



**TENDER DOCUMENT NO. IGL/ET2/CP/CM18738**

**Replies of Pre-bid Queries against Hiring of Privileged Access Management (PAM) solution with Support Services at IGL**

S. No.	Tender Section	clause no	Tender Sub Section	Page no	Tender Reference	Bidder Queries	IGL Response
1	3 - Scope of Work			60	IGL is looking to Protect and manage privileged accounts which are approximately 25 to handle around 250+ servers and other devices across.	Provide a detailed inventory of all IT systems, including Windows/Linux servers, databases, network appliances, and security devices that will be onboarded into the PAM solution.	Clarification: The detailed IT systems inventory will be shared with the successful bidder only after award of the contract.
2	3.1 - PAM Solution – Key Functionality & Features			61	PAM solution should be agentless with no requirements to install agents target systems	Please clarify whether 'agentless' applies to target systems (servers, databases, network devices) or also to end-user workstations.	Clarification: Not applicable to end -users workstations.
3	3.1 - PAM Solution – Key Functionality & Features			61	PAM solution should allow automatic management of service account dependencies to mitigate human intervention for service account management.	Please specify the applications/platforms in scope (e.g., Windows services, scheduled tasks, IIS app pools, databases). How many service accounts are estimated?	Clarification: Approximately 4-5 service accounts.
4	3.1 - PAM Solution – Key Functionality & Features		Platform Support	61	PAM solution should provide out-of-box connector & support for general user platforms (like windows, *NIX, databases, VMS, security solutions & clouds etc.).	Please provide a detailed list of all target platforms in scope — including OS versions (Windows Server versions, Linux distributions), database platforms (Oracle, MS SQL, MySQL etc.), network device vendors (Cisco, Juniper, Fortinet etc.), and cloud platforms.	Clarification: The detailed IT systems inventory will be shared with the successful bidder only after award of the contract.
5	3.1 - PAM Solution – Key Functionality & Features		Session Management	61	The PAM solution should be capable of holding 1 year's logs and recording for forensic and investigation purpose.	Please confirm the estimated volume of session recordings per month (in GB/TB) and whether IGL will provide storage infrastructure for on-premise deployment, or if this is the bidder's responsibility for SaaS.	Clarification: We have asked for the 25 PAM accounts, to manage around 250 servers and other devices under this RFP these are under scope inventory. If bidder choose to provide on-premise solution, all the required hardware, software, DB, storage ect to be provided by bidder including licenses and hardware support.
6	3.1 - PAM Solution – Key Functionality & Features		Integration and Automation	62	Integration with existing SIEM solutions for centralized monitoring.	Please share the name and version of the SIEM currently deployed at IGL (e.g., Splunk, IBM QRadar, Microsoft Sentinel, ArcSight).	Clarification: The existing SIEM solution deployed is from ArcSight in MSSP model. Detailed version information will be shared with the successful bidder only.
7	3.1 - PAM Solution – Key Functionality & Features		Integration and Automation	61	API support for integration with ITSM/ticketing tools to automate access requests and approvals	Please confirm the ITSM platform in use at IGL (e.g., ServiceNow, Remedy, Jira Service Desk).	Clarification: ManageEngine
8	3.1 - PAM Solution – Key Functionality & Features		Authentication	61	PAM solution should support multiple authentication methods including local authentication and integration with centralised authentication systems (using LDAP, active directory or Azure AD).	Describe the current Active Directory structure, specifying whether it operates as a single or multiple domain environment for authentication integration.	Clarification: Single domain.
9	11 - SPECIAL CONDITIONS OF CONTRACT			53	Bidders should have Support Centre in India for 24 x 7 support	Define the required support coverage model for PAM operations—24x7 or business-hours.	Clarification: The required support coverage model for PAM operations is 24x7.
10	3.3 - Support & Maintenance services		Support & Maintenance services	62	Backup verification and failover readiness checks.	Provide the required Recovery Time Objective (RTO) and Recovery Point Objective (RPO) for PAM services to support DR planning.	Clarification: The expected uptime for services / solution more than 99% on quarterly basis or best in industry.
11	3.2 - Implementation		Implementation	62	Installation & configuration of Privileged Access Management (PAM) Suite in Production Environment.	Please confirm number of environments required like DEV, Pre-Prod and Prod.	Clarification: Production environment

12	Section-IV	11.6	Special Contract Condition	52		IGL has requested to have License Subscription in the name of IGL however, in another clause 11.1 and 11.2, IGL is asking for PAM Software as a Service. Request you to confirm if IGL is buying License Subscription or using it as a Service from Bidder / OEM.	Clarification: IGL preferred for SaaS model for PAM solution, the services subscription should be in the name of IGL during the contact period. Also bidder may provide solution on prem as well.
13	Section-IV	11.4	Special Contract Condition	52		IGL has requested Quote for Around 25 Users and in clause 4 of SCC – IGL has mentioned that Bidder will provide up to 20% of Initial License (i.e. 5 Users) without any additional Cost. Shall we consider 25 Users or 30 Users from License perspective as the bidder might have to purchase the same from OEM without getting paid for it.	Clarification: IGL asked for 25 PAM users as per RFP, and 5 additional PAM users if required during the contact period. There should be provision to use upto 30 PAM users subscription without any additional cost to IGL.
14	Section-V	3.1	Paasword Management	61		Need more Clarity and Understanding on below mentioned point – “PAM solution should allow users to store shared secrets for disconnected systems”	Clarification: The requirement refers to scenarios where target systems may be temporarily disconnected (e.g., network failure, isolation, maintenance, or DR conditions). In such cases, the PAM solution should provide a secure mechanism to store and retrieve shared credentials (offline passcodes) to enable authorized access to the systems.
15	Section-I	7.1-1		8	Bidder should have successfully executed single work order for deployment of proposed PAM Solution of Rs.6,98,167/- in India in last 7 years reckoned from the date of issue of tender.	We request to kindly amend the clause to allow Bidder/OEM instead of only bidder, for wider participation.	Tender conditions prevails
16	Section-IV	10		52	TERMS OF PAYMENTS 1. Payment towards PAM solution with support shall be released on quarterly basis on completion of 3 months after successful deployment and start of services and within 45 days of submission of invoice with relevant documents and on certification by Engineer-in-charge.  2. 100 % Payment towards implementation shall be released within 45 days of successful deployment and submission of invoice with relevant documents and on certification by Engineer-in-charge.	We kindly request to make it as payment should be either upfront for 3 Years or Annual advance as per agreed credit days.	Tender conditions prevails
17	Eligibility Criteria		PAM Solution Experience		The tender requires execution of a single work order for deployment of the proposed PAM solution of specified value. We request the authority to kindly consider similar experience in implementation of IT security solutions, identity & access management, or enterprise application deployment projects as equivalent..	Implementation of PAM solutions involves standard security architecture, access control mechanisms, and system integration practices similar to other IT security and enterprise solutions. Allowing equivalent experience will broaden participation and enable technically capable bidders to qualify while maintaining project quality and security standards.	Tender conditions prevails
18	Eligibility Criteria		Consortium/ Joint Venture		As per the tender document, consortium participation is not permitted. We kindly request the authority to allow consortium / joint venture bidding for this project.	Allowing consortium participation will enable companies to combine Government experience, technical expertise, and certifications collectively. This will strengthen proposal quality, reduce execution risk, and ensure successful and timely project completion.	Tender conditions prevails
19	Eligibility Criteria		Startup Eligibility		The tender document does not specify any exemption or relaxation for DPIIT-recognized startups. We request the authority to kindly consider providing suitable relaxations in eligibility criteria such as experience, turnover, and certification requirements for startup registered companies.	As per Government of India initiatives under Startup India, encouraging participation of such entities promotes innovation, competitiveness, and cost-effective solutions. Providing relaxations will enable capable and emerging technology firms to participate while maintaining quality and efficiency in project execution.	Tender conditions prevails
20		1.0 --> 3.1 --> 6			PAM solution should provide deployment options for vault setup using integrated and external databases.	Need to clarification on which is the preferred DB requirement As we support both	Clarification: The best and suitable model for IGL will be discuss at the time implementation with successful bidder.
21		1.0 --> 3.1 --> 4			PAM solution should support distributed architecture with centralised user level integration	How many Multi site locations are currently present in the organization. How are the multi-site inter-connected with each other	Clarification: The sites are connected on SDWAN, internet & IPSec tunnel.

22		1.0 --> 3.1 --> 5			PAM solution should support multi-tenancy for isolated operations per business unit.	How many Multi tenent business units are currently present in the organization.	Clarification: Currently, we have single tenancy, however solution should support multi-tenancy as well. details will be shared with successful bidder during implementation..
23	4	11.6	Special Contract Condition	52		IGL has requested to have License Subscription in the name of IGL however, in another clause 11.1 and 11.2, IGL is asking for PAM	Please Refer S. no 12
24	4	11.4	Special Contract Condition	52		IGL has requested Quote for Around 25 Users and in clause 4 of SCC – IGL has mentioned that Bidder will provide up to 20% of Initial License (i.e. 5 Users) without any additional Cost. Shall we consider 25 Users or 30 Users from License perspective as the bidder might have to purchase the same from OEM without getting paid for it.	Please Refer S. no 13
25	5	3.1	Password Management	61		Need more Clarity and Understanding on below mentioned point – “PAM solution should allow users to store shared secrets for disconnected systems”	Please refer S. no 14
26	7	7.1	Technical BEC	8		Bidder should have successfully executed single work order for deployment of proposed PAM Solution of Rs. 6,98,167/- in India in last 7 years reckoned from the date of issue of tender. Kindly request to change the technical terms as below: Bidder should have successfully executed a single work order for deployment of proposed PAM solution or Identity and Access Management (IAM) / Privileged Identity and Access Management (PIAM) solution of value not less than Rs. 6,98,167/- in India in the last 7 years, reckoned from the date of issue of tender. Justification: Since IAM and PIAM share common architecture and integration requirements with PAM, and form the foundation for privileged access controls, relevant experience in IAM/PIAM may also be considered for eligibility to ensure broader and technically competent participation.	Tender conditions prevails
27		Implementation Timeline		7	Implementation within 6 weeks	Considering integration complexity, request extension to 10–12 weeks for enterprise-grade PAM deployment.	Tender conditions prevails
28		Scope of work		SOW Section (Pg	PAM deployment	Kindly confirm deployment model – On-prem / Cloud / Hybrid.	Clarification: Please refer section 3.1 page no 60, point no 3
29		Integration		SOW Section	Integration with infra	Please share details of existing infrastructure (AD, SIEM, OS types, DBs, network devices).	Clarification: The detailed IT systems inventory will be shared with the successful bidder.
30		User Coverage		SOW Section	PAM Scope	Please confirm number of privileged users and concurrent sessions expected.	Clarification: As per PAM solution maximum subscription asked.
31		Session Recording		SOW Section	PAM Capability	Kindly confirm retention period for session logs and recordings.	Clarification: 1 year
32		DR Requirement		SOW Section	Not explicitly defined	Whether DR setup is required as part of scope? If yes, please provide DR site details.	Clarification: Not mentioned, The expected uptime for services / solution more than 99% on quarterly basis or best in industry.( IGL have DR Site at Bengaluru)
33		Training		SOW Section	Training requirement	Kindly confirm number of training sessions and user groups.	Clarification: Training to IGL team to handle day to day activities & knowledge sharing.
34		Compliance		General	Security standards	Any specific compliance requirement (ISO, CERT-In, NCIIPC, etc.) to be adhered?	Clarification: As per land of law, (DPDP, Cert-In, NCIIPC, IT Act etc)
35		Integration		General	SIEM	Please confirm if integration with existing SIEM is mandatory and provide SIEM OEM details.	Clarification: Integration with the existing SIEM solution is mandatory. The SIEM OEM deployed at IGL is ArcSight.
36		Access Methods		General	PAM Access	Kindly confirm protocols required (RDP, SSH, DB, Web, APIs).	Clarification: As per standards best security practice & validated by OEM.
37		1.0 --> 3.1 --> 6		61	PAM solution should provide deployment options for vault setup using integrated and external databases.	Need to clarification on which is the preferred DB requirement As we support both	Clarification: Please refer S. no 20

38		1.0 --> 3.1 --> 4		61	PAM solution should support distributed architecture with centralised user level integration	How many Multi site locations are currently present in the organization. How are the multi-site inter-connected with each other	Clarification: Please refer S. no 21
39		1.0 --> 3.1 --> 5		61	PAM solution should support multi-tenancy for isolated operations per business unit.	How many Multi tenant business units are currently present in the organization.	Clarification: Please refer S. no 22
40	Tender Document IGL/ET2/CP/CM18 738	11.10 Special Condition of Contract		52	During the last 5 years from the date of this RFP, the proposed Privilege Access Management (PAM) OEM solution should have been implemented at least at 02 (two) organization in PSU/Government / Private / Oil & Gas Sector in India for minimum 500 users in each organization.	<p>We would like to request your kind consideration for relaxation/modification of the above requirement.</p> <p>The current criteria may limit participation to a very small number of OEMs and could restrict fair competition. In line with industry practices and to encourage broader participation of technically capable OEMs, we request that the clause may be revised to allow:</p> <p>Flexibility in user count per deployment, while considering overall implementation capability, and/or Cumulative user base across multiple deployments, and/or Consideration of enterprise-grade deployments irrespective of exact user thresholds</p> <p>The proposed solution is fully scalable, meets enterprise security requirements, and is capable of handling large user environments as required by the organization.</p> <p>Relaxation of this condition will promote wider participation, ensure competitive pricing, and provide the authority with a broader set of technically qualified solutions.</p> <p>We request your kind consideration for amending the clause accordingly.</p>	Clarification: The minimum 500 users in each organization refer to the employee count and not the PAM admin users.
41	Tender Document IGL/ET2/CP/CM18 738	7.1 Technical BEC		8	Bidder should have successfully executed single work order for deployment of proposed PAM Solution of Rs. 6,98,167/- in India in last 7 years reckoned from the date of issue of tender.	We request to kindly consider This clause as "Bidder should have successfully executed single work order for deployment of PAM/ ITSM/ AAA/NAC Solutions of Rs. 6,98,167/- in India in last 7 years reckoned from the date of issue of tender" for wider participation.	Tender conditions prevails
42	Tender Document IGL/ET2/CP/CM18 739	10. TERMS OF PAYMENTS			100 % Payment towards implementation shall be released within 45 days of successful deployment and submission of invoice with relevant documents and on certification by Engineer-in-charge.	We request to kindly consider This clause as <b>"80% Payment On delivery of Products 20% Payment on Completion of project"</b>	Tender conditions prevails

43	Tender Document IGL/ET2/CP/CM18 738	11.10 Special Condition of Contract		52	During the last 5 years from the date of this RFP, the proposed Privilege Access Management (PAM) OEM solution should have been implemented at least at 02 (two) organization in PSU/Government / Private / Oil & Gas Sector in India for minimum 500 users in each organization.	<p>We would like to request your kind consideration for relaxation/modification of the above requirement.</p> <p>The current criteria may limit participation to a very small number of OEMs and could restrict fair competition. In line with industry practices and to encourage broader participation of technically capable OEMs, we request that the clause may be revised to allow:</p> <p>Flexibility in user count per deployment, while considering overall implementation capability, and/or Cumulative user base across multiple deployments, and/or Consideration of enterprise-grade deployments irrespective of exact user thresholds</p> <p>The proposed solution is fully scalable, meets enterprise security requirements, and is capable of handling large user environments as required by the organization.</p> <p>Relaxation of this condition will promote wider participation, ensure competitive pricing, and provide the authority with a broader set of technically qualified solutions.</p>	Clarification: Please refer S. no 40
44	Database Requirement	Clause 1.0 → 3.1 → 6		61	The PAM solution should provide deployment options for vault setup using integrated and external databases.	<p>We would like to clarify the preferred database requirement for this deployment. Our solution supports both integrated and external databases. However, we recommend an integrated database as it provides enhanced security through tighter access control, reduced attack surface, and minimized exposure to external vulnerabilities, along with a simpler architecture. Kindly confirm your preference so we can align accordingly.</p>	Clarification: Please refer S. no 20
45	Distributed Architecture	Clause 1.0 → 3.1 → 4		61	The PAM solution should support distributed architecture with centralized user-level integration.	<p>How many multi-site locations are currently present in the organization? How are these multi-sites interconnected?</p>	Clarification: Please refer S. no 21
46	Multi-Tenancy	Clause 1.0 → 3.1 → 5		61	The PAM solution should support multi-tenancy for isolated operations per business unit.	<p>How many multi-tenant business units are currently present in the organization?</p>	Clarification: Please refer S. No. 22
47	Disaster Recovery (DR) Requirement				During the pre-bid discussion yesterday, we understand that a DR setup was mentioned; however, it is not explicitly detailed in the RFP.	<p>Kindly confirm if a PAM DR setup is required. If yes, please share details of the DR location</p>	Clarification: Please refer S. no 32
48	Technical BEC			8	Bidder should have successfully executed single work order for deployment of proposed PAM Solution of Rs. 6,98,167/- in India in last 7 years reckoned from the date of issue of tender.	<p>Please change the criteria to -Bidder/OEM should have successfully executed single work order for deployment of proposed PAM Solution of Rs. 6,98,167/- in India in last 7 years reckoned from the date of issue of tender.</p>	Tender conditions prevails
49	Deployment Architecture			63, 64		<p>What is the current size and topology of the production network? (Number of data-centers / sites, any segregated zones (e.g., DMZ etc.)</p>	Clarification: The detailed IT systems inventory will be shared with the successful L1 bidder upon award of the contract.
50	Scope			60		<p>Are there existing PAM or credential-management tools in place?</p>	Clarification: No, this is a fresh requirement.
51	Authentication			61		<p>What authentication mechanisms are currently used for privileged accounts? (Local OS authentication, Active Directory, LDAP, Azure AD etc.)</p>	Clarification: Local OS authentication, AD, Azure AD etc.

52	Session Management			61		What is the expected maximum concurrent privileged sessions?	Clarification: As per the requirement maximum up to 30
53	Integration & Automation			61, 62		Is there an existing vault or external credential store that the PAM solution must integrate with (e.g., HashiCorp Vault, Azure Key Vault)?	Clarification: No, this is a fresh requirement.
54	Integration & Automation			61, 62		What SIEM, ITSM/ticketing, and security orchestration platforms are currently in use (e.g., Splunk, ServiceNow, QRadar)?	Clarification: Arcsight
55	PAM Solution – Key Functionality & Features			61		How many third-party vendor accounts that will be managed via PAM?	Clarification: All the account managed through PAM would be of IGL with different service providers up to 5-6
56	Deployment Architecture			63, 64		What all types of environments exist and where are the production, test and backup sites located?	Clarification: IGL have its primary site at New Delhi & DR site at Bengaluru.
57	Deployment Architecture			63, 64		Will any assets be hosted in public clouds (AWS, Azure, GCP) that reside outside of India?	Clarification: Currently no assets hosted outside of India
58	Deployment Architecture			63, 64		Is a geographically-separate DR site already provisioned?	Clarification: Yes
59	Support & Maintenance			63		How are backup and restore procedures currently performed for privileged credentials and session logs?	Clarification: This is new requirement. Currently no such mechanism.
60	Deployment Architecture			63, 64		What is the existing break-glass workflow (Who can initiate it, required approvals, and how credentials are released)?	Clarification: This is new requirement. Currently no such mechanism.
61	Implementation			62		What is the expected number of total privileged accounts and daily sessions?	Clarification: This is new requirement, no exact idea.
62	Deployment Architecture			63, 64		Are there any network bandwidth constraints that could affect session-streaming or log-forwarding?	Clarification: No, IGL have redundant internet links.
63	Implementation			62		What is the approximate total count of privileged accounts across all domains (servers, databases, network devices, SaaS apps, cloud services)?	Clarification: The total counts of assets (Server, network devices / security devices etc) around 250.
64	Deployment Architecture			63, 64		Are there any “shared” privileged accounts still in use that need to be eliminated or migrated?	Clarification: Yes
65	PAM Solution – Key Functionality & Features			61		How is vendor identity managed today (vendor-managed AD accounts, external IdP, certificate-based)?	Clarification: Through AD account / local accounts.
66	Integration & Automation			61, 62		What all existing security solutions that will need to integrate with PAM (e.g., endpoint protection etc.)?	Clarification: Multiple security solutions in use, details will be shared with successful bidder.
67	Session Management			65		Which web-based admin consoles are in scope (e.g., vSphere, Cisco DNA Center)?	Clarification: Currently not using.

68	Deployment Architecture			63, 64		Do you require a warm standby site in a separate geographical location, and if so, which location?	Clarification: Please refer S. no 32
69	Support & Maintenance			62		Are there any specific report templates or data fields that audit team expects from the PAM solution?	Clarification: NO, but as per industry best practice.
70	Implementation			62		What flavors of databases, network devices, security solutions, virtual machines and applications that are expected to be managed through the PAM solution?	Clarification: The detailed IT systems inventory will be shared with the successful L1 bidder upon award of the contract.
71	Password Management			61		What all types of service accounts are expected to be managed via PAM solution (eg:- scheduled tasks, IIS pools etc.)	Clarification: The detailed IT systems inventory will be shared with the successful bidder upon award of the contract.
72	Platform Support			61		What is the existing type of cloud service accounts expected to be managed via PAM (eg:- root accounts, admin, Azure/AWS Keys etc.)	Clarification: All the cloud servers & services are with reputed public cloud service providers also AD, local admin accounts as well.
73	Session Management			61		Are there any in-scope application accounts (API keys, access tokens etc.) that are expected to be managed via PAM solution?	Clarification: Currently not using.
74	Implementation			62		Do the unix teams have any preference for using their native clients when accessing privileged resources (for example, unix team preferring PuTTY)?	Clarification: This shall be discuss at the time of implemenation with best practice as per OEM for IGL.
75	Authentication			61		What all IdP solutions are in place for MFA (Eg: Azure AD/entra ID etc.) ?	Clarification: MS Azure AD (O365 email)
76	Implementation			62		Are there any LDAP services currently implemented to manage Linux accounts?	Clarification: Currently not using.
77	PAM Solution – Key Functionality & Features			61		How is JIT access currently requested and approved (e.g., ticketing system, self-service portal)?	Clarification: Mannual process.