QTSC
SOFTWARE CITY

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 becomes the largest IT Park in Vietnam. With the total area of 430,000 spm, QTSC has many functions such as software production, exhibition center, accommodation, entertainment as well as preeminent infrastructure facilities, competitive offices and services, wonderful environment and landscape for working and studying.

QTSC has got strong support from municipal, state governments and enjoys many incentives to promote Vietnam IT industry. Our responsibilities are not only managing and developing QTSC but also supporting the IT companies and investors who want to do business in Ho Chi Minh City particularly and in Vietnam generally. With great efforts and contributions, QTSC has truly become a "home" for people studying and working regularly. 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. Since its establishment in 2001, 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.

The 2017 study by KPMG ranked QTSC the third among eight technology parks in Asia based on occupancy, available incentives, and telecommunications infrastructure. The analysis also placed QTSC in the fourth position in terms of size and the efficiency of the companies located in the park, the attractiveness for foreign investors, the scale of foreign-invested companies, and the quality of human resources. Overall, QTSC stood out with its incentives, tenants from various industries, and the sustainable growth of its companies.

To date, QTSC has attracted numerous information technology companies, of which FDI companies account for nearly a half, many of them are coming from developed countries such as Japan, Germany, and the USA. QTSC aims to become a leading software city brand in Vietnam and on the international marketplace.

THE MASTER PLAN

1. Anna Building
2. Vien Dong College
3. Genpacific Building
4. Software Production
5. Misa Building

6A. Hall 6A

6B. QTSC Incubator
6C. Helios Building

7. PTT Building
8. V Life
9. Software Production Area
10. Hoa Sen University 2
11. Hoa Sen University 1
12. Viet An Building
13. QTSC Agriculture Center of Excellence
14. Saigon Tech
17. TMA Tower
18. Sunrise Building
19. ACB Building
20. JVPE Building
21. Software Production Area
22. Software Production Area
23. Calculation Research Center Project
24. Innovation Building

25A. Luxury Apartment JSC Project

25B. Green Hills Apartments
26. Van Trung Villas
27. Dong Phuong Villas
28. Lien Phuong Villas
29. Hong Minh Duc Villas
30. Kindergarten
31. Dormitory

32A. HOSE Building

32B. JSC Building Project

33. Software Production Area
34. QTSC Building 1
35. Mina Restaurant
36. QTSC Telecom Center
37. Software Production Area
38. Sewage Treatment Station
39. Raw Water Treatment Station
40. SMS Tower
41. Parking Area
42. QTSC Building 9
43. Software Production Area
44. Entertainment, Convention Center Project

45F. Community Activities Center

46. ICT Tower
47. Software Production Area
49. Fuel Station

II. WHY QTSC ?

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

- Location
- Incentives
- Infrastructure
- Facilities and services
- ICT Community
- Human Resources
- QTSC Chain

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:

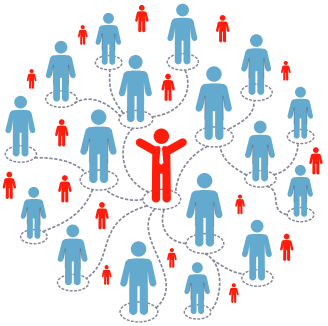
- To be entitled to select form of land assignment with collection of land levies, renting ground or subleasing land which has been built the infrastructure as prescribed by law;
- To be applied the tax rates of enterprise income tax of 10% for 15 years, exempted tax 04 year, reduced 50% of the payable 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:
  ISO 9001:2015 Quality management systems – Requirements,
  ISO 14001:2015 Environmental management systems - Requirements with guidance for use
  ISO/IEC 27001:2013 Information technology - Security techniques - Information security management systems – Requirements

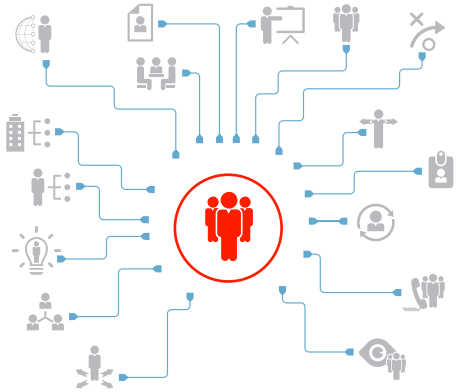
ICT Community



- The global software and IT services corporations such as Concentrix, Hexagon, KDDI, Hitachi Vantara, Swiss Post Solutions have decided to invest into QSTC 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 160 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.



165 Enterprises

21,831 People

20 Office Building

05 Data Center

01 Incubation Center

06 Universities and Colleges

01 Agriculture Center of excellence

01 Institute for Computational Science and Technology

06 Banking Services

21 Parking

08 R&D Labs

01 Business Center

04 Bus routes

16 On site cafeterias and restaurants

01 Healthcare Center

03 Football yard and Volley ball yard

02 Convenient Store

01 QTSC Digital Museum

01 Kindergarten

01 STEAM Center

120 Apartments

18 Villas

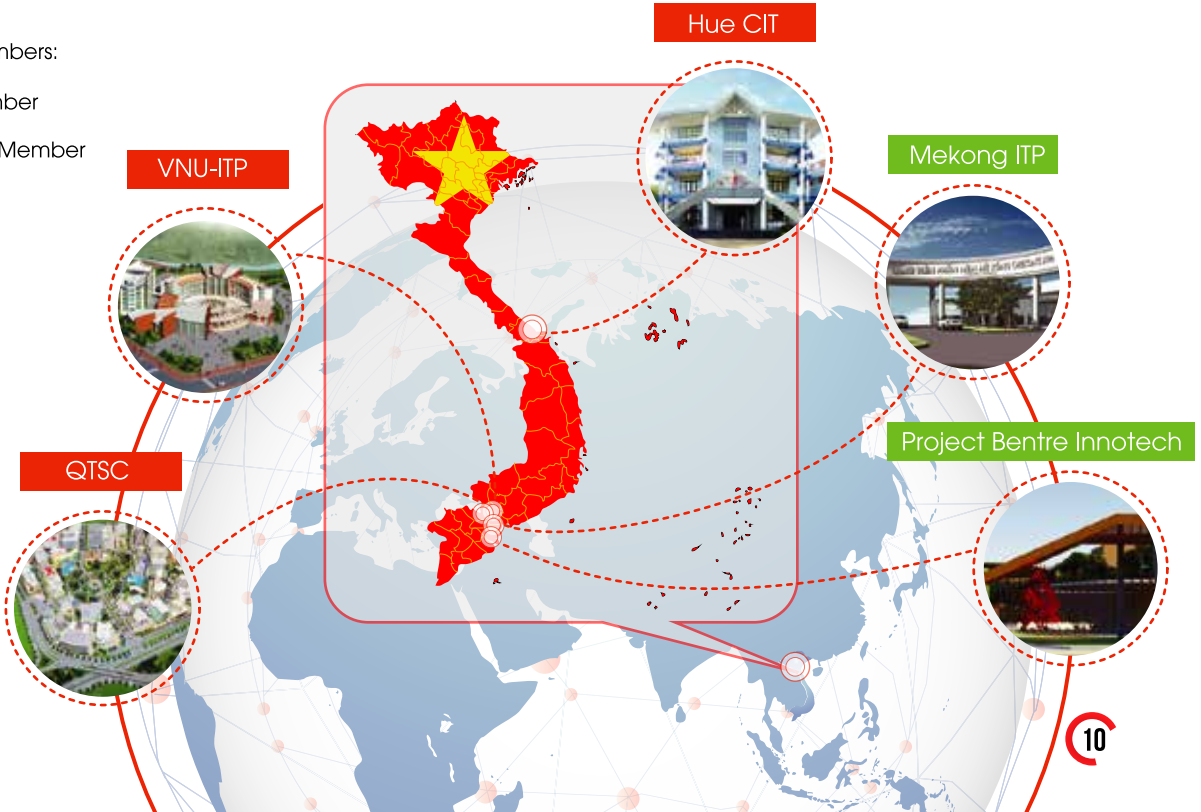
QTSC Chain

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:

- Official Member
- Prospective Member



INNOVATION
PIONEER
SMART BUILDING
SMART TRAFFIC
SMART GOVERNANCE
OPEN DATA ECOSYSTEM
SMART ENERGY
SMART ENVIRONMENT
SMART PUBLIC SECURITY
SUCCESS
TEAMWORK

Who can **INVEST** 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

QTSC's SERVICES

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

QTSC is the only centralized information technology (IT) park in Vietnam offering one-stop services. With incentives for taxes, prices, infrastructure, software support and one-stop service (QTSC) commits to always worked closely with the companies operating in the Park.

The one-stop service offer free of charge supporting as following:

- Consulting/supporting procedures for issuing business registration certificate
- Consulting/supporting procedures for engraving and registration procedures, seal sample notice
- Consulting/supporting procedures for the first tax declaration
- Consulting/supporting procedures for issuing investment registration certificates
- Consulting/supporting procedures for adjusting the investment registration certificate
- Consulting/supporting procedures for adjusting business registration certificate
- Consulting/supporting procedures for consular legalization consular legalization
- Consulting/supporting visas procedures for foreigners
- Consulting/supporting visa extension procedures for foreigners
- Consulting/supporting notarized translation procedures
- Consulting/supporting procedures for issuing of temporary residence card
- Consulting/supporting work permit procedures for foreigners
- Consulting/supporting immigration visa for foreigners
- Consulting/supporting procedures for criminal record certificate of foreigners
- Consulting/supporting procedures for applying APEC card

Customer Service Department
Tel: (+84 28) 3715 8888 - Ext 939
Fax: (+84 28) 3715 5985
Email: qtsc@qtsc.com.vn

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

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;
- Invertors commits to use the service under the contracts – such as contract for providing geology drill, infrastructure service and hygiene environment.

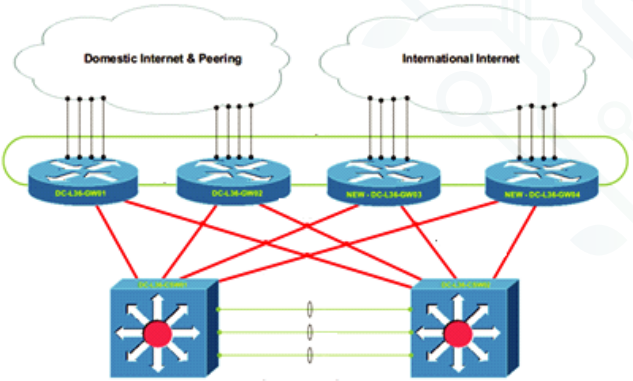
Sales Department:
Tel: (+84 28) 3715 8888 - Ext 999
Fax: (+84 28) 3715 5985
Email: lease@qtsc.com.vn

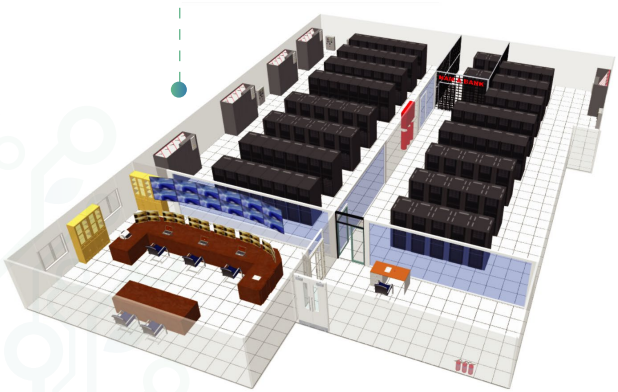
3. TELECOM AND INTERNET SERVICES

▶ QTSC is an Internet service provider and also an information security service provider in Vietnam, operating in telecommunication and IT field for more than 18 years, providing Internet services, DC infrastructure, information security services, and IT application solutions...

▶ The network infrastructure uses advanced technology (MPLS/VPN, Software-defined Networking), large processing capacity and redundancy network system. International and domestic Internet gateways ensure continuous, broadband and high access speeds:

- Direct connection with fiber optic and backup line to international Internet and domestic Internet gateways of ISPs in VN: VNPT, FPT, Viettel, CMC, SPT, MobifoneGlobal, SCTV;
- Internet bandwidth responsive on request and rapid upgrades;
- Support optimal routing on demand, ensuring SLA by commitment.



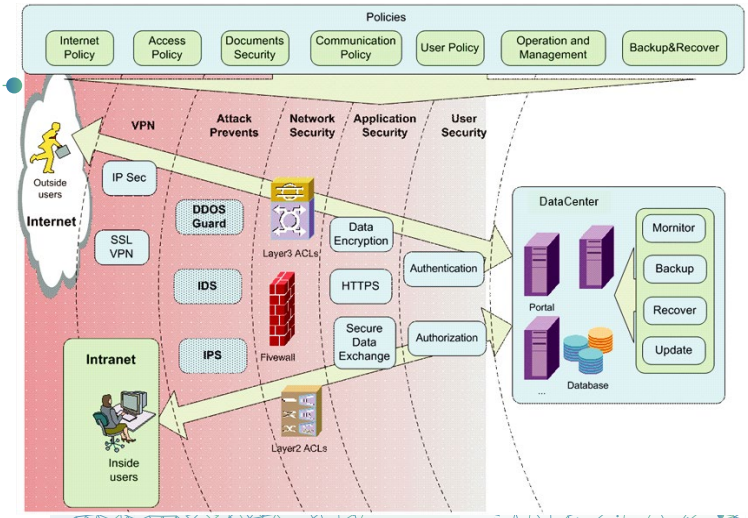


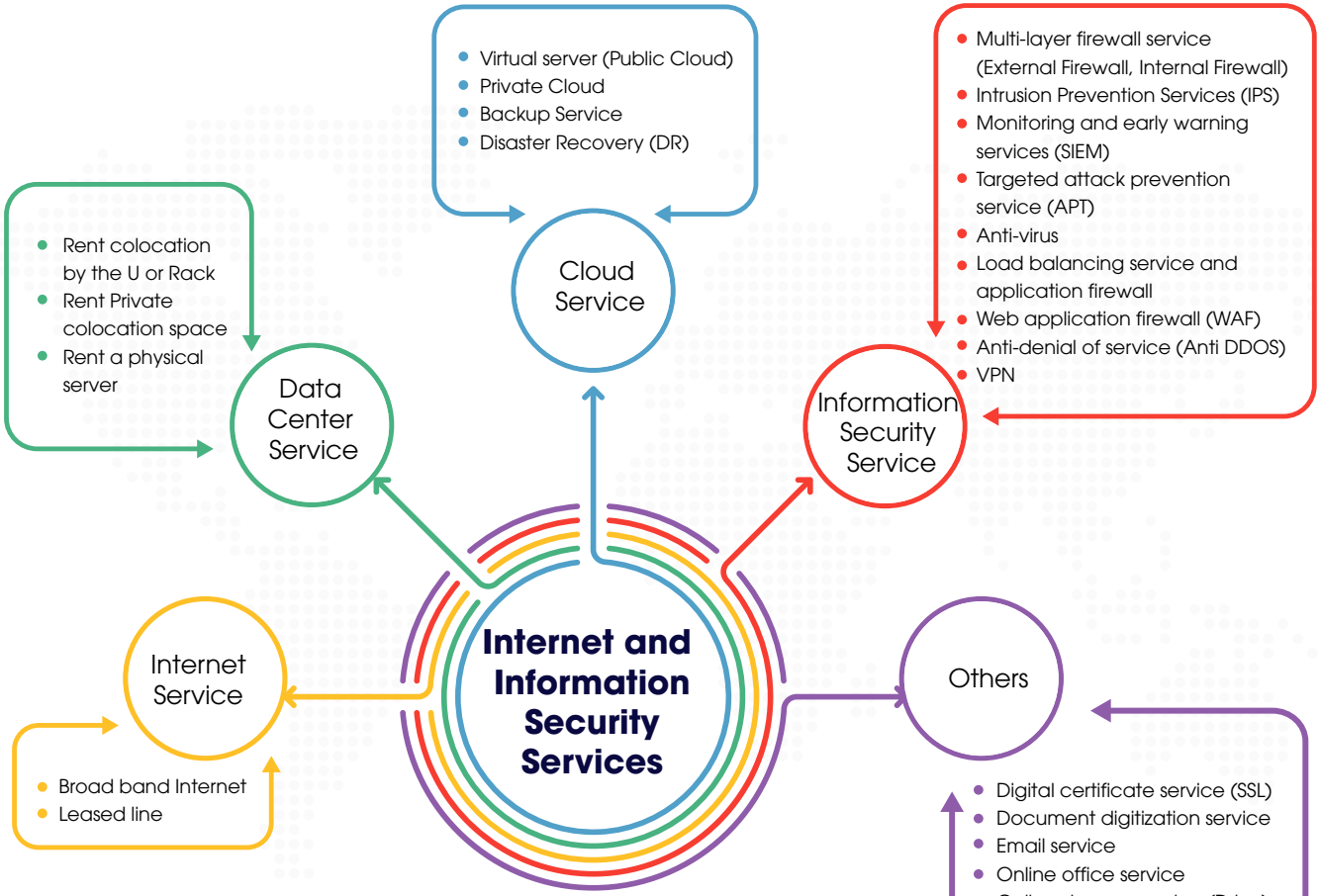
- The QTSC-IDC Datacenter is built in accordance with international standards TIA942 at level III:
- Continuous and backup power supply: 4 medium voltage power sources, 2 independent UPS systems, 2 generators operate redundance N+1;
- Precision cooling system ensures 21oC ± 1oC, humidity RH 55% ± 5%, backup operation N+1;
- Automatic fire extinguishing system FM200 no damage to equipment and human health effects;
- System rack cabinets are arranged hot goods to save air and save energy;
- Grounding, lightning protection and other components comply with standards;
- Management of environmental monitoring, centralized infrastructure and security control 24/7.

- Cloud computing infrastructure using VMWare's virtualized technology, availability (99.99%), high stability and safety:
- The system provides the cloud infrastructure designed in modular architecture, which is flexible in expanding and upgrading the system;
- Compute and storage systems that operate in accordance with readiness (HA) and standby to ensure continuous and stable;
- The management system provides portal for operational management of vDC resources, monitoring of VMs in real-time...

▶ Information security systems are full of components that protect the application system in layered and in-depth ways. Uses the world's most advanced security technology (Checkpoint, Imperva, Trend Micro, F5, Radware, Cisco...)

▶ Data center operations are managed for quality and information security according to ISO 9001:2015, ISO 27001:2013. A team of engineers who operate the system with experience and high qualifications.

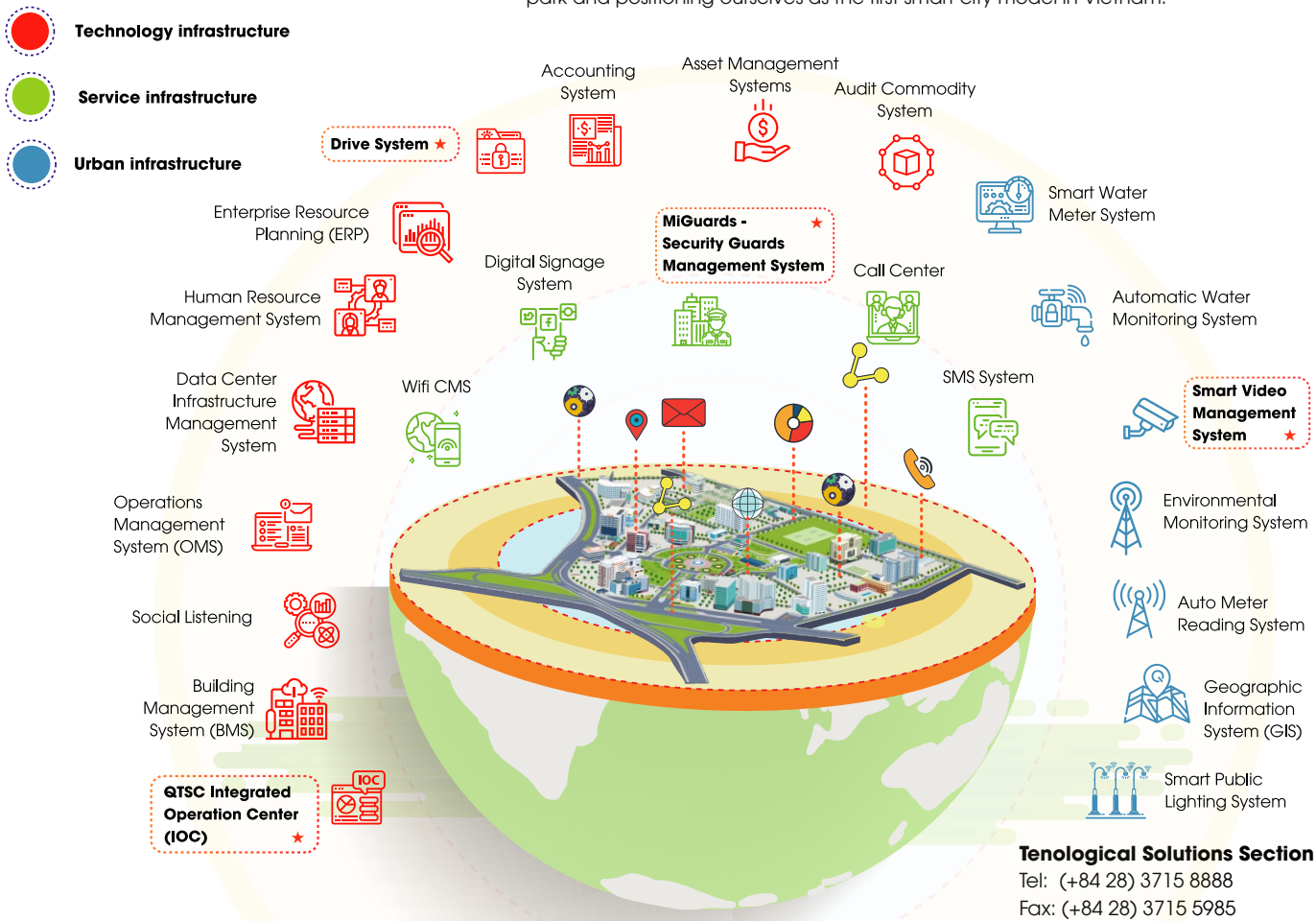




Telecommunication Center:
Tel: (+84 28) 3715 8888 - Ext 900
Fax: (+84 28) 3715 5985
Email: vienthong@qtsc.com.vn

5. TECHNOLOGICAL SOLUTION

In order to improve our management system, QTSC has taken the initiative to apply new technologies and solutions since 2016, towards promoting QTSC as a modern software park and positioning ourselves as the first smart city model in Vietnam.



Tenological Solutions Section
Tel: (+84 28) 3715 8888
Fax: (+84 28) 3715 5985

4. EVENTS & COMMUNICATIONS

Seminar, Workshop & Webinar

International Conference

Exhibition & Showcase

Business Matching & Networking Session

Start-up support

Overseas Promotion Campaign

Human resource development

Technology development is getting advanced dramatically day by day. The trend of Industry 4.0 is spreading out across all global locations and structures. QTSC would not stand behind that evolution.

With our vast ecosystem, we connect people and organizations in IT and tech industry, create several platforms and networks for Vietnamese and global entrepreneurs, innovators, and business leaders to leverage business opportunities.

Our customized programs and events for IT, tech and start-up community provide the most benefits for our clients to level up their capabilities and thrive in today's fast-paced digital economy.

Event & Communications Section
Tel: (+84 28) 3715 8888 - Ext 974

REFERENCES

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	70	10	700	Average
3	Office Chair	unit	50	10	500	Average
4	Cabinet	unit	40	10	400	1.2m x1m
5	Computer	unit	500	10	5,000	PC: core i5+monitor (Led HD)
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	40	3	120	Panasonic KX-TS880
10	Printer	unit	200	1	200	Canon LBP2900
11	Printing Ink	box	30	1	30	Canon LBP2900
12	Photo machine	unit	1,000	1	1,000	Ricoh Aficio MP 5002
13	Fax machine	unit	300	1	300	Panasonic KX-FL612
14	Service after having the license	time	350	1	350	Residence permission, informing for establishment proclaimation, engraving and registering for the stamp
	Total				**13,428**	
	Arising cost				671	**5% of total cost**
	Total				**14,099**	

Applying for the enterprise leasing 100 sqm with 10 employees - Exchange rate: 1USD ~ 23,330VND

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

No.	Payment Items	Unit price	Quantity	Total	Remarks
	Monthly business expenses				
1	Salary	350	10	3,500	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	0.1	2000Kw	200	Price apply from 2019: 2,290 VND/kwh (not included VAT)
5	Internet	257	1 Mbps	257	Lease line service, Gate speed (1Mbps)
6	Pure Drinking Water	2.6	15	39	Bottle 19 liters
7	Medical Insurance	10.5	10	105	Occupied 4.5% on salary. Employee pays 1.5% and employer pays 3%.
8	Society Insurance	61.25	10	612.5	Occupied 26% on salary. Employee pays 8% and employer pays 18%.
9	Unemployment Insurance	1	10	10	Occupied 2% on salary. Employee pays 1%, employer pays 1%, Government 1%
10	Labor union fees	7	10	70	Employer pays 2%
	Total			**6,194**	
	Arising cost			310	5% total cost
	Total			**6,503**	

Applying for the enterprise leases 100 sqm with 10 employees - Exchange rate: 1USD ~ 23,330VND

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	Monthy: Monday - Friday
5	Accommodation				Price can be changed in according with time living
6	Studios	50sqm	1 month	883 USD	3 bedrooms: 130sqm: 1 month: 1,574 usd
7	2 bedrooms	106sqm	1 month	1,277 USD	4 bedrooms: 219sqm: 1 month: 2,445 usd

SERVICE DIRECTORY

Apartment & villa for rent

Green Hills Apartment	**Add:** Road 2	**Tel:** (+84 28) 3715 5959
Saigon Lien Phuong Villa	**Add:** Road 3	**Tel:** (+84) 909 880 222
Dong Phuong Villa	**Add:** Road 3	**Tel:** (+84) 903 835 844

Restaurant & Cafeteria

Mina Restaurant	**Add:** Road 1&2	**Tel:** (+84 28) 3846 3594	**Open hour:** 06:00 AM – 05:30 PM
Hai Luong Restaurant	**Add:** Ground Floor, QTSC Building 9	**Tel:** (+84) 905 827 968	**Open hour:** 07:30 AM – 06:00 PM
Golden Coffee	**Add:** Road 2, Green Hills Apartment	**Tel:** (+84 28) 2231 9999	**Open hour:** 06:30 AM – 09:30 PM
KOKO Cafeteria	**Add:** Road 13, JVPE Building	**Tel:** (+84 28) 3715 5152	**Open hour:** 06:30 AM – 05:30 PM
German Bites restaurant	**Add:** Ground Floor, QTSC Building 9	**Tel:** (+84) 908 598 635	**Open hour:** 07:30 AM – 06:00 PM
HD Food Shop & Coffee	**Add:** Road 2	**Tel:** (+84) 976 786 581	**Open hour:** 06:30 AM – 05:30 PM
Passio Coffee	**Add:** Ground Floor, QTSC Building 9	**Tel:** (+84 28) 1900 9434	**Open hour:** 07:00 AM – 06:00 PM
The Capital Coffee	**Add:** QTSC R&D Labs	**Tel:** (+84) 789 247 474	**Open hour:** 07:00 AM – 05:00 PM

Kindergarten

Quang Trung Kindergarten	**Add:** Road 3	**Tel:** (+84 28) 5437 1007

Convenience Store

Vinmart+	**Add:** Ground Floor, QTSC Building 9	**Tel:** (+84) 247 1066 866	**Open hour:** 06:00 AM – 09:00 PM
Green Hills Convenience Store	**Add:** Green Hill Apartment, road 2		**Open hour:** 06:00 AM – 09:00 PM

Headquarter

Add: 97 – 101 Nguyen Cong Tru Street, Nguyen Thai Binh Ward, District 1, Ho Chi Minh City, Vietnam
Tel: (+84 28) 3829 4146 **Fax:** (+84 28) 3715 5985 **Email:** qtsc@qtsc.com.vn **Website:** www.qtsc.com.vn

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Event & Communications

QTSC Chain

QTSC Facilities & Amenities

Office for Lease

Agriculture Center of Excellence

QTSC R&D Labs

QTSC Smart City model

QTSC Telecom Center

QTSC
SOFTWARE CITY

HOW TO INVEST & DO BUSINESS IN QTSC

www.qtsc.com.vn