



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

**Druk Holding and Investments Limited**

DHI/PROC/TEN/2025/08/860

August 19, 2025

Subject: **Addendum No. 1**

Tender reference: DHI/PROC/TEN/2025/08 dated August 7, 2025, to sign a framework contract for SAP Consultancy Services

Dear Bidder(s)/Consultant(s),

With reference to the aforementioned tender, Druk Holding and Investments Limited would like to issue the following addenda:

*To ensure availability of resources and continuity of services, the Consultant must commit to a minimum of 240 man-days for the period of 1.5 years, with the following conditions:*

- *The man-days may be utilized across different SAP functional and technical areas as mentioned in the ToR.*
- *The Client reserves the right to allocate the man-days to any modules/role as needed during the contract period.*
- *Any unused man-days within a month may be carried forward to the next month within the contract period.*

The responses to the clarifications sought by the consultants are attached.

All the other Terms and Conditions of the tender shall remain unaltered. 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



SN	REQUIREMENT	DETAILS	REMARKS	QUERIES	REPLY
1	Phases			Please confirm the number of phases	2
2	Company Codes Per Phase		We understand that there are 12 Company Codes.	Please confirm the number of company codes.	9 company code in Phase 1 & estimate 12 company code in Phase 2
3	Current Phase		system configuration, data migration, integration development and change management	Please confirm our understanding of the current phase as per our Remarks	Yes
4	External Consultant Scope	SME	Provide targeted support in areas requiring specialized experience,	Please confirm our understanding of the scope as per our Remarks	Yes
		QA	Ensure Quality assurance in critical technical and functional domains	Please confirm our understanding of the Scope as per our Remarks	Yes
5	SLA (On demand)				
A	Resource Mobilization	05 Days	Deployment timeline of 05 days of WO/ ONSITE is not practical; min 15 days is required but for REMOTE 07 working days	Pls clarify	Deployment timeline of 10 days of WO/ Onsite and 05 days for Remote.
B	Replacement Time	10 Days	Underperforming consultant to be replaced within 10 working days		as per TOR
C	Availability	95%	In a T&M contract, how do we calculate the availability percentage? The idea is to provide timesheets for all engaged consultants on a monthly basis.		Time sheet will be maintained by both parties on their actual engagement. Details will be agreed upon prior to the contract signing.

SN	REQUIREMENT	DETAILS	REMARKS	QUERIES	REPLY
D	Response Time to Queries	24 HOURS	Response to critical issues within 24 hours	How are section D & E linked?	
E	Issue Resolution Time		Medium severity: within 3 business days: High:1 day	How are section D & E linked?	
F	Knowledge Transfer (KT)	1 W	Documentation and KT completed at least 1 week before offboarding per WO	Please Confirm	Yes
G	Reporting	Weekly	At least weekly status reports and monthly performance reviews	Please Confirm	Yes
6	Penalty		A penalty of 5% of the individual WO value per week of delay will be levied for delays beyond the stipulated time, capped at 10%.	10% capping is weekly or in total?	in Total
7	Modules	SAP Project Management Advisor	Okay	SAP Module consultants can be easily provided with a 15 days for ONSITE and 05 Days for OFFSHORE, but for technical resources like BTP, an advance plan of about a month is required	Deployment timeline of 10 days of WO/ Onsite and 05 days for Remote.
		SAP S/4HANA modules (FI, CO, SD, PP, PS, EAM(PM), HCM, ISU, MM)	Okay		
		SAP Analytic Cloud (SAC)	Okay		

SN	REQUIREMENT	DETAILS	REMARKS	QUERIES	REPLY
		SAP Group Reporting/ Consolidation	Okay		
		SAP Data Specialist	Okay		
		SAP Testing and Cutover	Okay		
		SAP Integration (PI/PO/CPI/API)	Okay		
		SAP BTP	Okay		
		SAP Workflow (SAP Business Workflow / SAP BTP Workflow)	Okay		
		SAP BASIS and Technical Administration	Okay		
		SAP S/4HANA & Datasphere & Connectivity	Okay		
		SAP Technical (SAP Fiori/UI5 Developers, ABAP)	Okay		
8	Deliverables		The deliverables are not aligned to a T&M/ on demand consultants methodology	Such deliverables can only be achieved with a fixed scope fixed timeline engagement; with our own Project Manager in place throughout our part of scope	as per ToR
9	Replacement	Required in 10 days	Industry Standard is of 15 days	Please confirm	as per ToR
10	Engagement rules				
A	Contract Duration	18 months			as per ToR

SN	REQUIREMENT	DETAILS	REMARKS	QUERIES	REPLY
B	Mode	T&M/ Fixed (WO dependent)			as per ToR
C	Nature	Adhoc			as per ToR
D	Engagement	ONSITE/ OFFSHORE (WO dependent)			as per ToR
E	Travel	Reimbursed	On Actuals - Economy class		as per ToR
F	Other Logistics	To be included in proposal	Should be either at actuals or in DHI scope for ONSITE	Please Confirm	as per ToR
G	Minimum Resource Deployment	NIL	For health of the contract a minimum number of Man Days should be agreed at	Please Confirm	as per Addendum 1