



OUR REF: KEBS/1029/0055/2025-26

25TH FEBRUARY 2026

TO ALL INTERESTED BIDDERS.

ADDENDUM NO.1 TO TENDER NO. KEBS/1029/0055/2025-26- INSTALLATION AND IMPLEMENTATION OF AN INTEGRATED APPLICATION OBSERVABILITY AND SECURITY INFORMATION AND EVENTS MANAGEMENT(SIEM) PLATFORM FOR A PERIOD OF THREE YEARS

The clarifications are made to the specified provisions of Installation and Implementation of an Integrated Application Observability and Security Information and Events Management (SIEM) Platform for a Period of Three Years.

1. RELATIONSHIP WITH THE PRINCIPAL TENDER DOCUMENT

Save where expressly amended by the terms of this Addendum, the Principal Tender Document shall continue to be in full force and effect. The provisions of this Addendum shall be deemed to have been incorporated in and shall be read as part of the Principal Tender Document.

2. CLARIFICATIONS HAVE BEEN SOUGHT AS FOLLOWS:

	QUESTION	ANSWER
1.	What is the total number of Log Sources	We are unable to provide a total number and list of log sources, as we will be on-boarding data sources iteratively, hence we are looking for an ingest-based license model for data sources. License as specified in the RFP (150 GB).
2.	What is the number of Endpoints (Windows & Mac)	While endpoint telemetry is not within the core application observability scope, it is fully supported within the security analytics layer of the platform. Endpoint log ingestion will follow the phased onboarding approach described in Question 1 and should be governed by overall daily data ingestion capacity and licensing parameters, rather than a fixed endpoint count.
3.	What is the number of Cloud accounts	While cloud monitoring is not within the core application observability scope, it is fully supported within the security analytics layer of the platform. Cloud account telemetry will follow the phased onboarding approach described in Question 1 and should be governed by overall daily data ingestion capacity and licensing parameters, rather than a fixed account count.
4.	What is the number of Domain Controllers	While domain controller and infrastructure monitoring are not within the core application observability scope, they are fully

		supported within the security analytics layer of the platform. Domain controller telemetry will follow the phased onboarding approach described in Question 1 and should be governed by overall daily data ingestion capacity and licensing parameters, rather than a fixed DC count
5.	Specify the number of File Servers	While file server monitoring is not within the core application observability scope, it is fully supported within the security analytics layer of the platform. File server telemetry will follow the phased onboarding approach described in Question 1 and should be governed by overall daily data ingestion capacity and licensing parameters, rather than a fixed server count.
6.	What is the number of Monitors? A Monitor can be an Application Component, Physical Server, Virtual Machine, VM Host, URL, URL Sequence, etc. :-	<p>For this scope, a "monitor" refers to any individually instrumented and licensed component within the application observability platform, including application agents, infrastructure agents, database agents, and end-user monitoring components. Based on the defined scope, the monitored components are:</p> <p>Application Performance Monitoring (APM):</p> <ul style="list-style-type: none"> • 1 Middleware Application (Spring Boot – logical application grouping) • 9 JVM instances (each instrumented and monitored via APM) <p>Infrastructure Monitoring:</p> <ul style="list-style-type: none"> • 1 Middleware Server (CentOS – monitored via Server Visibility) <p>Database Monitoring:</p> <ul style="list-style-type: none"> • 1 Oracle 19c Database Instance (monitored via Database Agent) <p>End-User Monitoring:</p> <ul style="list-style-type: none"> • 1 Web Application (Frontend Online Portal – BRUM) • 1 Mobile Application (MRUM) <p>Excluded from Scope:</p> <ul style="list-style-type: none"> • 1 Load Balancer (not instrumented in the current scope) • Total Monitored Components: 14 monitored components
7.	How many users need access to the application observability solution	This is undefined for now, but various authorized enterprise users will be requiring access for monitoring, administration, reporting, or security analytics as per enterprise policies.
8.	Do you require Real User Monitoring (RUM) and	Yes.

	End User Monitoring (UEM)? If yes, specify the total number of applications/websites for which you require this:	<ul style="list-style-type: none"> • 1 Web Application (Frontend Online Portal – BRUM) • 1 Mobile Application (MRUM) • Total applications requiring RUM/UEM: 2
9.	Do you require Application monitoring for Java Web Transaction Monitoring? If yes, specify the total number of applications for which you require this:	Yes. <ul style="list-style-type: none"> • Middleware Spring Boot application • 9 JVM instances • Total Java applications: 1 application (9 JVM instances)
10.	Do you require Application monitoring for .Net Agent? If yes, specify the total number of applications for which you require this:	No
11.	Do you require Application monitoring for Node.js Agent? If yes, specify the total number of applications for which you require this	No
12.	Do you require Application monitoring for Python Agent? If yes, specify the total number of applications for which you require this	No
13.	Do you require Application monitoring for PHP Agent? If yes, specify the total number of applications for which you require this	No
14.	Do you require iSeries/AS 400 Monitoring? If yes, specify the total number of iSeries/AS 400 Servers:	No
15.	Do you require Microsoft Office SharePoint Monitoring? If yes, specify the total number of SharePoint Servers:	No
16.	Do you require Oracle EBS Monitoring? If yes, specify the total number of Oracle EBS Servers	No
17.	Do you require SAP Monitoring? If yes, specify the total number of SAP Servers	No
18.	Do you require WebSphere MQ Monitoring? If yes, specify the total number of WebSphere MQ Servers	No
19.	Do you require Siebel Monitoring? If yes, specify the total number of Siebel Servers	No
20.	Daily Volume in GB\day to be calculated to come up with the Licensing	The solution must deliver enterprise level log management and analytics platform with SIEM capable of handling up to 150 GB of data
21.	Retention Period in days\years needed for (Online \ Offline or Archived) data	Online Data – 3 Months Archived Data – 1 year
22.	Number of Locations\Sites on which the customer data is distributed and want to monitor	1
23.	Number of Employees accessing underlying infrastructure (Users)	1500
24.	Please specify the High availability/Clustering requirements for below points.	No

	a) Do you require High availability for access? b) Do you require High availability/Clustering For data? c) Is DC/DR Scenario to be considered?	Yes No
25.	Number of users going to access administrative Console (Search Head) and their purpose	Unknown
26.	Number of "concurrent" users accessing the Console on a daily basis?	Unknown
27.	Number of Users needed training and what level?	Refer to the tender document on training in the Scope of works.

All the other terms and conditions remain as per the tender document.


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