

ADDENDUM - 4 DATED 03.08.2026

FOR

**SELECTION OF SERVICE PROVIDER FOR SUPPLY, INSTALLATION, COMMISSIONING,
OPERATIONS AND MAINTENANCE OF ENTERPRISE NETWORK CONNECTIVITY AND
NETWORK INFRASTRUCTURE FOR 5 YEARS**

Notice No.:

PSB/HOIT/RFP/GEM2026/B51/2026-27

DATED 10.06.2026

GEM Bid No. GEM/2025/B/7646788



**Punjab & Sind Bank
Second Floor
IT Department
Plot Number 151, Sector 44,
Gurugram, 122003**

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Addendum-4

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Introduction

Bank has published the RFP vide tender No:

GeM BID NO: PSB/HOIT/RFP RFP/GEM2026/B51/2026-27 DATED 10.06.2026

for

SELECTION OF SERVICE PROVIDER FOR SUPPLY, INSTALLATION, COMMISSIONING, OPERATIONS AND MAINTENANCE OF ENTERPRISE NETWORK CONNECTIVITY AND NETWORK INFRASTRUCTURE FOR 5 YEARS.



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

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

Section 1: Modification in RFP Clauses:

S.No	Page	RFP Section	Existing Clause	Revised Clause
1	7	Data Sheet: Bid submission last date and time	07.08.2026 15:00 HOURS	17.08.2026 15:00 HOURS
2	7	Data Sheet: Eligibility cum Technical Bid opening date and time	07.08.2026 15:30 HOURS	17.08.2026 15:30 HOURS
3	14	5 Eligibility Criteria (Point No. 6)	The OEM of any proposed solution / bidder should not have filed for Bankruptcy in any country.	The OEM of any proposed solution / bidder should not have filed for Bankruptcy in any country during last three financial years.
4	39	6.5 Network Performance Monitoring and Diagnostics (NPMD)	Addition	Dashboard & Reporting: The Bidder shall configure dashboards for monitoring performance of critical applications, with auto-refresh at intervals of 5 minutes, and enable scheduled report generation and delivery via email. Native HEAL Integration & Telemetry Streaming: The proposed NPMD solution must possess native capabilities to integrate with the Bank's existing HEAL APM and HEAL AI-based Observability Platform (including current and future versions) to support the Bank's Unified Observability and Resilience Operations Centre (ROC) initiatives. The solution shall support real-time or near real-time transmission of data to HEAL AI for cross-domain event correlation, AI-assisted root cause analysis, service dependency mapping, predictive analytics, anomaly detection, and unified



				operational visibility. Alerting & Multi-Standard Data Export: The Bidder shall configure threshold-based alerting mechanisms for application performance degradation and integrate alerts with the existing ITSM solution through email and/or JSON-based API. Furthermore, the solution must securely export, stream, and share comprehensive telemetry data including: network performance metrics, device health/availability data, network flow records, syslogs, SNMP traps/events, fault/alarm/alert info, configuration changes, topology/dependency mapping, and diagnostic/root-cause outputs. This integration must utilize industry-standard mechanisms such as REST APIs, Webhooks, Syslog, OpenTelemetry, Kafka, Streaming APIs, or JSON/XML feeds without proprietary lock-in. The bidder shall provide all required APIs, connectors, adapters, licenses, documentation, and professional services necessary for the integration with HEAL AI/Observability Platform at no additional cost to the Bank during implementation or the contract period. The bidder shall demonstrate this integration capability during the technical presentation and submit architecture documents detailing telemetry sharing, security controls, supported data formats, API specifications, throughput, scalability, and performance limits. The integration layer and telemetry streams must support role-based access control (RBAC), encryption of data in transit and at rest, comprehensive audit logging, and compliance with all applicable regulatory and Bank security guidelines.
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RFP for Selection of Service Provider for Supply, Installation, Commissioning, Operations and Maintenance of Enterprise Network Connectivity and Network Infrastructure for 5 years

5	66	7.27. Payment Terms (Hardware)	Hardware	50%	Delivery of the Hardware, submission of invoice with Proof of Delivery and other documents and implementation in at least 15 branches as per clause 7.26.	Hardware	70%	Delivery of the Hardware, submission of invoice with Proof of Delivery
				30%	On Successful installation, Commissioning and acceptance of the hardware by the bank in at least 500 branches		10%	On Successful installation, Commissioning and acceptance of the hardware by the bank in at least 500 branches
				20%	On Successful installation, Commissioning and acceptance of the hardware by the bank at all locations		20%	On Successful installation, Commissioning and acceptance of the hardware by the bank at all locations
6	66	7.27. Payment Terms (Software Licenses)	Software Licenses	50%	Delivery of the License, submission of invoice with Proof of Delivery and other documents and implementation in at least 15 branches as per clause 7.26.	Software Licenses	70%	Delivery of the License, submission of invoice with Proof of Delivery and other documents
				30%	On Successful implementation and acceptance of the Software by the bank in at least 500 branches.		10%	On Successful implementation and acceptance of the Software by the bank in at least 500 branches.
				20%	On Successful implementation and acceptance of the software by the bank at all locations		20%	On Successful implementation and acceptance of the software by the bank at all locations
7	96	Appendix 01: Existing Inventory (Branch Switch)	Branch, Head Office, PMO Switch C1000 L : Qty - 180			Branch, Head Office, PMO Switch C1000L : Qty – 265		
8	96	Appendix 03: Commercial Bill of Material (Hardware)	Row number 57-58 and 60-61: NTP solution DC and DR			Row number 60-61 stands deleted due to duplicate entry		