

Reply of Pre bid queries of Requestfor Proposal (RFP) for Design,  
Development, Implementation, and Maintenance of aState-of-the Art  
Physical Museum, Digital Experience Gallery, and an Immersive Online  
Platform

Date: 27-08-2025

Sr. No.	RFP Document Reference (Section)	Content of RFP Requiring Clarification	Points of Clarification	NAI Reply
1	Section 3.1 - Physical Museum Development	Scope of Physical Museum	The RFP mentions development of a “Physical Museum within the premises of NAI” but does not specify the exact area (sq. ft./sq. m.) allotted for construction/renovation. - Kindly provide details of the designated area so that bidders can prepare accurate designs, BOQs, and costing.	As per RFP  (RHS Hall no 1 (12.80x11.10m) Hall no 2(12.10x12.15m) LHS Hall no 1(11.10x12.80m) Hall no 2 (12.10x12.15m))
2	Section 3 - Scope of Work	Overall Scope of Work	The scope mentioned spans Physical Museum, Digital Experience Gallery, and Online Immersive Platform. However, the boundaries of responsibility for bidders are not clearly defined in terms of civil work vs. exhibition design vs. technology deployment. - Kindly provide a more detailed breakup of scope to avoid ambiguity	As per RFP
3	Section 7 - Deliverables	Hardware Procurement &	Deliverables include “Hardware Specifications and Procurement Plan” but it is unclear whether procurement and installation of IT/AV/ Immersive hardware is	As per RFP

		Installation	the bidder's responsibility, or whether NAI will provide the hardware. - Kindly confirm.	
4	Section 1 - Project Value	Project Cost: ₹2 Crores approx.	Considering the wide scope (civil/architectural work, museum-grade exhibit fabrication, HVAC, AV/VR/AR/MR hardware, digital platform, 5 years AMC, etc.), the indicated project value of ₹2 Crores is insufficient. We request NAI to kindly reconsider and enhance the project budget in line with actual scope and industry standards.	As per RFP

S.N.	Page No(s).	Section	Sub-Section	Query	NAI Reply
1	2	General Instructions	Clause ii	The EMD is ₹35 Lakhs and PBG (Performance Bank Guarantee): 5% of project value (~₹10 Lakhs if project is ₹2 Cr). This is significant compared to the stated project value of only ₹2 Cr. Typically PBG is higher because it secures performance for years, whereas EMD is just a bid security	Corrigendum is being published
				To achieve a quality outcome, and given the complexity involved (preproduction, civil works, fabrication, immersive technology, digitization, hardware installation and software deployment), could this timeline be	As per RFP

2	3	General Instructions	Clause xxi	extended to a more realistic duration, especially since the exact scope of work is yet to be clearly defined? Additional time may also be required for consultations between various stakeholders during preproduction to refine the scope of work, including elements such as storytelling and content finalization.	
3	3	General Instructions	Clause xxi	Some of the specialized hardware components required for this project may need to be imported from overseas, which typically involves a lead time of 25-30 days for shipping and customs clearance. Would the department consider accommodating this grace period within the overall project timelines?	As per RFP
4	3	General Instructions / Monthly MIS Reports	Clause xxi	For monthly MIS reports, can the department specify the metrics and KPIs expected?	Metrics will be provided during the execution of project
5	4	Scope of Work – Physical Museum Development	Architectural Design & Construction/Renovation	The RFP specifies architectural design, renovation, and possible new construction for the Physical Museum, but it does not provide clarity on the total deployable size (area in sq. ft./sq. m.), the breakup of new construction vs. renovation, or details of the existing layout. Since these factors directly affect cost, timelines, and	RHS Hall no 1 (12.80x11.10m) Hall no 2(12.10x12.15m LHS Hall no 1(11.10x12.80m Hall no 2 (12.10x12.15m)

				planning, could the department provide floor plans, site dimensions, and structural drawings, or arrange a site visit to enable accurate design, costing, and scheduling?	
6	4 (sec 3.1)	Scope of Work – Physical Museum Development	Architectural Design & Construction/Renovation	To prepare a more accurate technical bid, we may require additional details such as floor plans, site dimensions, existing layout, sample template for storytelling and digital system specifications. Could the department provide these details or make an arrangement for the same? Additionally, will a single point of contact or an official channel be designated for providing additional data and clarifications during the bid preparation stage?	As per RFP
7	4-6	Scope of Work – Physical Museum Development	Conceptualizing Best Use-Cases for State-of-the-Art Digital Experience	The Scope of Work mentions several advanced technologies such as Metaverse platforms, Digital Twins, Robotics, 3D Printing, AI-based avatars, and XR training simulators, which are all high-end and resource-intensive. Considering the project value of approx. ₹2 Crores, kindly clarify whether these technologies are mandatory deliverables in full implementation, or whether they are expected only as feasibility/limited-scope components	As per RFP

				aligned with the overall project scope, as even a single component (such as a functional metaverse platform or robotics integration) could consume a significant portion of the allocated budget.	
8	5 (sec 3.2)	Scope of Work – Physical Museum Development	Immersive Technology Integration	We see potential to incorporate future-proof experiential formats such as immersive dome projection installations with LiDAR-based motion and gesture-controlled 6 DOF interactive experiences. Could the department clarify whether it is open to exploring such futuristic visions within the project scope, or if the expectation under Section 3.2 (“Optional/Feasibility”) is limited to simpler large-scale interactive projections? This clarification will help align expectations appropriately within the limited budget.	As per RFP
9	6 (sec 3.2)	Scope of Work – Digital Experience Gallery	Content Digitization & Optimization	The RFP mentions optimizing existing digital assets and digitizing select physical records, including 3D modelling of artefacts where applicable. Could the department clarify the expected scope and volume of work - whether this involves basic image/document based scanning/metadata tagging or advanced processes such as 3D	As per RFP

				Scanning / LiDAR-based scanning of artefacts (life-size or portable)? Additionally, should bidders propose and provision the required digitization infrastructure?	
10	6 (sec 3.2)	Scope of Work – Digital Experience Gallery	Creation of Digital Avatar for Each Exhibition	The RFP specifies the “Creation of a Digital Avatar for Each Exhibition” as a virtual representation or digital twin. As digital twins can range from simple 3D/VR visualizations to advanced, real-time interactive environments, could the department clarify the exact level of functionality expected? Specifically, should this be a basic 3D/VR representation or a more advanced dynamic twin with interactive, AI-driven, or real-time features? If the latter is required, we request proportionate extensions in project timelines and budget, as such deployments involve significantly higher effort, resources, and costs.	As per RFP
11	7 (sec 3.2 & 3.3)	Scope of Work – Digital Gallery / Online Platform	Security & Maintenance / AMC	The RFP requires 5 years AMC including programming & engineering support. Could you clarify the expected staffing model (full-time onsite, hybrid, remote support or on demand )?	As per RFP
				The RFP mentions integration with NAI’s existing Digital Asset Management (DAM) system. Could the	Backend: .NET Core API Document Repository:

12	8 (sec 3.3)	Scope of Work – Online Immersive Platform	Digital Preservation & DAM Integration	department provide details of the current DAM/CMS and its APIs or integration framework? This will help bidders evaluate whether the requirement is for direct integration or for proposing a new DAM solution.	DSpace (Version 8.1) Search Index: Apache Solr Database: PostgreSQL Frontend Website: HTML5 / CSS3 / JavaScript As per RFP
13	8	Scope of Work – Online Immersive Platform	Maintenance & Updates	Given the fast-evolving nature of immersive technologies, will there be a defined process to address future scope changes in hardware and software, or additional feature requests after the award of contract, including corresponding adjustments to cost and timelines?	
14	9 (sec 2)	Pre-Qualification Criteria	Turnover	RFP has an inconsistency here: ( Page 9 of 15 ) at section “2. Turnover “ - It states “at least INR 1 Crores (Indian Rupees One Hundred Crores)” - That’s contradictory because 1 Crore ≠ 100 Crores.	It should be treated INR 1 Crores (Indian Rupees One Crores) Corrigendum is being published
15	15	Financial Bid	Payment Terms	The payment schedule specifies monthly and half-yearly milestones. Given the heavy upfront capital expenditure (hardware, civil works, digitization), can there be a mobilization advance (e.g., 20-30%)?	As per RFP
16	15	Financial	Cloud Infrastructure	Can the department consider the 3rd party hardware procurement and cloud infrastructure costs to be	to be absorbed into the quoted bid value

		Bid		reimbursed at actuals, or are they expected to be absorbed into the quoted bid value?	
--	--	-----	--	---	--

S. No.	Section	Points	Reply
1	Project Timeline & Execution	The RFP specifies a total project execution period of 4 months (2 months for physical setup, 2 months for digital immersive zone). Considering the scale of immersive content creation and testing, is there flexibility to extend the timeline or allow phased commissioning?	As per RFP
		Will the physical works (civil, HVAC, security, lighting) be fully completed before immersive systems installation, or should we plan for parallel execution?	As per RFP
		Does the 4-month period include NAI's review and approval cycles for design, content, and storyboards? If not then when and how the content review and approval process has been done?	Yes
		Is the immersive online platform also expected to be delivered within the same 4 months, or can it be launched after the on-site setup is complete?	Yes
		Is there any DPR ready for the project? Or need to be done by the RFP team.	The bidders have to propose in presentation
		For the VR Time Machine, should this be a pre-scripted cinematic VR journey or an interactive branching timeline where visitors can choose eras/events? What is the draft idea of the VR Time machine?	The bidders have to propose in presentation
		What is the expected session duration for VR experiences (short 3-5 min vs longer 10-15 min)?	short 3-5 min
		Does NAI expect life-size	The bidders have



2	VR / AR / Immersive Content	holograms (historical figures) or object-scale holograms (artefacts)?	to propose in presentation
		For selfie points (AI/ML-driven), should these provide static themed photos only, or also dynamic videos/GIFs?	Static
3	Abhilekh Patal (DAM Integration)	What technical interface does Abhilekh Patal provide for integration (APIs, web services, export options)?	if required integration can be provided and also if required synchronization will be provided with the scope of live integration possible in the future.
		Will vendors get backend access to metadata and digitized records, or only front-end integration?	
		Should kiosks/immersive apps live-pull content from Abhilekh Patal, or is offline synchronization acceptable?	
		What data formats (PDF, images, XML metadata, etc.) are supported for integration?	
		If possible we need some more insights regarding the Abhilekh Patal and its usage & integration scope.	
4	Digital Infrastructure & Security	For cloud hosting, are there any preferred MeitY-approved providers, or is vendor discretion allowed (within India)?	AWS is the MeitYempaneled cloud service provider and it has to be MeitYempaneled within India

S. No.	Section	Points	Reply
1	Physical Museum	What is the exact area/size of the physical museum space to be developed?	The bidders in Pre-Bid Meeting have shown the space. (Dimensions)
		Will the architectural drawings and layout plans be provided by	

		the authority?	
		Are bidders expected to handle civil/interior works or only exhibit design and installation?	As discussed in the pre-bid meeting No major changes will be required (The building is heritage). CPWD section of NAI will be doing the needful.
2	Digital Experience Gallery	What is the floor area/size of the immersive gallery?	The bidders in Pre-Bid Meeting have shown the space. (Dimensions)
		How many digital/interactive exhibits are expected?	
		Should bidders provide all hardware and infrastructure (VR headsets, projectors, servers, lighting), or will some be supplied by the authority?	Yes
		Are there any technical specifications/brands preferred for hardware?	NO
3	Content Development	Will all immersive/VR/AR content be developed by the bidder, or will the authority provide some content (archival, historical, multimedia)?	Yes, the assistance from NAI will be provided
		If archival material is provided, in what format (digitized images, videos, 3D scans, physical documents)?	No, digital document
		Are there curatorial guidelines or historical themes to be followed, or will bidders have creative freedom within scope?	According to themes (26 <sup>th</sup> Jan, 15 <sup>th</sup> August ...)
4	Languages	Apart from English	Only English and Hindi

		and Hindi, which foreign languages are required for the platform and digital gallery?	
		Should the bidder provide manual translations (human translators) or is machine translation/localization acceptable?	No boundation of translation. But the heading and some details must mentioned in Hindi/English
		Are regional Indian languages also expected to be supported?	Yes
5	Educational & Community Features	For lesson plans and work plans, will the authority provide content guidelines, or is the bidder expected to design them independently?	In consultation with NAI
		Are bidders expected to create an educational curriculum aligned with schools/universities (integration with Learning Management Systems)?	May be
		For community engagement features (forums, cultural workshops, events):	May be
		Are these mandatory deliverables?	Yes
		Or are they to be proposed as value-added features by the bidder?	Yes
6	On page 9 and page 11 section 4 written two times so as mentioned in stage-I section 4 mentioned so which page are		The Technical Evaluation Criteria at page no 11 is section 5

7	you talking about? If we have msme certificate, so will we expted from EMD, turnover and experience?		Only exemption in EMD will be given
---	--	--	-------------------------------------

S. No.	Section	Points	Reply
1	Allocated Area for Physical Museum Development	The RFP specifies the development of a Physical Museum within the premises of the National Archives of India; however, the exact area earmarked for this purpose has not been indicated. We request confirmation of the designated area along with any available architectural layouts/floor plans of the proposed site.	RHS Hall no 1 (12.80x11.10m) Hall no 2(12.10x12.15m) LHS Hall no 1(11.10x12.80m) Hall no 2 (12.10x12.15m)
2	Digital Experience Gallery - Space Allocation	While the RFP outlines the scope of the Digital Experience Gallery, the details regarding the location, spatial extent, and floor plans of the area to be developed are not specified. Kindly provide details of the designated gallery space within the existing premises.	RHS Hall no 1 (12.80x11.10m) Hall no 2(12.10x12.15m) LHS Hall no 1(11.10x12.80m) Hall no 2 (12.10x12.15m)
3	Artefact / Archival Material Selection	It may please be clarified whether the selection of artefacts/archival records intended for display in both the Physical Museum and the Digital Experience Gallery has already been undertaken. If finalized, we request that the list (or at least indicative categories of materials) be shared to facilitate integration of these assets into the proposed design concept.	RHS Hall no 1 (12.80x11.10m) Hall no 2(12.10x12.15m) LHS Hall no 1(11.10x12.80m) Hall no 2 (12.10x12.15m)