum Score	Description of Band Score	Instructional documents	Refer to Vender's guidance document
	<i>subscription forms or search requests. The platform mentioned needs to be customizable to suit VN's modification of subscription form purposes.</i>	10	10	Subscription forms must be sent to the Vendor for filing via provided contact point.		
II.2.1.4.	<i>Vendor's given subscription form or search request must include the desired criteria based on user's request + Point of origin, point of destination, transit point + Cabin + Departure date range + Journey type (one-way or roundtrip) + Length of stay + Carrier + Source of data: OALs websites name or OTA website or other sources + Scanning frequency + POS</i>	30	30	Subscription has full desired criteria.		
		0		Subscription misses any of the desired criteria.		
II.2.1.5.		10		Yes		

No.	Technical requirements	Description			Vendor	
	Criteria	Band Score	Minimum Score	Description of Band Score	Instructional documents	Refer to Vender's guidance document
	<i>The Vendor provides adequate supporting materials to validate that their product has the capability to perform flexible scanning frequency based on user's request + Number of times per day + Specified days of week</i>	0		No		
	<i>The Vendor provides adequate supporting materials to validate that their product has the capability to perform flexible scanning frequency based on user's request + Start time + End time</i>	5		Yes		
II.2.1.6.	<i>The Vendor provides adequate supporting materials to validate that their product has the capability to perform flexible scanning frequency based on user's request + Start time + End time</i>	0		No		
II.2.2.	Dashboard/Report	675	110			
II.2.2.1.	<i>Dashboard/Report at 1 captured date for future departure flight</i>	235	80			

No.	Technical requirements	Description			Vendor	
	Criteria	Band Score	Minimum Score	Description of Band Score	Instructional documents	Refer to Vender's guidance document
a.	The product can display fare data in both numeric and graphic format.	30	30	Yes, the product's dashboard shows fare data in both numeric and graphic format, including both numbers shown in the graphic and tooltip form.		
		0		No.		
b.	The product can display fare data trend in graphic form based on: 1. Airlines 2. Flight dates	20	20	Yes.		
		0		No.		
c.	The product can display fare data trend in graphic format with the option to show the collected fare data based on: 1. Total fare 2. Base fare	30	30	Yes, the product's dashboard has two named options.		
		0		No, the product's dashboard misses at least one in two options.		

No.	Technical requirements	Description			Vendor	
	Criteria	Band Score	Minimum Score	Description of Band Score	Instructional documents	Refer to Vender's guidance document
d.	The product can display the details of each price point of airlines' fare data, including: 1. Total fare 2. Base fare 3. Tax/fee 4. Airline 5. Departure date & departure time	50		Yes/No for each criterion: 1. Yes: 10 points 2. No: 0 point		
e.	The product can display the details of each price point of airlines' fare data, including: 1. Point of origin & point of destination 2. Transit point 3. Total flight duration (elapsed time) 4. Flight number(s) 5. Currency 6. Fare basis	30		Yes/No for each criterion: 1. Yes: 5 points 2. No: 0 point		
f.	The product can display the details of each price point of airlines' fare data for YQ	10		Yes/No for each criterion: 1. Yes: 10 points 2. No: 0 point		

No.	Technical requirements	Description			Vendor	
	Criteria	Band Score	Minimum Score	Description of Band Score	Instructional documents	Refer to Vender's guidance document
g.	The product can display the details of each price point of airlines' fare data (optionally), including: 1. Fare family 2. Seat availability	3		Yes/No for each criterion: 1. Yes: 1.5 point 2. No: 0 point		
h.	The product allows user to change the graphic display of collected fare data by filtering the following criteria: 1. Point of origin & point of destination 2. Journey type (One-way/Roundtrip) 3. Length of stay 4. Airline 5. Departure time, or departure time range 6. Total flight duration (elapsed time) 7. Cabin (class of service) 8. Number of stops 9. Capture date 10. Codeshare flight filter	50		Yes/No for each criterion: 1. Yes: 5 points 2. No: 0 point		

No.	Technical requirements	Description			Vendor	
	Criteria	Band Score	Minimum Score	Description of Band Score	Instructional documents	Refer to Vender's guidance document
i.	The product allows user to change the graphic display of collected fare data by filtering the following criteria: 1. Currency 2. Departure date by day of week 3. Flight number 4. Total duration of the entire journey, 5. Transit time 6. Data source (e.g.: airline websites, OTA, GDS)	12		Yes/No for each criterion: 1. Yes: 2 points 2. No: 0 point		
II.2.2.2.	<i>Dashboard/Report for historical fare changes towards one specified departure flight date</i>	245	30			
a.	The product can display fare data in both numeric and graphic format.	30		Yes, the product's dashboard shows fare data in both numeric and graphic format, including both numbers shown in the graphic and tooltip form.		
		0		No.		

No.	Technical requirements	Description			Vendor	
	Criteria	Band Score	Minimum Score	Description of Band Score	Instructional documents	Refer to Vender's guidance document
b.	The product can display fare data trend in graphic form based on: 1. Airlines 2. Flight date on/after captured date and captured time	30		Yes.		
		0		No.		
c.	The product can display fare data trend in graphic format with the option to show the collected fare data based on: 1. Total fare 2. Base fare	30	30	Yes, the product's dashboard has two named options		
		0		No, the product's dashboard misses at least one in two options		
d.	The product can display the details of each price point of airlines' fare data, including: 1. Total fare 2. Base fare 3. Tax/fee 4. Airline 5. Departure date & departure time	50		Yes/No for each criterion: 1. Yes: 10 points 2. No: 0 point		

No.	Technical requirements	Description			Vendor	
	Criteria	Band Score	Minimum Score	Description of Band Score	Instructional documents	Refer to Vender's guidance document
e.	The product can display the details of each price point of airlines' fare data, including: 1. Point of origin & point of destination 2. Transit point 3. Total flight duration (elapsed time) 4. Flight number(s) 5. Currency 6. Fare basis	30		Yes/No for each criterion: 1. Yes: 5 points 2. No: 0 point		
f.	The product can display the details of each price point of airlines' fare data for YQ	10		Yes/No for each criterion: 1. Yes: 10 points 2. No: 0 point		
g.	The product can display the details of each price point of airlines' fare data, including: 1. Fare family 2. Seat availability	3		Yes/No for each criterion: 1. Yes: 1.5 point 2. No: 0 point		

No.	Technical requirements	Description			Vendor	
	Criteria	Band Score	Minimum Score	Description of Band Score	Instructional documents	Refer to Vender's guidance document
h.	<p>The product allows user to modify the display of collected fare data based on the following data filtering criteria:</p> <ol style="list-style-type: none"> 1. Point of origin & point of destination 2. Journey type (One-way/Roundtrip) 3. Length of stay 4. Airline 5. Departure time, or departure time range 6. Total flight duration (elapsed time) 7. Cabin (class of service) 8. Number of stops 9. Capture date 10. Codeshare flight filter 	30		<p>Yes/No for each criterion:</p> <ol style="list-style-type: none"> 1. Yes: 3 points 2. No: 0 point 		
i.	<p>The product allows user to modify the display of collected fare data based on the following optional data filtering criteria:</p> <ol style="list-style-type: none"> 1. Currency 2. Departure date by day of 	12		<p>Yes/No for each criterion:</p> <ol style="list-style-type: none"> 1. Yes: 2 points 2. No: 0 point 		

No.	Technical requirements	Description			Vendor	
	Criteria	Band Score	Minimum Score	Description of Band Score	Instructional documents	Refer to Vender's guidance document
	week 3. Flight number 4. Total duration of the entire journey, 5. Transit time 6. Data source (e.g.: airline websites, OTA, GDS)					
k.	The product can display fare trend towards different departure dates with customizable days to departure option	20		The product allows user to customize the interval between fare data capture date and departure date at maximum level. The interval is 1 day.		
		15		The product allows user to customize the interval between fare data capture date and departure date. The interval is less than or equal to 2 days.		
		10		The product allows user to customize the interval between fare data capture date and departure date. The interval is less than or equal to 7 days.		
		0		The product allows user to customize the interval between fare data capture date and departure date. The interval is more than 7 days.		

No.	Technical requirements	Description			Vendor	
	Criteria	Band Score	Minimum Score	Description of Band Score	Instructional documents	Refer to Vender's guidance document
II.2.2.3.	<i>Function: Average fare</i>	60				
a.	The product can display fare data in both numeric and graphic format.	10		Yes, the product's dashboard shows fare data in both numeric and graphic format, including both numbers shown in the graphic and tooltip form.		
		5		The product's dashboard shows fare data only in numeric format.		
		0		No.		
b.	The product can display the trend of average fare by: 1. Airline 2. Departure date 3. Day of week 4. Number of observation(s)	20		Yes.		
		0		No.		
c.	The product allows user to modify the display of fare data based on travel date range options.	10		Yes, the fare data can be displayed based on each single travel date.		
		5		Yes, the fare data can be displayed based on Vendor's predefined travel date(s).		
		0		No, there is no function for average fare, or if yes, user cannot select travel date.		

No.	Technical requirements	Description			Vendor	
	Criteria	Band Score	Minimum Score	Description of Band Score	Instructional documents	Refer to Vender's guidance document
d.	The product allows user to modify the display of fare data based on travel date range options by Day Before Departure.	10		Yes, the fare data can be displayed based on each single value of day before departure.		
		5		Yes, the fare data can be displayed based on Vendor's predefined value(s) of day before departure.		
		0		No, there is no function for average fare, or if yes, user cannot select value(s) for day before departure.		
e.	The product displays the trend of fare data in graphic format and allows user to customize the number of days before departure for the travel date range.	10		>=90 and <150 days		
		5		>=30 and <90 days		
		0		<30 days		
<i>II.2.2.4.</i>	<i>Function: Fare distribution</i>	20				
a.	The product can display fare data in both numeric and graphic format.	10		Yes, the product's dashboard shows fare data in both numeric and graphic format, including both numbers shown in the graphic and tooltip form.		
		0		No.		

No.	Technical requirements	Description			Vendor	
	Criteria	Band Score	Minimum Score	Description of Band Score	Instructional documents	Refer to Vender's guidance document
b.	The product can display the distribution of captured fare data grouped into different fare buckets from highest to lowest order, based on: 1. Airline 2. Departure date 3. Bucket fare range 4. Proportion (%) of each fare bucket 5. Number of observation(s)	10		Yes, the product can display the distribution of captured fare data based on full criteria.		
		0		No, the product can display the distribution of captured fare data based on the missing of at least 1 criterion/criteria.		
II.2.2.5.	<i>Function: Schedule and Capacity</i>	15				
a.	The product can display fare data in both numeric and graphic format.	5		Yes, the product's dashboard shows fare data in both numeric and graphic format, including both numbers shown in the graphic and tooltip form.		
		2		The product's dashboard shows fare data only in numeric format.		
		0		No.		

No.	Technical requirements	Description			Vendor	
	Criteria	Band Score	Minimum Score	Description of Band Score	Instructional documents	Refer to Vender's guidance document
b.	The product can display the flight schedule of airlines with the following details: 1. Origin and destination 4. Flight number 5. Aircraft type 6. Seat per flight 7. Duration 9. Frequency by day of week 10. Departure time	7		Yes/No for each criterion: 1. Yes: 1 point 2. No: 0 point		
c.	The product allows user to modify the display of fare data based on the following optional data filtering criteria: 1. Departure date by day of week 2. Total flight duration 3. Number of stops	3		Yes/No for each criterion: 1. Yes: 1 point 2. No: 0 point		
II.2.2.6.	<i>Dashboard/Report: Fare comparison between 2 captured dates</i>	65				

No.	Technical requirements	Description			Vendor	
	Criteria	Band Score	Minimum Score	Description of Band Score	Instructional documents	Refer to Vender's guidance document
a.	The product can display fare data in both numeric and graphic format.	20		Yes, the product's dashboard shows fare data in both numeric and graphic format, including both numbers shown in the graphic and tooltip form.		
		0		No.		
b.	The product can display fare data trend in graphic form based on: 1. Airlines 2. Flight date on/after captured date and captured time	10		Yes.		
		0		No.		
c.	The product can display fare data trend in graphic format with the option to show the collected fare data based on: 1. Total fare 2. Base fare	10		Yes, the product's dashboard has two named options.		
		0		No, the product's dashboard misses at least one in two options.		

No.	Technical requirements	Description			Vendor	
	Criteria	Band Score	Minimum Score	Description of Band Score	Instructional documents	Refer to Vender's guidance document
d.	The product can display the following details for each fare data point: 1. Total fare or base fare 2. Fare changes between 2 capture dates for travel date in percentage or fixed amount value 3. Airline 4. Departure date 5. Flight number	25		Yes/No for each criterion: 1. Yes: 5 points 2. No: 0 point		
II.2.2.7.	<i>Dashboard/Report: Warning and alert</i>	20				
a.	The product can send alert when there are any difference(s) in the fares on last capture date and current capture date, which exceeds the user's predefined threshold.	10		Yes.		
		0		No.		
b.	The product can send alert when there the lowest business fare is lower than the highest economy fare.	10		Yes.		
		0		No.		

No.	Technical requirements	Description			Vendor	
	Criteria	Band Score	Minimum Score	Description of Band Score	Instructional documents	Refer to Vender's guidance document
II.2.2.8.	<i>Dashboard/Report: Usage of transaction</i>	15				
a.	The product can show total number of transactions used by period.	10		Detail by Month		
		5		Detail by Quarter		
		0		No report or detail by Year		
b.	The product can show total number of successful transactions used by period.	5		Yes.		
		0		No.		
II.3.	Data feed	100	60			
II.3.1.	<i>The Vendor provides raw data via SFTP/FTP to VNA's storage infrastructure, under specified file formats (CSV, XLSX, etc.) and on a daily basis.</i>	20	20	Yes.		
		0		No.		
II.3.2.	<i>The Vendor offers 1 free automated data feed-in for Lufthansa System ProfitLine/Price (PLP), or 01 other price management application specified by user.</i>	20	20	Yes.		
		0		No.		

No.	Technical requirements	Description			Vendor	
	Criteria	Band Score	Minimum Score	Description of Band Score	Instructional documents	Refer to Vender's guidance document
II.3.3.	<i>The Vendor offers 01 free automated data feed-in for revenue management application specified by user.</i>	20	20	Yes.		
		0		No.		
II.3.4.	<i>The Vendor offers 01 another free automated data feed-in for dynamic pricing application specified by user.</i>	20				
		0				
II.3.5.	<i>The Vendor guarantees to have the ability to customize access permissions for different users based on various features of the product as requested by user.</i>	20		Yes.		
		0		No.		
IV	Total	1000	285			