



HOW TO INVEST & DO BUSINESS IN QTSC



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Foreword

Founded in 2001, Quang Trung Software City (QTSC) is one of the key projects in Ho Chi Minh City (HCMC) development plans. It has been growing quickly and become the largest IT Park in Vietnam. With total area of 430,000 sgm, QTSC has multi-functional areas such as software production, exhibition center, accommodation, entertainment, etc. In addition to those, with pre-eminent infrastructure facilities, competitive office and service, wonderful environment and landscape for working and studying. Besides, QTSC consists of over 21,000 people working and studying in and the growth rate was over 25% per year.

QTSC has got a strong support link from both municipal and state government, and having benefits of many incentives to promote IT industry from government. Our responsibilities are not only managing and developing QTSC but also supporting IT companies and investors who want to do business in HCMC particularly and in Vietnam generally. This is the reason why our guide book of **“How to invest and do business in QTSC”** is published. We hope that you can have enough information to find out the good opportunities to invest in QTSC.

Yours faithfully,
Lam Nguyen Hai Long
CEO



A

QUANG TRUNG SOFTWARE CITY (QTSC)

Quang Trung Software City (QTSC) is well-known as the largest software Park in Vietnam and the first concentrated Information Technology Park certified by the Ministry of Information and Communications. After 16 years in operation, QTSC has many important contributions to the development the national information technology industry through its domestic awards as well as its prestige in the international market.

In order to develop a long term strategy, QTSC has cooperated with KPMG which is one of leading advisory companys with extensive experience in strategic advisory services in conducting a research to identify its position as well as benchmark it against other technology parks in Asia.

The benchmarking results have ranked QTSC 3rd out of 8 evaluated parks, based on the assessment of operational performance using indicators such as occupancy rate, quality of supporting services, on-site infrastructure and others. The tenant-centered analysis has placed QTSC 4th among its peers in terms of attractiveness of FDI, number of companies located in the park, concentration rate of IT sectors, quality of human resources and others. In general, QTSC has been evaluated as a technology park with outstanding preferential policies, attracting many diversified investors, especially the enterprises in the park have sustainable development and strong growth day by day.

Currently, QTSC is well on its path to "QTSC's new development" and the national QTSC chain. QTSC aims to become a leading software city brand in Vietnam and on the international marketplace.



THE MASTER PLAN

- | | | | |
|-----------------------------|---|------------------------------|--|
| 1. Anna Building | 12. Viet An Building | 25B. Green Hills Apartments | 36. QTSC Telecom Center |
| 2. Vien Dong College | 13. QTSC Agriculture Center of Excellence | 26. Van Trung Villas | 37. Software Production Area |
| 3. Genpacific Building | 14. Saigon Tech | 27. Dong Phuong Villas | 38. Sewage Treatment Station |
| 5. Misa Building project | 17. TMA Tower | 28. Lien Phuong Villas | 39. Raw Water Treatment Station |
| 6A. Hall 6A | 18. Sunrise Building | 29. Hong Minh Duc Villas | 40. SMS Tower |
| 6B. QTSC Incubator | 19. ACB Building | 30. Kindergarten | 41. Parking Area |
| 6C. Helios Building | 20. JVPE Building | 31. Dormitory | 42. QTSC Building 9 |
| 7. PTT Building | 21. Software Production Area | 32A. HOSE Building | 43. Software Production Area |
| 8. V Life | 22. Software Production Area | 32B. JSC Building Project | 44. Entertainment, Convention Center Project |
| 9. Software Production Area | 23. Calculation Research Center Project | 33. Software Production Area | 45F. Community Activities Center |
| 10. Hoa Sen University | 24. Innovation Building | 34. QTSC Building 1 | 46. ICT Tower |
| 11. Soongsil IT Center | 25A. Luxury Apartment JSC Project | 35. Mina Restaurant | 47. Software Production Area |

I. WHY QTSC ?

Here are six reasons why customers choose QTSC as a reliable destination including:

- Location ●
- Incentives ●
- Infrastructure ●
- Facilities and services ●
- ICT Community ●
- Human Resources ●



Location

- ▶ QTSC is located in Ho Chi Minh City (HCMC) - the largest economic center in Vietnam.
 - 15 minutes from QTSC to the Tan Son Nhat international Airport
 - 45 minutes from QTSC to downtown.



Incentives

- ▶ Organizations and enterprises performing new investment projects in QTSC will be enjoyed the following supports:



- To be entitled to select form of land assignment with collection of land levies, renting ground or subleasing land which has been built the infrastructure as prescribed by law;
- To be applied the tax rates of enterprise income tax of 10% for 15 years, exempted tax 04 year, reduced 50% of the payable tax for 09 next years for enterprise incomes from implementation of new investment projects at the concentrated information technology park. For enterprises established newly from investment projects in the information technology field with big scale, and need special investment attraction, duration applied the preferential tax rates may be prolonged but total duration applied tax rate of 10% does not exceed 30 years. The Prime Minister shall decide the expansion of duration applied the preferential tax rate of 10% as prescribed at this Clause at request of Minister of Finance;

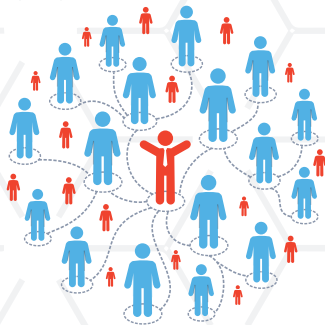
- ▶ To be exempted import tax for goods imported to create fixed assets and serve for production of information technology products and services of enterprises, including:
 - Equipment and machinery;
 - The special-use means of transport in the technological chain that cannot be produced domestically; means of transport for workers including automobiles of 24 seats or more, and means of waterway transport;
 - Components, details, separate parts, spare parts, fittings, molds and accessories enclosed to assemble synchronously with special-use equipment, machinery, and means of transport specified at point a and point b this Clause;
 - Raw materials, supplies that cannot be produced domestically, used for manufacture of equipment, machinery placed in technological chains or for manufacture of components, details, separate parts, spare parts, fittings, molds and accessories enclosed to assemble synchronously with equipment, machinery specified at point a of this Clause;
 - Construction supplies that cannot be produced domestically.
- ▶ To be enjoyed preferences of export tax for information technology products and services as prescribed by law;
- ▶ To be facilitated for customs procedures in course of export and import of machinery, equipment and information technology products and services;
- ▶ To be enjoyed preferences on investment credit and export credit of State, the national fund for science and technology development and other credit institutions as prescribed by law;
- ▶ To be enjoyed other incentive policies of State applicable to enterprises operating in the hi-tech parks. If an enterprise is subject to be enjoyed many preferential levels as prescribed by law, it will be applied the highest preferential level.

Infrastructure

- ▶ Internal road systems, power and water supply systems, drainage systems, transportation roads from down town to QTSC and crossover bridges, public transportation ...
- ▶ Telecom systems are connected by fiber optic cable based on MPLS technology. It is directly connected with four international internet portals.
- ▶ QTSC is also an Internet Services Provider (ISP) so it will quickly meet customer demands.
- ▶ Professional technical team and power systems backup 24 x 7 service
- ▶ QTSC's Datacenter qualified Tier 3 standards.
- ▶ TUV Nord: Quality Management System ISO 9001:2008, Information Security System ISO/IEC 27001:2013.



ICT Community



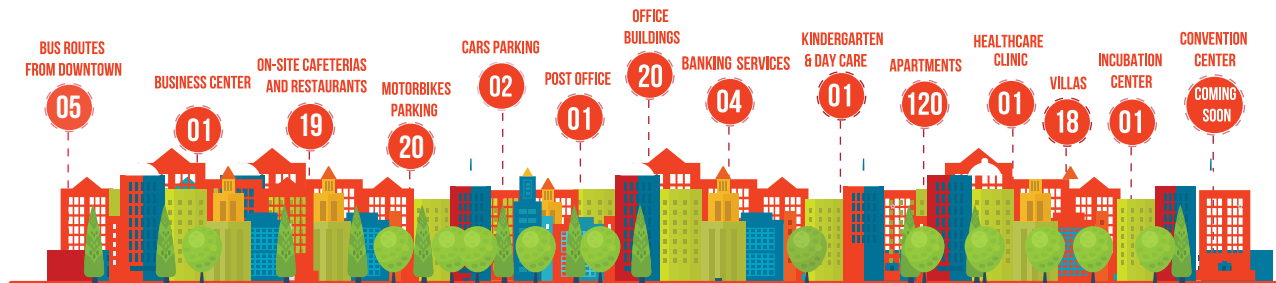
- ▶ The global software and IT services corporations such as Concentrix, Hexagon, KDDI, Hitachi Consulting, Swiss Post Solutions have decided to invest into QTSC because of its effective and efficient working environment. Gathered with top Vietnam enterprises such as TMA Solutions, Larion, Vinadata, they have created a high quality ICT community with more than 140 domestic and international ICT enterprises. Through this community, QTSC intended to help businesses penetrate easily to the domestic market, ICT connections and resources sharing when deploying large-scale projects.

Human Resources

- ▶ With six human resources training centers specialized in ICT, QTSC supplied reliable quality personnel ranging from technicians to master, with 10,520 students, including:
 - FPT University
 - Hoa Sen University
 - Saigon Institute Of Technology(Official Affiliate of Houston Community College)
 - Vien Dong College
 - ICT Training School in Ho Chi Minh City of Department of Information and mass Communication Institute of Ho Chi Minh City
 - IT Workforce Solution Center (ISC – QTSC)
- ▶ In addition, QTSC also connected more than 30 universities and colleges in Ho Chi Minh City to provide IT training for customer personnel as well as organizing many activities such as Job fair, iDay ... to help businesses looking for suitable human resources.



PERFECT CONVENIENT ENVIROMENT



ONE-STOP SERVICE

One-stop services of QTSC is a one of essential service to support all services, resolve doubts and complete administrative paperwork and create a comfortable business environment for enterprises operating at QTSC

The one-stop service offers free of charge supporting as following





Who can **INVEST** In QTSC ?

▶ QTSC welcomes all social and economic organizations, individuals living in Vietnam as well as from abroad to invest in the fields of:

- Construction and business of technical infrastructural works; Research – development, application and transfer of information technology; production and business of software products, digital contents, and information technology services; production and business of hardware products, electronic products in the hi-tech list prioritized for development investment and list of hi-tech products encouraged development as prescribed by legislation on high technology; training human force in information technology; technology incubation and information technology enterprise incubation; commercial promotion, investment promotion in information technology; provision of services for activities in the concentrated information technology parks.



B

INVESTING And
DOING BUSINESS In **QTSC ?**

QTSC is the first centralized information technology (IT) park in Vietnam to offering one-stop service. At the park, enterprises can take advantage services free of charge that QTSC has been providing for enterprises such as establishing companies, business and investment licenses, import-export services, transferring or leasing lands, construction licenses, immigration visas, visa extensions, work permits and legal matters.

The process of applying for business/investment license

A. Registration of investment project

- ▶ Documents
 - Application for the implementation of investment project;
 - Proposal for the investment project;
 - Report on the financial capacity of the Investor;
 - Explanation on the satisfaction of business conditions;
 - Legalized copy of the Business Registration Certificate and Charter of the Investor;
 - Legalized copy of the Audited financial statements of the Investor (2 newest years);
 - Legalized copy of the passport of the authorized representative of the investor;
 - MOUs on the lease of the premises of the Company.
- ▶ Duration of licensing: Within 15 working days from the date of full receipt of the valid dossier.
- ▶ Implementation Result: Investment Registration Certificate.
- ▶ Investment registration fee: None.

B. Business Registration

► Documents

- Application for enterprise registration;
- List of members/ founding shareholders;
- Charter;
- Valid copies of the following documents:
 - Citizen identification card or ID card or valid passport (if the founder is an individual);
 - Establishment decision or enterprise registration certificate or other equivalent document (if the founder is an organization); ID card or valid passport of the authorized representative and the corresponding authorization letter.

► Duration of licensing: Within 03 working days from the date of full receipt of the valid dossier.

► Implementation Result: Enterprise Registration Certificate.

► Business Registration Fee: 200.000 VND.

Success
Solution

Business Strategy
Innovation
Branding
Solution
Marketing
Analysis
Ideas
Success
Management

Innovation
Branding
Solution
Marketing
Analysis
Ideas
Success
Management
SOCIAL NETWORK



**QTSC's
SERVICES**



1. Office For Lease

▶ **Grade A**

Grade A is considered with emphasis on architectural design, materials and construction quality has reached international standards of height from 7 floors or more. Office is modern design with a large surface is exposed to natural light to create a clear and beautiful view so people can relax after tired of working hours.

▶ **Grade B**

Grade B office tenants are appealing a lower demand for quality services. Office was designed by the national standard will help businesses with medium and small offices have a modern design office and minimize costs. In addition, office expansion ability is high and immediately.

▶ **Grade C**

To meet the huge demand for leased office solutions for small and medium new established enterprises, Grade C is served with low-cost but adequate facilities for tenants to own a separate office with full facilities of a standard office and save costs in accordance with size of companies to create stylish professional working environment for your business.

▶ **PROCEDURES**

- Fill in leasing office application form
- Submit 01 (one) copy of business license certified by Notary Public
- Sign in the leasing office contract or MOU

Note: If you have not got your business license yet, please make your reference to part B

For more information:

<https://www.office.qtsc.com.vn>



Sales Department:

Tel: (+84 28) 37155 055

Fax: (+84 28) 37155 985

Email: lease@qtsc.com.vn

2. Leasing Land

PROCEDURES

- Fill in the leasing land application;

Note: If you are a local investor, you must have business license. Otherwise, please make your reference to part B

- Sign in a Memorandum of Understanding (MOU);
- Set up your investment project then submit to QTSC for assessment;
- Make a land location map;

Note: If you have not got your business license yet, please make your reference to part B

- Sign in contract for re-leasing land with QTSC then QTSC will hand over the real land to investor;
- QTSC will guide and support you to get the construction license and "right of land used" certification;
- QTSC will instruct investor all steps for constructing;
- Investors commits to use the service under the contracts – such as contract for providing geology drill, infrastructure service and hygiene environment.

Sales Department:

Tel: (+84 28) 37155 055

Fax: (+84 28) 37155 985

Email: lease@qtsc.com.vn



3. TELECOM AND INTERNET SERVICES

CUSTOMERS

Customer Analysis

If Not Acceptance

Report clear reasons why not acceptance to customer

Register for internet services must submit as following documents:

- Application for registration for using internet services at QTSC
- Contract for providing internet services at QTSC
- Investment License
- C.V of network Administrator
- Network Structure Chart
- Registration for providing IP & Domain Name (if registered with QTSC)
- Registration for providing IP & Domain Name Level 4

Submit for Approval

Other services

Sign Contract

Paying services fee

Install Internet

Check for technical acceptance

Record File

Register Level 3 Domain Name

Processing & approval time 10 days

Paying services fee

Notify & Request to establish server to manage domain name

Department of IT & Telecom management & development

Completed

SERVICES

- ▶ High Speed Internet Services
- ▶ The Intranet Services
- ▶ Dial-Up Connection Services (PSTN Remote Access)
 - Wireless Access Services
 - The VDSL Services (LRE)
 - Hosting Services
- ▶ Security Services
- ▶ ISP Services
- ▶ IT Security Services
 - Load Balancing
 - Firewall
 - Intrusion Defense Systems (IDS) and Intrusion Prevention Systems (IPS)
 - Web Application Firewall (WAF)
 - Distributed Denial Of Service (DDoS) Protection
 - Security Information and Event Management (SIEM)
 - Endpoint Antivirus
- ▶ Quality of service (Qos) (only applied for intranet connection)
 - NMS Services
 - IP Communication Services
 - Other services

Telecommunication Center:

Tel: (+84 28) 3715 8168

Fax: (+84 28) 3715 5985

Email: vienthong@qtsc.com.vn



4. BUSINESS NETWORK SERVICE



QTSC Communications Section is developed to help foreign companies to access IT Vietnamese market, connecting with the right partner to conduct technology transfer activities, expanding business opportunities. We also create several platforms for Vietnam IT companies to meet and exchange with their potential partners, level up their capabilities, as well as gather enough information to make right decision for their development plans. Our mission is to create effective promotion opportunities for our clients, where they can further their business interests by forming mutually beneficial business relationships. We will ensure we deliver our understandings, our experiences, our advantages to improve our clients' performance significantly.

- ▶ **Market Access:** Support foreign clients to enter Vietnam market and vice versa.
- ▶ **Outsourced Service:** Support clients in their promotion activities, represent the clients working with international/local partners.
- ▶ **ICT Promotion:** Organize international/ local programs to promote ICT industry as well as ICT products, services
- ▶ **Technology Symposium:** Create opportunities for ICT experts to discuss, update new technology, latest innovations in the modern world
- ▶ **Business Matching:** Organize face-to-face meeting, connect Vietnam and foreign enterprises, develop business cooperation in ICT
- ▶ **Human Resources Development:** Develop IT human resources to meet the demand of Vietnamese market.
- ▶ **QTSC Playing IoT Technology:** In order to develop the Smart City model, Quang Trung Software City (QTSC) has been collaborating with some partners to applying IoT platform for all activates in the management and area operation such as smart office system, face search, license plate recognition, spatial asset management system (GIS), environment management and monitoring system, smart street lighting system, smart water meter system, smart bike sharing system.

In the next stage, QTSC and partners will continue work together to develop other solutions such as security system, command center as well as built platform and library for integration solutions. After that, QTSC will assist the partners to expand the Smart City model for Ho Chi Minh City and Vietnam.

Communications Section:

Tel: (84 28) 3715 8057

Fax: (84 28) 3715 5985





D REFERENCES

COST OF DOING BUSINESS IN QTSC

1. ESTIMATED ONE TIME COST FOR SETTING UP AN ENTERPRISE WITH 10 EMPLOYEES

No.	Payment Items Initial cost	Unit	Unit price	Quantity	Total	Remarks
1	Office for lease: 3 months deposit	sqm	12	100	3,600	The deposit shall be refunded after contract expiration. Grade A office standard in QTSC
2	Office Desk	unit	60	10	600	Average
3	Office Chair	unit	40	10	400	Average
4	Cabinet	unit	30	10	300	1.2m x1m
5	Computer	unit	500	10	5,000	PC: core i5+monitor (LCD)
6	Interior Decoration	seat	50	10	500	Partition (aluminum frame with fabric, MDF stand)
7	Installing telephone fee	line	14	2	28	included VAT, 1fax + 1 telephone
8	Internet cable	node	35	20	700	1seat = 2 node (internet+telephone). Cost included cable, trunking, labor cost, outlet. But not included cabinet, network, switch, server, etc...
9	Telephone	unit	25	3	75	Panasonic KX-TS560
10	Printer	unit	200	1	200	Canon MF 221D
11	Printing Ink	box	70	1	70	Canon 337
12	Photo machine	unit	1,000	1	1,000	Ricoh Aficio MP 4001
13	Fax machine	unit	350	1	350	Canon Laser Fax L140
14	Service after having the license	time	350	1	350	Residence permission, informing for establishment proclamation, engraving and registering for the stamp
	Total				13,173	
	Arising cost				659	5% of total cost
	Total				13,832	

Applying for the enterprise leasing 100 sqm with 10 employees - Exchange rate: 1USD ~ 22,810VND

2. ESTIMATED MONTHLY EXPENSES FOR SETTING UP AN ENTERPRISE AT QTSC

No.	Payment Items	Unit price	Quantity	Total	Remarks
Monthly business expenses					
1	Salary	300	10	3,000	Average salary for fresh graduated student
2	Office rental fee	12	100	1,200	Grade A office standard in QTSC
3	Stationery	20	10	200	
4	Electricity	0.09	2000Kw	180	Price apply from 2017: 1,993 VND/kwh (not included VAT)
5	Internet	214	1 Mbps	214	Lease line service, Gate speed (1Mbps)
6	Pure Drinking Water	2.5	23	58	Bottle 19 liters
7	Medical Insurance	9	10	90	Occupied 4.5% on salary. Employee pays 1.5% and employer pays 3%.
8	Society Insurance	54	10	540	Occupied 26% on salary. Employee pays 8% and employer pays 18%.
9	Unemployment Insurance	3	10	30	Occupied 2% on salary. Employee pays 1%, employer pays 1%, Government 1%
10	Labor union fees	6	10	60	Employer pays 2%
	Total			5,772	
	Arising cost			279	5% total cost
	Total			5,850	

Applying for the enterprise leases 100 sqm with 10 employees - Exchange rate: 1USD ~ 22,810VND

No.	Payment Items	Unit price	Quantity	Total	Remarks
	Reference cost				
1	Motorcycle parking	7	10	70	Monthly
2	Eating & Drinking	30	10	300	10 people x 22 days/month
3	Bus	8.8	10	88	0.4 x 10 people x 22days
4	Car Parking	35	1	35	Monthly: Monday - Friday
5	Accommodation				Price can be changed in according with time living
6	Studios	31-50sqm	1 month	660 - 803 USD	3 bedrooms: 130sqm: 1 month: 1510 -1590usd
7	2 bedrooms	106sqm	1 month	1210 - 1290 USD	4 bedrooms: 219sqm: 1 month: 2390-2470usd
8	Dormitory	13-18 sqm	1 month	50 - 90 USD	

QUANG TRUNG SOFTWARE CITY IMPROVE THE VALUES – MOVING FORWARD

After years of focusing on the quantity of growth, QTSC brand has increasingly been gaining popularity worldwide and has become a destination for information technology companies which seek a favorable business environment and comprehensive IT infrastructure. In addition, as a pioneer in building a concentrated IT park, QTSC has planned to propose a QTSC chain by a model connecting points from Ho Chi Minh City to other provinces in order to contribute to development of Vietnam social economy as well as IT industry and has been approved the pilot establishment of QTSC chain model by The Prime Minister.

QTSC Chain members:





SERVICE DIRECTORY

Apartment & villa for rent

GreenHills Apartment **Add:** road 2
Saigon Lien Phuong Villa **Add:** road 3
Dong Phuong Villa **Add:** road 3

Tel: (+84 28) 37155 959
Tel: (+84 28) 0909880222
Tel: (+84 28) 0903835844

Restaurant & Cafeteria

Loi Xua Restaurant **Add:** road 3
Mina Restaurant **Add:** road 1&2
Saleta Restaurant **Add:** road 2 GreenHills Apartment
Golden Coffee **Add:** road 2, GreenHills Apartment
Quan Tuong **Add:** round about
KOKO Cafeteria **Add:** road 13, JVPE Building
Kien Yet **Add:** road 3
HD Coffee **Add:** road 2

Tel: (+84 28) 37155 451
Tel: (+84 28) 3846 3594
Tel: (+84 28) 37150 628
Tel: (+84 28) 22319 999

Open hour: 6:00 AM – 11:00 PM

Open hour: 8:30 AM – 10:00 PM
Open hour: 6:30 AM – 9:30 PM

Tel: (+84 28) 37155 152

Open hour: 6:30 AM – 5:30 PM
Open hour: 6:30 AM – 5:30 PM
Open hour: 6:30 AM – 5:30 PM

Kindergarten

Quang Trung Kindergarten **Add:** Road 3

Tel: (+84 28) 54371 007

Post Office

Tel: (+84 28) 37154 654

Headquarter

Add: 97 – 101 Nguyen Cong Tru Street, Nguyen Thai Binh Ward, District 1, Ho Chi Minh City, Vietnam
Tel: (+84. 28) 38213 034 Fax: (+84. 28) 37155 985 Email: qtsc@qtsc.com.vn Website: www.qtsc.com.vn

Office

Add: QTSC Building 1, Tan Chanh Hiep Ward, District 12, Ho Chi Minh City, Vietnam
Tel: (+84. 28) 37158 999 Fax: (+84. 28) 37155 985 Email: qtsc@qtsc.com.vn Website: www.qtsc.com.vn