

Hanoi, 21st October 2025

Ref: 04/TCTHK-To Flight Ops Control

To: All Valued Suppliers

Subject: Clarification of Request for Proposal (RFP) of the Package “Supplying Vietnam Airlines Flight Operations Control for the October 2026 – September 2031 period”

Dear Sir/Madam,

Vietnam Airlines JSC (VNA) now would like to express our best regards to your company. On 10/10/2025, VNA received a Supplier’s email that requires to clarify a few points of RFP and would like to clarify as followings:

No	Supplier’s Requirement to clarify	VNA’s clarification
1	Form 5 – Clarification Required Could you kindly elaborate on the following requirements and provide additional details on what is expected and needed for each?	
	3.2. Engine Operational Data	Features 3.2 / 3.3 / 3.4 are intended to provide information supporting aircraft scheduling (for both operations and maintenance) based on integrated data from the MRO system (AMOS), specifically including: - Information on engine limitations in terms of flight cycles and flight hours. - Planned engine removal and installation schedules. - Automatic update of engine flight cycle and flight hour data after each flight.
	3.3. Engine Montage/Demontage (Installation/Deinstallation) on/from Aircraft	
	3.4. Automatic Tracking of Aircraft and Engines Operational Data in Post-Flight Processing Procedures	
	12.19. Level of Crisis – Based on the Number of Impacted Flights and Passengers	For each proposed scenario, we classify it based on specific criteria such as the number of affected flights and passengers. Based on this classification, a corresponding decision-making level is assigned. With this feature, each scenario shall include clear impact information (e.g., number of affected flights/passengers), along with configurable thresholds or levels, in order to suggest the appropriate level of authority for execution.
2	Additional Query – Remote Station Access Our team also noticed that there is no mention of requirements for remote station access to monitor flight movements—something we currently manage via Ops Web. Could you please clarify how VN outstations are expected to monitor inbound and outbound flights under the proposed solution?	Our stations monitor flight movements through two methods: 1- SITA text: MVT messages and ACARS (OOOI). 2- System viewing accounts: used to monitor aircraft departures and arrivals via app or web-based interface.



No	Supplier's Requirement to clarify	VNA's clarification
3	<p>Main RFP Document – Section 2.3 (Tax Clarification)</p> <p>Regarding the following clause:</p> <p><i>“Supplier shall provide sufficient information in Form 03 - Table of Offer Price with the signature of the legal representative of Supplier, including all price components (including taxes and fees, escalation rate from 2nd year (if any)). <u>In case the Supplier declares that the offer price does not include taxes, fees, and charges in the Table of Offer Price, VNA shall determine the Supplier's taxes, fees, and charges in Vietnam in accordance with current tax regulations in Vietnam (may include but not limited to: Value Added Tax (VAT), Foreign Contractor Tax ...). If awarded the contract, the Supplier shall be responsible for fulfilling tax obligations in accordance with regulations.</u>”</i></p> <p>As our standard practice, due to the complexity of local tax regulations, we do not include taxes in our pricing, and each party is typically responsible for their own tax obligations. Could you kindly elaborate on how VNA will determine the applicable taxes, including the applicable rates, calculation methods, and any other relevant details?</p>	<p>As stipulated in Section 2.3 of the RFP, VNA will determine the Supplier's applicable taxes, fees, and charges only in Vietnam in accordance with the current tax regulations of Vietnam (“Applicable Taxes”), for the purpose of estimating the total amount VNA shall have to pay for the services.</p> <p>For foreign suppliers, the Applicable Taxes will be uniformly applied among all suppliers to ensure fairness.</p> <p>Please note that the Applicable Taxes are not used in the steps of financial evaluation and ranking of Suppliers (as described in Sections 3.4 and 3.5 of the RFP).</p> <p>In cases where the foreign supplier does not have a legal presence or permanent establishment in Vietnam, and according to the valid relevant regulations: (i) VNA pay the net price to Supplier and implement tax obligations on behalf of Supplier; (ii) the Supplier shall use reasonable efforts to enable the reduction, recovery, or credit of the withheld taxes in accordance with the applicable Double Tax Treaty or other relevant regulations (if any).</p>

We look forward to receiving your proposal and thank you for your continued cooperation.

**On behalf of Vietnam Airlines JSC
Legal Representative of Purchaser**



Hồ Minh Tam

Director of Operations Control Center

