

NPCI/EOI/2024-25/IT/02 dated 22nd August 2024
(Expression of Interest (EOI) for procurement of Privileged Access Management (PAM) Solution)
Responses to Pre-Bid Queries



Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)	Response
1	3.2 Eligibility Criteria for Bidders A] Start-ups:	13	Point No.8	The bidder has paid the bid cost as given in the EOI at the time of purchasing the bid document or has paid or submitted along with the bid submission.	Under a 2017 Ministry of Finance order, startups are exempt from submitting the bid document fee and Earnest Money Deposit (EMD). As we are a startup organization, we are exempt from the bid document fee and EMD as per the Startup India guidelines. Please confirm!!		Exemption for bid cost is not applicable as NPCI is not a Government organization. All bidders who are participating has to submit EMD amount by online transfer
2	3.2 Eligibility Criteria for Bidders A] Start-ups:	13	Point No.9	The Bidder has paid or submitted along with the bid submission required EMD as mentioned in the EOI.	Under a 2017 Ministry of Finance order, startups are exempt from submitting the bid document fee and Earnest Money Deposit (EMD). As we are a startup organization, we are exempt from the bid document fee and EMD as per the Startup India guidelines. Please confirm!!		Exemption for EMD is not applicable as NPCI is not a Government organization. All bidders who are participating has to submit EMD amount in the form of Bank Guarantee, before last date of Bid submission (BG should be valid for 6 months with 12 months claim period. Hard copy of BG need to submit at NPCI)
3	B) Other than Start-ups	34	8	The OEM can authorize only 2 bidders/system integrators to participate on the OEMs behalf, however, in such a case, the OEM will not be allowed to participate on itself. The bidder is authorized to participate on behalf of only a single OEMs product.	We request NPCI to ask for 1 OEM 1 SI participation, as this will ensure that the SI with right skillset are proposed and supported by OEM.	Also this clause may be included in OEMs compliance since we as a SI cannot make any comment on the same.	No change in EOI terms.
4	Annexure G - Power of Attorney	30			We request NPCI to accept Board Resolution as well.		Board resolution duly certified by the Company Secretary is acceptable
5		9	2.1	The selected bidder is required to supply, and appropriately install, deploy, integrate the PAM Solution as defined above for NPCI as per the timelines and SLA levels prescribed in the EOI	Kindly share the timeliness & SLA for the implementation & sustenance project that NPCI is looking into.		Details will be shared with successful bidders
6		10	2.2	Bidder is responsible to provide end to end solution (Comprising of Solution Softwares, OS, Middlewares, DB and compatibility)	Does bidder just need to provide the specification or provide the OS licenses & hardware along with solution for NPCI		Hardware will be provisioned by NPCI & will provide support related to Hardware only. Rest everything with specific to operating system, DB and application has to be provided and supported by bidder.
7		10	2.2	Bidder must implement the solution at DR location whenever DR site is ready with all necessary hardware.	Please specify the DC, DR & near DR location? Also confirm which location the resources would be deployed for 24*7 operation?		Details will be shared with successful bidders
8				Recommendation	As this contract / Project will be spanned over 5years period, we request NPCI to consider 3% variation on current dollar value. Due to high volatility in the market if the dollar value goes beyond 3% in any year then NPCI should allow successful bidder to do renewal of licenses on the dollar value as on the PO issue date of that year.		No change in EOI terms.

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9	3.2 Eligibility Criteria for Bidders	13	3.2	The bidder should have successfully implemented a minimum of one (1) innovative idea and should provide client reference for the same	The bidder/ OEM should have successfully implemented a minimum of one (1) innovative idea and should provide client reference for the same		No change
10	EOI Schedule and Communication Ad	7	7	Submission of Bid on 05-09-24	Please give us one week extension i.e. 12th September 24.		Kindly refer Corrigendum-1.
11	EOI-for-procurement-of-privileged-access-management-(PAM)-solution.docx	39	ANNEXURE M - Technical Compliance	The proposed solution should support complete active active configuration at all infrastructure components. It should support high-availability Vault environment since this is crucial for the Vault availability	Is there any existing Load Balancer at your DC and DR site.		yes
12	EOI-for-procurement-of-privileged-access-management-(PAM)-solution.docx	22	6 / 6.3	Size of the deployment in terms of number of Users and Servers (5)	Number of PAM users, assets to be onboarded and number of concurrent users		Details will be shared with successful bidders
13	EOI-for-procurement-of-privileged-access-management-(PAM)-solution.docx	11	2.4	1. Post-implementation support for 3 years.	Is there a requirement for Managed Services during contract period		Details will be shared with successful bidders
14	EOI-for-procurement-of-privileged-access-management-(PAM)-solution.docx	11	2.4		Is there any timeline for the implementation to be completed		Details will be shared with successful bidders
15	EOI-for-procurement-of-privileged-access-management-(PAM)-solution.docx	11	2.4		Will it be a remote implementation or On site implementation		Onsite Implementation
16	EOI-for-procurement-of-privileged-access-management-(PAM)-solution.docx				What would be the Hosting requirements? Would it be OnPrem or Private Cloud or SAAS?		On premises in both DC and DR site with High availability
17	NPCI/EOI/2024-25/IT/02	39	Annexure M - 1.1	The proposed OEM / solution for PAM should be market leader in PAM domain in all of the last 3 years Gartner PAM report.	There are several Gartner reports for PAM - some that provide analyst analysis and some that highlight customer feedback. Request NPCI to consider modification of this clause as below: The proposed OEM/solution for PAM should be market leader or customer's choice vendor in PAM domain in at least 2 of the last 3 years in Gartner report(s).		No change
18	NPCI/EOI/2024-25/IT/03	39	Annexure M - 2.1	Solution should allow you to easily link applications to the centralized AD in a secure, encrypted way.	Linking of applications on Non-windows environment to Active Directory can be achieved using Kerberos or LDAP/LDAPS. In these two approaches, PAM may not necessarily have a specific role to play. Please specify NPCI's expectation from PAM for this use-case.		Solution should be able to secure, manage, and monitor privilege access to applications and systems, including those which interacts with AD.
19	EOI-for-procurement-of-privileged-access-management-(PAM)-solution.docx	39	ANNEXURE M - Technical Compliance	The proposed solution should support complete active active configuration at all infrastructure components. It should support high-availability Vault environment since this is crucial for the Vault availability	Is there any existing Load Balancer at your DC and DR site.		Yes
20	EOI-for-procurement-of-privileged-access-management-(PAM)-solution.docx	22	6 Evaluation Process/ 6.3 Technical Bid Evaluation:	Size of the deployment in terms of number of Users and Servers (5)	Number of PAM users, assets to be onboarded and number of concurrent users		Details will be shared with successful bidders

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21	EOI-for-procurement-of-privileged-access-management-(PAM)-solution.docx	11	2.4 Implementation	1. Post-implementation support for 3 years.	Is there a requirement for Managed Services during contract period		Details will be shared with successful bidders
22	EOI-for-procurement-of-privileged-access-management-(PAM)-solution.docx	11	2.4 Implementation		Is there any timeline for the implementation to be completed		Details will be shared with successful bidders
23	EOI-for-procurement-of-privileged-access-management-(PAM)-solution.docx	11	2.4 Implementation		Will it be a remote implementation or On site implementation		Onsite Implementation
24	EOI-for-procurement-of-privileged-access-management-(PAM)-solution.docx				What would be the Hosting requirements? Would it be OnPrem or Private Cloud or SAAS?		On premises in both DC and DR site with High availability
25	Legal Points	20	5.7 -Legal Points(Design Ownership)	The Bidder shall indemnify the NPCI from all	Indemnity can be provided only for damages caused by direct actions of the bidder . Kindly request for alteration		No change in EOI terms.
26	Legal Points	20	5.7 -Legal Points(Design Ownership)	The Bidder shall indemnify the NPCI from all actions, costs, claims, demands, expenses and liabilities, whatsoever, resulting from any actual or alleged	Request for deletion on highlighted Red Item.		No change in EOI terms.
27	Legal Points	20	5.7 -Legal Points(Design Ownership) Disclaimer Point	Disclaimer Point: NPCI and/or its officers, employees disclaim all liability from any loss or damage, whether foreseeable or not, suffered by any bidder/Bidder/person acting on or refraining from acting because of any information including statements, information, forecasts, estimates or projections contained in this document or conduct ancillary to it whether or not the loss or damage arises in connection with any omission, negligence, default, lack of care or misrepresentation on the part of the organization and/or any of its officers, employees.	Not acceptable. NPCI shall be liable for all direct damages caused by their actions and/or negligence to the bidder.		No change in EOI terms.
28	EOI-for-procurement-of-privileged-access-management-(PAM)-solution.docx	39	ANNEXURE M - Technical Compliance	The proposed solution should support complete active active configuration at all infrastructure components. It should support high-availability Vault environment since this is crucial for the Vault availability	Is there any existing Load Balancer at your DC and DR site.		Yes
29	EOI-for-procurement-of-privileged-access-management-(PAM)-solution.docx	22	6. Evaluation Process/ 6.3 Technical Bid Evaluation:	Size of the deployment in terms of number of Users and Servers (5)	What is the number of PAM users, assets to be onboarded and number of concurrent users.		Details will be shared with successful bidders
30	EOI-for-procurement-of-privileged-access-management-(PAM)-solution.docx	11	2.4 Implementation	1. Post-implementation support for 3 years.	Is there any requirement for Managed Services during contract period ?		Details will be shared with successful bidders
31	EOI-for-procurement-of-privileged-access-management-(PAM)-solution.docx	11	2.4 Implementation		Is there any timeline for the implementation to be completed?		Details will be shared with successful bidders
32	EOI-for-procurement-of-privileged-access-management-(PAM)-solution.docx	11	2.4 Implementation		Will it be a remote implementation or On site implementation		Onsite Implementation

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33	EOI-for-procurement-of-privileged-access-management-(PAM)-solution.docx				What would be the Hosting requirements? Would it be OnPrem or Private Cloud or SAAS?		On premises in both DC and DR site with High availability
34	EOI-for-procurement-of-privileged-access-management-(PAM)-solution.docx	31	Eligibility Criteria	The bidder should be incorporated or registered in India under Companies Act/Partnership Act / Indian Trust Act (Annual filling with ROC) and should have the Certificate issued by Department for Promotion of Industry and Internal Trade	The DPIIT is issued to firm having more than 100 Cr.turnover.		Please refer Eligibility Criteria for bidders (i.e. for Start-ups, MSME & other then MSME)
35	EOI-for-procurement-of-privileged-access-management-(PAM)-solution.docx				Is Non-BFSI reference accepted for CyberArk PAM?		No
36	EOI-for-procurement-of-privileged-access-management-(PAM)-solution.docx				Is OEM/Bidder reference accepted?		References for bidder with the same OEM
37					As we could not find any contractual Terms and Conditions or any Agreement template in the RFP document, we understand that Parties will first negotiate and sign separate Service/Definitive Agreement (containing contractual terms and conditions) post winning the Bid. Please confirm this understanding.		Kindly note that this is an Expression of Interest document and not a RFP document. We will float RFP document to technically qualified bidders wherein detailed terms & conditions will be mentioned. Further separate Annexures templates with terms and conditions would be provided which needs to be signed and submitted as part of bid response.
38	NPCI/EOI/2024-25/IT/02	39	Annexure M - 1.1	The proposed OEM / solution for PAM should be market leader in PAM domain in all of the last 3 years Gartner PAM report.	There are several Gartner reports for PAM - some that provide analyst analysis and some that highlight customer feedback. Request NPCI to consider modification of this clause as below: The proposed OEM/solution for PAM should be market leader or customer's choice vendor in PAM domain in at least 2 of the last 3 years in Gartner report(s).		No change
39	NPCI/EOI/2024-25/IT/03	39	Annexure M - 2.1	Solution should allow you to easily link applications to the centralized AD in a secure, encrypted way.	Linking of applications on Non-windows environment to Active Directory can be achieved using Kerberos or LDAP/LDAPS. In these two approaches, PAM may not necessarily have a specific role to play. Please specify NPCI's expectation from PAM for this use-case.		Solution should be able to secure, manage, and monitor privilege access to applications and systems, including those which interacts with AD.
40	NPCI/EOI/2024-25/IT/03	22	TECHNICAL SCORING MATRIX	Size of the deployment in terms of number of Users and Servers	Is there any specific Count NPCI is looking for		Details will be shared with successful bidders
41	NPCI/EOI/2024-25/IT/03	19	Performance Bank Guarantee	Performance Bank Guarantee	Please confirm Percentage of Performance Bank Guarantee		Performance Bank Guarantee is normally kept at 10% of the PO value. Any changes will be notified in the subsequent RFP floated.
42	General Specifications	39	1.3	The proposed solution should be on many marketplace to support integrations and plugins for connecting to huge variety of target devices along with that it should provide plugin generator utility which should enable customer to build own plugins for customized target devices.	Would it be accurate to say that the intention of this requirement is to ensure NPCI can easily develop its connectors, whether through a plugin generator utility or a framework with the appropriate SDKs?		Understanding is correct

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43	General Specifications	39	1.4	The proposed solution should support Ad Hoc Just-in-Time Access to servers:- Only permit access when it is requested and granted, which should be governed by workflows and policies	Would it be correct to say that this requirement is a step towards implementing a zero-standing privileges model to reduce the potential impact of a security incident? Does it also take into account other aspects related to managing privileged access to critical systems and accounts?		Understanding is correct
44	AD Bridging	39	2.2	Solution should Centrally control access to non-Windows systems i.e. Unix and Linux servers by defining which users are permitted to log on to which systems via AD.	Is it correct to say that the intention here is to enhance the governance model for privileged identities and their access?		Understanding is correct
45	Remote Access, Mobile Support, and Notification Engine	40	4.2	The proposed solution should support Just-In-Time provisioning and Password less authentication.	While phishing-resistant factors are a significant step towards improving authentication confidence, is there any consideration for risk-based adaptive authentication?		Yes, we can consider risk-based adaptive authentication
46	PAM Security and Administrator	42	7.5	The solution should provide feature for user governance on the target devices i.e. autodetect users and schedule a governance workflow and user certification process with adequate review process.	There is a brief mention of governance flow here, but is there a direct reference to the critical governance capabilities needed to achieve zero-standing privileges (ZSK) and adhere to the least privilege model?		No change
47	General Query	N/A	N/A	<p>To effectively address the evolving threat landscape and regulatory compliance requirements, it's important to extend our focus beyond typical PAM use cases. NPCI should consider the entire lifecycle and governance of privileged identities and their elevated access management. Key capabilities and use cases include:</p> <ul style="list-style-type: none"> ▪Provisioning and de-provisioning privileged users across various assets (both on-premises and cloud), utilizing RBAC and ABAC mechanisms to enforce the Least Privilege Access policy, alongside Request & Approval workflows. ▪Regular reviews and recertifications of privileged access to ensure that only the appropriate users retain the necessary privileges. ▪Implementation of risk-based adaptive access controls and policies. ▪Enforcing separation of duties, such as preventing enterprise identity administrators from accessing customer production databases. ▪Introducing mechanisms that provide visibility into unused or excessive privileges, with a focus on remediation, particularly in cloud environments. <p>Note: These enhancements are intended to complement the standard PAM practice of managing shared root and elevated access.</p>			Can be taken up during technical Evaluations.
48	EOI Reference No: NPCI/EOI/2024-25/IT/02 dated 22 nd August 2024	3	EMD	. Bank Guarantee of Rs. 5,00,000/- (Rupees Five lakhs only) towards Bid Security in Folder 'A'- Earnest Money Deposit (EMD). The Bidder shall strictly not remit any amount on account of EMD.	We are registered under MSME, Please allow EMD & tender fees exemption to bidder having MSME certificate		Exemption for EMD and bid cost is not applicable as NPCI is not a Government organization. All bidders who are participating has to submit EMD amount in the form of Bank Guarantee and bid cost as direct transfer before last date of Bid submission. (BG should be valid for 6 months with 12 months claim period. Hard copy of BG need to submit at NPCI)

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49	EOI Reference No: NPCI/EOI/2024-25/IT/02 dated 22 nd August 2024	7	Last date and time of receiving Bidders pre-bid clarification in writing from bidders	28.08.2024	Please provide 7-10 days for the bid preparation & submission after pre-bid clarification		Kindly refer Corrigendum-1.
50	EOI Reference No: NPCI/EOI/2024-25/IT/02 dated 22 nd August 2024	22	1. Technical Scoring Matrix-EOI Presentation Part - B (Bidder Evaluation Matrix)	Customer BFSI reference in India- Minimum 2 (15)	Please consider non BFSI customer reference also	We have executed no of non PAM technology projects in the BFSI segment.	No change
51	EOI Reference No: NPCI/EOI/2024-25/IT/02 dated 22 nd August 2024	22	1. Technical Scoring Matrix-EOI Presentation Part - B (Bidder Evaluation Matrix)	Size of the deployment in terms of number of Users and Servers (5)	We will provide deployment details as required for the projects we have executed	We have required skill sets to executive and manage PAM projects	Can be taken up during technical Evaluations.
52	EOI Reference No: NPCI/EOI/2024-25/IT/02 dated 22 nd August 2024	22	1. Technical Scoring Matrix-EOI Presentation Part - B (Bidder Evaluation Matrix)	Scoring Matrix: Bidders scoring a minimum of 80 % marks would be qualify in technical evaluation	If our above clarification Sr No3 is considered then we are fine with clause else request you modify to 70% as minimum qualifying marks		No change
53	Chapter 2 Solution Objective	9	2.1 General terms of the scope of work:	Scope of Work	What are the Number of Privileged Users who will be accessing Critical Infra Structure ?		Details will be shared with successful bidders
54	ANNEXURE M - Technical Compliance	40	Annex M 4.1	Remote Acces	What are the number of Vendor or 3rd Party privileged Users ?		Details will be shared with successful bidders
55	Chapter 2 Solution Objective	9	2.1 General terms of the scope of work:	Scope of Work	How many Datacenters & Cloud Instance are to be included for PAM Security ?		Details will be shared with successful bidders
56	Chapter 2 Solution Objective	10	2.2 Broad Scope of Work:	Scope of Work	What are the number of Servers (e.g. windows/Linux/Database/web servers), network devices, security devices and Storage devices ?		Details will be shared with successful bidders
57	Chapter 2 Solution Objective	10	2.2 Broad Scope of Work:	Scope of Work	Support Requirement from bidder is 24*7 to be remote or onsite ?		Onsite Implementation
58	Chapter 2 Solution Objective	10	2.2 Broad Scope of Work:	Scope of Work	What is the ITSM tool expected for Integration with PAM ?		Details will be shared with successful bidders
59	Chapter 2 Solution Objective	10	2.2 Broad Scope of Work:	Scope of Work	Is bidder liable for only L3, Incident activities or L1 to all major activities ?		Bidder and OEM is liable / responsible for all Incident activities from L1 to L3.
60	Chapter 2 Solution Objective	10	2.2 Broad Scope of Work:	Scope of Work	Do NPCI need quotation for 3 years of license cost & support or single year ?		3 Years of License cost and support
61	Chapter 2 Solution Objective	10	2.2 Broad Scope of Work:	Scope of Work	Knowledge Transfer - What all activities are expected to be transferred to NPCI by bidder during KT ?		Refer point 2.6 in EOI
62	Chapter 2 Solution Objective	10	2.2 Broad Scope of Work:	Scope of Work	What is the scope of DevOps Integration required on PAM ? How many environment to be considered ?		Details will be shared with successful bidders
63	ANNEXURE N Business and Technical SLA FOR POC	43	Annex N	SLA for Bidder	Do we need to entitle SLA document as per Bidder or NPCI to share the same ?		SLA will be shared by NPCI with successful bidder
64	Evaluation Process	21	6.3	Customer BFSI reference in India- Minimum 2	Request to change as bidder/OEM		Bidder reference with same OEM
65	Evaluation Process	21	6.3	Bidder credentials, Experience, and past performance on similar contracts.	Request to change as bidder/OEM		Bidder reference with same OEM
66	Forfeiture of EMD	19	5.3	Bidder fails to submit the Performance Bank Guarantee within stipulated period from the date of acceptance of the Purchase Order.	Request to share percentage & months for PBG		PBG value is 10% of the PO value subject to changes. The exact percentage will be notified in the subsequent RFP document floated among the technically qualified bidders in the EOI.

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67	General Clause			Payment Terms	Kindly share payment terms		Payment terms & other terms and conditions will be provided in the subsequent RFP to be floated to the technically qualified bidders in EOI
68	General Clause			General Clause	Request to please mention the no. Of Pam users and /or number of assets		Details will be shared with successful bidders
69					Please confirm the number of users and assets to be integrated with PAM		Details will be shared with successful bidders
70					Please confirm the instances for Deployment of PAM(For example Standalone, HA, HA-DR)		On premises in both DC and DR site with High availability
71					Please confirm the number of exe based/thick client based applications to be integrated onto PAM along with the names of the applications		Details will be shared with successful bidders
72	Evaluation Process	21	6.3	Customer BFSI reference in India- Minimum 2	Request to change as bidder/OEM		Bidder reference with same OEM
73	Evaluation Process	21	6.3	Bidder credentials, Experience, and past performance on similar contracts.	Request to change as bidder/OEM		Bidder reference with same OEM
74	Forfeiture of EMD	19	5.3	Bidder fails to submit the Performance Bank Guarantee within stipulated period from the date of acceptance of the Purchase Order.	Request to share percentage & months for PBG		PBG value is 10% of the PO value subject to changes. The exact percentage will be notified in the subsequent RFP document floated among the technically qualified bidders in the EOI.
75	General Clause	-	-	Payment Terms	Kindly share payment terms		Kindly note that this is an Expression of Interest document. The subsequent RFP document which will be floated to technically qualified bidders in the EOI will contain the detailed terms & conditions along with the payment term.
76	General Clause	-	-	General Clause	Request to please mention the no. Of Pam users and /or number of assets		Details will be shared with successful bidders
77	ANNEXURE M - Technical Compliance	Page 39 of 44	1.3	The proposed solution should be on many marketplace to support integrations and plugins for connecting to huge variety of target devices along with that it should provide plugin generator utility which should enable customer to build own plugins for customized target devices.	If our PAM, does not need any connector or plugin to integrate or connect with target devices, we can mark this requirement Yes for compliance right?		Understanding is correct
78	ANNEXURE M - Technical Compliance	Page 40 of 44	3.3	The solution should provide for inbuilt database management utility to enable granular control on database access for Sql, my Sql, DB2, Oracle etc.	Can we use 3rd party tools instead of proprietary to provide granular controls on Databases?		No
79	ANNEXURE M - Technical Compliance	Page 40 of 44	4.3	The proposed solution should support Offline PAM Access (Password Retrieval via mobile app in case of emergency purpose or Break Glass Scenario).	What does Offline PAM access mean in emergency/break glass scenario when PAM is completely down or not available. Please elaborate		Break glass accounts and emergency access accounts, should be reserved for urgent situations where standard access is compromised, such as during a system outage, cyberattack, or system failure.
80	ANNEXURE M - Technical Compliance	Page 41 of 44	6.2	The proposed solution should have detection, alert and automatic real-time response capabilities so that it can trigger immediate alert as soon as users tries to execute any risky commands or malicious activities and as responsive action, solution should be able to suspend or terminate the session immediately. Solution must allow customer to amend the suspicious commands or activity list as per their organization need.	If manual option OR automated option is available, will it be okay?		automated options should be available

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81	ANNEXURE M - Technical Compliance	Page 41 of 44	6.6	The proposed solution must raise immediate alert in case of suspicious password change, like request to change or reset a password after bypassing the Password Manager. Automatic Remediation by rotating credentials.	Is a manual option for remediation be okay?		No
82	NPCI/EOI/2024-25/IT/02	39	Annexure M - 1.1	The proposed OEM / solution for PAM should be market leader in PAM domain in all of the last 3 years Gartner PAM report.	There are several Gartner reports for PAM - some that provide analyst analysis and some that highlight customer feedback. Request NPCI to consider modification of this clause as below: The proposed OEM/solution for PAM should be market leader or customer's choice vendor in PAM domain in at least 2 of the last 3 years in Gartner report(s).		No change
83	NPCI/EOI/2024-25/IT/03	39	Annexure M - 2.1	Solution should allow you to easily link applications to the centralized AD in a secure, encrypted way.	Linking of applications on Non-windows environment to Active Directory can be achieved using Kerberos or LDAP/LDAPS. In these two approaches, PAM may not necessarily have a specific role to play. Please specify NPCI's expectation from PAM for this use-case.		Solution should be able to secure, manage, and monitor privilege access to applications and systems, including those which interacts with AD.
84	ANNEXURE M - Technical Compliance	Page 39 of 44	1.3	The proposed solution should be on many marketplace to support integrations and plugins for connecting to huge variety of target devices along with that it should provide plugin generator utility which should enable customer to build own plugins for customized target devices.	Iraje PAM does not need any connector or plugin to integrate or connect with target devices. Iraje PAM provides out of box integration with all types of devices. We assume that we can mention that Iraje PAM complies to this requirement.		Yes
85	ANNEXURE M - Technical Compliance	Page 40 of 44	3.3	The solution should provide for inbuilt database management utility to enable granular control on database access for Sql, my Sql, DB2, Oracle etc.	This type of utility could be proprietary to a particular OEM. Can you make this a nice to have.		No change
86	ANNEXURE M - Technical Compliance	Page 40 of 44	4.3	The proposed solution should support Offline PAM Access (Password Retrieval via mobile app in case of emergency purpose or Break Glass Scenario).	Does Offline PAM Access mean, user should be able to access devices directly without PAM in case of an emergency or break glass scenario?		"Break glass" accounts and emergency access accounts, should be reserved for urgent situations where standard access is compromised, such as during a system outage, cyberattack, or system failure.
87	ANNEXURE M - Technical Compliance	Page 41 of 44	6.2	The proposed solution should have detection, alert and automatic real-time response capabilities so that it can trigger immediate alert as soon as users tries to execute any risky commands or malicious activities and as responsive action, solution should be able to suspend or terminate the session immediately. Solution must allow customer to amend the suspicious commands or activity list as per their organization need.	Would it be okay if the solution sends alert on blacklisted or a listed risky command and allows the option for super admin to manually terminate the session. If manual option is available, will it do?		No
88	ANNEXURE M - Technical Compliance	Page 41 of 44	6.5	The proposed solution should be able to detect and alert backdoor access even for unmanaged accounts (which are not onboarded in PAM solution) and as responsive action, solution should be having capability to onboard and trigger password change immediately.	When PAM does not have the password of the unmanaged account, kindly help us understand how will these IDs be onboarded in PAM and trigger password change automatically?		Solution should have the capabilities to auto scan the servers on periodic basis and able to detect, alert whenever users created bypassing PAM solution. It should also have the capabilities to onboard this users in PAM solution.

NPCI/EOI/2024-25/IT/02 dated 22nd August 2024
(Expression of Interest (EOI) for procurement of Privileged Access Management (PAM) Solution)
Responses to Pre-Bid Queries



Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)	Response
89	ANNEXURE M - Technical Compliance	Page 41 of 44	6.6	The proposed solution must raise immediate alert in case of suspicious password change, like request to change or reset a password after bypassing the Password Manager. Automatic Remediation by rotating credentials.	Post the alert, will a manual remediation option also be okay?		No
90	General terms of the scope of work	9	2.1	General terms of the scope of work: NPCI intends to procure Privilege Access Management (PAM) solution to address NPCI requirement of monitoring activities performed by the privileged users on Servers (e.g. windows/Linux/Database/web servers), network devices, security devices and Storage devices.	Please share count of devices to be integrated with PAM and no of users.		Details will be shared with successful bidders
91	General terms of the scope of work:	9	2.1	The selected bidder is required to supply, and appropriately install, deploy, integrate the PAM Solution as defined above for NPCI as per the timelines and SLA levels prescribed in the EOI.	SLA is not prescribed. Requesting you to share the same.		Details will be shared with successful bidders
92	high-level scope for the Project	10	2.2 (3)	Bidder is responsible to provide end to end solution (Comprising of Solution Softwares, OS, Middlewares, DB and compatibility)	Will NPCI will provide hardware & OS required for the PAM solution.		Hardware will be provisioned by NPCI & will provide support related to Hardware only. Rest everything with specific to operating system, DB and application has to be provided and supported by bidder.
93	high-level scope for the Project	10	2.2 (6)	The bidder shall supply, design, install, implement, integrate, support & maintain, and provide comprehensive facility management services for PAM solution as per requirements.	Do NPCI need bidders uptime support with OEM premium support ?		Yes
94	high-level scope for the Project	10	2.2 (6)	The bidder shall supply, design, install, implement, integrate, support & maintain, and provide comprehensive facility management services for PAM solution as per requirements.	In order to maintain the solution, NPCI require any on site resource ?		Onsite Implementation / Resource will be needed
95	(PAM) solution should have following broad features-	10	2.2 (4)	Bidder must indicate the necessary hardware and Storage size which would be capable of holding 1 year's logs and recording for forensic and investigation purpose. NPCI proposes to provide all necessary hardware infrastructure such as computing and storage capacity at DC, Near DR, Far DR locations.	Please confirm if NPCI required full setup in Far DR as well ? As per clause "2.4(1) Installing the PAM solution at DC & Disaster recovery site." Only DC DR is mentioned.		On premises in both DC and DR site with High availability
96	(PAM) solution should have following broad features-	11	2.2 (7)	Option for entering passwords under dual control.	Please help us to understand What is requirement here.		whenever a user tries to retrieve an account, a request is created and confirmation must be received from authorized users.
97	(PAM) solution should have following broad features-	11	2.2 (11)	Should support Virtualized environments including VMWare, OpenStack and Microsoft Hyper V.	Who will provide underline infra in case of virtualised deployment.		Hardware will be provisioned by NPCI & will provide support related to Hardware only. Rest everything with specific to operating system, DB and application has to be provided and supported by bidder.
98	(PAM) solution should have following broad features-	11	2.2 (15)	Bidder should provide Project Specific Documentations and Administration level training & certification at least 5 officials.	Do NPCI expect Administration level training & certification from OEM ?		yes
99	Knowledge Transfer (KT)	12	2.6	Knowledge Transfer (KT)	is Administration level training and KT is same or different.		Understanding is correct, Administration level training and KT is same.
100	ANNEXURE N	43	ANNEXURE N	Business and Technical SLA FOR POC	Do NPCI need to perform POC		No