

**Comprehensive Tender for developing Experience Center including
Interiors, SITC of AV systems with Content Repurposing, Programming and
Content Management System.**



Ref. No. NB. DPSP/2655/ Experience Center at NABARD Head Office/ 2025-26 date
04.04.2025

Corrigendum

Ref. No. NB. DPSP/169181/ Experience Center at NABARD Head Office/ 2024-25 date
22.03.2025

The Notice Inviting Tender (NIT) for the captioned work had been published on NABARD Website and CPPP on 22nd March 2025. As scheduled in NIT, pre-bid meeting was conducted on 02nd April 2025. Representatives of the prospective bidders attended the pre-bid meeting. Clarifications on queries raised by the prospective bidders attended the meeting as well as queries received from the bidders through e-mail are appended below as corrigendum:

| S. No | Queries raised by the bidders | Clarification given by NABARD |
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| 1 | Mobilization Advance - Please confirm whether mobilization advance is applicable, along with the percentage, repayment terms, and applicable interest rate (if any) | No Mobilization Advance shall be provided |
| 2 | Stage-wise Payment Structure - Kindly provide details on the percentage of payments released at different project milestones | No stage wise payment shall be released at different project milestones. Payment shall be made against Running Account Bills of minimum ₹50 lakh |
| 3 | Material Delivery Payment -Clarification on whether payments will be made for material deliveries to the site before installation. | Payment shall be made as per terms of payment in the tender document |
| 4 | Working Hours - Please specify the permitted working hours at the site, including any restrictions on weekends or public holidays | All the dismantling works to be done after the working hours or on weekend/holidays. Other works shall be carried out from 8 AM to 8 PM on all days during the period of contract by properly cordoning the site. |

राष्ट्रीय कृषि और ग्रामीण विकास बैंक

National Bank for Agriculture and Rural Development

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परिसर, सुरक्षा एवं अधिप्राप्ति विभाग

प्लॉट क्र सी-24, 'जी' ब्लॉक, बान्द्रा-कुर्ला कॉम्प्लेक्स, बान्द्रा (पूर्व), मुंबई - 400 051. टेली: +91 22 2653 0035 • फ़ैक्स: +91 22 2653 0060 • ई मेल: dpssp@nabard.org

Department of Premises, Security & Procurement (DPSP)

Plot No. C-24, 'G' Block, Bandra-Kurla Complex, Bandra (E), Mumbai - 400 051 • Tel.: +91 22 2653 0035 • E-mail: dpssp@nabard.org

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| 5 | Consortium Clause - NABARD may include Consortium clause in the tender since multiple domain experts will be involved in the works. | No, consortium clause is allowed. The bidders must have completed similar turnkey projects. |
| 6 | Whether 10 years warranty is applicable for the entire works to be carried out? | The 10-year warranty applies only to waterproofing works and 12mm thick solid acrylic finish. For all the remaining items of work, 01-year defect liability period is applicable after testing and commissioning of the project. |
| 7 | Development is included in the content repurposing, programming and content management system part of the Price Bid | Development, which is included in the financial bid part of content management system, content repurposing, programming is removed as the content development is not under the scope of the bidder. Accordingly, price bid is revised and uploaded on the CPP Portal and NABARD website. |
| 8 | Interpretation of Indicative Models in Approved Makes | Bidders may refer the clause 27 in the Special Conditions of the tender document. Indicative Models are provided for reference as a benchmark. Model, either indicative model or model equivalent to the indicative model among the approved makes given in the tender document will be finally selected and approved by NABARD. It will not be bidder's prerogative to insist on a particular brand/ model from the list. The contractor shall use the item or product only after the item is approved by NABARD. |

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| 9 | <p>Welcome Zone - Technology: 43" Interactive Standee at Reception:</p> <ol style="list-style-type: none"> Is user data collection (e.g., name, contact) required via the standee? Specify the type of interactive content (e.g., touch, gestures) and its purpose. What key messages or themes should the content convey? | <ol style="list-style-type: none"> User data collection not required. Touch based interactive content. |
| 10 | <p>Welcome Zone - Technology: Active LED (Asymmetric wall)</p> <p>Confirm if content will loop or be triggered dynamically.</p> <ol style="list-style-type: none"> Are there specific branding guidelines (e.g., color schemes, logos) for the video content? Will the content sync with other zones (e.g., globe, standee)? | <ol style="list-style-type: none"> Content will be looped. Content will be developed by CCD (Corporate Communication Department of NABARD). No, content will not sync with other zones |
| 11 | <p>Welcome Zone - Technology: Active LED Globe</p> <p>Content Repurposing and Programming: 2D/3D/Video/ Audio/ Interactive Content/ Graphics design & development of relevant topics in 2 languages (Hindi & English). Should support 1.5 diameter / 7.07 m² area sphere and with Pixel Pitch not higher than 2mm. Content to be customized to the final spherical LED.</p> <ol style="list-style-type: none"> Should the globe content be interactive or pre-rendered animations? Are there rotation/zoom effects required? Confirm compatibility with CMS for content updates. | <p>Content will be pre- rendered videos developed by CCD (Corporate Communication Department NABARD).</p> |

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| 12 | <p>Orientation Zone - Technology: 55" Floor mounted Standee</p> <p>Content Repurposing and Programming: 2D/3D/Video/Audio/Interactive</p> <p>Content/Graphics design & development of relevant topics in 2 languages (Hindi & English). Should support the native resolution of 1920 x 1080 pixels.</p> <p>i. Provide themes/topics for the standee content.</p> <p>ii. Expected user interaction type (e.g., touch, QR codes).</p> <p>iii. Should content align with adjacent zones (e.g., video wall)?</p> | <p>i. CCD (Corporate Communication Department NABARD) will share the standee content.</p> <p>ii. Touch based interaction.</p> <p>iii. No.</p> |
| 13 | <p>History and Milestone Zone - Technology: Interactive video wall</p> <p>Content Repurposing and Programming: 2D/3D/Video/Audio/Interactive</p> <p>Content/Graphics design & development of relevant topics in 2 languages (Hindi & English). Should support the native resolution of 5120 x 1348 pixels.</p> <p>i. Detail the interactivity level (e.g., timeline navigation, filters).</p> <p>ii. Are there existing assets (e.g., historical videos) to repurpose?</p> <p>iii. Will content integrate with live data feeds (e.g., achievements)?</p> | <p>Shall be derived by the contractor post discussion with CCD (Corporate Communication Department NABARD).</p> |
| 14 | <p>Diorama Wall for case studies and testimonials of beneficiaries - Technology: Active LED Wall</p> <p>Content Repurposing and Programming: 2D/3D/Video/Audio/Interactive</p> <p>Content/Graphics design & development of relevant topics in 2 languages (Hindi &</p> | <p>Content will be developed by CCD (Corporate Communication Department NABARD).</p> |

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| | English). Should support the native resolution of the display, with 1920 x 1080 pixels resolution. | |
| | <ul style="list-style-type: none"> i. Specify case study formats (e.g., testimonials, infographics). ii. Should content include subtitles/voiceovers? iii. Confirm playback duration per case study. | |
| 15 | <p>Diorama Wall for case studies and testimonials of beneficiaries - Technology: Glass Projection</p> <p>Content Repurposing and Programming: 2D/3D/Video/Audio/Graphics design & development of relevant topics as per the approved concept in 2 languages (Hindi & English). Should support the resolution of 1920 x 1080 pixels.</p> <ul style="list-style-type: none"> i. Clarify projection surface material (e.g., transparent, frosted). ii. Will content overlap with LED wall or be standalone? iii. Are ambient lighting adjustments needed for clarity? | <ul style="list-style-type: none"> i. Refer to BoQ, line-item number 5.38 for projection surface material. ii. Content will be stand alone. iii. Yes, ambient lighting is required. |
| 16 | <p>VR Booth Technology: Head mounted device</p> <p>Content Repurposing and Programming: 3D/Video/Audio/Graphics design & development of relevant topics as per the approved concept in 2 languages (Hindi & English). Should support HD/360 panorama content - Should content include motion tracking?</p> | Motion tracking is not required. |
| 17 | <p>Technology: 65" Floor mounted interactive multitouch display in Visitor Lounge & Deep dive Information</p> <p>Content Repurposing and Programming: - 2D/3D/Video/Audio/Interactive</p> | <ul style="list-style-type: none"> i. As per the technical specifications given in tender document. |

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| | <p>Content/Graphics design & development of relevant topics in 2 languages (Hindi & English). Should support the native resolution of the display, with 1920 x 1080 pixels resolution or required resolution for the proposed technology.</p> <ul style="list-style-type: none"> i. Specify multitouch points (e.g., 10+ simultaneous touches). ii. Will content include quizzes or surveys? iii. Should user sessions be saved/resumed? | <ul style="list-style-type: none"> ii. Content will be given by CCD (Corporate Communication Department NABARD). iii. User sessions to be saved. |
| 18 | <p>Technology: 10" tablet for Augmented Reality Application for Model Village Miniature for Tabletop Exhibit Content Repurposing and Programming: - 2D/3D/Video/Audio/Interactive Content & application/Graphics design & development of relevant topics in 2 languages (Hindi & English). Should support the native resolution of the display, with 1920 x 1080 pixels resolution or required resolution for the proposed technology.</p> <ul style="list-style-type: none"> i. List AR triggers (e.g., markers, image recognition). ii. Should the app include multilingual voiceovers? iii. Confirm tablet mounting/handling instructions. | <ul style="list-style-type: none"> i. QR code & image recognition. ii. Bilingual Voiceovers. iii. As specified in BoQ, tablet with handheld device. |
| 19 | <p>Technology: 32" Floor mounted interactive standee for feedback zone Content Repurposing and Programming: - 2D/3D/Video/Audio/Interactive Content/Graphics design & development of relevant topics in 2 languages (Hindi & English). Should support the native</p> | <ul style="list-style-type: none"> i. Content will be given by CCD (Corporate Communication Department NABARD). ii. Yes, responses should sync to a central database. iii. Yes, privacy compliance are required. |

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| | <p>resolution of the display, with 1920 x 1080 pixels resolution or required resolution for the proposed technology.</p> <p>i. Define feedback format (e.g., ratings, free text).</p> <p>ii. Should responses sync to a central database?</p> <p>iii. Are there privacy compliance requirements (e.g., GDPR)?</p> | |
| 20 | <p>Content management system (CMS)</p> <p>i. List required CMS features (e.g., user roles, scheduling).</p> <p>ii. Should CMS support remote updates across all zones?</p> <p>iii. Clarify integration with existing NABARD systems (e.g., authentication).</p> | <p>i. CMS features are attached herewith (Annexure -I)</p> <p>ii. Yes, CMS should be cloud based.</p> <p>iii. CCD would provide the list of items.</p> |
| 21 | <p>Technology: Interactive Multilingual Audio Guide Solutions</p> <p>Content Repurposing and Programming: - Hand held Digital interactive Android based application development including devices with multilingual options (Up to 2 languages)</p> <p>i. Should guides include GPS-based auto-play?</p> <p>ii. Confirm offline functionality requirements.</p> | <p>i. No, guides will not include GPS-based auto-play.</p> <p>ii. Interactive Layout & Content access menu.</p> |
| 22 | Do bidders have a choice to propose changes to the design | No. Bidders has to follow Tender design and specification only. |
| 23 | General query regarding Content | Content will be developed by CCD and handed over to bidder for integrating with the hardware and CMS. CMS to be developed by the bidder. |

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| 24 | Does the disposal of the debris is till NABARD dump collection or is the vendor required to consider outside site. If its outside site will temporary collection area within the campus identified for temporary storage. | The disposal of debris shall be approved dumping ground of BMC. Temporary debris storage location shall be provided |
| 25 | Prior to final approval of Shop Drawings, erect 1 full size mock-up of each component at Project site demonstrating quality of materials and execution for Architect review - We are assuming this means a display of sample materials and part sample for technical and aesthetical approval. As buildup of mock-up for approval and dismantling for final installation will be challenge in the given time period | Sample mockup is required for solid acrylic work to ascertain the quality of workmanship provided by approved fabricator provided by vendor. This will be required; Exemption shall not be given. For all other materials, samples of materials shall be got approved by NABARD before execution. |
| 26 | 15% of amount payable to AV system installations will be deducted from each RA Bill besides the statutory deductions such as RMD, ITTDS, GST TDS etc. This deducted amount will be released along with the payment against the Final Bill. 15% amount is very high, requesting NABARD to make it 5% | Bidders to follow terms of payment in the tender document. |
| 27 | Applicability of Startup benefits (like exemption of turnover, experience criteria) as per Government of India notification | Considering the criticality of the work and being the development of an Experience Center, it is clarified that there shall be no relaxation in the pre-qualification criteria mentioned in the tender document. |

II. The selected bidder shall obtain minimum warranty of 01 year from the date of testing and commissioning of AV system from the OEM as per Manufacturer Authorization Format (MAF) as attached in the Annexure II.

III. This corrigendum will form part of the tender conditions.

IV. All other terms & conditions as per original NIT remain unchanged.



(A K Pittan)

Deputy General Manager
DPSP, NABARD Head Office
Mumbai – 400 051

Date: 04.04.2025

Annexure - I

A Content Management System (CMS) plays a crucial role in managing and delivering content for experience centres. These centres often aim to provide an immersive and interactive environment for visitors. Here are some great features that a CMS for experience centres should ideally possess:

Multimedia Support:

Images, Videos, and 360° Content: The ability to manage and display various types of media to create a rich and engaging experience for visitors.

User-Friendly Interface:

Intuitive Dashboard: A user-friendly interface for content creators, allowing them to easily upload, organize, and schedule content without technical expertise.

Real-time Updates:

Live Content Updates: The capability to push real-time updates and changes to content, ensuring that visitors always have access to the latest information.

Content Personalization:

Visitor Segmentation: The ability to personalize content based on visitor profiles or preferences, enhancing the overall user experience.

Interactive Features:

Touchscreen Compatibility: Support for interactive displays and touchscreen features to allow visitors to engage with the content actively.

Localization and Multilingual Support:

Multilingual Content: The ability to manage and display content in multiple languages to cater to a diverse audience.

Content Scheduling:

Scheduling Tools: A feature that allows the scheduling of content to ensure a dynamic and timely display of information.

Integration Capabilities:

API Support: Integration with third-party systems and applications, such as CRM or analytics tools, to enhance the overall functionality and data insights.

Analytics and Reporting:



User Engagement Analytics: Tracking and reporting tools to measure user engagement, popular content, and other relevant metrics to make data-driven decisions.

Security:

Role-Based Access Control: Ensuring that only authorized personnel have access to certain features or content editing capabilities.

Scalability:

Growth Accommodation: The ability to scale the system to accommodate increased content volume or additional features as the experience centre evolves.

Search Functionality:

Robust Search: A powerful search feature to help visitors quickly find specific information or content within the experience centre.

Offline Mode:

Offline Content Access: Some provision for accessing essential content even when there's a lack of internet connectivity.

Content Versioning:

Version Control: The ability to keep track of and revert to previous versions of content, useful for content history and auditing.

Implementing a CMS with these features can contribute significantly to creating a dynamic, interactive, and engaging environment within experience centers.



MAF FORMAT

(SHOULD BE ON LETTER HEAD OF OEM AND SEALED & SIGNED BY OEM)

Date **/**/****

To,

The Chief General Manager,
Department of Premises, Security and Procurement
National Bank for Agriculture and Rural Development
Head Office, Mumbai – 400051.

Sub: Comprehensive Tender for developing Experience Center including Interiors, SITC of AV systems with Content Repurposing, Programming and Content Management System.

Dear Sir/ Madam,

This is to inform you that we, **(NAME OF OEM)**, who are Original Equipment Manufacturers (OEM) of **(PRODUCT BRAND & MODEL NAME)** do hereby authorize **(NAME OF VENDOR)** to submit the bid & supply following products against your tender for the Goods, manufactured by us.

| Sr. No. | Item Description | Make | Model |
|---------|------------------|------|-------|
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This is to certify that all the products are brand new. It is hereby also certified that the aforesaid item is warranted/guaranteed by us for __ Years and further for next __ years if the contract period extended.

We hereby extend our full onsite guarantee/warranty/post-sales support services thru the bidder for the entire project period, defect liability period and AMC period in accordance with the terms & Conditions mentioned in the NIT (Tender Document) either by ourselves /or through our service centre with respect to the Goods offered in this NIT, for which we shall maintain sufficient replacement/spares/equipment in the state.

In case of our offered product is out of service due to any reason, we will make alternative arrangement for the service and maintenance of our product on same terms and conditions.



We understand that any technical deviation, ever discovered, may be treated as criminal breach and will attract punitive action against us. We shall follow the timelines as per tender terms.

On behalf of
(OEM NAME with seal and sign)

