

Name of the work: Engagement of an agency for Design, Supply, Installation, Integration, Commissioning and Maintenance of Interactive Digital Installations for experience centre at QCI Office

Tender ref. no. QCI/WTC/0525/440

Date: May 20, 2025

Response to pre-bid queries

S. No.	Clause No., Page No.	Original Clause in RFP Document	Point on which Clarification Required	Reason for Clarification / Amendment	Response by QCI
1	III.LOCATION, Page 5 of 28	The proposed area for the Experience Centre is approximately 1100 sq. ft.	Please confirm the exact distribution of area per floor (Tower J 2nd & 3rd, Tower K 1st & 2nd) for planning fabrication and integration work.	Crucial for calculating flooring, ceiling treatments, electrical layout, and visitor flow design.	As mentioned in the RFP, the experience centre is to be developed in Tower J 2nd Floor.
2	2. LED Pillars Zone, Page 6 of 28	"Each pillar is mounted with a seamless, vertically oriented curved LED screen (minimum resolution and radius to be specified by contractor)."	Please specify acceptable range of LED screen resolution (pixel pitch) and minimum curvature radius expected.	Significant cost variation exists between P1.5, P2.0, P2.5, and curvature radii.	450 mm is the curvature, 1600 mm height. LED Screen resolution to be proposed by the bidder.
3	3. Main Show Zone, Page 7 of 28	"Large-format LED screen or immersive projection surface..."	Please clarify whether projection or LED wall is preferred. If LED, kindly provide minimum resolution and screen dimensions.	Projection and LED costs vary greatly; clarity ensures optimal budgeting and design planning.	The bidder may propose the resolution and dimensions as a part of their technical proposal.
4	4. Virtual Reality (VR) Experience Zone, Page 7 of 28	"2 high-end VR headsets..."	Please confirm: (a) Specific model range or tech specs (Oculus Quest Pro / HTC Vive XR Elite etc.) (b) Whether VR-ready PCs are required to be included	Specification impacts equipment cost; VR PCs and software licenses add significant cost.	The bidder shall provide the latest VR devices. VR-ready PCs to be proposed by the bidder.

क्यूसीआई गुणवत्ता को बढ़ावा देने एवं राष्ट्रीय प्रत्यायन संरचना को स्थापित और संचालित करने के लिए भारत सरकार द्वारा स्थापित एक स्वायत्त संस्था है।

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5	Specification impacts equipment cost; VR PCs and software licenses add significant cost.	"Media server, lighting control unit (DMX or equivalent) ..."	Please confirm: (a) Preferred media server brand (e.g., Watchout / Ventuz / Dataton / Pixera) (b) Whether single unified control server or distributed architecture is preferred.	Media servers range significantly in cost and licensing; required specs will ensure compatibility and cost planning	The bidder may propose as a part of their technical proposal.
6	4) Content Development, Page 9 of 28	"2 immersive VR experiences using either 360° video or real-time rendering engines such as Unity or Unreal Engine."	Confirm (a) Expected duration per VR experience, (b) Language versions required (English/Hindi/others), and (c) If 360° shoot locations will be facilitated by QCI or to be arranged by contractor.	Duration and filming impact production time, cost of travel, equipment, talent, and licensing.	<p>The duration of the VR content will be based on the script and storyline.</p> <p>The duration of the VR Content shall be 4-6 mins.</p> <p>The language shall be Hindi and English. Voiceover wherever required.</p> <p>The shoot locations are New Delhi-NCR, Sikkim, Gujarat, Tamil Nadu/Andhra Pradesh.</p>
7	6. SITC of AV/IT Equipment	"11 curved LED pillars"	Kindly clarify (a) Preferred LED screen dimension per pillar (height & width), (b) Should sound per pillar be localized or centralized?	LED size and audio approach will affect hardware, programming, and integration costs.	Please refer point no 2
8	1)Preproduction Planning & Coordination, Page 8 of 28	"Undertaking verification..." site	Please confirm number of allowed site visits and time window for site access (working hours, weekends, etc.).	Coordination schedules and manpower planning depend on accessibility.	To be updated post award of the contract.
9	8) SITC of Control Systems, Page 9 of 28	"Show control system must allow for content scheduling, remote diagnostics..."	Clarify if QCI expects remote cloud-based dashboard access for monitoring or on-premise-only system.	Impacts control software licensing and network architecture.	Both

10	13) Operations & Maintenance (3 Years), Page 10 of 28	“Full-time engineer on-site”	Confirm: (a) Minimum qualification and experience of engineer, (b) If 24/7 coverage or standard working hours are expected.	This will significantly influence salary and support manpower cost.	The technician should be experienced and qualified to check and resolve all the issues. Standard working hours are expected.
11	10. Electrical Work, Page 10 of 28	“Integration with existing BMS (Battery Management System)”	Please confirm if the existing BMS infrastructure details and access points will be shared or need to be re-established.	Coordination with BMS is technical and time-sensitive; critical for electrical planning	It will be shared upon award of the contract.
12	11) System Integration & Synchronization, Page 10 of 28	“Failover scenarios and redundancy planning must be included.”	Please clarify: (a) What level of redundancy is expected (N+1, full back up, etc.), (b) For which components (server, lighting, sound)?	Redundant systems have significant cost implications.	A complete backup is expected for all components.
13	4. Content Development, Page 9 of 28	“Voiceovers and audio mastering”	Clarify if multilingual voiceovers are expected, and if QCI will provide branding guidelines or reference materials.	Multilingual scripting and mastering raise cost; branding standards will streamline pre-production.	Yes, multilingual voiceovers are required given the nature of visitors at the site
14	Bid Validity, Page 4 of 28 Validity of Proposal, Page 17 of 28	One place mentions 120 days and another mentions 180 days	Kindly confirm final required bid validity period. Should we assume 180 days as per standard practice?	Ambiguity in bid validity affects timelines and commercial risk buffering.	The bid validity may be considered as 120 days.
15	Tender Summary 10. Page 4 of 28	Last date & time for submission of proposals May 22, 2025, 12 noon	We request an extension of at least 2 weeks from the current submission deadline. (5/06/2025)	The scope involves extensive planning, multispecialty coordination (AV, VR, lighting, fabrication, and content), and detailed cost estimations which require time for accurate and competitive bid preparation. A 2-week extension will allow bidders to submit technically and commercially robust proposals without compromising quality.	No, Change, please submit as per the RFP