

**HIMACHAL PRADESH
STATE ELECTRONICS
DEVELOPMENT
CORPORATION
LIMITED**



**1st & Ground Floor, I.T.
Bhawan, Mehli, Shimla -171 013
Tel. No. 0177-2623259,
2623513, 2626320, 2623513,
2623043, FAX:0177-2626320
Website: www.hpsedc.in**

File No.: HPSEDC/Digital-Media/2k26-3187
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Date: 05/10/2026

CORRIGENDUM-II

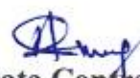
(Tender No. HPSEDC/Digital-Media/2k26-3187)

HPSEDC published e-tender for Request for Empanelment of Digital & Social Media Agencies, bearing tender No: HPSEDC/Digital-Media/2k26-3187.

Based on the queries received from the bidders, the following changes/ modifications/ clarifications/ specifications in the tender Section(s)/ Clause(s) are incorporated in the tender document by issuing of Corrigendum.

The detailed response to the received Prebid queries is attached as **Annexure A**.

Last date for bid submission is extended from 08/10/2026 to 15/10/2026 till 2:30 PM and same will be opened on 16/10/2026 at 2:30 PM.


**Data Controller,
HPSEDC, Shimla**

ANNEXURE-A

S.No	Section of the RFP	Point of Clarification required as per RFP	Requested Clarification / Suggested Changes by the bidder	Clarification/ Revised Specification may be read as
1	NA	NA	Section 4 specifies seven years of experience, whereas Annexure 1 specifies three years. Kindly confirm which requirement applies.	Clarification: As per criteria no. 9 of Annexure - 1 : Eligibility Criteria of the RFP document, the bidder must have at least three years' experience on or before 31th March 2026, in providing related services of a similar nature of work as stated in this tender.
2	NA	NA	For the requirement of 10 projects, including two projects within the last three financial years, does "Corporate" include private corporate clients, or must these two projects be for government/public-sector entities?	As per RFP Annexure - 1 : Eligibility Criteria of the RFP document clearly states the requirement.
3	NA	NA	Kindly specify the financial years applicable to the two-project requirement and confirm whether ongoing assignments are acceptable or only completed projects qualify.	As per RFP Annexure - 1 : Eligibility Criteria of the RFP document clearly states the requirement.
4	NA	NA	Please confirm whether the prescribed alternative of work orders accompanied by self-completion certificates certified by a CS/independent auditor is acceptable for all qualifying projects.	As per RFP Annexure - 1 : Eligibility Criteria of the RFP document clearly states the requirement.
5	NA	NA	Kindly confirm whether eligible MSME/Udyam-registered bidders receive any exemption or relaxation regarding: Tender fee and EMD; Turnover, experience and project-count requirements; Annual empanelment fee and performance bank guarantee; and Purchase or price preference. Please share the applicable policy/circular and documents required to claim any benefit.	Clarification: Exemption, if any in evaluation criteria or any other terms & conditions of this document, will be as per Notification No. 4-Ind/SP/Misc/F/6-10/4/80-Vol-V dated 16.05.2020 issued by Controller of Stores Himachal Pradesh or any other orders issued by Govt. of Himachal Pradesh in case the committee deems it fit.
6	NA	NA	Are the stated deliverable quantities applicable per department, per deployed team or per work order?	Clarification: This is Request for empanelment, which will be applicable for the future works which are likely to be received from the department. The further requirement shall be communicated at the time of issuing work order.
7	NA	NA	Will resources be required onsite? Please specify likely locations, minimum staffing, working hours and arrangements for holidays or work beyond office hours.	Clarification: As per terms and conditions of the bid document, the resources must be deployed on-site.
8	NA	NA	Can one team service multiple departments, or is a dedicated team required for each assignment?	Clarification: As per terms and conditions of the bid document, the resources must be deployed on-site as per the requirement of the particular department.
9	NA	NA	Please clarify the different durations specified for bulletin scripting and editing, and the different quantities specified for documentary scripting and editing.	As per RFP
10	NA	NA	Who will provide raw footage, photography, voiceovers, stock assets, music licences and other production inputs? How should travel, shoots and related expenses be priced?	Clarification: This is Request for empanelment, which will be applicable for the future works which are likely to be received from the department. The further requirement shall be communicated at the time of issuing work order.
11	NA	NA	Are paid advertising/media buying, influencer engagement or SEO included? If yes, please specify the scope and whether media/platform expenditure will be funded separately.	Clarification: This is Request for empanelment, which will be applicable for the future works which are likely to be received from the department. The further requirement shall be communicated at the time of issuing work order.
12	NA	NA	Are there defined approval timelines, revision limits, performance targets and arrangements for delays caused by pending departmental inputs or approvals?	Clarification: This is Request for empanelment, which will be applicable for the future works which are likely to be received from the department. The further requirement shall be communicated at the time of issuing work order. Penalties, wherever applicable, shall be imposed in accordance with the terms and conditions of the RFP, respective work order/contract, taking into account the circumstances attributable to the agency.

S.No	Section of the RFP	Point of Clarification required as per RFP	Requested Clarification / Suggested Changes by the bidder	Clarification/ Revised Specification may be read as
13	NA	NA	Please confirm the authorised tender-specific bank account and permitted payment methods for the tender fee and EMD. Where EMD is paid through RTGS, is physical submission of the payment receipt/covering letter also required? Please confirm the delivery address and deadline. Kindly confirm the required EMD bank-guarantee validity. The performance-guarantee provisions refer to different validity periods. Please confirm the applicable period, submission timeline and release conditions, and whether a separate guarantee is required for each work order. Please confirm applicable taxes on the annual empanelment fee and whether this fee remains payable where no assignment is allocated.	Clarification: EMD and Tender Fee shall be submitted through any form as mentioned in the RFP.
14	Page 9 – Clause 4: Eligibility Criteria	The RFE can be responded by Digital Media Agencies. Categories of organizations can be government, semi-government and private organizations with at least seven years of experience in the said categories.	The bidder is a relatively young organization; however, its promoters/key professionals/team members possess substantial cumulative experience in digital marketing, social media management, creative services, content development, performance marketing and campaign management. Kindly clarify whether the 7-year experience requirement applies strictly to the bidding entity, or whether the experience of promoters, directors, key managerial personnel and/or professional team members can also be considered. We request HPSEDC to relax the 7-year organizational experience requirement and permit agencies having at least 3 years of relevant organizational experience, supported by an experienced professional team. Alternatively, relevant cumulative experience of promoters/directors/key professionals may be considered for fulfilling the experience requirement.	Clarification: As per criteria no. 9 of Annexure - 1 : Eligibility Criteria of the RFP document, the bidder must have at least three years' experience on or before 31th March 2026, in providing related services of a similar nature of work as stated in this tender.
15	Page 27 – Annexure 1, Sr. No. 9	The bidder must have at least three years' experience on or before 31th March 2026, in providing related services of a similar nature of work as stated in this tender. Attach Work Orders to establish 3 years of experience.	There is an apparent inconsistency between Page 9, which refers to 7 years' experience, and Annexure 1, which specifies 3 years' relevant experience. Kindly clarify which requirement will prevail for determining bidder eligibility. We request HPSEDC to harmonize the two provisions and confirm that the 3-year relevant organizational experience requirement specified under Annexure 1 shall be applicable.	Clarification: As per criteria no. 9 of Annexure - 1 : Eligibility Criteria of the RFP document, the bidder must have at least three years' experience on or before 31th March 2026, in providing related services of a similar nature of work as stated in this tender.
16	Page 27 – Annexure 1, Sr. No. 10	The Bidder should have carried out at least 10 projects. out of the above projects, at least 2 projects should be in the last 3 financial years for Government of India or any Central / State Ministry / Corporate/ Board/ Corporation	Kindly clarify the meaning and scope of the term “Corporate / Corporation” used in the eligibility criteria. Specifically, whether projects executed for reputed private-sector entities, including Private Limited Companies and Public Limited Companies / Limited Companies, will be considered as qualifying corporate projects. Further, kindly clarify whether the 2 projects required during the last 3 financial years can also be executed for such private-sector corporate entities. We request HPSEDC to amend the eligibility criteria to expressly permit relevant projects executed for reputed private-sector entities, including Private Limited Companies and Public Limited Companies / Limited Companies, to qualify towards the required 10 projects, including the 2 projects required during the last 3 financial years. This will enable agencies with substantial relevant private-sector experience to participate in the RFP.	Clarification: Corporate includes public/ private sector companies.
17	Page 27 – Annexure 1, Sr. No. 10	The Bidder should have carried out at least 10 projects. out of the above projects, at least 2 projects should be in the last 3 financial years for Government of India or any Central / State Ministry / Corporate/ Board/ Corporation	Kindly confirm whether any minimum project/work-order value is prescribed for the 10 projects or for the 2 projects required to be executed during the last 3 financial years. We request HPSEDC to confirm that there is no minimum monetary value prescribed for an individual project/work order and that projects shall be considered based on their relevance and successful execution.	As per RFP Annexure - 1 : Eligibility Criteria of the RFP document clearly states the requirement.
18	Page 27 – Annexure 1, Sr. No. 7	For the purpose of this criterion, turnover of only the bidding entity will be considered. Turnover of any parent, subsidiary, associated or other related entity will not be considered.	Kindly clarify whether this restriction applies only to turnover, and whether relevant professional experience of promoters/directors/key personnel may be considered for experience where the bidding entity itself is comparatively young. We request HPSEDC to permit relevant experience of promoters/directors/key professionals to supplement organizational experience, particularly for MSME/Startup agencies, subject to documentary evidence.	As per RFP: Turnover of any parent, subsidiary, associated or other related entity will not be considered.
19	Page 27 – Annexure 1, Sr. No. 12	Production Capability: The bidder must have in-house Digital, Creative, Design and Event Production capabilities.	section 4 specifies seven years of experience, whereas Annexure 1 specifies three years. Kindly confirm which requirement applies.	Clarification: Yes. The bidder must comply with the production capability criteria irrespective of location.
20	Page 35 – Annexure 4: Financial, Price Schedule	Note: The work/ services required to the Content Writing, Graphic Designing and Video Editing both on job and duration basis. However, bidders have recommended to quote/ bid resource for Creative Director (Team Head), Content Writer, Copywriter, Graphic Designer, Video Editor and Infrastructure Cost on monthly basis on BOQ as mentioned at Annexure-4: Financial.	Page 33 states that “All categories are compulsory to quote.” Kindly clarify whether bidders must quote both Option 1 and Option 2, or whether all categories within the selected option are compulsory. We request HPSEDC to clearly specify whether both Option 1 and Option 2 are mandatory. If both are mandatory, kindly clarify the evaluation and work-allocation methodology between activity-wise and monthly-resource services.	Clarification: Bidder can Either quote for services under Option 1 or Option 2 or Both.

S.No	Section of the RFP	Point of Clarification required as per RFP	Requested Clarification / Suggested Changes by the bidder	Clarification/ Revised Specification may be read as
21	Page 33 – Annexure 2.3, Point 5	HPSEDC may ask the bidders to make a presentation on their proposal in front of the Tender Evaluation Committee. The presentation should include details of execution of similar work orders, strength of similar manpower and sample resumes etc.	Kindly clarify whether detailed CVs and qualification/certification documents are required at the initial bid stage or only when manpower is proposed/deployed against a work order. We request HPSEDC to confirm that detailed CVs and qualification/certification documents shall be submitted at the time of manpower deployment/work order, except sample resumes that may be requested during technical presentation .	Clarification: CVs would be required when manpower is requested against a work order as per requirements of the department.
22	Page 17 – Clause 19.9	The bidder must have in-house Digital, Creative, Design and Event Production capabilities. The agency must have in- house development facilities for production and editing of contents mentioned in scope of work.	Kindly clarify whether deployed personnel can be replaced during the contract period and whether prior approval from HPSEDC is required. We request HPSEDC to permit replacement of manpower where required, subject to prior intimation/approval and deployment of replacement personnel having equivalent or higher qualification/experience .	Clarification: Resources may be replaced during the contract period only after consultation with the user department and after obtaining their approval.
23	Page 39 – Annexure 5: SLA & Penalty, Penalties, Point 1	In case of delay in execution of the assigned work by the agency, HPSEDC may impose a penalty of 0.5% of the project value per week or part thereof of delay (subject to maximum of 10%) may be imposed by HPSEDC. If the delay is beyond 2 weeks then HPSEDC may annul the project and shall be free to get it done from other agencies at the risk and costs of the appointed agencies. HPSEDC may debar and blacklist the Agencies for applying in its future empanelment also.	Kindly clarify whether penalties will apply where delay is caused by delayed approvals, changes in brief, non-availability of information/materials or other circumstances attributable to HPSEDC/user department. We request HPSEDC to expressly exclude delays caused by HPSEDC/user departments, delayed approvals, delayed inputs, changes in scope/brief and other circumstances beyond the agency's reasonable control from penalty provisions.	Clarification: This is Request for empanelment, which will be applicable for the future works which are likely to be received from the department. The further requirement shall be communicated at the time of issuing work order. Penalties, wherever applicable, shall be imposed in accordance with the terms and conditions of the RFP, respective work order/contract, taking into account the circumstances attributable to the agency.
24	Page 18 – 19. GENERAL CONDITIONS – Clause 19.11	Bidder should have capacity to deploy Technically competent/ trained manpower to meet HPSEDC's requirements within 4 weeks on receipt of work order. Detailed list of employees with their qualification, certification and experience to be submitted within 1 (One) week of receiving the work order.	Kindly clarify the location at which the manpower referred to under Clause 19.11 is required to be deployed. Specifically, whether the manpower is required to be physically deployed at HPSEDC's office/premises, at the agency's own office/premises, or at any other location as specified by the concerned user department/work order. Kindly specify the place of deployment of manpower and clarify whether the location, number, category and required skill set of manpower will be specified in the respective work order.	Clarification: As per terms and conditions of the bid document, the resources must be deployed on-site as per the requirement of the particular department.
25	NA	Video Editing Service Scope	Kindly clarify whether the quantities mentioned under the Video Editing Service Scope — at least 5 advertisement films (30–60 sec) and 5 development documentaries (5–7 minutes) per month — represent minimum committed monthly volumes or are indicative quantities, with actual assignments to be issued on an “as and when required” basis.	Clarification: The mentioned quantities are indicative.
26	NA	Para 13: Hiring of Services and allotted work completion process.	Kindly clarify the number of revision rounds included for each video assignment and the expected timeline for feedback/ approval from the User Department. Also, kindly clarify whether delays arising due to pending feedback/ approval from the department will be excluded from the agency's delivery timeline and applicable penalties.	Clarification: This is Request for empanelment, which will be applicable for the future works which are likely to be received from the department. The further requirement shall be communicated at the time of issuing work order. Penalties, wherever applicable, shall be imposed in accordance with the terms and conditions of the RFP, respective work order/contract, taking into account the circumstances attributable to the agency.
27	NA	Annexure 2,3 Para 3 read with Annexure 4- option 1 & option 2	Kindly clarify whether bidders are required to quote for both Option-1 (activity/job-wise Video Editing & Video Creation) and Option-2 (monthly resource-based Digital & Social Media Service), or whether bidders may opt for either service model.	Clarification: Bidder can Either quote for services under Option 1 or Option 2 or Both.
28	NA	Annexure 4 – Financial, Option-1: Category-A – Videos Editing	Kindly clarify whether the rates quoted under Advanced Video Editing & Video Creation (up to 30 sec/1 min/2 min/5 min) are expected to cover only editing/creation using available assets, or whether shoot/production-related requirements, voice-over, artists, locations, stock footage/music and other production expenses, wherever required, will be considered separately through individual work orders.	As per RFP

S.No	Section of the RFP	Point of Clarification required as per RFP	Requested Clarification / Suggested Changes by the bidder	Clarification/ Revised Specification may be read as
29	NA	Page 8. 2. Video Editing: Skilled service will have to be provided by a professional who will be responsible for editing and assembling recorded raw material into a suitable, finished product ready for broadcast/ telecast. The material may include camera footage, dialoguer, sound effects, graphics and special effects. These services should be performed on latest machines with editing software such as latest version of Final Cut Pro or other software having upgraded and efficient capabilities. The following functionality will be performed under this work: a. Basic Video Editing: (Basic editing of the existing raw footages—colour and audio correction— creating customised video snippets for different platforms)	a) Will there be any requirement of taking any additional stock footage or footage from external sources? If yes, then will the HPSEDCL provide reimbursement for the cost for the same?	Clarification: This is Request for empanelment, which will be applicable for the future works which are likely to be received from the department. The further requirement shall be communicated at the time of issuing work order.
30	NA	2. Video Editing: Skilled service will have to be provided by a professional who will be responsible for editing and assembling recorded raw material into a suitable, finished product ready for broadcast/ telecast. The material may include camera footage, dialoguer, sound effects, graphics and special effects. These services should be performed on latest machines with editing software such as latest version of Final Cut Pro or other software having upgraded and efficient capabilities. The following functionality will be performed under this work: a. Basic Video Editing: (Basic editing of the existing raw footages—colour and audio correction— creating customised video snippets for different platforms) b. Intermediate Video Editing: (Intermediate editing of the existing raw footages—colour and audio correction— text addition and basic animation—creating customised video snippets for different platforms) c. Advanced Video Editing & Video Creation: (Advanced video editing & video creation with/without the existing raw footages—colour and audio correction—text addition and advanced animation— vectors/ icons/images addition and advanced animation— creating customised video snippets for different platforms)	a) Will there be any requirement for photography still and video? b) If yes, what is the volume of work that is required?	Clarification: This is Request for empanelment, which will be applicable for the future works which are likely to be received from the department. The further requirement shall be communicated at the time of issuing work order.
31	NA	1. Content Writing: The content writing should a) What is the number of be done by the professional qualified in the field of journalism and proficient in both Hindi/ English languages, strong writing portfolio and should understand government functioning, so as to write Government specific contents for social media and electronic media. Beside the professional should: a. Be able to write scripts for documentary films, radio jingles and advertisement films. b. Help the department(s) to extend its digital footprint and drive more value through online content. c. Have high level of creativity, as well as ability to use data-driven insight and proven track record of producing write ups that increase engagement and drive leads. d. Be detail-oriented and committed to meet tight deadlines. e. Following deliverables will be provided by the bidder: i. Social Media Caption Text ii. Blog writing iii. Radio Jingles iv. Script for Documentary Film v. Advertisement Copy Content Writing Service scope but not limited to, will be as under: 1. Blog writing atleast 3 blogs per week. 2. Radio Jingles – Script for 5 Radio jingles per month. 3. Scripts for documentaries- two every week	1) What is the language required in?	Clarification: Language requirement would be both English and Hindi. This is Request for empanelment, which will be applicable for the future works which are likely to be received from the department. The further requirement shall be communicated at the time of issuing work order.

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32	NA	Tender Fee: 5000/- Earnest Money Deposit (EMD)/ bid Security: 50,000/-	We have submitted the DD towards the Tender Fee and EMD. A copy is attached for your reference. Kindly confirm whether the earlier DD is valid and can be considered for the current tender. If not, please arrange to return the DD and share the relevant contact details for further coordination.	Clarification: The bidders who have submitted EMD and Tender Fee for earlier cancelled tender bearing no.: HPSEDC/Digital-Media/2k26-1340 and wish to participate in this current tender, their earlier submitted EMD and tender fee shall be considered valid for the current tender. The bidder is requested to submit a declaration/ request along with the final bid.
33	Page 9 – Clause 4: Eligibility Criteria	The RFE can be responded by Digital Media Agencies. Categories of organizations can be government, semi-government and private organizations with at least seven years of experience in the said categories.	The bidder is a relatively young organization; however, its promoters/key professionals/team members possess substantial cumulative experience in digital marketing, social media management, creative services, content development, performance marketing and campaign management. Kindly clarify whether the 7-year experience requirement applies strictly to the bidding entity, or whether the experience of promoters, directors, key managerial personnel and/or professional team members can also be considered. We request HPSEDC to relax the 7-year organizational experience requirement and permit agencies having at least 3 years of relevant organizational experience, supported by an experienced professional team. Alternatively, relevant cumulative experience of promoters/directors/key professionals may be considered for fulfilling the experience requirement.	Clarification: As per criteria no. 9 of Annexure - 1 : Eligibility Criteria of the RFP document, the bidder must have at least three years' experience on or before 31th March 2026, in providing related services of a similar nature of work as stated in this tender.
34	Page 27 – Annexure 1, Sr. No. 9	The bidder must have at least three years' experience on or before 31th March 2026, in providing related services of a similar nature of work as stated in this tender. Attach Work Orders to establish 3 years of experience.	There is an apparent inconsistency between Page 9, which refers to 7 years' experience, and Annexure 1, which specifies 3 years' relevant experience. Kindly clarify which requirement will prevail for determining bidder eligibility. We request HPSEDC to harmonize the two provisions and confirm that the 3-year relevant organizational experience requirement specified under Annexure 1 shall be applicable.	Clarification: As per criteria no. 9 of Annexure - 1 : Eligibility Criteria of the RFP document, the bidder must have at least three years' experience on or before 31th March 2026, in providing related services of a similar nature of work as stated in this tender.
35	Page 27 – Annexure 1, Sr. No. 10	The Bidder should have carried out at least 10 projects. out of the above projects, at least 2 projects should be in the last 3 financial years for Government of India or any Central / State Ministry / Corporate/ Board/ Corporation	Kindly clarify the meaning and scope of the term “Corporate / Corporation” used in the eligibility criteria. Specifically, whether projects executed for reputed private-sector entities, including Private Limited Companies and Public Limited Companies / Limited Companies, will be considered as qualifying corporate projects. Further, kindly clarify whether the 2 projects required during the last 3 financial years can also be executed for such private-sector corporate entities. We request HPSEDC to amend the eligibility criteria to expressly permit relevant projects executed for reputed private-sector entities, including Private Limited Companies and Public Limited Companies / Limited Companies, to qualify towards the required 10 projects, including the 2 projects required during the last 3 financial years. This will enable agencies with substantial relevant private-sector experience to participate in the RFP.	Clarification: Corporate includes public/ private sector companies.
36	Page 27 – Annexure 1, Sr. No. 10	The Bidder should have carried out at least 10 projects. out of the above projects, at least 2 projects should be in the last 3 financial years for Government of India or any Central / State Ministry / Corporate/ Board/ Corporation	Kindly confirm whether any minimum project/work-order value is prescribed for the 10 projects or for the 2 projects required to be executed during the last 3 financial years. We request HPSEDC to confirm that there is no minimum monetary value prescribed for an individual project/work order and that projects shall be considered based on their relevance and successful execution.	As per RFP Annexure - 1 : Eligibility Criteria of the RFP document clearly states the requirement.
37	Page 27 – Annexure 1, Sr. No. 7	For the purpose of this criterion, turnover of only the bidding entity will be considered. Turnover of any parent, subsidiary, associated or other related entity will not be considered.	Kindly clarify whether this restriction applies only to turnover, and whether relevant professional experience of promoters/directors/key personnel may be considered for experience where the bidding entity itself is comparatively young. We request HPSEDC to permit relevant experience of promoters/directors/key professionals to supplement organizational experience, particularly for MSME/Startup agencies, subject to documentary evidence.	As per RFP
38	Page 27 – Annexure 1, Sr. No. 12	Production Capability: The bidder must have in-house Digital, Creative, Design and Event Production capabilities.	Kindly clarify whether an agency's existing in-house employees, equipment, software and production infrastructure will satisfy the requirement even where such facility is currently located outside Himachal Pradesh. We request HPSEDC to clarify that existing in-house infrastructure, employees, equipment and software shall be accepted irrespective of location, subject to establishment of the required Himachal Pradesh office within the prescribed period.	Clarification: Yes. The bidder must comply with the production capability criteria irrespective of location.

S.No	Section of the RFP	Point of Clarification required as per RFP	Requested Clarification / Suggested Changes by the bidder	Clarification/ Revised Specification may be read as
39	Page 35 – Annexure 4: Financial, Price Schedule	Note: The work/ services required to the Content Writing, Graphic Designing and Video Editing both on job and duration basis. However, bidders have recommended to quote/ bid resource for Creative Director (Team Head), Content Writer, Copywriter, Graphic Designer, Video Editor and Infrastructure Cost on monthly basis on BOQ as mentioned at Annexure-4: Financial.	Page 33 states that “All categories are compulsory to quote.” Kindly clarify whether bidders must quote both Option 1 and Option 2, or whether all categories within the selected option are compulsory. We request HPSEDC to clearly specify whether both Option 1 and Option 2 are mandatory. If both are mandatory, kindly clarify the evaluation and work-allocation methodology between activity-wise and monthly-resource services.	Clarification: Bidder can Either quote for services under Option 1 or Option 2 or Both.
40	Page 33 – Annexure 2.3, Point 5	HPSEDC may ask the bidders to make a presentation on their proposal in front of the Tender Evaluation Committee. The presentation should include details of execution of similar work orders, strength of similar manpower and sample resumes etc.	Kindly clarify whether detailed CVs and qualification/certification documents are required at the initial bid stage or only when manpower is proposed/deployed against a work order. We request HPSEDC to confirm that detailed CVs and qualification/certification documents shall be submitted at the time of manpower deployment/work order, except <u>sample resumes that may be requested during technical presentation</u> .	Clarification: CVs would be required when manpower is requested against a work order as per requirements of the department.
41	Page 17 – Clause 19.9	The bidder must have in-house Digital, Creative, Design and Event Production capabilities. The agency must have in- house development facilities for production and editing of contents mentioned in scope of work.	Kindly clarify whether deployed personnel can be replaced during the contract period and whether prior approval from HPSEDC is required. We request HPSEDC to permit replacement of manpower where required, subject to prior intimation/approval and deployment of replacement personnel having equivalent or <u>higher qualification/experience</u> .	Clarification: Resources may be replaced during the contract period only after consultation with the user department and after obtaining their approval.
42	Page 39 – Annexure 5: SLA & Penalty, Penalties, Point 1	In case of delay in execution of the assigned work by the agency, HPSEDC may impose a penalty of 0.5% of the project value per week or part thereof of delay (subject to maximum of 10%) may be imposed by HPSEDC. If the delay is beyond 2 weeks then HPSEDC may annul the project and shall be free to get it done from other agencies at the risk and costs of the appointed agencies. HPSEDC may debar and blacklist the Agencies for applying in its future empanelment also.	Kindly clarify whether penalties will apply where delay is caused by delayed approvals, changes in brief, non-availability of information/materials or other circumstances attributable to HPSEDC/user department. We request HPSEDC to expressly exclude delays caused by HPSEDC/user departments, delayed approvals, delayed inputs, changes in scope/brief and other circumstances beyond the agency's reasonable control from penalty provisions.	Clarification: This is Request for empanelment, which will be applicable for the future works which are likely to be received from the department. The further requirement shall be communicated at the time of issuing work order. Penalties, wherever applicable, shall be imposed in accordance with the terms and conditions of the RFP, respective work order/contract, taking into account the circumstances attributable to the agency.
43	Page 18 – 19. GENERAL CONDITIONS – Clause 19.11	Bidder should have capacity to deploy Technically competent/ trained manpower to meet HPSEDC's requirements within 4 weeks on receipt of work order. Detailed list of employees with their qualification, certification and experience to be submitted within 1 (One) week of receiving the work order.	Kindly clarify the location at which the manpower referred to under Clause 19.11 is required to be deployed. Specifically, whether the manpower is required to be physically deployed at HPSEDC's office/premises, at the agency's own office/premises, or at any other location as specified by the concerned user department/work order. Kindly specify the place of deployment of manpower and clarify whether the location, number, category and required skill set of manpower will be specified in the respective work order.	Clarification: As per terms and conditions of the bid document, the resources must be deployed on-site as per the requirement of the particular department.