

Pre-Bid Queries Response
Tender No- TPSODL/OT/2026-27/2500001281
SITC of PAM Solution

Sr. No.	Detailed Reference to TPSODL Technical Document. Please specify Document No / Clause No / Page No	Description as per Bid Document	Remarks - Query / Clarification	TPSODL Response
1	2	3	4	5
1	SITC Of PAM Solution, 'PAM Specification' sheet, Section P item 1	The offered PIM/PAM OEM Solution must be certified for Common Criteria Certificate EAL 2+ and supporting certificate document should be submitted during bid submission	1. Kindly accept a formal "in-evaluation" letter from an accredited laboratory with a committed completion date at the bid stage, with final certification submitted within the stipulated timeline. 2. This would support Make in India / PPO 2017 and Startup India objectives by enabling capable domestic OEMs and DPIIT-recognized startups, while retaining the intended security assurance of EAL2+	Tender clause is to be read as follows "The offered PIM/PAM OEM solution must possess a recognized security assurance certification, such as Common Criteria EAL2+ (or higher) or NIAP/Common Criteria Protection Profile (cPP) certification. Relevant certification documents shall be submitted during bid submission."
2	SITC Of PAM Solution, 'PAM Specification' sheet, Section Q item 1	The solution should be covered by the Gartner Magic Quadrant for last five consecutive years & should be in Leaders/Challengers (MQ Gartner report to be submitted)	1. Kindly reconsider the Gartner MQ requirement, as MQ positioning does not directly establish PAM security capability, technical suitability or implementation experience for Government/PSU environments. 2. Request replacement with objective capability-based criteria, while enabling Make in India Class-I suppliers and DPIIT-recognized Startups in line with PPO 2017 and Startup India objectives.	Tender clause remains unchanged. It is hereby clarified that: the criterion has been retained to assess the sustained market recognition, industry acceptance, and maturity of the proposed PAM solution. Gartner positioning serves as one of the indicators of market standing and product maturity; however, it does not replace the evaluation of technical compliance, security capabilities, functional requirements, implementation experience.
3	Tender Document p.23 (Section A item 5); SITC Of PAM Solution, 'PAM Specification' sheet, Section G item 3	A5: The solution should support direct connections to windows, ssh, databases, and other managed devices without having to use a jump server. G3: The solution should work at the network layer instead through a jump server. This will have achieve large number of sessions. It should support both windows and Linux as gateways.	1. Kindly clarify the intended architecture, as A5 requires direct connectivity without a jump server whereas G3 requires gateway-based network-layer connectivity. 2. Please confirm that a secure PAM gateway/proxy or equivalent enforcement point may be used to maintain authentication, session monitoring/recording, access control and auditability.	Tender clause remains unchanged. It is hereby clarified that : The requirements address different aspects of connectivity and are not necessarily contradictory.To provide architectural flexibility and accommodate diverse target environments, including Windows servers, SSH-enabled Linux/Unix systems, databases, and other managed devices. Additionally solution should support both direct and gateway-mediated connection methods, enabling optimized connectivity and scalability without compromising centralized PAM governance.), while retaining mandatory access control, monitoring, recording and audit requirements.
4	SITC Of PAM Solution, 'PAM Specification' sheet, Section Q item 2; Tender Document p.29 (Technical Eligibility Criteria item 3); 'Qualification Criteria' sheet	Section Q item 2: The Solution must be a leading, mature, internationally recognized and widely used brand that has been in existence for at least 10 years with 400+ Employee Strength. (Please provide certificate of incorporation) Technical Eligibility Criteria item 3: OEM should have presence in INDIA for last 8 years.	1. Kindly reconsider these requirements, as OEM age, employee strength and years of Indian presence do not directly demonstrate PAM product maturity or technical capability. 2. In line with PPO 2017, Make in India and Startup India, request evaluation based on successful PAM deployments, certifications, customer references and technical/support capability, with applicable Startup/MSME relaxations.	Tender clause remains unchanged.
5	SITC Of PAM Solution, 'PAM Specification' sheet, Section Q item 3	The solution should be successfully implemented in at least 10 Customer's in India with more than 500 users and relevant scope of implementation. (PO/Work order copies to be submitted for the same)	1. The requirement for 10 customers, each with >500 users, appears disproportionate to the tender scope of 400 endpoints and 100 end-user licences. 2. Request revision to at least 3 successful PAM implementations in India, with relevant Government/PSU/Enterprise references, while considering applicable Startup India/GFR 2017 experience relaxations.	It is hereby clarified that: The requirement has been specified to assess the bidder's demonstrated capability and experience in deploying and supporting PAM solutions across multiple enterprise-scale customer environments, taking into account the present and future operational requirements of TPSODL. Bidders shall furnish verifiable Purchase Orders, Work Orders, completion certificates, and other relevant documentary evidence substantiating the scope of deployment and support services, as part of the bid submission.
6	SITC Of PAM Solution, 'PAM Specification' sheet, Section E item 1 and Section G item 1	The solutions should use minimum FIPS 140-2 validated cryptography for all data encryption.	1. Kindly update FIPS 140-2 to FIPS 140-3 to align the requirement with the current cryptographic validation framework. 2. Request acceptance of FIPS 140-3 validated cryptographic modules for applicable encryption and cryptographic operations.	This is to clarify that: The objective is to ensure validated cryptographic protection for data handled by the PAM solution. Applicable FIPS 140-2 or FIPS 140-3 validation may be considered where the cryptographic module and validation status meet the tender's intended assurance level and are supported by verifiable certificates.

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7	Tender Document p.24 (Annexure VII); SITC Of PAM Solution, 'PAM Specification' sheet, Section B item 2	The proposed solution should be able to manage the passwords of privilege accounts for below target devices:- - OS accounts (all flavors) - Windows local and domain account - Unix admin accounts and SSH keys - Databases (with clients like Toad, SQL Plus, SQL Server Management Studio and more) - Network and Security devices - Admin web console for applications - Cloud resources - Cloud console and access keys - VM infrastructure and ESXi	1. Kindly clarify whether the requirement covers IT only or both IT and OT environments. 2. If OT is in scope, request explicit inclusion of PLC, RTU, DCS, HMI, ICS/SCADA and other relevant OT devices, with applicable PAM capabilities defined.	This is to clarify that: The target-system scope shall be as specified in the tender. OT/SCADA assets shall be treated as in scope only where expressly included; access to any OT assets must respect operational safety, availability and vendor-supported constraints.
8	Tender Document p.6 (Clause 1.7 item 2); Tender Document p.29 (Technical Eligibility Criteria item 5); SITC Of PAM Solution, 'Qualification Criteria' sheet	Clause 1.7 item 2: at least one order during the last 3 years for similar type of service. Technical Eligibility Criteria item 5: OEM/Bidder should have minimum 10 similar implementation experience.	1. Kindly clarify the inconsistency between one similar order in the last 3 years and 10 similar implementations. 2. Please confirm whether experience may be demonstrated by the Bidder, OEM or jointly, and whether PAM implementations using other OEM platforms will qualify as relevant experience. Applicable Startup India/GFR 2017 relaxations may also be considered.	This is to clarify that the referenced clauses address recent similar-order experience and broader implementation experience separately. Bidders & OEM shall comply with applicable criterion as specified in the tender document. Applicable to Bidder only: Clause 1.7, Item 2: The bidder shall have executed at least one order of a similar nature during the last three (3) years. Applicable to Bidder or OEM: Technical Eligibility Criteria, Item 5: The OEM or the bidder shall have a minimum of ten (10) similar implementation experiences.
9	Tender Document p.23–26 (Annexure VII); SITC Of PAM Solution, 'PAM Specification' sheet; Clause 6.0 (Order of Preference)	Annexure VII in the Tender Document and the SITC Of PAM Solution file contain technical/qualification requirements that do not fully match.	1. Kindly confirm which document is final and binding where the Tender Document, Annexure VII and SITC Excel contain differences, and specify the order of precedence. 2. Request issuance of an official corrigendum/addendum containing the consolidated final requirements, applicable uniformly to all bidders in accordance with principles of transparency and fair competition under GFR 2017.	This is to clarify that : Any discrepancy, ambiguity, or interpretation issue between the tender document, annexures, and technical spreadsheet affecting compliance shall be resolved through the pre-bid query and corrigendum, as applicable to all bidders.
10	Tender Document p.17 (Annexure I – Schedule of Items); p.26–28 (Annexure II – Scope of Work)	Annexure I: (1) Client Manager Perpetual license for 400 End Points, Qty 1; (2) End User Perpetual License to access clients with MFA, Qty 100.	1. Kindly clarify whether implementation, HA deployment, training and 4-year warranty/support are included in the licence price or must be quoted separately. 2. Request separate commercial line items for licences, implementation/HA, training and 4-year warranty/support for transparent TCO evaluation.	Tender clause remains unchanged. It is hereby clarified that: The bidder shall quote a consolidated price against the specified BOQ line item, covering the entire scope of work defined in the RFP, including licenses, implementation services, HA deployment, training, and four (4) years of warranty & support.
11	SITC Of PAM Solution, 'PAM Specification' sheet, Section P item 1	The offered PIM/PAM OEM Solution must be certified for Common Criteria Certificate EAL 2+ and supporting certificate document should be submitted during bid submission	1. Request that bidders be permitted to submit, at the bid stage, a formal "In-Evaluation" letter issued by an accredited laboratory, clearly indicating the committed timeline for completion of the evaluation, with the final certification to be submitted within the stipulated period. 2. This approach would further support the objectives of Make in India, the Public Procurement (Preference to Make in India) Order, 2017 (PPO 2017), and Startup India by enabling capable domestic OEMs and DPIIT-recognized startups to participate, while continuing to retain the intended security assurance through the requirement of EAL2+ certification.	Tender clause is to be read as follows "The offered PIM/PAM OEM solution must possess a recognized security assurance certification, such as Common Criteria EAL2+ (or higher) or NIAP/Common Criteria Protection Profile (cPP) certification. Relevant certification documents shall be submitted during bid submission."

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12	SITC Of PAM Solution, 'PAM Specification' sheet, Section Q item 1	The solution should be covered by the Gartner Magic Quadrant for last five consecutive years & should be in Leaders/Challengers (MQ Gartner report to be submitted)	1. Kindly reconsider the requirement for Gartner Magic Quadrant (MQ) positioning, as Gartner MQ placement does not, by itself, directly establish a solution's PAM security capabilities, technical suitability, or proven implementation experience in Government/PSU environments. 2. We request that the criterion be replaced with objective, capability-based and performance-oriented parameters that assess the solution on its technical features, security capabilities, scalability, compliance, and relevant implementation experience, while enabling participation by Make in India Class-I suppliers and DPIIT-recognized Startups in alignment with the objectives of PPO 2017 and Startup India.	Tender clause remains unchanged. It is hereby clarified that: the criterion has been retained to assess the sustained market recognition, industry acceptance, and maturity of the proposed PAM solution. Gartner positioning serves as one of the indicators of market standing and product maturity; however, it does not replace the evaluation of technical compliance, security capabilities, functional requirements, implementation experience.
13	Tender Document p.23 (Section A item 5); SITC Of PAM Solution, 'PAM Specification' sheet, Section G item 3	A5: The solution should support direct connections to windows, ssh, databases, and other managed devices without having to use a jump server. G3: The solution should work at the network layer instead through a jump server. This will have achieve large number of sessions. It should support both windows and Linux as gateways.	1. Kindly clarify the intended architecture, as Requirement A5 appears to require direct connectivity without a jump server, whereas Requirement G3 specifies gateway-based, network-layer connectivity. 2. Please confirm whether a secure PAM gateway/proxy or equivalent enforcement point may be deployed to facilitate the required connectivity while maintaining centralized authentication, access control, session monitoring and recording, and comprehensive auditability.	Tender clause remains unchanged. It is hereby clarified that : The requirements address different aspects of connectivity and are not necessarily contradictory. To provide architectural flexibility and accommodate diverse target environments, including Windows servers, SSH-enabled Linux/Unix systems, databases, and other managed devices. Additionally solution should support both direct and gateway-mediated connection methods, enabling optimized connectivity and scalability without compromising centralized PAM governance.), while retaining mandatory access control, monitoring, recording and audit requirements.
14	SITC Of PAM Solution, 'PAM Specification' sheet, Section Q item 2; Tender Document p.29 (Technical Eligibility Criteria item 3); 'Qualification Criteria' sheet	Section Q item 2: The Solution must be a leading, mature, internationally recognized and widely used brand that has been in existence for at least 10 years with 400+ Employee Strength. (Please provide certificate of incorporation) Technical Eligibility Criteria item 3: OEM should have presence in INDIA for last 8 years.	1. Kindly reconsider the requirements relating to OEM age, employee strength, and number of years of presence in India, as these parameters do not, by themselves, establish the maturity, security capabilities, technical suitability, or proven performance of a PAM solution. 2. In alignment with the objectives of PPO 2017, Make in India, and Startup India, we request that the evaluation criteria instead focus on demonstrable capabilities such as successful PAM deployments, relevant certifications, customer references, product maturity, and technical/support capabilities, while providing applicable relaxations for eligible Startups/MSMEs.	Tender clause remains unchanged.
15	SITC Of PAM Solution, 'PAM Specification' sheet, Section Q item 3	The solution should be successfully implemented in at least 10 Customer's in India with more than 500 users and relevant scope of implementation. (PO/Work order copies to be submitted for the same)	1. The requirement of having 10 customers, each with more than 500 users, appears disproportionate to the scope of the present tender, which envisages only 400 endpoints and 100 end-user licences. 2. We request that this criterion be rationalized to require at least 3 successful PAM implementations in India, supported by relevant Government, PSU, or Enterprise customer references without benchmarking on numbers. We further request that applicable experience relaxations for eligible Startups under Startup India and GFR 2017 provisions be duly considered, thereby ensuring wider participation without compromising the required technical and security capabilities.	It is hereby clarified that: The requirement has been specified to assess the bidder's demonstrated capability and experience in deploying and supporting PAM solutions across multiple enterprise-scale customer environments, taking into account the present and future operational requirements of TPSODL. Bidders shall furnish verifiable Purchase Orders, Work Orders, completion certificates, and other relevant documentary evidence substantiating the scope of deployment and support services, as part of the bid submission.

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16	SITC Of PAM Solution, 'PAM Specification' sheet, Section E item 1 and Section G item 1	The solutions should use minimum FIPS 140-2 validated cryptography for all data encryption.	1. Kindly update the requirement from FIPS 140-2 to FIPS 140-3 to align with the current cryptographic module validation framework and prevailing security standards. 2. We request that FIPS 140-3 validated cryptographic modules be accepted for applicable encryption and cryptographic operations, ensuring that the requirement remains aligned with current security practices without compromising the intended level of cryptographic assurance.	This is to clarify that: The objective is to ensure validated cryptographic protection for data handled by the PAM solution. Applicable FIPS 140-2 or FIPS 140-3 validation may be considered where the cryptographic module and validation status meet the tender's intended assurance level and are supported by verifiable certificates.
17	Tender Document p.17 (Annexure I – Schedule of Items); p.26–28 (Annexure II – Scope of Work)	Annexure I: (1) Client Manager Perpetual license for 400 End Points, Qty 1; (2) End User Perpetual License to access clients with MFA, Qty 100.	1. Kindly clarify whether implementation, HA deployment, training, and four-year warranty/support are included in the quoted licence price or are required to be quoted separately. 2. For greater commercial transparency and an accurate evaluation of the Total Cost of Ownership (TCO), we request that separate commercial line items be provided for licences, implementation/HA deployment, training, and four-year warranty/support.	Tender clause remains unchanged. It is hereby clarified that: The bidder shall quote a consolidated price against the specified BOQ line item, covering the entire scope of work defined in the RFP, including licenses, implementation services, HA deployment, training, and four (4) years of warranty & support.
18	Tender Document p.24 (Annexure VII); SITC Of PAM Solution, 'PAM Specification' sheet, Section B item 2	The proposed solution should be able to manage the passwords of privilege accounts for below target devices:- - OS accounts (all flavors) - Windows local and domain account - Unix admin accounts and SSH keys - Databases (with clients like Toad, SQL Plus, SQL Server Management Studio and more) - Network and Security devices - Admin web console for applications - Cloud resources - Cloud console and access keys - VM infrastructure and ESXi	1. Kindly clarify whether the scope of the requirement is limited to IT environments or includes both IT and OT environments. 2. If OT environments are within scope, we request that the applicable OT assets be explicitly identified, including PLCs, RTUs, DCS, HMIs, ICS/SCADA systems, and other relevant OT devices, along with clearly defined PAM capabilities and security requirements applicable to such environments.	This is to clarify that: The target-system scope shall be as specified in the tender. OT/SCADA assets shall be treated as in scope only where expressly included; access to any OT assets must respect operational safety, availability and vendor-supported constraints.
19	Tender Document p.6 (Clause 1.7 item 2); Tender Document p.29 (Technical Eligibility Criteria item 5); SITC Of PAM Solution, 'Qualification Criteria' sheet	Clause 1.7 item 2: at least one order during the last 3 years for similar type of service. Technical Eligibility Criteria item 5: OEM/Bidder should have minimum 10 similar implementation experience.	There appears to be a conflict between the two experience-related clauses. We kindly request that the requirement be rationalized to accept at least one successfully completed order for a similar type of service executed by the OEM/Bidder during the last three years, thereby providing a clear, objective, and non-restrictive eligibility criterion.	This is to clarify that the referenced clauses address recent similar-order experience and broader implementation experience separately. Bidders & OEM shall comply with applicable criterion as specified in the tender document. Applicable to Bidder only: Clause 1.7, Item 2: The bidder shall have executed at least one order of a similar nature during the last three (3) years. Applicable to Bidder or OEM:
20	Tender Document p.23–26 (Annexure VII); SITC Of PAM Solution, 'PAM Specification' sheet; Clause 6.0 (Order of Preference)	Annexure VII in the Tender Document and the SITC Of PAM Solution file contain technical/qualification requirements that do not fully match.	There appears to be a discrepancy between the requirements specified in Annexure VII and the SITC Excel document. Kindly clarify which clause/requirement shall prevail and be followed by the bidders. We further request that an official corrigendum/addendum be issued incorporating the consolidated and final requirements, applicable uniformly to all bidders, to ensure clarity, transparency, and a level playing field in accordance with the principles of fair and competitive procurement under GFR 2017.	This is to clarify that : Any discrepancy, ambiguity, or interpretation issue between the tender document, annexures, and technical spreadsheet affecting compliance shall be resolved through the pre-bid query and corrigendum, as applicable to all bidders.
21	Pg No. 26, ANNEXURE-VII	Technical Specification	The Excel sheet (SITC Of PAM Solution.xlsx) contains requirements up to Section Q in PAM Specification, while the PDF (Tender Document- PAM Software & License at TPSODL.pdf) covers only up to Section D (partially incomplete). Please confirm which document is to be considered for bidding, share a complete consolidated RFP covering all sections, and confirm the order of precedence in case of discrepancy.	This is to clarify that: The technical requirements across the tender PDF and SITC spreadsheet shall be read together, subject to the tender's order-of-precedence clause. Bidders should comply with all applicable requirements. Any discrepancy, ambiguity, or interpretation issue between the tender document, annexures, and technical spreadsheet affecting compliance shall be resolved through the pre-bid query and corrigendum, as applicable to all bidders.

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22	File Name: SITC Of PAM Solution.xlsx Sheet: PAM Specification Section: P & Q	The offered PIM/PAM OEM Solution must be certified for Common Criteria Certificate EAL 2+ and supporting certificate document should be submitted during bid submission	"This clause, in its current form, significantly restricts the number of OEMs that can qualify for the RFP, thereby limiting customer ability to evaluate a wider pool of competitive Make-in-India OEMs. It also inadvertently creates the risk of monopolization. We therefore request you to kindly: 1) Consider making this clause desirable rather than mandatory, or 2) Relax the clause by accepting globally recognized certifications such as ISO 27001 and Penetration Testing Certificates as eligible alternatives. We believe this approach would encourage fair competition, support the Government's Make-in-India initiative, and ensure broader participation without compromising on security standards."	Tender clause is to be read as follows "The offered PIM/PAM OEM solution must possess a recognized security assurance certification, such as Common Criteria EAL2+ (or higher) or NIAP/Common Criteria Protection Profile (cPP) certification. Relevant certification documents shall be submitted during bid submission."
23	File Name: SITC Of PAM Solution.xlsx Sheet: PAM Specification Section: P & Q	The solution should be covered by the Gartner Magic Quadrant for last five consecutive years & should be in Leaders/Challengers (MQ Gartner report to be submitted)	"Sectona is a Make In India company with more than 600+ customers across 30+ countries. Some of the major references that we work with are UIDAI, Central Bank of India, Railtel, NIC, Indian Overseas Bank, Dhanlaxmi Bank, SIDBI, Kotak Securities, Natgrid etc. Sectona has also been reviewed well by customers and have been recognized as Gartner Customer's Choice vendor consistently for the past 2 years. As per Meity Document P-45014/33/2021-BE-II on Public Procurement, Annexure - A Clause 1 (a), any mandatory presence in Gartner Magic Quadrant / IDC / etc is a restrictive clause. Kindly give due consideration to the above points and request customer to please relax this clause to allow participation for other Make in India vendors. Reference link: https://neigrihms.gov.in/Institute,%20Circular,%20Order,%20Format/2023/img20230117_11194802.pdf	Tender clause remains unchanged. It is hereby clarified that: the criterion has been retained to assess the sustained market recognition, industry acceptance, and maturity of the proposed PAM solution. Gartner positioning serves as one of the indicators of market standing and product maturity; however, it does not replace the evaluation of technical compliance, security capabilities, functional requirements, implementation experience.
24	File Name: SITC Of PAM Solution.xlsx Sheet: PAM Specification Section: P & Q	The Solution must be a leading, mature, internationally recognized and widely used brand that has been in existence for at least 10 years with 400+ Employee Strength. (Please provide certificate of incorporation)	Sectona is a mature, internationally recognized and one of the fastest growing PAM vendors. While we are a Make in India company, we also have subsidiary offices in UK and UAE for regional operations. As per the Public procurement policy, MSMEs are exempted from past experience and turnover criteria. Giving the above due consideration, we request you to kindly relax the minimum existence requirement to 8 years and reconsider the employee strength criterion, as years of existence and employee count may not directly reflect an OEM's technical capability, especially for OEMs with a lean yet skilled architecture. Reference Links: https://eprocure.gov.in/cppp/instruction_display/kbadqkdlcswfjdelrquehwuxcfmijmuixngudufgububgubububjxcgfvdbdiibgfGhdfgFHytyhRtMjQ=#:::text=(4)%20in%20exercise%20of%20Para,Small%20Enterprises%20in%20all%20public https://neigrihms.gov.in/Institute,%20Circular,%20Order,%20Format/2023/img20230117_11194802.pdf	Tender clause remains unchanged.

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25	File Name: SITC Of PAM Solution.xlsx Sheet: PAM Specification Section: P & Q	The solution should be successfully implemented in at least 10 Customer's in India with more than 500 users and relevant scope of implementation. (PO/Work order copies to be submitted for the same)	We request you to kindly reconsider this criterion, as the OEM eligibility criteria already specify the required experience and implementation capability. Repeating an additional customer-specific condition may unnecessarily restrict competition. As per standard industry practice, we request that the requirement be relaxed to 5 customers with 200+ users each, across Government/PSU/BFSI sectors, with relevant scope of implementation.	Tender clause remains unchanged. It is hereby clarified that: The reference requirement is intended to establish proven experience deploying and supporting PAM at enterprise scale across multiple customer environments and to consider the future scope of TPSODL. Bidders shall submit verifiable purchase/work orders and relevant scope evidence as specified.
26	Scope of Work Point No. 4 (a)	Studying existing physical and virtual network setup in consultant with TPSODL IT team. (Including Compute and Network & Security architecture and IPv6, etc.)	Kindly clarify the detailed scope of assessment for the existing physical and virtual network infrastructure. Please specify the number of sites, data centres, network devices, security devices, compute infrastructure, virtual environments, and IPv6 enabled systems to be covered under this activity	This is to clarify that: Selected bidder shall undertake site assessment in consultation with TPSODL's IT team for the relevant in-scope sites, compute, network/security architecture and IPv6 considerations. Detailed inventory and access arrangements will be coordinated during project implementation.
27	Scope of Work Point No. 4 (d)	Installing the related hardware/software components and terminating the cables on network.	Kindly clarify whether the scope includes the supply, installation, configuration and commissioning of all required hardware/software components, along with physical cable termination and network connectivity. Please also specify the quantity, type and required specifications of the hardware, software and cabling components to be covered under this scope.	This is to clarify that: Selected bidder shall undertake site assessment in consultation with TPSODL's IT team for the relevant in-scope sites, compute, network/security architecture and IPv6 considerations. Detailed inventory and access arrangements will be coordinated during project implementation.
28	Technical Eligibility Criteria for OEM/Bidder	OEM/Bidder should have minimum 10 similar implementation experience	Kindly consider no. of user license as a criteria for this clause	The tender clause remains unchanged.
29	Technical Eligibility Criteria for OEM/Bidder	OEM should have presence in INDIA for last 8 years.	Kindly consider 3 years of existence as a standard condition for this clause.	Tender clause remains unchanged.
30	Pg No. 25, B.20	The tool allows secure printing of passwords in Pin Mailers. Lifecycle of printing and labelling of envelopes should be part of the module.	We request the customer to consider removing this requirement or making it optional. Printing passwords on physical PIN mailers is a legacy practice that conflicts with modern privileged access security principles. Physical copies of privileged credentials can be lost, intercepted, photographed, or mishandled in transit, and they cannot be centrally revoked or audited once printed. This introduces credential exposure risk and weakens the control objective of the PAM solution.	Tender clause is to be read as follows "The tool allows secure password printing in PIN mailers, with lifecycle of printing and labelling of envelopes should be part of the module or allows passwords can be securely stored in a digital vault"
31	Pg No. 25, B.21	The solution should also provide out-of-band vault capabilities (one or many)	Need more clarification	This is to clarify that: Out-of-band vault capability refers to secure access to designated credentials when the primary PAM service or normal connectivity is unavailable, subject to policy controls. Bidders shall describe the supported architecture, access approvals, logging, credential reconciliation and post-use password rotation.
32	Pg No. 25, B 24	The solution should have the capability to seamlessly change the passwords for the large number of desktops. It should be able to handle floating Ips	We request you to please share the total number of desktops to be provisioned as per the BOQ. Also, please confirm whether these desktops are intended for privileged users' machines only.	The tender clause remains unchanged. It is hereby clarified that approximately 10 to 15 desktop systems shall be covered under the scope of the PAM solution.
33	Pg No. 17, Annexure 1	Schedule of Items	The BOQ appears to be aligned to a specific OEM's licensing and module structure, which may restrict fair competition. We request the customer to make the BOQ OEM-neutral, generic, and functionality-based, specifying only the required quantities, such as the total number of PAM users and EPM users, rather than prescribing OEM-specific line items or licensing structures. Since each OEM may have a different BOQ, licensing model, and line-item structure for delivering the same required functionality, the BOQ should not be based on any specific OEM's structure. Bidders should be allowed to propose an equivalent licensing and component structure that meets the stated requirements.	This is to clarify that :The BOQ defines the required functionality and quantities for this procurement. Bidders shall map their proposed product/licensing components to each BOQ item and clearly identify equivalent components, quantities, assumptions and compliance.
34	Doc -3.9 - Page 12	Type test If applicable	Could you please elaborate on it ? What is it ?	Type test, if applicable" refers to a test/certificate required for the relevant equipment or component where applicable under the tender, technical standards or statutory requirements. For a software-only item where no such test is applicable, the bidder shall state this clearly and provide supporting product documentation. Any specific requirement will be clarified by TPSODL where relevant.

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35	Annexure VII - Q- 1	Technical Specification- Brand & Technology	Are we eligible to consider? we are visionary in Gartner Magic Quadrant	It is hereby clarified that: Eligibility shall be assessed against the exact Gartner category and evidence prescribed in the tender. Being described as a "Visionary" does not automatically meet a Leaders/Challengers criterion.
36	Annexure VII - Q- 3	Technical Specification - The solution should be successfully implemented in at least 10 Customer's in India with more than 500 users and relevant scope of implementation. (PO/Work order copies to be submitted for the same)	We have more than 10 implementation in India Region with more than 6 implementations done (Including TATA Power Jfor more than 500 users . Are we eligible to participate?	It is hereby clarified that: The requirement has been specified to assess the bidder's demonstrated capability and experience in deploying and supporting PAM solutions across multiple enterprise-scale customer environments, taking into account the present and future operational requirements of TPSODL. Bidders shall furnish verifiable Purchase Orders, Work Orders, completion certificates, and other relevant documentary evidence substantiating the scope of deployment and support services, as part of the bid submission.
37	Annexure- I Schedule	End User Perpetual License to access clients with MFA	Could you please confirm how many Total Privilege users - Privilege Internal as well as External users (admins working from home, contractors) ?	It is hereby clarified that: The requirement is for 100 End User Licenses as specified in the BOQ. Bidders are required to quote against the stated quantity and licensing requirement. The detailed distribution of licenses across internal privileged users, external users, contractors, remote administrators, and other applicable user categories will be finalized during implementation based on operational requirements.
38	Annexure- I Schedule	End User Perpetual License to access clients with MFA	Do users have access to multiple sites, or is it limited to one dedicated site	It is hereby clarified that: The requirement is for 100 End User Licenses as specified in the BOQ. Bidders are required to quote against the stated quantity and licensing requirement. The detailed distribution of licenses across internal privileged users, external users, contractors, remote administrators, and other applicable user categories will be finalized during implementation based on operational requirements. Each licensed user may access and manage multiple sessions concurrently through a single user license.
39	Specification-6	The solution should have an inbuilt dual factor authentication for soft token, mobile OTP etc. Also it should have an inbuilt authentication for Bio-Metrics without having to acquire another biometric authentication server.	The solution should have an inbuilt dual factor authentication for soft token, mobile OTP etc. Also it should have an ability to integrate with other authentication providers for Bio-Metrics.	Tender clause remains unchanged. It is hereby clarified that: The requirement for native dual-factor authentication is intended to provide an additional layer of protection for privileged access. Integration with external biometric/authentication providers may be proposed where supported, but it must meet the specified security and functional requirements
40	Specification-7	The solution should be able to integrate with enterprise authentication methods e.g. multiple 3rd party authentication methods including LDAP, RADIUS and a built-in authentication mechanism	Please clarify whether the 100 MFA user licenses are intended for all PAM users or only a specific privileged-user group. Also confirm whether TPSODL will provide an external MFA/identity provider or whether MFA must be completely native to the PAM solution.	This is to clarify that: The 100 MFA user licences shall be interpreted according to the BOQ and tender scope.
41	Specification-14	The solution should be able to handle multi-location architecture or distributed architecture with seamless integration at the User Level. For example: Multiple datacenter may have multiple secondary installations but the primary installation will also simultaneously work for all users and all locaitons	100 end users do not tell us the Concurrent users & sessions - Please confirm the expected number of registered PAM users and maximum concurrent privileged sessions. Also please provide expected peak concurrent SSH/RDP/database sessions for sizing purposes.	This is to clarify that 80% concurrent privileged sessions shall be considered against the defined node count.
42	Specification-1	The solution should be able to support a session recording on any session initiated via PIM solution including servers, network devices, databases and virtualized environments.	1.Plese specify the Expected session-recording retention period and approximate daily session volume including expected concurrent sessions. 2.Please clarify whether recordings must be stored on the PAM platform or external storage?	This is to clarify that : Session recording is required for auditability and investigation. Bidders shall propose sizing based on their supported recording architecture and disclose assumptions for session volume, recording quality, storage and retention. The retention period and storage location shall comply with TPSODL policy and applicable regulatory requirements and will be confirmed during impementation.

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43	Specification-15	The proposed solution shall allow a blacklist of SQL commands that will be excluded from audit records during the session recording. All other commands will be included.	Requesting that the requirement be modified to state that the solution shall provide configurable SQL command filtering/control mechanisms, while privileged session and command activities remain available for audit and investigation. Proposed revised requirement: - The proposed solution shall provide configurable SQL command filtering/control capabilities to restrict or block specified SQL commands based on defined policies. All SQL commands executed during privileged sessions shall remain captured in the applicable audit/session logs for complete traceability. or - The proposed solution shall allow a blacklist of SQL commands that will be included in audit records during the session recording. All other commands shall be included for complete traceability.	Tender clause is to be read as follows "The proposed solution shall allow a blacklist of SQL commands that will be included in audit records during the session recording. All other commands shall be included for complete traceability."
44	Scope of Work & Service Level Agreement-2	b. Deployment of PAM servers in High availability mode.	1.Please confirm whether a geographically separate DR site is required and, if yes, provide the DR location, number of nodes, HA/DR topology, RPO, RTO, replication mechanism and expected failover/failback requirements. 2.Please clarify whether licenses for DR nodes are required in addition to the 400 endpoint perpetual license.	This is to clarify that: PAM solution will be hosted at DC, Berhampur and DR at Sambalpur. DC and DR nodes qty are already included in the BoQ. The solution will be deployed in HA mode, with RPO and RTO as per the TPSODL BCP plan. The DR site will use the same license qty as the DC site without any additional licensing requirements and will serve as the failover site if the DC PAM system becomes unavailable
45	Scope of Work & Service Level Agreement-2	c. Configuration of software as per TPSODL environment requirement	1.Please confirm the required deployment architecture for the proposed PAM solution, including the number of PAM/application/database/reporting nodes required at Primary DC and whether a separate DR site is envisaged. Also clarify whether HA is required as Active-Active or Active-Passive and provide the required RPO/RTO for DR, if applicable. 2.Please confirm whether infrastructure will be provided by TPSODL or is expected to be included in the bidder's scope	This is to clarify that: PAM solution will be hosted at DC, Berhampur and DR at Sambalpur. DC and DR nodes qty are already included in the BoQ. The solution will be deployed in HA mode, with RPO and RTO as per the TPSODL BCP plan. The DR site will use the same license qty as the DC site without any additional licensing requirements and will serve as the failover site if the DC PAM system becomes unavailable
46	Scope of Work & Service Level Agreement-4	c) Mounting of the appliance in the rack if any	Please clarify whether PAM infrastructure hardware/appliances/VM infrastructure, OS, database, storage and associated network components are to be provided by TPSODL or bidder. The BOQ currently lists only software licenses	This is to clarify that: The PAM solution shall be deployed on TPSODL's existing hardware/appliance and VM infrastructure. The required operating system, database, storage, and associated network components shall be provided by TPSODL.
47	7.1 Special Condition of Contract	Delivery shall be within 15 days from the date of issuance of PO.	Request you to Amend this clause as " Delivery shall be within 4 weeks from the issuance of PO."	Tender clause remains unchanged.
48	Annexure 1 - Schedule of Items	End User Perpetual License to access clients with MFA (Qty - 100)	Considering that the licensing of many PAM OEMs is based on number of Users, request to please confirm if we can consider the count of named users accessing PAM solution as 100 users (count of targets/endpoints can be 400 or more)	Tender clause remains unchanged. The understanding is accepted.
49	Annexure 1 - Schedule of Items	End User Perpetual License to access clients with MFA (Qty - 100)	Major globally recognized CyberSecurity OEMs no longer offer perpetual licensing, having shifted exclusively to subscription-based models to support continuous security updates. Will TPSODL please amend this requirement to accept subscription based licenses so that multiple global OEMs can fairly participate in the RFP?	Tender clause remains unchanged. The requirement is for an on-premises deployment of the PAM solution. Subscription-based licensing shall be acceptable, provided the OEM subscription and support validity is for a period of four (04) years from the date of installation, as per the tender requirements.

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50	Annexure VII - Technical Specification	The tool allows secure printing of passwords in Pin Mailers. Lifecycle of printing and labelling of envelopes should be part of the module.	Request to remove this clause since Passwords should always be stored in a secure digital vault and are not recommended to be printed in any form Justification - The ISO 27001:2022 framework specifically addresses the secure management of authentication information. It mandates that authentication information must be transmitted via "secure pathways" and explicitly warns against "unsecure electronic messages.". Refer link - https://www.isms.online/iso-27001/annex-a-2022/5-17-authentication-information-2022/#:~:text=Here%20we%20explain%20ISO%2027001,David%20Holloway The Risk: PIN mailers are considered risky because they are physical artifacts that can be intercepted, photocopied, or stolen during transit ("mailroom theft") without any digital audit trail. For an Administrator, this compromise could lead to full system takeover.	Tender clause is to be read as follows "The tool allows secure password printing in PIN mailers, with lifecycle of printing and labelling of envelopes should be part of the module or allows passwords can be securely stored in a digital vault"
51	Annexure VII - Technical Specification	The solution should have workflow control built-in for critical administrative functions over SSH including databases (example user creation, password change etc) and should be able to request for approval on the fly for those commands which are critical.	Request to please modify the clause as below:- The solution should have workflow control built-in for critical administrative functions over SSH including databases (example user creation, password change etc) Justification Access to critical databases should require pre-session workflow approval instead of a mid-session approval. Secondly In case of a mid-session approval, the Approvers will have limited visibility into the execution context, state of the database or sequence of preceding commands.Hence request to remove the requirement for 'on the fly approval'	This is to clarify that: Critical administrative actions require effective authorization and traceability. Pre-session approval may be appropriate for planned high-risk activities; however, in-session approval or confirmation can provide an additional safeguard when a critical command is encountered unexpectedly. This clause to be read as follows " The solution should have workflow control built-in for critical administrative functions over SSH including databases (example user creation, password change etc)"
52	Annexure VII - Technical Specification	System should be able to define critical commands for alerting & monitoring purpose and also ensure user confirmation (YES or NO) for critical commands over SSH.	Request to please modify the clause as below:- System should be able to define critical commands for alerting & monitoring purpose Justification Access to critical servers should require pre-session workflow approval instead of a mid-session approval. Secondly In case of a mid-session approval, the Approvers will have limited visibility into the execution context, state of the server or sequence of preceding commands.Hence request to remove the requirement for 'in session Yes or No approval'	This is to clarify that :The requirement for critical-command identification, alerting and user confirmation is intended to reduce accidental or unauthorized execution of high-risk commands. Pre-session approvals alone may not address commands that become apparent only during an active session. This clause to be read as follows "System should be able to define critical commands for alerting & monitoring purpose"

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53	Scope of Work & Service Level Agreement	OEM Team/Engineer should do the implementation services at site.	Request to please modify the clause as below:- OEM/OEM Certified Team/Engineer should do the implementation services at site. Justification OEM-certified implementation partners undergo rigorous, mandatory training and technical validation directly by the OEM. They are certified to use the exact same deployment blueprints, security methodologies, and architectural best practices as the OEM's own professional services team. Hence to optimize the cost, request to modify this clause as suggested	Tender clause remains unchanged.
54	Annexure VII - Technical Specification	The solution should be able to handle multi-location architecture or distributed architecture with seamless integration at the User Level. For example: Multiple datacenter may have multiple secondary installations but the primary installation will also simultaneously work for all users and all locations	Could you please clarify whether TPSODL maintains a Disaster Recovery (DR) data center that falls within the deployment scope for the proposed PAM solution, or we have only single Data center in scope?	This is to clarify that: PAM solution will be hosted at DC, Berhampur and DR at Sambalpur. DC and DR nodes qty are already included in the BoQ. The solution will be deployed in HA mode, with RPO and RTO as per the TPSODL BCP plan. The DR site will use the same license qty as the DC site without any additional licensing requirements and will serve as the failover site if the DC PAM system becomes unavailable
55	Annexure VII - Technical Specification	The solution should be able to support a session recording on any session initiated via PIM solution including servers, network devices, databases and virtualized environments.	Please let us know the retention period for audit recordings for recommending optimal hardware sizing	This is to clarify that session recording is required for auditability, monitoring, and investigation purposes. TPSODL shall provision the necessary infrastructure sizing accordingly. The final retention period and storage location for session recordings shall be in accordance with TPSODL policies and applicable regulatory requirements and will be finalized during the detailed design and implementation stage.
56	Annexure VII - Technical Specification	The solution should be able to create seamless single sign-on for various technologies such as Operating Systems, Databases, Network and Security Devices.	Please let us know the concurrency of privilege sessions (Windows/ Unix/ DB/ Etc.) for recommending optimal hardware sizing	This is to clarify that 80% concurrent privileged sessions shall be considered against the defined node count.
57	Annexure VII - Technical Specification	New Clause Suggestion	Request to add the below clause:- The proposed solution should work on Shadow user profiles which should be created on the gateway server to isolate privileged sessions; they should automatically be cleaned up based on configurable size and interval thresholds. This is to prevent any risks related to Credential leakage, Cross-session file/registry access or Malware pivoting between sessions Justification Administrators frequently copy and paste sensitive data during their active sessions. Modern operating systems and browsers heavily cache this data in temp folders, browser histories, local credential managers, and memory space. If the profile persists, the next person assigned to that same session context could potentially scrape those cached data. Wiping the shadow profile ensures no intellectual property or high-value data remains behind. Hence request to add the requirement to ensure Shadow user profiles are created during a privileged session and wiped out after session terminates	The requirements stipulated in the NIT are minimal and shall remain unchanged. Bidders may offer solutions that meet and above the specified requirements, subject to full compliance with all provisions of the NIT.

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58	Annexure VII - Technical Specification	New Clause Suggestion	Request to add the below clause:- The proposed solution should have User Based Analytics so that it can trigger a real-time alerts in case of any unusual behaviour of user or anomalous activities. For example, alert in case any admin tries to access target machine during irregular hours, irregular IP, Dormant user, Anomalous access to multiple machines, unusual geographical region etc. Justification To ensure that a comprehensive solution is procured by TPSODL with all capabilities required for deploying a matured PAM solution, the mentioned threat analytics capability must exist in the required PAM solution	The requirements stipulated in the NIT are minimal and shall remain unchanged. Bidders may offer solutions that meet and above the specified requirements, subject to full compliance with all provisions of the NIT.
59	Annexure VII - Technical Specification	New Clause Suggestion	Request to add the below clause:- The proposed solution must able to identify Risky SPN(service principal name). Privileged accounts with SPN configuration can be vulnerable to offline bruteforcing and dictionary attacks, allowing a malicious insider to recover the account's clear-text password. Justification To ensure that a comprehensive solution is procured by TPSODL with all capabilities required for deploying a matured PAM solution, the mentioned threat analytics capability must exist in the required PAM solution	The requirements stipulated in the NIT are minimal and shall remain unchanged. Bidders may offer solutions that meet and above the specified requirements, subject to full compliance with all provisions of the NIT.
60	Annexure VII - Technical Specification	New Clause Suggestion	Request to add the below clause:- The proposed solution must able to control backdoor access, it must alert in case any user tries to connect target machines after bypassing PAM tool. And as responsive action, it should trigger password change for the account and block backdoor access Justification Considering that the primary objective of Privileged Access Management solution is to ensure that 100% of administrative sessions are securely isolated and fully recorded, it must have proper alert mechanism to notify any backdoor access.	The requirements stipulated in the NIT are minimal and shall remain unchanged. Bidders may offer solutions that meet and above the specified requirements, subject to full compliance with all provisions of the NIT.

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61	Annexure VII - Technical Specification	New Clause Suggestion	Request to add the below clause:- The solution should be able to define critical commands for alerting and monitoring purpose. With automatic suspension of the session basis critical commands, it should prevent a user from interacting with an active session until a security manager resumes it. The solution should allow security teams to review the potentially risky session's audit trail to determine whether to allow the privileged user to continue their work. The solution should allow to resume the suspended active session and allow the privileged user to continue working post the security team confirmation Justification Having a real time monitoring and alerting mechanism can safeguard from execution of potentially dangerous commands, and similarly allowing to resume an active session can protect against false positives.	The requirements stipulated in the NIT are minimal and shall remain unchanged. Bidders may offer solutions that meet and above the specified requirements, subject to full compliance with all provisions of the NIT.
62	Annexure VII - Technical Specification	New Clause Suggestion	Request to add the below clause:- The proposed solution shall includes out-of-the-box plugins for below service accounts:- - Windows Services - Windows Scheduled Tasks - Windows IIS Application Pools - Windows IIS Directory Security (Anonymous Access) - COM+ Applications - Configuration files - Accounts stored in databases - Private SSH Key - Windows Registry - Azure application key Identity Webapp secrets sync Justification Considering that TPSODL is planning to procure PAM solution, it is suggested to include the requirement since Service accounts, scheduled tasks, and application pools often possess high-level, persistent privileges across the network	The requirements stipulated in the NIT are minimal and shall remain unchanged. Bidders may offer solutions that meet and above the specified requirements, subject to full compliance with all provisions of the NIT.
63	Annexure VII - Technical Specification	New Clause Suggestion	Request to add the below clause:- The proposed solution should include the capability for Remote Access Solution (VPN Less Access for remote users) Justification Considering that TPSODL wants third party OT OEMs accessing the critical OT infrastructure hosted in DC, hence it is important to secure their credentials and monitor their accesses to avoid any data leakage. Secondly, it becomes difficult to manage their access via VPN solutions since the endpoint devices are generally vendor managed. Hence it is suggested to TPSODL to include the requirement to have a VPN less access solution as part of PAM, to cover such remote vendor users.	The requirements stipulated in the NIT are minimal and shall remain unchanged. Bidders may offer solutions that meet and above the specified requirements, subject to full compliance with all provisions of the NIT.

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64	Annexure VII - Technical Specification	New Clause Suggestion	Request to add the below clause:- The proposed solution should support capability to activate offline access mode whereby there is granted access to certain privileged accounts stored locally on the mobile device through the vendor-provided mobile app. This is to handle break-glass scenarios in the event whereby the PAM solution is not available or there is loss of Internet connectivity. Justification Having this requirement included helps to ensure that TPSODL can immediately retrieve critical credentials (such as local admin or network switch passwords) to restore infrastructure, even when the central PAM server or internet connection is completely down.	The requirements stipulated in the NIT are minimal and shall remain unchanged. Bidders may offer solutions that meet and above the specified requirements, subject to full compliance with all provisions of the NIT.
65	EMD Exemption	Earnest Money Deposit (EMD) EMD shall be exempted for MSME registered in the State of Odisha. However, Bidder shall be barred to participate in the tendering process for a period of 2 years in case it backs out post award of the contract.	Kindly consider EMD exemption for MSMEs and MSEs registered anywhere in India as per the GFR rules	The tender clause remains unchanged.