NITI AAYOG

ADDENDUM NO. 3 TO THE

REQUEST FOR PROPOSAL (RFP)

FOR

SELECTION OF PROJECT MANAGEMENT CONSULTANT (PMC)

FOR MANAGING

PROJECT MANAGEMENT UNIT (PMU)

OF

NATIONAL DATA AND ANALYTICS PLATFORM (NDAP)

The following is the modification to the RFP for the Selection of Project Management Consultant (PMC) for managing the Project Management Unit (PMU) of the National Data and Analytics Platform (NDAP). issued on 10 Feb 2022 with reference no. 2022_NITIA_673303_1. The deletions from the earlier text of the RFP are indicated as strikethroughs and additions are underlined.

S. No.	Clause No.	Provision of the Request for Proposals
(1)	**1.8 of the RFP**	**Schedule of Selection Process** The Authority would endeavour to adhere to the following schedule:

	Event Description	Date
1.	Last date for receiving queries/ clarifications	March 04, 2022
2.	Pre-Proposal Conference	March 16, 2022
3.	Authority response to queries	March 30, 2022
4.	Pre-Proposal Conference II	March 31, 2022
5.	Proposal Due Date or PDD	At or before 11.00 AM on ~~April 18~~ April 25, 2022
6.	Opening of Proposals	~~April 20~~ April 27, 2022, at 12.30 PM
7.	Presentations for Technical Evaluation	Within 15 days of PDD
8.	Opening of Financial Proposals	Within 30 days of PDD
9.	Letter of Award (LOA)	Within 45 days of PDD
10.	Signing of Agreement	Within 10 days of LOA
11.	Validity of Applications	90 days of Proposal Due Date

S. No.	Clause No.		
(2)	**Schedule-1, Terms of Reference for Project Management Consultant, Clause 2.2**	**Category**	**Features**
		Project Management and Coordination	(1) Periodic updates to the Authority on project progress and development. (2) The outgoing NDAP PMU has maintained a monitoring dashboard to track project progress on data sourcing, UI/UX feedback, platform usage and usability and service level agreement (SLA) adherence. The incoming PMC will be

expected to (i) continue maintenance of monitoring dashboard views to track progress on various aspects of the project; (ii) coordinate data pipelines for the dashboard with the tech vendor; ~~and~~ (iii) incorporate additional metrics as required; and (iv) deploy updated tools and technologies for monitoring the Project.

(3) The monitoring dashboard prepared by the outgoing NDAP PMU uses the following tools:

- Superset;
- Airflow, with data pipelines written in Python language and Structured Query Language (SQL);
- Docker;
- PostgreSQL;

(4) The monitoring dashboard prepared by the outgoing NDAP PMU uses the following AWS services:

- Redshift;
- Simple Storage Service (S3);
- Glue;
- Elastic Container Service (ECS);
- Relational Database Service (RDS);

(5) The incoming PMC may utilize the existing monitoring dashboard to monitor the Project or develop/ utilize a new monitoring dashboard to provide a real time status of the Project. The indicators displayed on the dashboard ("**NDAP Monitoring Dashboard Indicators**") is specified in the Annex-1 to this Schedule-1.

Provided that such new monitoring dashboard developed by the PMC shall be developed in consultation with the Authority and shall have the most updated technology and tools including but not limited to the features as set out in (3) and (4) above, as well as the NDAP Monitoring Dashboard Indicators set out in Annex-1 to this Schedule-1.

Provided further that in the event the PMC develops a new Project monitoring dashboard, such new monitoring dashboard shall not disrupt the Project.

(6) The Authority may notify monitoring metrics from time to time which shall be required to be incorporated by the PMC to the monitoring dashboard.

(7) The PMC is also expected to act as secretariat for NDAP's Technical Advisory Group (or TAG). The TAG is a group of experts in the fields of data, technology and public policy who vet features and developments on the platform. This will entail:

				(a) Regular sessions to be held with the TAG and other stakeholders for ideating and discussing progress and roadmap.
				(b) Quarterly platform audits to be conducted by TAG members with feedback collated from the same.
				(c) Smaller group consultations with TAG members and other stakeholders to be held for matters pertaining to relevant areas of expertise.
				(i) Standard Operating Procedures (SOPs) should be prepared for all processes in consultation with TAG and updated with new information and learnings. In the event of a conflict in any protocols and procedures, the final decision shall rest with the Authority.
				(8) The present team structure of the technical vendor ("**NDAP Technical Vendor Team Structure**") is specified in the Annex-2 to this Schedule-1.
		Contract Monitoring		Monitor and ensure compliance of the Contract. A detailed format will be developed for monitoring the compliance of the provisions of the Contract. The payment to the Consultant will be examined and submitted to the Authority in a timely manner and all other obligations of the Consultant under the Contract would be monitored.
		Data Sourcing, Maintenance and Quality		(1) Dataset Sourcing and Maintenance (a) Documentation on the state of datasets in India, with insights on dataset accessibility, format, granularity etc. These insights may be periodically compiled and published as a report on existing and emerging open data practices. (b) Key datasets across Ministries to be identified, prioritized, and made available on the platform. (c) Input from the relevant stakeholders to be routinely monitored and prioritized. (d) Direct Data Pipelines to be established with Central and State Ministries. (e) Ensure that the datasets on the platform are always updated to the latest version and key datasets across the Ministries are available.

				(2) Technical Guidance on Data Standardization and Data Quality (a) All datasets hosted on the platform to achieve a minimum quality standard of 3 stars according to the 5-star data quality framework as per the Contract. (b) Coordinate and facilitate partnerships with reputable research institutes across sectors as contributors to the standardization methodology. (c) Conduct quarterly workshops on data quality with key stakeholders (including research institutes, universities, think tanks, government bodies etc.) (d) Documentation of updated standardization schema and data quality standards. (e) In the event of a conflict in any procedures, the final decision shall rest with the Authority.
			Platform Development and Usability	(1) Ensure that all features in Clause 3.1.1 of the Contract is implemented and maintained per the service level agreement in the Contract. (2) Coordinate testing of the features and the platform by focus user group and conduct activities such as hackathon and "Bug bounty" to discover any bugs or errors. (3) Manage and support prioritization of feedback from different sources on platform usability and interface. (4) Maintain a log of usability issues, feedback by priority and severity levels and assist the technology consultant in resolving them. (5) Ensure the user experience matches the best international standards through approaches such as design thinking workshops and proactive usage and usability monitoring (6) In the event of a conflict in any procedures, the final decision shall rest with the Authority.
			User Outreach	(1) Generate monthly reports on site analytics, identify avenues to improve customer satisfaction and user engagement. (2) Develop and execute physical and digital outreach strategy to engage with research partners, think tanks, Ministries, States, and any other relevant stakeholders.

			(3) Set up and maintain social media accounts on relevant platforms (including Twitter, Facebook, LinkedIn, email newsletters etc.) These platforms will be regularly monitored and updated with content on NDAP features, datasets and outreach events. (4) Create content for publication in digital and print media.
		Feedback Integration and Redressal	Develop a strategy to facilitate user discussion on the datasets and feedback. Support the Consultant and Authority in the development of such a mechanism.
(3)	**Annex-1 to the Schedule-1, Terms of Reference for Project Management Consultant**	**NDAP Monitoring Dashboard Indicators** (*Refer Clause 2.2 of the Schedule-1, Terms of Reference*) Please see the Annex-1 to the Schedule-1 below.	
(4)	**Annex-2 to the Schedule-1, Terms of Reference for Project Management Consultant**	**NDAP Technical Vendor Team Structure** (*Refer Clause 2.2 of the Schedule-1, Terms of Reference*) Please see the Annex-2 to the Schedule-1 below.	

Annex-1 to the Schedule-1, Terms of Reference for Project Management Consultant

NDAP Monitoring Dashboard Indicators

Dashboard Page/View	Indicator
Dataset Coverage	Dataset Progress - Overall
Dataset Coverage	Dataset Progress - Quarterly Pipeline
Dataset Coverage	Datasets by star rating
Dataset Coverage	Acquired datasets in processing sub-stages
Dataset Coverage	Processed datasets in PMU review sub-stages
Dataset Coverage	Additions of new datasets, by status, over time
Dataset Coverage	Dataset onboarding status by KD
Dataset Coverage	Datasets by ingestion method
Dataset Coverage	Datasets by source file format
Dataset Coverage	Datasets by MDA
Dataset Coverage	Datasets by source URL
Dataset Coverage	Status table for all datasets
Dataset Quality	Onboarded datasets
Dataset Quality	% uniquely identified
Dataset Quality	Data quality by MDA - onboarded datasets only
Dataset Quality	Uniquely identified datasets by MDA - onboarded datasets
Dataset Quality	Metadata availability - basic metadata - across all datasets in pipeline
Dataset Quality	DQ table for all data tables
User Support and Feedback	Tickets by type, across time
User Support and Feedback	Ticket counts by status
User Support and Feedback	Ticket status by ticket type
User Support and Feedback	Ticket by page type
User Support and Feedback	Duration of ticket lifespan - Unresolved ERROR FEEDBACK tickets: Days since opening
User Support and Feedback	Duration of ticket lifespan - Resolved ERROR FEEDBACK tickets: Days until close
User Support and Feedback	Duration of ticket lifespan - Unresolved GENERAL FEEDBACK tickets: Days since opening
User Support and Feedback	Duration of ticket lifespan - Resolved GENERAL FEEDBACK tickets: Days until close
SLA Monitoring	Unresolved SLA INCIDENT tickets: Minutes since opening *PROTOTYPE*
SLA Monitoring	Resolved SLA INCIDENT tickets: Minutes since opening *PROTOTYPE*
Platform Usage	Total/cumulative registered users
Platform Usage	New users registered (daily)
Platform Usage	Daily Active Users (Registered)
Platform Usage	Daily Active Users (Total)
Platform Usage	Average session duration
Platform Usage	Average datasets per visit
Platform Usage	Average bounce rate
Platform Usage	Total Datasets Views
Platform Usage	Average # clicks to view dataset
Platform Usability	Average time to access API in minutes (API response time)
Platform Usage	User session outcomes (SEARCH, VIEW, MERGE, VISUALIZATION, DOWNLOAD
Platform Usage	Number of Views
Platform Usage	Number of Downloads
Platform Usage	Avg. # of clicks to convert
Platform Usage	# of merges performed
Platform Usage	# of charts made
Platform Usage	Most popular datasets
Platform Usage	Recently Added/updated Datasets
Miscellaneous - RFP	Access browser
Miscellaneous - RFP	Operating systems used
Miscellaneous - RFP	Browsing Language
Miscellaneous - RFP	Location: State + Country

Platform Usability	Average platform downtime (over past 30 days)
Platform Usability	Total platform downtime (over past 30 days)
Platform Usability	Average platform uptime (over past 30 days)
Platform Usability	Total platform uptime (over past 30 days)
Platform Usability	Query conversion rate (over past 30 days)
Platform Usability	Zero-result queries (over past 30 days)
Platform Usability	Total requests served (over past 30 days)
Platform Usability	Total GB served (over past 30 days)
Platform Usability	Platform Latency - NDAP speed over past 30 days
Platform Usability	Merge conversion rate
Platform Usability	Visualization rate
SLA Monitoring	Monthly - Backup success rate
SLA Monitoring	Monthly - User rating (1–5)
SLA Monitoring	Monthly - RPO under 2 hours?
SLA Monitoring	Monthly - RTO under 2 hours?
SLA Monitoring	Record of Incident:- Start timestamp- Severity - Hours to resolution- Resolved on time?- Description
SLA Monitoring	Histogram of hours to incident resolution (past 6 months)

Annex-2 to the Schedule-1, Terms of Reference for Project Management Consultant

NDAP Technical Vendor Team Structure