

ANNEX "A"

PROJECT: 2021 3RD PARTY CUSTOMER SATISFACTION SURVEY

QUERIES/CLARIFICATIONS RAISED DURING THE PRE-BID CONFERENCE:

	Query/Clarifications	TWG/BAC Reply
1	<i>With regards to the contact #s of the respondents.</i> What if the contact/respondent doesn't answer the call, do we consider it as dropped?	No, if the required numbers of respondents needed are 1500, usually we give 3-5 times of respondents.
2	<i>Reporting to the management.</i> What is the SLA? What if you can't reply to us in time? Would you take that in our timeline?	The Consultant would not be penalized or be liable if the delay is caused by the issuance of certificate by ManCom.
3	<i>Clarification</i> Those who can pass the technical evaluation, can it be the 3 of us? Or 2? Or 1?	Yes, it is possible that the 3 of the Consultants may pass, and we won't open the Financial Proposal if you didn't pass the evaluation of the Eligibility and Technical documents.