

Our Ref: **CONF/IRA/00/036/14**

17th May, 2022

To All Bidders,

Dear Sirs,

**RE: ADDENDUM NO 1:
TENDER NO. IRA/196/2021-2022 – PROVISION OF CONSULTANCY
SERVICES TO UNDERTAKE TREATING CUSTOMERS FAIRLY (TCF)
NATIONAL CUSTOMER SATISFACTION SURVEY**

The above captioned matter refers.

We have received a request for clarification from some of the participating bidders regarding the submission date of the proposals.

Please note that the submission date for the proposals indicated on page 11 as **18th May, 2022 at 11:00 a.m.** is erroneous. The date of submission of the proposals is on **20th May, 2022 at 11:00 a.m.**

The other terms and conditions of the tender remain the same. Please acknowledge receipt of the Addendum No. 1 by signing and returning the appended acknowledgment page.

Yours faithfully,



**FELIX K. CHELIMO
SENIOR MANAGER, SUPPLY CHAIN MANAGEMENT
FOR: INSURANCE REGULATORY AUTHORITY**

ACKNOWLEDGEMENT OF ADDENDUM NO. 1

We, the undersigned hereby certify that the addendum is an integral part of the document and the alterations set out in Addendum has been incorporated in the tender document.

_____ *[Authorized Signature]*

_____ *[Name and Title of Signatory]*

_____ *[Name of Firm]*

_____ *[Address:]*

A handwritten signature in black ink, located in the bottom right corner of the page. The signature is stylized and appears to be a set of initials or a name written quickly.