



འབྲུག་མི་སེར་རྒྱ་ཁོར་གཞི་བཟུང་ཚད་འཛིན།

Druk Holding and Investments Limited

DHI/PROC-11/2024/527/535

May 20, 2024

Subject: **Addendum No. 1**

Tender reference: *DHI/PROC-11/2024/527 dated May 17, 2024 for Hiring of Consultant(s) to conduct Customer Satisfaction Survey*

Dear Bidder(s),

With reference to the aforementioned tender, Druk Holding and Investments Limited would like to provide the following clarification in response to the inquiries made by prospective bidders:

SN	Clarification Sought	DHI's Response
1	<p>Following is stated in the RFP and we would like to request for the soft copy(ies) of the same. Or do they have to be collected in Hard Copies from your office?</p> <p><i>"the Consultant should adopt same survey design and methodology including questionnaires used in 2023 Customer Satisfaction Survey.... Sample questionnaires and sampling framework may be collected from DHI office in order to estimate the work volume"</i></p>	<p>The survey questionnaires and sampling framework will be provided to the successful bidder during the contract signing or negotiation period.</p>

This addendum shall form a part of the bidding document and shall be binding.

Yours sincerely,

(Kinley Gyem)
Associate Manager
Procurement Unit, CSD
Druk Holding and Investments Limited

