

RFP FOR APPOINTMENT OF A TECHNOLOGY PARTNER FOR MAINTENANCE,  
SUPPORT, DEVELOPMENT OF ADDITIONAL FUCTIONS AND AI INTEGRATION  
ON THE ABHILEKH PATAL PORTAL

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F. No. 59-4/6/2021-Rep(D)/com unit  
Government of India  
Ministry of Culture  
National Archives of India  
Janpath, New Delhi - 110001  
Tel: 011-2338 3436  
Fax: 00-91-11-2338 4127  
Email: archives@nic.in

**Request for Proposal (RFP) for Appointment of a Technology Partner for  
Maintenance, Support, Development of Additional Functions and AI Integration  
on the Abhilekh Patal Portal**

2025



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**Notice Inviting E-Tender (NleT)**

**(Domestic Competitive Bidding)**

Date of Issuance of NleT:

E-Tenders are invited under the "Two Bids System" (Technical Bid & Financial Bid) on behalf of the Director General, National Archives of India (NAI), New Delhi, for the appointment of a Technology Partner. The partner will be responsible for the maintenance, support, development of additional features, execution of back-end operations, and integration of modern technologies, including AI-driven enhancements, for the portal <https://abhilekh-patal.in>. The contract duration will be **three (03) years**, starting from the date of agreement signing and after satisfactory performance it may further be extended up to five years.



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**SECTION I: INSTRUCTION TO BIDDERS**

**1. Background**

The National Archives of India (NAI), an Attached Office of the Ministry of Culture, serves as the repository of non-current records of the Government of India. Launched in 2015, the Abhilekh Patal portal (<https://abhilekh-patal.in>) showcases digitized archival collections to global users. Abhilekh Patal conceptualized and built on prior engagements, NAI seeks now a Technology Partner for the maintenance, support, development of additional features, execution of back-end operations, and integration of modern technologies, including AI-driven enhancements for the portal and expand its scope over the next three years. Current version of Abhilekh Patal portal is based on cloud scale federated architecture, Disaster Recovery site, Open Technology Stacks, DSpace 8 OSS (Linux) with customization and hosted on AWS Cloud under IaaS service model. The portal currently hosts around 200 TB data containing approximately 55 lakh records. In coming two years total size will be approximately 510 TB data and 80 lakh records.

**2. Objective**

The Technology Partner will:

- Maintain and support the existing portal infrastructure.
- Develop features from the list provided in the scope of work and any additional features required based on situational needs.
- Execute the Digitize on Demand (DOD) service and upload legacy and acquired digital data.
- Onboard digital repositories from State, Union Territory (UT), and other archives.
- Fine-tune an open-source AI model using NAI's digitized data and maintain it for enhanced results.
- Provision GPU hardware infrastructure for AI model training and inferencing as per the scope and NIC/MeitY guidelines.

**3. Submission Details**

- Bids must be submitted online via the Central Public Procurement Portal (CPPP): <https://eprocure.gov.in/eprocure/app>.

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- o Tender documents can be downloaded from CPPP or the NAI website:  
[www.nationalarchives.nic.in](http://www.nationalarchives.nic.in).
- o All documentation should be in English.

**4. Tender Schedule**

S. No.	Schedule	Time and Date
1	Date of Publication	06/06/2025 at 17:30 Hours
2	Bid Document Download Start	06/06/2025 at 18:00 Hours
3	Clarification Start	09/06/2025 at 09:30 Hours (through email : archives@nic.in)
4	Clarification End	12/06/2025 at 17:30 Hours (through email : archives@nic.in)
5	Pre-Bid Meeting	18/06/2025 at 11:30 Hours
6	Bid Submission Start	23/06/2025 at 14:30 Hours
7	Bid Submission End	30/06/2025 at 17:30 Hours
8	Technical Bid Opening	03/07/2025 at 11:30 Hours
9	Technical Presentation	To be informed later
10	Financial Bid Opening	To be informed later
11	Tender Value (Estimated)	Rs. 1.5 Crore

**5. Earnest Money Deposit (EMD)**

- o Amount: **Rs. 4,50,000/- (Rs. Four lakhfifty thousand only)**.
- o Form: Demand Draft / Bank Guarantee /Fixed Deposit Receipt (FDR) from a nationalized / private bank, valid for 90 days, in favour of "Director General, National Archives of India, New Delhi".
- o Submission: Scanned copy with Technical Bid; physical original to NAI in a sealed envelope marked "EMD for Abhilekh Patal Tender".



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- o Exemption: Start-up/MSME/NSIC/SSI-registered firms (to submit valid certificates in the concerned field).
- o EMD of unsuccessful bidders will be returned within 90 days of contract award; for the successful bidder, it will be returned upon submission of a **Bank Guarantee** equal to 5% of the order value as performance security for 3 years.

**6. Pre-Qualification Eligibility Criteria**

Proposals not complying with the 'Pre-Qualification Eligibility Criteria' are liable to be rejected and will not be considered for further evaluation. The proposal should adhere to the following minimum eligibility criteria:

S.N.	Criteria	Document to be submitted as proof / declaration
1.	Should be either a Government Organization/PSU/LLP/PSE/partnership firm or legally registered Company under Indian Laws or/and an autonomous institution approved by the GOI/RBI.	<ul style="list-style-type: none"> <li>i. Partnership firm: certified copy of partnership deed.</li> <li>ii. Limited Company: Certified Incorporation and Certificate of Commencement of Business.</li> <li>iii. Reference of Act/Notification.</li> <li>iv. For other eligible entities: Applicable documents.</li> <li>v. In case of a consortium a valid consortium agreement on a stamp paper of Rs.100/- to be submitted. <sup>**1</sup></li> <li>vi. Sole-Proprietorship entity can be a consortium partner but not the lead partner.</li> </ul>
2.	The bidder should have experience in executing large projects of supply, installation, testing, commissioning, operation and maintenance for project including digital repository software	i. Completion Certificate. <sup>**2</sup>

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	application buildingfor any central/state govt/Private Institute/PSU or government body/ Institution in India during last three financial years i.e., FY2022-23, FY2023-24, FY2024-25.	
3.	The respondent should have a minimum average annual turnover of at least Rs.50crore during last three financial years i.e., FY2022-23, FY2023-24, FY2024-25 **3	<ul style="list-style-type: none"> <li>i. Audited annual reports/Statutory Auditor certificate for FY2022-23, FY2023-24, FY2024-25.</li> <li>ii. Provisional Financials accompanied with GST Returns duly certified by a Chartered Accountant will be considered in case non-availability of audited annual report and the statutory auditor's certificate for FY 2024-25.</li> </ul>
4.	The respondent should have, ISO 9001 and valid CMMI Level 3 (or higher certificate).	<ul style="list-style-type: none"> <li>i. Copy of valid ISO certificates.</li> <li>ii. Copy of valid CMMI Level certificate.</li> <li>iii. Certificate validation link</li> </ul>
5.	The respondent should not have been blacklisted by any Public Financial Institutions, Public Sector Banks, RBI or IBA or any other Government agencies during the last 3 years.  Respondent must certify to that effect. **4	<ul style="list-style-type: none"> <li>i. Self-declaration/undertaking to this effect on company's letterhead signed by company's authorized signatory as per Annexure-I.</li> </ul>

Notes \*\*:

1. Consortium Members can jointly satisfy the Pre-qualification criteria, provided the appropriate documents of the respective consortium members are provided.**More than 03 members in the proposed consortium are not allowed.**



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2. The references of the customers must be submitted with official contact details for verification. References which cannot be verified with provided contact details won't be considered as valid evidence.
3. MSE/Start-ups will be exempted from the Experience and Turnover criteria against submission of the valid DPIIT/MSE registration certificate.
4. In case the respondent is blacklisted at any stage during the tendering process, the corresponding respondent's proposal will be disqualified.

**7. Evaluation Model**

The Quality and Cost Based Selection (QCBS) method will be followed in this project to award the contract using weighted average in the proportion of 70% weightage for Technical Bid and 30% weightage for Financial Bid.

**7.1 Technical Bid Evaluation**

Sr. No.	Criteria	Marks Criteria	Maximum Marks	Supporting Material
1	Experience in providing a large-scale digital repository software solution with a public-faced interface for access by online users for any central/state govt/Private Institute/PSU or government body/ institution in India, during the last 3 years.	<p>a) 10 marks for each eligible project.</p> <p>b) Maximum consideration of up to 2 projects</p> <p>c) In case of partial work completion certificate for on-going projects, maximum 07 marks for each eligible project will be awarded.</p>	20	<p>i. Client Completion Certificate</p> <p>ii. URL of the projects for validation.</p>
2	Experience in providing an AI-enabled solution [ (i) Conversational Information	a) 2.5 marks for each four requirement & mentioned in criteria column	20	Client Completion Certificate



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	retrieval (ii) Document Summarization (iii) Multilingual Search (iv) Multisite search (Federated)] for any central/state govt/Private Institute/PSU or government body/ institution in India,during the last 3 years.	b) Maximum consideration of upto 2 projects c) In case of partial work completion certificate for on-going projects, maximum 7 marks for each eligible projects will be awarded.		
3	Experience in providing a Digitization or a Digital Transformation project for any central/state govt/Private Institute/PSU or government body/ institution in India, during the last 3 years.	a) 5 marks for each eligible project. b) Maximum consideration of up to 2 projects	10	Client Completion Certificate or Work Order with partial work completion certificate for on-going projects.
4	Digital Samples and Approach Paper	- Technical proposal with approach, tools, architecture, milestone and timeline for each point mentioned in scope of work (5 marks) - Sample solutions, Metadata andPDF/A of 5 sample digital	10	Submit in DVD





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		objects as per Technical Specification in the scope of work section.( 5 marks)		
5	Presentation	<ul style="list-style-type: none"> <li>- Approach, Tools, Architecture, Milestone and Timeline proposed for the project as per scope of work.</li> <li>- Vendors Past Experience and Capabilities.</li> <li>- Value Proposition for the project</li> </ul>	40	Vendor must give an on-site presentation to the committee members

1. Those who will score minimum of 65 marks in this section would be considered as Technically Qualified and will move to the next stage of the Financial Bid evaluation.



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**7.2 Financial Bid Evaluation**

- a. The Financial Bids of technically qualified bidders will be opened on the prescribed date in the presence of bidder representatives.
- b. If a firm quotes NIL charges / consideration, the bid shall be treated as unresponsive and will not be considered.
- c. The bidder with lowest qualifying financial bid (L1) will be awarded 100% score (amongst the bidders which did not get disqualified based on point b above). Financial Scores for other than L1 bidders will be evaluated using the following formula:

Financial Score of a Bidder (Fn) = {Commercial Bid of L1/Commercial Bid of the Bidder} X 100} % (Adjusted to two decimal places)

- i. Only fixed price financial bids indicating total prices for all the deliverables and services specified in this bid document will be considered.
- ii. The bid price will include all taxes and levies and shall be in Indian Rupees.
- iii. Any conditional bid would be rejected.

**Errors & Rectification:** Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail".

**7.3 Combined And Final Evaluation**

- a. The technical and financial scores secured by each bidder will be added using weightage of 70% and 30% respectively to compute a Composite Bid Score.
- b. The bidder securing the highest Composite Bid Score will be adjudicated as the most responsive Bidder for award of the Project. The overall score will be calculated as follows: -

$$Bn = 0.70 * Tn + 0.30 * Fn$$

Where,

Bn = overall score of the bidder

Tn = Technical score of the bidder (out of maximum of 100marks)

Fn = Normalized financial score of the bidder

- c. In the event the composite bid scores are 'tied', the bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of the Project.

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**8. Submission Process**

- **Part I: Technical Bid:** EMD, sample images, concept note, core team profile, pre-qualification and technical qualification documents.
- **Part II: Financial Bid:** As per **Annexure II** format, uploaded in **BOQ\_XXXX.xls**.
- All documents must be digitally signed and uploaded on CPPP.

**9. Disclaimer**

This is an invitation for bids, not an offer. No contractual obligation arises until a formal contract is signed by an authorized NAI officer.



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**SECTION II: SCOPE OF WORK**

**1. Core Responsibilities**

The Technology Partner will provide following capabilities on Abhilekh Patal by mentioning approach, tools, architecture and time line for implementation:

- Maintain and support the existing Abhilekh Patal portal ([www.abhilekh-patal.in](http://www.abhilekh-patal.in)) hosted on AWS. In case, the proposed vendor wishes to develop portal with new open source technologies, will be free to do so, subject to without stopping the existing porta till the new portal successfully takes place/launched with the satisfaction level of NAI.
- Further, the source code and complete documentation will be required to handover to NAI as well as to the next vendorand facilitate in technology transfer of existing portal to the next vendor after completion of contract period/ or termination of contract period.
- Develop and integrate additional features of**Abhilekh Patal**:
  - User Preference-based Dynamic Explore and Home Page
  - Innovative Scholar Section
  - Virtual Exhibition Module
  - Interactive Tips & Tutorials (Video, Text and Podcast), User Manual, Systems Manual
  - Plan a Visit to NAI (Seat Reservation System)
  - Institutional Membership for Universities, Academic/Research Institutions, Libraries and Archives
  - Search Engine Optimization
  - State Archives as Sub-Chapter of Abhilekh Patal (Customized Metered Billing, Analytics, Reporting)
  - Content Monetization
  - Mobile App – optimization
  - Social Media Integration
  - Dashboard for Usage Report
  - Flipbook option with icon for documents view.



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- Multimedia Files: For Audio/Video content a viewer on server side with streaming option instead of downloading and playing at client side.
- Compliance with GIGW and W3C Guidelines
- Development of Single-Sign-On for authentication of third party external contents/publishers contents and NAI Library subscriptions accessible on NAI public IPs for Registered Users on Abhilekh Patal.
- Any other features not mentioned above that may be required to be developed by the department during the tenure of the contract.

**2. Digitize on Demand (DOD) Service**

- Maintain and enhance the DOD module with order management, multiple e-payment integration, and user rating features.
- Deploy manpower (minimum 3 personnel) at NAI, HO New Delhi premises during office hours (Monday-Friday) for management of DoD services .
- Process and deliver digitized records within **1 week** of order receipt.

**3. Data Upload**

- Upload legacy data and newly acquired data from NAI and other repositories located in various parts of India.
- The vendor will be responsible to ensure indexing of meta data (~ 34 fields), and data quality while uploading.
- Provide data through API for long term digital preservation on LTO and Archival Cold Cloud Storage and other dashboards of NAI.
- Digital Data to be compliant as per the pre-defined technical specifications defined by the National Archives of India. PDF/A - 300 to 600 dpi (as per requirement) Multipage Searchable PDF [ISO 19005:12005 or higher] with HTR/OCR text layer embedded below the image and appended within the PDF file along with Metadata and English translation for non-English text. PDF to be Watermarked, Secured and ISO compliant.
- Metadata in XML and CSV format as per the 34 fields metadata structure of the NAI.



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- o Duplicate data checking while uploading based on metadata fields, checksum, etc.

**4. Onboarding External Repositories**

- o Integrate digital collections from State, UT, and other archives with secure access rights and optional revenue-sharing models. Domain name of these external repositories will be subdomain of Abhilekh Patal.

**5. AI Model Development and Maintenance**

- o Fine-tune an **open-source AI model** using NAI's digitized data to enhance search, translation, and content analysis.
- o AI-Powered Chat Bot
- o Intelligent Document Viewer with Instant Translation
- o Speech commands/Icon for Search. Display the Icon or make a provision for typing text based on speech.
- o Unified Search of Multiple Archives/Repositories Websitesincluding Abhilekh Patal using Generative AI Tools.
- o Multilingual support for natural language queries for search, retrieval, transliteration, translation and Intelligent document viewer
- o Provision GPU hardware infrastructure within **NIC/Meity empanelled Data Center in India** for training and inferencing.
- o Perform ongoing optimization to improve AI accuracy and performance.

**6. Additional Requirements**

- o Legacy Scanned Data available at NAI and ongoing Digitized processed data to prepare and upload on Abhilekh Patal. Vendor will provide and interface to NAI for directly uploading data on Abhilekh Patal.
- o Architecture should be deployed to make the system fast, secure and modular.
- o Upload and Production Server to be separate to provide maximum speed to users for search and retrieval.
- o Source Code of the Application must be handed over to NAI after completion of the project.
- o Quarterly review meetings with NAI stakeholders.

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- Monthly progress reports (visitors, bounce rates, etc.) by the 10<sup>th</sup> of each month must be submitted.
- Response time for queries: ≤ **48 working hours**.
- Dedicated Business Analyst and Project Manager with archival domain experience.

**SECTION III: GENERAL REQUIREMENTS**

**1. Validity Period**

Financial bids must remain valid for **3 years** from the contract award date.

**2. Delivery Schedule**

- Knowledge Acquisition of Existing Portal: **4 weeks** from Date of Agreement
- Data processing /data upload: **4 weeks** from data/portalknowledge transfer and portal handover.
- Core additional Feature development mentioned in Section II (scope of work): **12 weeks** from agreement.
- AI Model Development and Deployment on Abhilekh Patal: **12 Weeks** from date of agreement
- DOD execution: **1 week** from record supply.

**3. Performance Standards**

- 100% resolution of technical issues within **1 week**.
- Flawless digital document enhancement and upload.
- 100% accurate indexing with proper grammar and spelling.
- GPU infrastructure uptime: **99.9%**.

**4. Penalty**

- Delay beyond the defined time duration in delivery schedule in para under heading "**SECTION III: GENERAL REQUIREMENTS**" will attract penalty of Rs. 5,000/week (first 4 weeks), Rs. 10,000/week thereafter for each component.

**5. Payment Terms**

- Half-Yearly payments upon successful execution of the work.

**6. Force Majeure**



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- o Delays due to uncontrollable events (e.g., floods, acts of God) will not incur penalties, with mutual resolution if exceeding 6 months.

**7. Dispute Resolution**

- o Arbitration per the Arbitration and Conciliation Act, 1966, in New Delhi.

**8. Order Extension**

- o The tenure of the contract may be increased by 1 year for a maximum of 2 times after the expiry of the contract, subject to satisfactory performance of the vendor.

**ANNEXURE II: FINANCIAL BID FORMAT**

S. No.	Particulars	Unit Rate (Excluding Taxes)
1	AI services access, Model Training and inferencing charges * <sup>1</sup>	Rs. /annum
2	Application Development, Maintenance Services including promotion of Abhilekh Patal including DoD * <sup>2</sup>	Rs. /annum
Total (excluding taxes) * <sup>3</sup>		

**Notes:**

1. GPU infrastructure for Inferencing must be hosted in a NIC/MeitY-empanelled Data Center in India and should be scalable to meet the load of the users opting to make use of the AI enabled access to the portal.
2. Cost must cover all equipment, manpower, and services for 3 years.
3. Taxes will be paid as applicable with the appropriate TDS deductions.