



राष्ट्रीय  
आवास बैंक  
NATIONAL  
HOUSING BANK



RFP Reference No.: GEM/2025/B/6074517 dated March 20, 2025

**Request for Proposal (RFP) for  
Procurement and Implementation of Privileged Access Management  
(PAM) Solution**

**The replies to the pre-bid queries received are placed  
herewith.**



S. No.	Relevant Clause of the RFP	Query	Bank's Reply
1	Page No 30, <b>Technical Bids (Marks Distribution)</b>  Bidders scoring less than 70 marks (cut-off score) out of 100 marks in the technical evaluation shall not be considered for further evaluation.	Bidders scoring less than 60 marks (cut-off score) out of 100 marks in the technical evaluation shall not be considered for further evaluation.	Please be guided by the RFP
2	Page 30: ATC: Technical bids (Marks Distributions) 1 Number of years of experience of the bidder in implementing the proposed PAM Solution Max Marks 20 Copy of Purchase order or Contract to be attached- Only 1st Work Order will be considered for award of points a. ≥ 6 years - 20 b. ≥ 4 to <6 Years - 15 c. ≥ 2 to <4 Years - 10	1 Number of years of experience of the bidder in implementing the proposed PAM Solution Max Marks 20 Copy of Purchase order or Contract to be attached- Only 1st Work Order will be considered for award of points a. ≥ 4 years - 20 b. ≥ 2 to <4 Years - 15 c. ≥ 1 to <3 Years - 10	Kindly refer Corrigendum
3	Page 30: ATC: Technical bids (Marks distribution) 2 Total number of implementations of the proposed solution. (Only Work Completion Certificate (upto last 10 years) will be considered for award of points) Max Marks 20 Copy of the work orders a. ≥ 6 Implementations in Govt. Sector/PSU/PSBs/FIs/Corporate* in India 20 b. ≥ 4 to ≤5 Implementations in Govt. Sector / PSU/PSBs/FIs/Corporate* in India 15 c. ≥ 2 to ≤3 Implementations in Govt. Sector / PSU/PSBs/FIs/Corporate* in India 10	2 Total number of implementations of the proposed solution. (Only Work Completion Certificate (upto last 10 years) will be considered for award of points) Max Marks 20 Copy of the work orders a. ≥ 3 Implementations in Govt. Sector/PSU/PSBs/FIs/Corporate* in India 20 b. ≥ 3 to ≤4 Implementations in Govt. Sector / PSU/PSBs/FIs/Corporate* in India 15 c. ≥ 1 to ≤2 Implementations in Govt. Sector / PSU/PSBs/FIs/Corporate* in India 10	Kindly refer Corrigendum



4	<p>Page 33-34: ATC: Payment terms Payment terms are as follows: - a) The payment terms are detailed as under: Stage No. Schedule/Event Payment details/frequency. 1. After sign-off/go-live. Bank will provide sign-off subject to pre-deployment 60% of Total Solution &amp; Implementation Cost (as per commercial bid format) will be released. audit of the proposed solution by bank appointed external IS auditor. This payment shall be released after the mentioned compliance has been met. 2. At the end of every subsequent year 10% of Total Solution &amp; Implementation Cost 3. Quarterly Payment of one on-site engineer support cost after deduction of applicable penalty (if any).</p>	<p>As mentioned 60% payment would be given of total solution &amp; implementation cost. This 60% is referred to total contract value of 5 years, please confirm.</p>	<p>Kindly refer Corrigendum</p>
5	<p>Page 2: GeM bidding: MII Compliance: Yes</p>	<p>Change to complete MII, not only to compliance level.</p>	<p>Please be guided as per Bid Document</p>
6	<p>Page 55: ATC: Total solution and Implementation cost: Total cost of Solution (with 5 years onsite warranty &amp; support) including perpetual Licenses of solution and related software (OS, DB, Middleware etc), ATS-Updates and Upgrades, Implementation and Training Cost for 50 Users#</p>	<p>Please specify 50 users is equal to how many devices?</p>	<p>Kindly refer Clause 2 of the RFP for present infrastructure. However, same may be increased during the period of contract without any additional cost.</p>
7	<p>Page 55: ATC: Total solution and implementation cost: 3 (Three units (2 no. at DC (HA) &amp; 1 no. at DR))</p>	<p>Is DR mentioned is Active/ Active or Active/Passive?</p>	<p>Only one instance is required at DR</p>



8	Page 56: ATC: Future/optional cost: License cost of additional 2 units of users	Herein mentioned 2 units, how many users/devices are included in 1 unit.	License cost of additional 2 units of users for any number of devices.
9	The price should be inclusive of all taxes (except GST), duties, levies charges, transportation, insurance, as per Commercial Bid.	As per price bid submission format on GEM portal, bidder should have to quote the price bid including GST and any other taxes/duties as applicable. We request you to kindly delete this clause	Please refer Corrigendum
10	The Successful Bidder will be responsible for supply, installation, integration, implementation, support, maintenance, and management of Privileged Access Management (PAM) solution with warranty, AMC, and Technical Support of the solution at NHB's DC at New Delhi and DR Site, Navi Mumbai for a period of 3 years.	As per the Total Solution and Implementation Cost you have asked bidders to quote price with 5 years onsite warranty & support. However, in scope of work on page no-8 you have mentioned warranty, AMC, and Technical Support for 3 years. Kindly clarify.	Please refer Corrigendum
11	Number of years of experience of the bidder in implementing the proposed PAM Solution	We are a System Integrator and we work with multiple OEMs as per the requirement of project. Hence, experience of implementation of proposed PAM solution will restrict the bidders from participation. We request you to kindly amend this clause as: Number of years of experience of the bidder in implementing the proposed PAM Solution	Please refer Corrigendum
12	Demonstration of the proposed PAM solution.	As per our understanding OEM has to conduct the demonstration of the proposed PAM solution.  Kindly confirm.	Please be guided by the RFP



13	<p>The Bidder should have experience in implementing Privileged Access Management (PAM) Solution in at least 2 institutions in India with at-least one Public Sector Bank / Financial Institution / PSU / Government Organization / Large Corporates** in India during the last 5 FYs.</p>	<p>For wider participation we request you to kindly amend this clause as:  The Bidder should have experience in implementing Privileged Access Management (PAM)/Priviledge Identity and access Management (PIAM) Solution in at least 2 1 institutions/ organizations in India with at-least one Public Sector Bank / Financial Institution / PSU / Government Organization / Large Corporates** in India during the last 5 FYs.  Or Else,  For wider participation we request you to kindly amend this clause as:  The Bidder should have experience in implementing of cyber security products, in at least 2 institutions/ organizations in India with at-least one Public Sector Bank / Financial Institution / PSU / Government Organization / Large Corporates** in India during the last 5 FYs.</p>	Please refer Corrigendum
14	<p>60% of Total Solution &amp; Implementation Cost (as per commercial bid format) will be released.</p>	<p>Being a System integrator , we have to make upfront payment to OEM which will create cash flow deficit for us and restrict us from participation hence we request you to kindly ammend the payment terms as:  70% payment against the delivery  30% payment on installation  Payment of one on-site engineer support cost payment quarterly in advance.</p>	Please refer Corrigendum



15	<p>If not implemented within 45 days from the date of acceptance of work order, 0.5 % of the Total Solution &amp; Implementation Cost /week subject to maximum of 10% of the Total Solution and Implementation Cost, will be levied as penalty.</p> <p>Fraction of week shall be construed as one week for the said purpose. Once the maximum is reached, NHB reserves the right to cancel the order at its discretion and the Performance Bank Guarantee submitted may be invoked.</p>	<p>We request you to kindly change this clause for mutual benefit as:</p> <p>If not implemented within 45 days from the date of acceptance of work order, 0.5 % of the Total Solution undelivered items &amp; Implementation Cost /week subject to maximum of 10% 5% of the Total Solution undelivered item and Implementation Cost, will be levied as penalty.</p> <p>Fraction of week shall be construed as one week for the said purpose. Once the maximum is reached, NHB reserves the right to cancel the order at its discretion and the Performance Bank Guarantee submitted may be invoked provided NHB shall provide a curation time of 10 working days.</p>	Please be guided by the RFP
16	<p>Time and quality of the service are the essence of this agreement/ contract. Failure to adhere to the same will be considered as breach of the terms and conditions of the contract, provided failure is solely, entirely and directly attributable to the Bidder and not due to reasons attributable to NHB and/or its other vendors or due to reasons of Force Majeure.</p>	<p>We request you to kindly add the following:</p> <p>"Only after giving the successful Bidder a written notice of at least <b>15 days</b> to remedy any failure or breach." However, such invocation shall only occur if the Bidder fails to fulfil <b>any material terms</b> of the contract/order or commits a breach that <b>is not cured within the notice period.</b></p>	Please be guided by the RFP
17	<p>2.6.4 Extension of Time</p> <p>Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.</p>	<p>We request you to kindly add the following:</p> <p>Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure or any other reasons attributed to</p>	Please be guided by the RFP



		NHB for delay.	
18	Penalties, subject to maximum of 10% of Total Solution & Implementation Cost in any year, will be deducted from the next due payment or if the maximum penalty limit has been reached, the subsequent penalties will be deducted from the PBG.	Penalties are stringent, we request you to kindly change this clause as: Penalties, subject to maximum of 10% 5% of Total Solution undelivered portion of items & Implementation Cost in any year, will be deducted from the next due payment or if the maximum penalty limit has been reached, the subsequent penalties will be deducted from the PBG.	Please be guided by the RFP
19	Implementation schedule Solution Delivery: Within 15 days from the date of award of tender. Implementation, Go-Live, Documentation, SOP & Training: Within 30 days from the date of award of tender.	We request you to kindly amend the implementation schedule as: Solution Delivery: Within 15 30 days from the date of award of tender. Implementation, Go-Live, Documentation, SOP & Training: Within 30 45 days from the date of award of tender.	Please be guided by the RFP



20	<p>Liquidated Damages</p> <p>If the Vendor fails to complete the due performance of the contract in accordance with agreed specifications and conditions to the satisfaction of NHB or abandons the project/contract without completing the same as per the agreed terms, NHB reserves the right to recover damages at 10 percent of the contract value as and by way of liquidated damages, but not as penalty. It is clarified that the liquidated damages shall be over and above the penalty, if any, imposed under Clause 11.17</p>	<p>We request you to kindly consider the below mentioned changes in this clause:</p> <p>"only after the Vendor has been provided with a reasonable 30-day notice to remedy any issues."</p> <p>"capped at 5 percent of the total contract value, and such liquidated damages shall not be construed as a penalty."</p> <p>"Only be applicable in the event of material breaches that are solely attributable to the Vendor and not caused by delays or issues outside of the Vendor's control, including but not limited to delays in approvals, access to resources, or force majeure events."</p> <p>"Additionally, any liquidated damages shall be offset by any amounts due to the Contractor for work completed satisfactorily but not yet paid for."</p>	Please be guided by the RFP
21	<p>Page No. 8</p> <p>5. Scope of Work</p> <p>The Successful Bidder will be responsible for supply, installation, integration, implementation, support, maintenance, and management of Privileged Access Management (PAM) solution with warranty, AMC, and Technical Support of the solution at NHB's DC at New Delhi and DR Site, Navi Mumbai for a period of 3 years.</p>	Request to please confirm number of applications and devices that need to integrate.	Kindly refer Clause 2(c) of the RFP for present infrastructure. However, same may be increased during the period of contract without any additional cost.



22	<p>Page No. 9</p> <p>5. Scope of Work</p> <p>19. The proposed PAM solution should be compatible to integrate cloud based Users and services.</p>	<p>Please share the number of cloud based users and services.</p>	<p>Kindly refer Clause 2 of the RFP for present infrastructure. However, same may be increased during the period of contract without any additional cost.</p>
23	<p><b>Page No. 9</b></p> <p><b>5. Scope of Work</b></p> <p>16. Bidder should provide Project Specific Documentations and Administration level training (online/offline) for at least 40 officials/users.</p> <p><b>Page No. 55</b></p> <p><b>I. Total Solution and Implementation Cost</b></p> <p>Total cost of Solution (with 5 years onsite warranty &amp; support) including perpetual Licenses of solution and related software (OS, DB, Middleware etc), ATS-Updates and Upgrades, Implementation and Training Cost for 50 Users#</p>	<p>Both the mentioned clause are contrarictory , pleae clarify how many users / officials training need toc onssder 40 as SOW for 50 asper BOQ.</p> <p>Also please confirm how many users / devices license is required .</p>	<p>Kindly refer Corrigendum</p>
24	<p>Number of years of experience of the bidder in implementing the proposed PAM Solution</p>	<p>For a wider participation request you to kindly amend this clause as: Number of years of experience of the bidder in implementing the proposed PAM/ Cyber Security Solution</p>	<p>Kindly refer Corrigendum</p>



25	Total number of implementations of the proposed solution.	For a wider participation request you to kindly amend this clause as: Total number of implementations of the proposed solution Cyber Security Solution	Kindly refer Corrigendum
26	However, the Total Penalty for this project will be capped at 10 % of total cost of ownership for a bidder.	We request to kindly capped the total penalty at 5% of the undelivered part of the contract.	Please be guided by the RFP
27	11.17 Penalty (Page No-40) A Service Level violation will occur if the Bidder fails to meet Minimum Service Levels on a monthly basis for a particular Service Level, and this shall result in invocation of the respective penalty clause.	A Service Level violation will occur if the Bidder fails to meet Minimum Service Levels on a monthly basis for 02 consecutive months for a particular Service Level, and this shall result in invocation of the respective penalty clause.  "Penalties should only be applied if there is a consistent failure across the entire quarter, and a reasonable opportunity to remedy any issues has been provided." Additionally, any penalties for a specific month will only be applicable if they are solely due to the bidder's fault and not caused by external factors or delays from NHB or third parties."	Please be guided by the RFP



28	<p>Page No. 100 Section: . Certificate lifecycle management</p> <p>F. Certificate lifecycle management</p> <p>1) Solution should automatically discover SSL/TLS certificate from the environment. Discovery should support AD,CA server, Certificate store and load balancer. 2) Solution should allow admins to generate CSR and seamlessly sign it using internal and leading external CAs. 3) Solution should alert before certificates expiry and automatically renew certificates upon expiry. 4) Solution should deploy new certificates to target hosts where they were discovered from. 5) Solution should detect vulnerabilities in certificates such as identifying weak ciphers and protect against heartbleed and poodle like vulnerabilities.</p>	<p>This is not a core feature of PAM. It typically falls under a different use case and is usually handled by a separate product/solution. Please check with customer.</p>	<p>Kindly refer Corrigendum</p>
29	<p>Page No.: 106 Section: Technical Specification The solution must have presence and support center in India for atleast 10 year with 400+ employee strength</p>	<p>The solution must have presence and support center in India for atleast 5 years with 50+ employee strength in India.</p> <p><b>Justification:</b> PAM is the latest technology in the cybersecurity and most of the leading OEMs shall not qualify with the clause so kindly consider 5 + years of experince.</p> <p>OEM's generally have limited manpower strength as the orders are executed through the partner , so kindly cosider 50+ Manpower in india for OEM.</p>	<p>Kindly refer Corrigendum</p>



30	<p>Pg 100 F. Certificate lifecycle management</p> <p>1) Solution should automatically discover SSL/TLS certificate from the environment. Discovery should support AD,CA server, Certificate store and load balancer. 2) Solution should allow admins to generate CSR and seamlessly sign it using internal and leading external CAs. 3) Solution should alert before certificates expiry and automatically renew certificates upon expiry. 4) Solution should deploy new certificates to target hosts where they were discovered from. 5) Solution should detect vulnerabilities in certificates such as identifying weak ciphers and protect against heartbleed and poodle like vulnerabilities.</p>	<p>While this not a standard PAM use case , bank to confirm if this is good to have or must have.</p>	<p>Kindly refer Corrigendum</p>
31	<p>Page No.12 5.6. Cyber Security Requirements 5. The bidder/OEM would integrate the solution with Bank's SIEM solution, Network Access Control (NAC) solution, AD/LDAP or any other existing or future solution, as required by the Bank. No extra cost is payable for such integrations .</p>	<p>What version of AD are you running? (On-premises, Azure AD, Hybrid?) How many privileged accounts exist in AD? (Domain Admins, Service Accounts, etc.) Which SIEM solution is currently in use? (Splunk, IBM QRadar, ArcSight, etc.) Which NAC solution is in use? (Cisco ISE, Aruba ClearPass, FortiNAC, etc.)</p>	<p>The information shall be shared with the successful bidder</p>



32	<p>Page No.14</p> <p>6. Deliverables</p> <p>9. The successful bidder has to resolve any hardware, system software and integration issues with existing systems and application related problems during installation of the Total Solution.</p>	<p>Kindly confirm details of existing system and application landscape</p>	<p>Kindly refer Clause 2(c) of the RFP for present infrastructure. However, same may be increased during the period of contract without any additional cost.</p>
33	<p>Page No.8</p> <p>5. Scope of Work</p> <p>5. NHB proposes to provide all necessary hardware infrastructure such as computing and storage capacity at DC &amp; DR locations.</p>	<p>Kindly confirm that downtime caused by infrastructure failures will be exempt from penalties, as the bank will be providing the infrastructure.</p>	<p>Please refer RFP clause 11.17 (c) (Uptime exceptions)</p>
34	<p>Page No.36</p> <p>11.17 Penalty</p> <p>b. Penalty for Downtime:</p> <p>S. No SLA for uptime of the solution Penalty</p> <p>1 <math>\geq 99.5\%</math> NIL</p> <p>2 98% to <math>&lt; 99.5\%</math> Rs 10,000/-</p> <p>3 Below 98.00% Rs. 50,000/ per 1% of drop in uptime</p>		
35	<p>Page No.54</p> <p>Annexure -IX - Commercial Bid Format</p> <p>I. Total Solution and Implementation Cost</p> <p>Total cost of Solution (with 5 years onsite warranty &amp; support) including perpetual Licenses of solution and related software (OS, DB, Middleware etc), ATS-Updates and Upgrades, Implementation and Training Cost for 50 Users#</p>	<p>Please confirm the total number of users and devices for which PAM needs to be implemented.</p>	<p>Kindly refer Corrigendum</p>



36	<p>Pg 100 F. Certificate lifecycle management</p> <p>1) Solution should automatically discover SSL/TLS certificate from the environment. Discovery should support AD,CA server, Certificate store and load balancer. 2) Solution should allow admins to generate CSR and seamlessly sign it using internal and leading external CAs. 3) Solution should alert before certificates expiry and automatically renew certificates upon expiry. 4) Solution should deploy new certificates to target hosts where they were discovered from. 5) Solution should detect vulnerabilities in certificates such as identifying weak ciphers and protect against heartbleed and poodle like vulnerabilities.</p>	<p>This is not a core PAM feature. Typically this is a different use case and part of different product usually supported by a PKI Solution. Please confirm NHB's expectation and exact use case for this requirement.</p>	<p>Kindly refer Corrigendum</p>
37	<p>The Bidder should have experience in implementing Privileged Access Management (PAM) Solution in at least 2 institutions in India with at least one Public Sector Bank / Financial Institution / PSU / Government Organization / Large Corporates** in India during the last 5 FYs.</p>	<p>We request Bank to modify this as below:- bidder /OEM should have experience in implementing PAM Solution in at least 2 institutions in India with at least one Public Sector Bank / Financial Institution / PSU / Government Organization / Large Corporates** in India during the last 5 FYs.</p>	<p>Kindly refer Corrigendum</p>
38	<p>Number of years of experience of the bidder in implementing the proposed PAM Solution</p>	<p>We request Bank to modify this as below:- Number of years of experience of the bidder in implementing/managing the PAM Solution</p>	<p>Kindly refer Corrigendum</p>
39	<p>Total number of implementations of the proposed solution. (Only Work Completion Certificate (upto last 10 years)</p>	<p>Total number of implementations/ management of the PAM solution. (Only Work Completion Certificate (upto last 10 years)</p>	<p>Kindly refer Corrigendum</p>



	will be considered for award of points)	will be considered for award of points)	
40		Please mention the number of devices to help size the solution.	Kindly refer Clause 2 of the RFP for present infrastructure. However, same may be increased during the period of contract without any additional cost.
41	Bidder should be ISO 9001 & ISO 27001 certified as on the last date of bid submission.	We request you to modify the clause to below : Bidder should be ISO 9001/TL 9000 & ISO 27001 certified as on the last date of bid submission.	Kindly refer Corrigendum
42	GeM- Bidding -Section -"Buyer Added Bid Specific Terms and Conditions " Point 7 "-Purchase Preference" "The minimum local content to qualify as a class 1 local supplier is denoted in the bid document 50%. All bidders must upload a certificate from the OEM regarding the percentage of the local content and the details of locations at which the local value addition is made along with their bid, failing which the bid is liable to be rejected".	Can you allow for OEM for >20% Local content for the Bid i.e. Please allow for Class 2 Local Supplier OEM to bid as well.	Please be guided by the RFP
43	RFP Section D-"Remote Access, Mobile Support, and Notification Engine" Point-5 The proposed solution should support Offline PAM Access (Password Retrieval via mobile	For Support of Break glass scenario we have other mechanism like. Please rephrase as "The solution should have option to run Secret Server in	Kindly refer Corrigendum



	app in case of emergency purpose or Break Glass Scenario).	Unlimited Administrator mode."	
44	C- Access Control Point -13 The solution should have provision for secure offline access of managed credentials in case of vault failure (break glass scenario)	For Support of Break glass scenario we have other mechanism like. Please rephrase as "The solution should have option to run Secret Server in Unlimited Administrator mode."	Please be guided by the RFP
45	G- Threat Analytics All the Points	Privilege behavioral analytics which is only available as SaaS offering but can integrate with the On prem solution. Please confirm if can propose PBA as SaaS offering.	Kindly refer Corrigendum
46		How many privileged users are required in the proposes PAM solution?	Kindly refer Corrigendum
47		How many number of devices (Windows/Unix, Network) are required to consider in the proposed PAM solution?	Kindly refer Clause 2 of the RFP for present infrastructure. However, same may be increased during the period of contract without any additional cost.
48		How many locations should consider ? (DC, DR, Near DR etc.)	Kindly refer Clause 5. Scope of Work of RFP.
49	Hosting Model	Please specify PAM hosting model - On Premise or SaaS	Kindly refer Corrigendum



50	SIEM Integration	Which SIEM solution is currently deployed to be integrated? Does NHB has any existing SIEM solution?	The information shall be shared with the successful bidder
51	Access Control  8. solution should provide for a script manager to help in access controlling scripts and allow to run the scripts on multiple devices at the same time.	Running scripts on multiple devices is required for which particular use-case/scenario? What exact functionality is expected here? Please elaborate further.	Use case for running script on multiple device is related to possible configuration of PAM on multiple servers and network devices.
52	Access Control  16. The solution should be able to handle file transmission to and from a specific remote system, as well as impose controls on those files		This is essential security control.
53	Access Control  17. Files uploaded in Vault for secured and encrypted storage should be allowed to be shared between PAM users with an option to expire the share after defined period of time (in days)	Which files are expected to be uploaded to PAM solution?	Please be guided by the RFP
54	Access Control  18. The solution should have a provision to allow authorized users to upload their sensitive/confidential files in the Vault for secured and encrypted storage.		



55	<p>Certificate lifecycle management</p> <p>Solution should automatically discover SSL/TLS certificate from the environment. Discovery should support AD,CA server, Certificate store and load balancer.</p>	<p>Its understood that objective of this requirement is to do the functionalities which can achieve from existing tools also, therefore integrations with such applications can also cater these requirements. Can you please rephrase it as :</p> <p>"Solution should support integration with third-party tools or custom scripts to discover SSL/TLS certificates from the environment, including AD, CA server, certificate stores, and load balancers."</p>	Kindly refer Corrigendum
56	<p>Certificate lifecycle management</p> <p>Solution should alert before certificates expiry and automatically renew certificates upon expiry.</p>	<p>NHB is using monitoring solutions and to leverage the existing environment, it can be use with just integration. Can this requirement rephrase as :</p> <p><i>Solution should support automatic certificate renewal and allow integration with monitoring tools to alert before certificate expiry.</i></p>	Kindly refer Corrigendum
57	<p>Certificate lifecycle management</p> <p>Solution should deploy new certificates to target hosts where they were discovered from.</p>	<p>Deployment of new certificates can be achieve from configuration tool or deployment tools, therefore can you please rephrase this requirements as:</p> <p><i>Solution should support integration with configuration management or orchestration tools to deploy newly issued certificates to the required target hosts.</i></p>	Kindly refer Corrigendum



58	<p>Certificate lifecycle management</p> <p>Solution should detect vulnerabilities in certificates such as identifying weak ciphers and protect against heartbleed and poodle like vulnerabilities.</p>	<p>Sunch functionalities seems to deliver from some specific tools only however same can achieve through interations also. Can you please rephrase as :</p> <p><i>Solution should allow integration with external certificate scanning or vulnerability assessment tools to detect weak ciphers and known SSL/TLS vulnerabilities like Heartbleed and POODLE.</i></p>	<p>Kindly refer Corrigendum</p>
59	<p>Bidder must specify hardware requirements based on their understanding of the overall solution architecture based on requirement. The same must be documented and shared with NHB along with justification/ reasonability. It is to be noted that NHB will provide virtual servers and not physical servers to meet these hardware requirements.</p>	<p>Please provide details of the existing infrastructure, including the virtualization layer and other relevant components, to ensure compatibility with the proposed solution.</p>	<p>Kindly refer Clause 2 of the RFP for present infrastructure. However, same may be increased during the period of contract without any additional cost. Bank will provide VM on VMWare/Hyper V.</p>



60	Bidder is responsible for providing end to end solution (Comprising Solution Software, licenses, OS, Middleware, DB and MS SQL- latest or compatible with annual technical support)	Kindly provide details of the underlying hardware of the virtual machines to facilitate the calculation of licenses for components such as the operating system, database, etc., as licensing of these depends on the physical core/CPU count of the hardware.	Kindly refer Clause 2 of the RFP for present infrastructure. However, same may be increased during the period of contract without any additional cost. Bank will provide VM on VMWare.
61		Please confirm if bidders to factor SA if any Microsoft licenses is there.	If during period of contract any component of solution goes out of support from OEM, bidder shall provide the latest stable version of the component at no additional cost of the bank.
62	<p>Technical Bids (Marks Distribution), Sno.1</p> <p>Number of years of experience of the bidder in implementing the proposed PAM Solution</p> <p>a. ≥ 6 years max Marks- 20</p> <p>b. ≥ 4 to &lt;6 Years Max Marks-15</p> <p>c. ≥ 2 to &lt;4 Years Max Marks-10</p>	<p>Technical Bids (Marks Distribution), Sno.1</p> <p>Number of years of experience of the bidder in implementing the proposed PAM Solution</p> <p>a. ≥ 3 years max Marks- 20</p> <p>b. ≥ 2 to &lt;3 Years Max Marks-15</p> <p>c. ≥ 1 Years Max Marks-10</p>	Kindly refer Corrigendum



63	<p>Technical Bids (Marks Distribution), Sno.2 Total number of implementations of the proposed solution. (Only Work Completion Certificate (upto last 10 years) will be considered for award of points)</p> <p>a. ≥ 6 Implementations in Govt. Sector/PSU/PSBs/FIs/Corporate* in India - Max Marks 20</p> <p>b. ≥ 4 to ≤5 Implementations in Govt. Sector / PSU/PSBs/FIs/Corporate* in India- Max Marks 15</p> <p>c. ≥ 2 to ≤3 Implementations in Govt. Sector / PSU/PSBs/FIs/Corporate* in India- Max Marks 10</p>	<p>Technical Bids (Marks Distribution), Sno.2 Total number of implementations of the proposed solution. (Only Work Completion Certificate (upto last 10 years) will be considered for award of points)</p> <p>a. ≥ 3 Implementations in Govt. Sector/PSU/PSBs/FIs/Corporate* in India - Max Marks 20</p> <p>b. ≥ 2 to ≤3 Implementations in Govt. Sector / PSU/PSBs/FIs/Corporate* in India- Max Marks 15</p> <p>c. ≥ 1 Implementations in Govt. Sector / PSU/PSBs/FIs/Corporate* in India- Max Marks 10</p>	Kindly refer Corrigendum
64	<p><b>10.2 Payment Terms</b> After sign-off/ go-live. Bank will provide sign-off subject to pre-deployment audit of the proposed solution by bank appointed external IS auditor. 60% of Total Solution &amp; Implementation Cost (as per commercial bid format) will be released. This payment shall be released after the mentioned compliance has been met.</p>	<p><b>Payment Terms</b> <b>We are requesting you to amend this clause as below.</b> 70% of Total Solution &amp; Implementation Cost (as per commercial bid format) have to be released.</p>	Kindly refer Corrigendum
65	<p>At the end of every subsequent year 10% of Total Solution &amp; Implementation Cost</p>	<p><b>We are requesting you to amend this clause as below.</b> 20% on Implementation</p>	Kindly refer Corrigendum
66	<p>Quarterly</p>	<p><b>We are requesting you to amend this clause as below.</b> 10% Payment on Go-Live</p>	Kindly refer Corrigendum



67	<p><b>Liquidated damages</b> If the Vendor fails to complete the due performance of the contract in accordance with agreed specifications and conditions to the satisfaction of NHB or abandons the project/contract without completing the same as per the agreed terms, NHB reserves the right to recover damages at 10 percent of the contract value as and by way of liquidated damages, but not as penalty. It is clarified that the liquidated damages shall be over and above the penalty, if any, imposed under Clause 11.17.</p>	<p><b>Liquidated damages</b> <b>We are requesting you to amend this clause as below.</b> If the Vendor fails to complete the due performance of the contract in accordance with agreed specifications and conditions to the satisfaction of NHB or abandons the project/contract without completing the same as per the agreed terms, NHB reserves the right to recover damages at <b>5 percent</b> of the contract value as and by way of liquidated damages, but not as penalty. It is clarified that the liquidated damages shall be over and above the penalty, if any, imposed under Clause 11.17.</p>	<p>Please be guided by the RFP</p>
68	<p>Total cost of Solution (with 5 years onsite warranty &amp; support) including perpetual Licenses of solution and related software (OS, DB, Middleware etc), ATS-Updates and Upgrades, Implementation and Training Cost for 50 Users#</p> <p>Pg-55</p>	<p>Kindly confirm the number of devices.</p>	<p>Kindly refer Clause 2 of the RFP for present infrastructure. However, same may be increased during the period of contract.</p>
69	<p>Bidder must implement the solution at DC &amp; DR locations.</p>	<p>Kindly confirm the Solution should be in HA in DC and DR</p>	<p>HA in DC, not in DR</p>
70	<p>The KT should include the architecture, software, integration, customization, deployment guidelines, troubleshooting reporting and other aspects of the solution (if applicable). The Successful bidder should train NHB personnel for independent operation, creation of policies/rules, generation of reports, and analysis of the reports, troubleshooting and familiarization of features, policy configuration etc. post</p>	<p>Kindly confirm the details below:</p> <p>Number of batches Number of persons</p> <p>Can the bidder/OEM training partner provide the required training remotely.</p>	<p>Please be guided by the RFP</p>



	implementation  Pg-12		
71	The bidder/OEM would integrate the solution with Bank's SIEM solution, Network Access Control (NAC) solution, AD/LDAP or any other existing or future solution, as required by the Bank. No extra cost is payable for such integrations.  Pg-12	Kindly provide details of the existing SIEM, NAC, etc., and confirm the compatibility of the proposed solution. Also, please outline the exact integration scope, specifying the maximum number of solutions to be integrated.	The information shall be shared with the successful bidder
72	Section 5, Scope of Work, Page 8	Pls confirm whether project is for 5 years, and the first mention of 3 years was just a typo?	Kindly refer Corrigendum
73	Section 10.2 (Payment Terms), Page 33	If total project duration of 5 years is confirmed, then this point is moot. If 3 years, pls explain.	Kindly refer Corrigendum
74	Annexure IX - Commercial Bid Format, Sub Section I (Total Solution and Implementation Cost), Page 55 -	What do we mean by 50 users? 50 admin users for PAM product or training to be given to 50 users?	Kindly refer Corrigendum
75	Page No. 103- F <b>Certificate lifecycle management</b>	This is not a core feature of PAM. It typically falls under a different use case and is usually handled by a separate product/solution	Kindly refer Corrigendum



76	<p>Page No 106 - <b>Brand and Technology-</b> The solution must have presence and support center in India for atleast 10 year with 400+ employee strength</p>	<p>we would like to request that the requirement be modified to a minimum of 5 years of presence and a workforce of 50+ employees. We believe that the number of years of operation and the size of the employee base may not necessarily be the most pertinent indicators of a solution provider's capability to deliver effective and high-quality support.</p>	<p>Kindly refer Corrigendum</p>
77	<p>GeM- Bidding -Section -"Buyer Added Bid Specific Terms and Conditions " Point 7 "-Purchase Preference"</p> <p>"The minimum local content to qualify as a class 1 local supplier is denoted in the bid document 50%. All bidders must upload a certificate from the OEM regarding the percentage of the local content and the details of locations at which the local value addition is made along with their bid, failing which the bid is liable to be rejected".</p>	<p>Can you allow for OEM for &gt;20% Local content for the Bid i.e. Please allow for Class 2 Local Supplier OEM to bid as well.</p>	<p>Please be guided by the RFP</p>
78	<p>RFP Section D-"Remote Access, Mobile Support, and Notification Engine" Point-5</p> <p>The proposed solution should support Offline PAM Access (Password Retrieval via mobile app in case of emergency purpose or Break Glass Scenario).</p>	<p>For Support of Break glass scenario we have other mechanism like. Please rephrase as "The solution should have option to run Secret Server in Unlimited Administrator mode."</p>	<p>Kindly refer Corrigendum</p>
79	<p>C- Access Control Point -13</p> <p>The solution should have provision for secure offline access of managed credentials in case of vault failure (break glass scenario)</p>	<p>For Support of Break glass scenario we have other mechanism like. Please rephrase as "The solution should have option to run Secret Server in Unlimited Administrator mode."</p>	<p>Please be guided by the RFP</p>



80	G- Threat Analytics All the Points	Privilege behavioral analytics which is only available as SaaS offering but can integrate with the On prem solution. Please confirm if can propose PBA as SaaS offering.	Kindly refer Corrigendum
81		How many privileged users are required in the proposes PAM solution?	Kindly refer Corrigendum
82		How many number of devices (Windows/Unix, Network) are required to consider in the proposed PAM solution?	Kindly refer Clause 2 of the RFP for present infrastructure. However, same may be increased during the period of contract without any additional cost.
83		How many locations should consider ? (DC, DR, Near DR etc.)	Kindly refer Clause 5. Scope of Work of RFP.
84	Hosting Model	Please specify PAM hosting model - On Premise or SaaS	Kindly refer Corrigendum
85	SIEM Integration	Which SIEM solution is currently deployed to be integrated? Does NHB has any existing SIEM solution?	The information shall be shared with the successful bidder



86	<p>Access Control</p> <p>8. solution should provide for a script manager to help in access controlling scripts and allow to run the scripts on multiple devices at the same time.</p>	<p>Running scripts on multiple devices is required for which particular use-case/scenario? What exact functionality is expected here? Please elaborate further.</p>	<p>Use case for running script on multiple device is related to possible configuration of PAM on multiple servers and network devices.</p>
87	<p>Access Control</p> <p>16. The solution should be able to handle file transmission to and from a specific remote system, as well as impose controls on those files</p>		<p>This is essential security control.</p>
88	<p>Access Control</p> <p>17. Files uploaded in Vault for secured and encrypted storage should be allowed to be shared between PAM users with an option to expire the share after defined period of time (in days)</p>	<p>Which files are expected to be uploaded to PAM solution?</p>	<p>Please be guided by the RFP</p>
89	<p>Access Control</p> <p>18. The solution should have a provision to allow authorized users to upload their sensitive/confidential files in the Vault for secured and encrypted storage.</p>		



90	<p>Certificate lifecycle management</p> <p>Solution should automatically discover SSL/TLS certificate from the environment. Discovery should support AD,CA server, Certificate store and load balancer.</p>	<p>Its understood that objective of this requirement is to do the functionalities which can achieve from existing tools also, therefore integrations with such applications can also cater these requirements. Can you please rephrase it as :</p> <p>"Solution should support integration with third-party tools or custom scripts to discover SSL/TLS certificates from the environment, including AD, CA server, certificate stores, and load balancers."</p>	Kindly refer Corrigendum
91	<p>Certificate lifecycle management</p> <p>Solution should alert before certificates expiry and automatically renew certificates upon expiry.</p>	<p>NHB is using monitoring solutions and to leverage the existing enviorment, it can be use with just integration. Can this requirement rephrase as :</p> <p><i>Solution should support automatic certificate renewal and allow integration with monitoring tools to alert before certificate expiry.</i></p>	Kindly refer Corrigendum
92	<p>Certificate lifecycle management</p> <p>Solution should deploy new certificates to target hosts where they were discovered from.</p>	<p>Deployment of new certificates can be achieve from configuration tool or deployment tools, therefore can you please rephrase this requirements as:</p> <p><i>Solution should support integration with configuration management or orchestration tools to deploy newly issued certificates to the required target hosts.</i></p>	Kindly refer Corrigendum



93	<p>Certificate lifecycle management</p> <p>Solution should detect vulnerabilities in certificates such as identifying weak ciphers and protect against heartbleed and poodle like vulnerabilities.</p>	<p>Sunch functionalities seems to deliver from some specific tools only however same can achieve through interations also. Can you please rephrase as :</p> <p><i>Solution should allow integration with external certificate scanning or vulnerability assessment tools to detect weak ciphers and known SSL/TLS vulnerabilities like Heartbleed and POODLE.</i></p>	Kindly refer Corrigendum
94	<p>Annexure -V - Minimum Eligibility</p> <p>The Bidder should have experience in implementing Privileged Access Management (PAM) Solution in at least 2 institutions in India with atleast one Public Sector Bank / Financial Institution / PSU / Government Organization / Large Corporates** in India during the last 5 FYs.</p>	<p>The Bidder or OEM should have experience in implementing Privileged Access Management (PAM) Solution in at least 2 institutions in India with atleast one Public Sector Bank / Financial Institution / PSU / Government Organization / Large Corporates** in India during the last 5 FYs.</p>	Please be guided by the RFP

