
ADDENDUM-4

DATED: 20-11-2025

FOR

Delivery, Implementation and Management of on-premises Enterprise Wide API Management Solution

BID NO: PSB/HOIT/RFP/GEM/2025/B/6746234/2025-26 dated 01.10.2025

(GEM Bid No: GEM/2025/B/6746234)



**Punjab & Sind Bank
Second Floor
IT Department
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Introduction:

Bank has published the RFP vide tender No: PSB/HOIT/RFP/GEM/2025/B/6746234/2025-26 (GeM Bid No: GEM/2025/B/6746234) dated 01.10.2025 for Delivery, Implementation and Management of on-premises Enterprise Wide API Management Solution. Addendum 1 was published on 24-10-2025, Addendum 2 was published on 10-11-2025 and Addendum 3 was published on 18-11-2025

Following amendments have been made in the above stated RFP. All other terms and conditions of the RFP shall remain unchanged. Please treat Addendum-4 as an integral part of the RFP documents issued.

Page no. 3-9 is addendum

Page no. 10-19 is modification in Pre-bid queries response.

With reference to the aforesaid RFP, all are advised to note following:

Modification in RFP Clauses:

Sr No	Page No	Section	Existing Clause	Revised Clause
1	126	Annexure-XVII	Oracle Database licenses will be provided by the bank. If proposed solution requires database other than Oracle, bidder has to provide database and absorb the cost within the TCO.	The Bank currently maintains an Oracle Unlimited License Agreement (ULA). For this RFP, bidders are required to propose the necessary Database licenses as part of their solution. In case the bidder proposes Oracle database, they must include the Oracle Database licenses in their commercial proposal as a separate and clearly identifiable line item. At the time of Purchase Order (PO) issuance, the Bank reserves the right to decide whether to procure the Oracle Database license from the bidder or to utilize licenses available under the Bank's existing Oracle ULA. The requirement applies only to proposals involving Oracle Database. For all the other database technologies proposed, the bidder shall provide the required licenses as part of their solution. Regardless of the source of the database licenses (Bidder-provided or Bank-provided under ULA), the installation, configuration, administration, maintenance and overall management of the database environment will be the sole responsibility of the bidder.

2	28	Chapter 2	Considering the bank's current Oracle End-User License Agreement (EULA), the solution should utilize Oracle as the primary database.	Removed
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3	98	Annexure-XII, Table E Change Request Table	No. of Man-Days:- 500	No .of Man-Days:- 100
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4	69	Severity Levels	1. Table Severity Levels 2. Table Bug Resolution 3. TAT for Bug fixing	Removed
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5	65	Service Level Agreement Service Level Agreement and Penalty for Operations		New table added as Severity Levels defined.
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6	67	Security Vulnerability Management Table under SLA.	Bug fixing criteria defined in table Security Vulnerability Management.
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7	96-97	Annexure-XII	A. Item Wise Capital Cost B. Cost of ATS/ Subscription Charge for APIM Solution Post One-Year Warranty:	Database is added explicitly.
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Pre-bid queries:

Page No	Section	RFP Clause	Clause/Technical Specification	Bidders Query	Bank Response
39	2.4.8	Non Functional requirements	Performance : API management solution components shall operate with a maximum latency of 20 ms or less measured from an end-user's perspective when triggering and producing the output. (it should provide caching technology for high-performance requirements)	Could the bank clarify how latency will be measured to ensure that the platform consistently meets the 20ms performance threshold from the end-user's perspective, and what tools or metrics will be used for this assessment?	The proposed solution by the bidder should offer monitoring, observability requirement mentioned in the RFP.
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33	API Management Solution	API Observability	The platform should provide real-time API monitoring capability including uptime, latency, error rate.	Can the Bank confirm if integration with third-party APM tools is acceptable? Does bank has APM already ?	The proposed solution by the bidder should offer monitoring, observability requirement mentioned in the RFP.

33	Observability	Monitoring Requirements	Real-time API monitoring capability which involves continuous collection and analysis of API performance and usage data as it happens, with minimal delay between data capture and insight delivery. Common metrics tracked include uptime, response time, error rate, latency resource usage etc	Does the Bank require built-in dashboards or is integration with external tools like Grafana/Prometheus, Custom boards acceptable?	The proposed solution by the bidder should offer monitoring, observability requirement mentioned in the RFP.
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36	2.4.4	System Design	Observability and Monitoring Requirements: The BIDDER has to ensure comprehensive monitoring of key metrics for API Management Platform, including transaction counts, load times, service response, and system availability. a. Application Monitoring: The BIDDER has to provide enterprise-level Application Performance Monitoring for real-time, 24x7x365 monitoring of API Management Platform. This includes dashboarding, reporting, and alerting stakeholders, integration into the Bank's command center etc. b. End-to-End Observability: The BIDDER has to deliver tools and expertise for enhanced observability across the API Management Platform.	We are assuming that bank's existing HEAL will be used for centralized API performance monitoring and observability platform and the API management solution is expected to integrate with the same to push the API metrics to the same.	The proposed solution by the bidder should offer monitoring, observability requirement mentioned in the RFP.
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