

**Corrigendum to Limited RFP for Web Data Services – Tender ID
2024_NABA_833714_1**

Date: 8th November 2024

Reference: Pre-Bid Meeting held on 8th November 2024

Details: Revised Scope of Work, Annexure-H (Technical Evaluation Matrix), Annexure-I (Technical Bid Form), and Responses to Pre-Bid Queries

Chapter-2

Scope of Work

NABARD invites service providers to offer their solution for Web Data Services as per the technical/ functional specification given in the RFP document, which inter alia, includes the following:

1. The Web Data Service provider shall serve as NABARD's standby partner, fulfilling ad-hoc data requirements as and when needed.
2. The service provider shall understand requirements from NABARD such as source of the data, format required, frequency etc., and provide data as per below timelines:

If source data is present in simple forms such as excel etc., and/ or volume is small.	Data shall be delivered in 3-4 working days.
If source data is present in complex forms such as pdf etc., and/or volume is high.	Data shall be delivered in 5-10 working days.

3. If volume of the data scraped is high, there should be arrangement to push the data to an SFTP location provided by NABARD.
4. The service provider must deliver data in the format required by NABARD (e.g., JSON, CSV, Excel) ensuring compatibility with NABARD's existing systems and workflows.
5. The service provider shall assign a dedicated team to manage NABARD's Web Data Service, ensuring prompt and efficient communication, support, and execution of tasks.
6. The bidder shall be responsible for providing service and support for the complaints during business hours.
7. The service provider will host and manage all infrastructure, software, and related systems required for the Web Data Service, ensuring seamless operation.
8. The service must gather large volumes of publicly available data from a wide range of sources including websites, social media, blogs, and database repositories.

9. Implement rigorous data validation and cleansing processes to ensure the data provided to NABARD is same as present on the source provided by NABARD.
10. The service must comply with relevant data governance policies, including legal and ethical guidelines, ensuring data privacy and regulatory compliance (IT Act, DPDP Act etc.).
11. Provide comprehensive technical support with timely assistance during business hours and provisions for emergency support.

Annexure – H
Technical Evaluation Matrix

Sr. No.	Criteria	Details	Marks	Bidder
1	Prior Experience in IT Development Sector with Govt. Institutions/ BFSI Sector	More than 5 years	5	
		3–5 years	3	
		1–2 years	2	
2	Prior Experience in providing Web Data Scraping/Crawling services	Experience with more than 5 clients	10	
		Experience with 3–5 clients	5	
		Experience with less than 3 clients	3	
3	Data Quality and Authentication	Ensures data integrity, validation, standards adherence	10	
		Basic data quality mechanisms	5	
		No data quality or authentication	0	
4	Compliances & Security (Robots.txt, IT Act, DPDP Act)	Full compliance with rules, privacy laws, terms of service	10	
		Partial compliance	5	
5	Technical Solution Model Requirement Matching (Ad Hoc)	Complete matching of our technical requirement	5	
		Partial matching of requirements	3	
6	Parsing and Extraction Tools	Built-in tools for parsing various data formats (HTML, XML, etc.)	10	
		Limited parsing tools	5	
7	Capability of providing Output Data in required formats (xls/xlsx/pdf/word)	Tools for providing data in required formats (no manual intervention)	10	
		Limited tools (manual intervention required)	5	
8	Support and Maintenance Commitment	Business hours support + emergency support	10	
		Business hours support only	5	

9	Demo on Use Case	High-quality demo on the provided use case	30	
		Average demo on the provided use case	20	
		Poor demo on the provided use case	10	
	Total		100	

Annexure – I
Technical Bid Form

Sr. No.	Criteria	Details	Required	Compliance (Yes/No)	Supporting documents/links
1	Robots.txt Compliance	<ul style="list-style-type: none"> • Ability to respect the rules specified in the robots.txt file to avoid crawling restricted areas of websites. 	Mandatory		
2	Data Quality and Authentication Assurance	<ul style="list-style-type: none"> • It must include mechanisms to verify and ensure the quality and accuracy of crawled data, employing validation checks and data cleansing procedures to maintain data integrity. • Adhere to industry standards and best practices for data authentication, such as ISO/IEC 27001 for information security management. Compliance ensures that data authentication processes are robust and effective 	Mandatory		
3	Parsing and Extraction Tools	<ul style="list-style-type: none"> • Built-in or compatible tools for parsing HTML, XML, and other web content formats. • Ability to extract relevant data from web pages efficiently. 	Mandatory		

4	Data Format Compliance	Ability to deliver data in formats required by NABARD (e.g., JSON, CSV, Excel)	Mandatory		
5	Compliance and Security	Adherence to legal, ethical, and data privacy standards (e.g., IT Act, DPDP Act)	Mandatory		
6	Support and Communication	NABARD expects prompt communication, issue resolution, and technical support during business hours.	Mandatory		

Authorised Signatory of the Bidder with Seal

Date:

Place:

Response to Pre-Bid Queries

Sr. No.	Clarifications and Amendments sought	NABARD's response
1	Delivery Timeline is given but requirement is not shared. If it is just extraction, we can complete it else there should be a provision where we can add additional timelines as needed on demand.	Data requirements are ad-hoc and will be specified per request
2	There may be a chance that Data cannot be extracted. We can inform the same to the NABARD team in advance.	Only public, free sources are included for data extraction. Data delivery timelines has to be adhered to.
3	Formula for evaluation - QCBS	Please refer RFP's Chapter 3 Criteria for Evaluation of Bids along with Annexure H and Annexure K
4	Support during Business Operation Hours of NABARD 8 AM to 8 PM (Monday to Friday), in Annexure H – Technical Evaluation Matrix - Support and Maintenance Commitment - 24/7 with 5 marks. Need Clarity	Annexure H has been modified.
5	Where to upload - Annexure K. As there no xls. file format for commercial submission is available on CPP portal.	Annexure K format given in RFP document (page 52) can be used for commercial submission.
6	Data Volume: What is the expected volume of data (in terms of records or size) to be processed during peak operations and no peak?	Volumes will vary based on ad-hoc requirements; high-volume cases will involve SFTP transfer.
7	Data Sources: Could you provide more details on the typical sources of data (e.g., specific websites, databases, social media platforms) that NABARD expects to gather data from?	Sources will include publicly available websites, databases, and social media as specified by NABARD in each request.
8	Dedicated Support Team: Could you provide more clarity on the size and composition of the dedicated team required to support NABARD? Are there specific roles and skill sets that NABARD expects?	NABARD expects prompt data delivery and support. Roles may be decided as per bidder's discretion, ensuring efficient response.
9	We request NABARD to extend the bid submission for atleast 10-15 days after the pre-bid clarification is shared.	No change
10	We request to please specify any unique data transformation or storage requirements	Data should be provided in JSON, CSV, or Excel

	beyond JSON, CSV, and Excel for integration with NABARD's systems.	formats generally. Additional formats are not currently specified.
11	We request to clarify that are there existing APIs or data endpoints for integration, or should the solution include custom connectors?	Integration, custom connectors are not required.
12	We request to clarify that for high-volume or complex data (e.g., PDFs, multi-table datasets), can NABARD provide thresholds or use cases to guide parsing and processing pipeline design?	Complex data should be delivered within 5-10 working days; specific cases will be addressed as per each requirement.
13	We request to clarify that whether NABARD could share monthly data volume estimates or peak data traffic expectations?	Data volumes are ad-hoc and will be specified per request; peak volume will be handled via SFTP.
14	We request to clarify that whether NABARD could clarify data quality expectations, such as accuracy or completeness standards?	Data must match the specified source, ensuring accuracy and completeness as per source data.
15	We request to clarify that for no-code configuration, will NABARD personnel need access to adjust parameters, or will customization be primarily required during initial setup?	No customization by NABARD personnel is required; configurations will be handled by the service provider based on NABARD's data request.
16	We request to clarify that is NABARD interested in dashboards or visualization tools beyond PowerBI integration?	No additional visualization tools are required.
17	We request to clarify that for emergency support, what response times outside business hours are critical?	Support is required during business hours; emergency support specifics will be communicated as necessary which might include data supply or help during weekends.
18	We request to clarify that whether NABARD could share historical data on service disruptions to help tailor support frequency and type effectively?	No historical data on disruptions is present; support as outlined in RFP requirements.
19	We request to clarify that are additional archival standards or audit requirements expected that might affect data retention and deletion practices?	No additional archival or audit standards specified; standard compliance would suffice.
20	We request to clarify that how does NABARD prefer to handle compliance	Compliance with current regulations (IT Act, DPDP Act) is required; updates

	updates for new regulations during the contract period?	will be addressed jointly as needed.
21	We request to clarify whether NABARD could provide any historical data or anticipated usage patterns to estimate typical quarterly data volumes?	Usage patterns are not fixed; volume will vary based on ad-hoc requirements.
22	We request to clarify that are there limits on data volume or page count for each quarter, beyond which additional costs may apply?	The limit or minimum can specified. Requirements would be completely random.
23	We request to clarify that whether NABARD could clarify if all data sources are freely accessible, or if there are subscription-based or paid sources that need to be crawled?	Only freely accessible sources will be specified.
24	We request to clarify that for paid sources, how will NABARD handle the cost of access or subscription fees within the payment model?	Only public, free sources are included; paid sources are out of scope.
25	The tender in principal not adhering to the fact that it only requires data or data files. Refer to page no – 13 clause number 9,10,11,12 and 13	Corrigendum will be released shortly to address
26	Technical evaluation will be done basis of tool used and also Use Case demo. Refer to page 45 clause no 4 to 13.	Please refer RFP's Chapter 3 Criteria for Evaluation of Bids along with Annexure H and Annexure K