

RFP / RFB Response Template

Museum AR Smart Glass Guide — reusable tender response

HumanityAI'd — July 2026

CONFIDENTIAL — INTERNAL SALES TEMPLATE

How to use this template

GCC cultural institutions typically procure technology through the operating authority (DCT Abu Dhabi, Dubai Culture, Qatar Museums, Saudi Museums Commission) via a formal RFP/RFB or, for pilots, a direct-award or limited tender. This template maps our product onto the sections almost every museum-technology RFP contains. Replace bracketed prompts; keep the honest posture (see the Technical Due-Diligence Report for what to disclose).

1. Executive summary

[2–3 paragraphs: the hands-free multilingual on-prem guide, the proven pilot, and why it fits this institution's mission and languages. Name the specific museum and its multilingual audience.]

2. Understanding of requirements

[Restate the museum's stated goals in our words: visitor experience, languages required, accessibility, data-residency, integration, KPIs. Demonstrate we read the brief.]

3. Proposed solution

- Hands-free AR-glasses guide with dwell-based exhibit recognition
- On-premises AI server (recognition + neural TTS); no cloud egress of visitor data
- Languages: [list the museum's required languages — we ship 8, support 23]
- Curator admin platform with human approval workflow (Arabic sign-off)
- Guided tours, sessions, and engagement analytics
- Architecture diagram: [insert from Technical Due-Diligence Report §3]

4. Compliance matrix

[Table: each RFP requirement → Comply / Partially / Roadmap → evidence/notes. Be honest; "Partially/Roadmap" with a date beats overclaiming.]

Req. ID	Requirement	Compliance	Evidence / Notes

5. Data sovereignty, security & privacy

- Fully on-premises; no visitor imagery leaves the museum network
- Pseudonymous sessions; data-purge capability
- Production security hardening plan (JWT/RBAC, TLS + device tokens) — reference roadmap with dates
- [Address the museum's specific compliance regime: UAE IA / NESA, Saudi NCA ECC, GDPR-equivalent as applicable]

6. Implementation plan

- Phase 0: site survey, install, success metrics (Week 0)
- Phase 1: content enrolment of first [N] exhibits, multilingual narration (Weeks 1-2)
- Phase 2: staff training, trial, go-live (Weeks 2-3)
- Phase 3: evaluation & rollout plan (Week 4)
- [Gantt / milestone table]

7. Content & languages

- Enrolment workflow (photos → text → narration → approval), minutes per exhibit
- Optional professional narration authoring/recording service
- Language coverage and RTL/Arabic-first handling

8. Hardware & fleet

- Glasses model, quantity, spare ratio, charging/hygiene station
- On-prem server specification (16 GB GPU recommended)
- Network requirements (dedicated SSID, AP coverage)

9. Support & SLA

- Tiered SLA (Standard / Priority / Mission-critical) — response targets, remote diagnostics, spares
- Training and knowledge transfer
- Maintenance, updates, and content services

10. Analytics & reporting

- Dwell time, play-through, popular exhibits, tour completion
- Exportable KPI reports for the institution

11. Team & experience

- HumanityAI'd overview; the proven internal pilot as reference
- Key personnel and roles
- [Any partner integrators for AV/installation]

12. Commercial

- Licence + hardware + implementation + support, structured to the museum's budget cycle
- CAPEX-owned hardware option
- [Insert priced schedule from Pricing & Packaging]

13. Risk & mitigation

[Table from BRD §8 + Technical Due-Diligence hardening plan — shows maturity by naming risks and owning them.]

14. References & proof

- Internal production pilot case study (attach)
- Live demonstration offer
- [Any customer pilots once available]

15. Assumptions & exclusions

[State clearly: museum-provided Wi-Fi/power, content sign-off responsibility, glasses lead time, etc.]

Attachments to include

- Company one-pager · Master pitch deck · Case study · Technical Due-Diligence Report · Deployment & Ops Guide
· POC Playbook · Pricing schedule