

Responses to Pre Bid Queries Received against RFP for PIM/PAM solutions at RSDC, floated vide NIB no. F4.3(645)/RISL/Tech/2025/3436 Dated: 10.09.2025

SN.	RFP Chapter/Field	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	Final Response
1	3. QUALIFICATION/ ELIGIBILITY CRITERIA	14	Clause 2 - Financial: Turnover from IT/ ITeS	Average Annual Turnover of the bidder from IT/ITeS for last three financial years, i.e., 2022-23, 2023-24 & 2024 -25 should be at least Rs. 15 Crores.	Average Annual Turnover of the bidder from IT/ITeS for last three financial years, i.e., 2022-23, 2023-24 & 2024 -25 or 2021-22, 2022-23, 2023-24 if 2024-25 is unaudited should be at least Rs. 15 Crores.	Refer Amended RFP
2	3. QUALIFICATION/ ELIGIBILITY CRITERIA	14	Clause 3 - Financial: Net Worth	The net worth of the bidder, should be Positive for the last 03 (three) financial years i.e. 2022-23, 2023-24 & 2024-25.	The net worth of the bidder, should be Positive for the last 03 (three) financial years i.e. 2022-23, 2023-24 & 2024-25 or 2021-22, 2022-23, 2023-24 if 2024-25 is unaudited.	Refer Amended RFP
3	3. QUALIFICATION/ ELIGIBILITY CRITERIA	14	Clause 4 - Technical Capability - I	The Bidder should have experience in implementing Privileged Access Management (PAM) Solution of the value not less than the amount of Rs. 5.00 Crore in at least 1 institution in India Public Sector Bank / Financial Institution / BFSI / PSU / Government Organization in India during the period from 01/04/2020 onwards. OR The Bidder should have experience in implementing Privileged Access Management (PAM) Solution of the value not less than the amount of Rs. 3.00 Crore each, in at least 2 institutions in India Public Sector Bank / Financial Institution / BFSI/ PSU / Government Organization in India during the period from 01/04/2020 onwards.	Request department to kindly consider following clause: The Bidder should have experience in implementing Cyber Security Operation Center solution of the value not less than the amount of Rs. 5.00 Crore with Privileged Access Management (PAM) as a mandatory Solution in at least 1 project in India Public Sector Bank / Financial Institution / BFSI / PSU / Government Organization/Enterprise/Telecom Company in India during the period from 01/04/2020 onwards. OR The Bidder should have experience in implementing Cyber Security Operation Center solution of the value not less than the amount of Rs. 3.00 Crore each with Privileged Access Management (PAM) as a mandatory Solution in at least 1 project in India Public Sector Bank / Financial Institution / BFSI / PSU / Government Organization/Enterprise/Telecom Company in India during the period from 01/04/2020 onwards.	Refer Amended RFP
4	3. QUALIFICATION/ ELIGIBILITY CRITERIA	14	Clause 4 - Technical Capability - I	The Bidder should have experience in implementing Privileged Access Management (PAM) Solution of the value not less than the amount of Rs. 5.00 Crore in at least 1 institution in India Public Sector Bank / Financial Institution / BFSI / PSU / Government Organization in India during the period from 01/04/2020 onwards. OR The Bidder should have experience in implementing Privileged Access Management (PAM) Solution of the value not less than the amount of Rs. 3.00 Crore each, in at least 2 institutions in India Public Sector Bank / Financial Institution / BFSI/ PSU / Government Organization in India during the period from 01/04/2020 onwards.	The Bidder/OEM should have experience in implementing Privileged Access Management (PAM) / MFA/ZTNA Solution of the value not less than the amount of Rs. 5.00 Crore in at least 1 institution in India Public Sector Bank / Financial Institution / BFSI / PSU / Government Organization in India during the period from 01/04/2020 onwards. OR The Bidder/OEM should have experience in implementing Privileged Access Management (PAM)/ MFA/ZTNA Solution of the value not less than the amount of Rs. 3.00 Crore each, in at least 2 institutions in India Public Sector Bank / Financial Institution / BFSI/ PSU / Government Organization in India during the period from 01/04/2020 onwards.	Refer response to Query Sno. 3
5	3. QUALIFICATION/ ELIGIBILITY CRITERIA	14	Clause 4 - Technical Capability - I	The Bidder should have experience in implementing Privileged Access Management (PAM) Solution of the value not less than the amount of Rs. 5.00 Crore in at least 1 institution in India Public Sector Bank / Financial Institution / BFSI / PSU / Government Organization in India during the period from 01/04/2020 onwards. OR The Bidder should have experience in implementing Privileged Access Management (PAM) Solution of the value not less than the amount of Rs. 3.00 Crore each, in at least 2 institutions in India Public Sector Bank / Financial Institution / BFSI/ PSU / Government Organization in India during the period from 01/04/2020 onwards.	The Bidder should have experience in implementing Privileged Access/Identity Management (PAM/PIM) Solution of the value not less than the amount of Rs. 5.00 Crore in at least 1 institution in India Public Sector Bank / Financial Institution / BFSI / PSU / Government Organization in India during the period from 01/04/2020 onwards. OR The Bidder should have experience in implementing Privileged Access Management (PAM) Solution of the value not less than the amount of Rs. 3.00 Crore each, in at least 2 institutions in India Public Sector Bank / Financial Institution / BFSI/ PSU / Government Organization in India during the period from 01/04/2020 onwards. Justification - Annexure- 3 AND Work Order AND Work/Phase Completion Certificate from the client/CA Certificate showing completion of work. Note: Completion / Phase Completion Certificate should clearly depict the start and end date of the project along with work completed.	Refer response to Query Sno. 3

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6	3. QUALIFICATION/ ELIGIBILITY CRITERIA	15	Clause 5 - Technical Capability - II	<p>The Bidder should have experience in implementing Privileged Access Management (PAM) Solution in at least 1 institution in India Public Sector Bank / Financial Institution / BFSI / PSU / Government Organization in India during the period from 01/04/2020 onwards for minimum 1000 servers/devices and 300 users.</p> <p>OR</p> <p>The Bidder should have experience in implementing Privileged Access Management (PAM) Solution in at least 2 institutions in India Public Sector Bank / Financial Institution / BFSI / PSU / Government Organization in India during the period from 01/04/2020 onwards for minimum 800 servers/devices and 200 users in each institution.</p>	<p>The Bidder should have experience in implementing Privileged Access Management (PAM) Solution in at least 1 institution in India Public Sector Bank / Financial Institution / BFSI / PSU / Government Organization/ Enterprise/Telecom Company in India during the period from 01/04/2020 onwards for minimum 500 servers/devices or 200 users.</p> <p>OR</p> <p>The Bidder should have experience in implementing Privileged Access Management (PAM) Solution in at least 2 institutions in India Public Sector Bank / Financial Institution / BFSI / PSU / Government Organization/ Enterprise/Telecom Company in India during the period from 01/04/2020 onwards for minimum 400 servers/devices or 100 users in each institution.</p>	Refer Amended RFP
7	3. QUALIFICATION/ ELIGIBILITY CRITERIA	15	Clause 5 - Technical Capability - II	<p>The Bidder should have experience in implementing Privileged Access Management (PAM) Solution in at least 1 institution in India Public Sector Bank / Financial Institution / BFSI / PSU / Government Organization in India during the period from 01/04/2020 onwards for minimum 1000 servers/devices and 300 users.</p> <p>OR</p> <p>The Bidder should have experience in implementing Privileged Access Management (PAM) Solution in at least 2 institutions in India Public Sector Bank / Financial Institution / BFSI / PSU / Government Organization in India during the period from 01/04/2020 onwards for minimum 800 servers/devices and 200 users in each institution.</p>	<p>The Bidder/OEM should have experience in implementing Privileged Access Management (PAM) /MFA/ZTNA Solution in at least 1 institution in India Public Sector Bank /Financial Institution / BFSI / PSU /Government Organization in India duringthe period from 01/04/2020 onwards for minimum 1000 servers/devices and 300 users.</p> <p>OR</p> <p>The Bidder/OEM should have experience in implementing Privileged Access Management (PAM) /MFA/ZTNA Solution in at least 2 institutions in India Public Sector Bank /Financial Institution / BFSI / PSU /Government Organization in India during the period from 01/04/2020 onwards for minimum 800 servers/devices and 200 users in each institution.</p>	Refer response to Query Sno. 6
8	4. SCOPE OF WORK, DELIVERABLES AND TIMELINES	18	4.a.1 - Inroduction	The bidder must also provide a 24x7x365 support contact centre for logging service requests, along with an escalation matrix containing the name, designation, and contact details of concerned personnel.	Understanding is that the support is only for uptime monitoring and OEM/other co-ordination purposes and not for end-to-end daily operations/management of the PAM solution. Please confirm.	Refer Amended RFP
9	4. SCOPE OF WORK, DELIVERABLES AND TIMELINES	19	4.a.2 - Broad Scope of Work - Key Functional and Technical Features: Point No. 15	Bidder must indicate the necessary hardware and Storage size which would be capableof holding 1 year’s logs and recording for forensic and investigation purpose. RISL proposes to provide all necessary hardware infrastructure such as computing and storage capacity at DC and DR.	<p>Bidder must indicate the necessary hardware and Storage size which would be capable of holding 6 Months logs and recording for forensic and investigation purpose. RISL proposes to provide all necessary hardware infrastructure such as computing and storage capacity at DC and DR.</p> <p>Justification - 6 Months Log Storage is enough & will solve the purpose.</p>	Refer Amended RFP
10	4. SCOPE OF WORK, DELIVERABLES AND TIMELINES	18	4.a.2 - Broad Scope of Work - Key Functional and Technical Features: Point No. 4	High Availability (HA) architecture with Active-Active or Active-Passive modes at RISL DC and DR sites.	Bidder requests RISL to clarify regarding the PAM solution high availability (HA) at DC and Standane at DR.	Refer Amended RFP

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11	4. SCOPE OF WORK, DELIVERABLES AND TIMELINES	18 & 21	4.a.2 - Broad Scope of Work - Key Functional and Technical Features: Point No. 4 4.a.4 Implementation and Commissioning - 3. Installation & Configuration	High Availability (HA) architecture with Active-Active or Active-Passive modes at RISL DC and DR sites. Configuration of HA at the SDC and ensuring secure, reliable, and continuous operation at the DR site in standalone mode.	These are contradicting statements. Please confirm if the PAM setup is required as HA in DR or as standalone in DR? In case of standalone, there will be no Active-Active or Active-Passive.	Refer response to Query Sno. 10
12	4. SCOPE OF WORK, DELIVERABLES AND TIMELINES	21	4.a.4 - Implementation and Commissioning - 1. Solution Provisioning	Implementation and Commissioning - Solution Provisioning High Availability (HA) shall be maintained at the SDC (Jaipur) in either Active–Active or Active–Passive mode, as finalized during design	Bidder requests RISL to clarify regarding the PAM solution high availability (HA) at DC and Standane at DR.	Refer response to Query Sno. 10
13	4. SCOPE OF WORK, DELIVERABLES AND TIMELINES	22	4.a.4 - Implementation and Commissioning - 3. Installation & Configuration	Implementation and Commissioning - Installation & Configuration Configuration of HA at the SDC and ensuring secure, reliable, and continuous operation at the DR site in standalone mode	Bidder requests RISL to clarify regarding the PAM solution high availability (HA) at DC and Standane at DR.	Refer response to Query Sno. 10
14	4. SCOPE OF WORK, DELIVERABLES AND TIMELINES	25	4.a.9 - Training	Recurring 7-day refresher training sessions scheduled at the end of the 1st and 2nd year of operation.	Is this refresher training required onsite or remote is fine? What will be the count of attendees for this training?	Refer Amended RFP
15	4. SCOPE OF WORK, DELIVERABLES AND TIMELINES	25	4.a.9 - Training	OEM certification training for at least 5 RISL officials must be included to ensure certified competency in the PAM solution.	Is this certification training required onsite or remote is fine?	Refer Amended RFP
16	7. SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT	74	7.2 - Payment Terms and Schedule - Service Level Standards/ Requirements/ Agreement	Payment Terms and Schedule Service Level Standards/ Requirements/ Agreement	Bidder request to provide clarity on the calculation Methodology of manpower.	Refer Amended RFP
17	ANNEXURE-15: INDICATIVE CONFIDENTIALITY AND NON DISCLOSURE AGREEMENT	105	ANNEXURE-15	ANNEXURE-15: INDICATIVE CONFIDENTIALITY AND NON DISCLOSURE AGREEMENT	We propose the clauses being made mutual.	Refer Amended RFP

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18	ANNEXURE-2: TECHNICAL SPECIFICATION	80	5. Password Management - Point No. 5	Files uploaded in Vault for secured and encrypted storage should be allowed to be shared between PAM users.	To remove point: " This is a file sharing feature; should not be a PAM functionality (FTP)	Refer Amended RFP
19	ANNEXURE-1: BILL OF MATERIAL (BoM)	76	B.1 - Technical Manpower (OPEX)	B. Technical Manpower (OPEX) OEM Certified Resources – PIM/PAM – L2 Regular Day Shift: 1 Resources x 36 Months	To ensure uninterrupted support beyond the general shift and in situations where on-site resource may be unavailable due to emergencies, Bidder request RISL to allow remote support for continued operations.	Refer Amended RFP
20	4. SCOPE OF WORK, DELIVERABLES AND TIMELINES	19	4.a.2 - Broad Scope of Work - Key Functional and Technical Features: Point No. 11	11. Integration with centralized Active Directory (AD) infrastructure at distributed locations (e.g., DC Jaipur, DR Jodhpur) with secure, multi-location integration and intelligent routing.	Please specify name of the Active Directory for integration.	As Per RFP - The detail would be shared with Successful bidder
21	4. SCOPE OF WORK, DELIVERABLES AND TIMELINES	19	4.a.4	SCOPE OF WORK, DELIVERABLES AND TIMELINES	As the scope is not clearly and exhaustively defined due to the phrases like "Including but not limited to", etc. Hence Bidder request RISL to permit bidder to add following disclaimer while submitting bid : Notwithstanding anything to the contrary contained anywhere in the RFP documents, the scope of the bidder's obligations will be extensively and exhaustively contained in the technical specifications. The bidder will only be obligated to perform the scope as contained in the technical specifications. Any additional work outside the defined technical specifications may only be performed once mutually agreed to by the parties.	As per RFP
22	4. SCOPE OF WORK, DELIVERABLES AND TIMELINES	22	4.a.4 - Implementation and Commissioning - 3. Installation & Configuration	Installation and deployment of the PAM solution at both DC and DR sites.	Can the PAM solution deployment be performed remotely as well? Will RISL allow remote access to infra for deployment purposes?	As per RFP
23	4. SCOPE OF WORK, DELIVERABLES AND TIMELINES	22	4.a.4 - Implementation and Commissioning - 7. Support & Maintenance	All support engineers deployed for RISL shall be direct employees of the bidder.	Understanding is that only 1 L2 resource is required to be deployed onsite at RISL premises for the support required.	As per RFP
24	4. SCOPE OF WORK, DELIVERABLES AND TIMELINES	23	4.a.6 - Cybersecurity and Data Protection	Scope of Work , Deliverables And Timelines- Cybersecurity and Data Protection	We propose to make the clause mutual.	As per RFP
25	4. SCOPE OF WORK, DELIVERABLES AND TIMELINES	25	4.a.8 - Go-Live and Post-Implementation Support	Deployment of 24x7x365 support team with escalation matrix.	Understanding is that only 1 L2 resource in regular shift is required to be deployed onsite at RISL premises for the support.	As per RFP
26	5. INSTRUCTION TO BIDDERS (ITB)	39	5.25 - Price Fall	Price Fall	Bidder request that the clause is deleted because the requirements of this project are unique with specific quantities and deliverables.	As Per RFP

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27	5. INSTRUCTION TO BIDDERS (ITB)	42	5.30 - Execution of Agreement	Instructions to Bidders (ITB)-Execution of Agreement	We propose that the procurement contract be duly negotiated with the qualified bidder, and shall comprehend to the indemnity , liability , termination and other relevant positions proposed under this pre-bid.	As per RFP
28	5. INSTRUCTION TO BIDDERS (ITB)	42	5.31 - Confidentiality	Instructions to Bidders (ITB)-Confidentiality	We propose to make the clause mutual.	As per RFP
29	5. INSTRUCTION TO BIDDERS (ITB)	48	5.40 - Debarment from Bidding	Debarment from Bidding	We request for deletion of this provision under the clause since bid security can be forfeited for failure to meet contractual obligations. Bidder request that the blacklisting of the bidder should be done only in dire circumstances like undue influence, corruption, cartelisation, fraud and wilful misrepresentation. Hence we request that the clause be deleted since the termination rights are already provided for.	As Per RFP
30	6. GENERAL TERMS AND CONDITIONS OF TENDER & CONTRACT	54	6.15 - Confidential Information - Point (F)	Confidential Information ... f) The provisions of this clause shall survive completion or termination, for whatever reason, of the Contract.	Bidder request that obligation to maintain confidentiality be restricted for a period of 2 years after termination/expiry of the engagement. Hence this clause should be modified accordingly.	As Per RFP
31	6. GENERAL TERMS AND CONDITIONS OF TENDER & CONTRACT	54	6.15 - Confidential Information	General Terms & Conditions Of Tender & Contract-Confidential Information	We propose to make the clause mutual.	As per RFP
32	6. GENERAL TERMS AND CONDITIONS OF TENDER & CONTRACT	56	6.18 - Insurance	Insurance a) The goods will be delivered at the destination godown in perfect condition. The Goods supplied under the Contract shall be fully insured against loss by theft, destruction or damage incidental to manufacture or acquisition, transportation, storage, fire, flood, under exposure to weather and delivery at the designated project locations, in accordance with the applicable terms. The insurance charges will be borne by the supplier and Purchaser will not be required to pay such charges if incurred. b) The goods will be delivered at the FOR destination in perfect condition.	<u>Bidder request that Insurance coverage for hardware is provided upto the time of delivery (not for the entire duration of the contract).</u>	As Per RFP
33	6. GENERAL TERMS AND CONDITIONS OF TENDER & CONTRACT	56	6.20 - Inspection	General Terms & Conditions Of Tender & Contract-Inspection	We propose that there shall be a prior 30 days notice be given to the bidder before the audit and the scope of audit shall be limited to the purpose of the contract.	As per RFP
34	6. GENERAL TERMS AND CONDITIONS OF TENDER & CONTRACT	59	6.28 - Extension in Delivery Period Liquidated Damages	General Terms & Conditions Of Tender & Contract-Extension in Delivery Period Liquidated Damages	We propose that the overall liability including indemnity claims of the Bidder shall be capped to the most recent twelve (12) months of charges collected by the Bidder pursuant to the applicable ordering document giving rise to the said liability.	As per RFP

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35	6. GENERAL TERMS AND CONDITIONS OF TENDER & CONTRACT	60	6.28.D - Extension in Delivery Period Liquidated Damages (LD)	Liquidated Damages (LD)	<p>Bidder request that any LD and penalties be recovered from the bidder at the end of the contract and not from the payments due to the bidder.</p> <p>Bidder request to keep the capping for LD at 5% of the respective milestone delayed.</p> <p>Any failure or delay by bidder will be excused if it was caused by:</p> <ul style="list-style-type: none"> -Customer or Customer's affiliates, agents or contractors. -Force majeure event -Reliance on Customer instructions, authorisations, approvals or other information -A third party not under the control of Bidder. 	As Per RFP
36	6. GENERAL TERMS AND CONDITIONS OF TENDER & CONTRACT	63	6.36 - Patent Indemnity	General Terms & Conditions Of Tender & Contract-Patent Indemnity	We propose that the indemnity obligation be made mutual and the overall liability including indemnity claims of the Bidder shall be capped to the most recent twelve (12) months of charges collected by the Bidder pursuant to the applicable ordering document giving rise to the said liability.	As per RFP
37	6. GENERAL TERMS AND CONDITIONS OF TENDER & CONTRACT	64	6.37 - Limitation of Liability	General Terms & Conditions Of Tender & Contract-Limitation of Liability	<p>We propose the following alternative position limiting the liabilities of the Parties:</p> <p>"Neither Party shall be liable for indirect, incidental, special, consequential, exemplary, or punitive damages, including lost profits, revenues, goodwill, savings, customers, data, business interference, or replacement costs, arising from performance or failure under this Agreement, regardless of cause or prior notice. The Service Provider's total liability shall not exceed the most recent twelve (12) months of Service Fees paid by the Purchaser under the relevant Order.</p> <p>Remedies specified in any service level agreement are the sole remedies for performance failures under that SLA.</p> <p>For third-party intellectual property claims, the Purchaser's sole remedies include: (i) obtaining rights to continue using the Services, (ii) modifying the Services to avoid infringement, (iii) replacing the Services with a non-infringing equivalent, or (iv) termination of infringing Services if other options are unavailable, without penalty.</p> <p>The Purchaser acknowledges that these liability limitations are reasonable and a key reason for the Service Provider providing Services. Nothing in the Agreement limits liability for personal injury, death, fraud, willful misconduct, or liabilities that law cannot exclude."</p>	As per RFP

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38	6. GENERAL TERMS AND CONDITIONS OF TENDER & CONTRACT	64	6.38 - Force Majeure	<p>38) Force Majeure:-</p> <p>a) The Supplier shall not be liable for forfeiture of its Performance Security, liquidated damages, or termination for default and to the extent that its delay in performance or other failure to perform its obligations under the Contract if the result is of an event of Force Majeure.</p> <p>b) For purposes of this Clause—Force Majeur means an event or situation beyond the control of the Supplier that is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of the Supplier. Such events may include, but not Draft RFP for Privileged Identity/Access Management Security Solutions (PIM/PAM) at RSDC for Govt. of Rajasthan</p> <p>be limited to, acts of the Purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.</p> <p>c) If a Force Majeure situation arises, the Supplier shall promptly notify the Purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the Purchaser in writing, the Supplier shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.</p> <p>d) If the performance in whole or part or any obligation under the contract is prevented or delayed by any reason of Force Majeure for a period exceeding 60 days, either party at its option may terminate the contract without any financial repercussion on either side.</p> <p>e) In case a Force Majeure situation occurs with the RISL, the RISL may take the case with the supplier/ selected bidder on similar lines.</p>	<p>We propose coterminous addition in the existing clause as below:-</p> <p>Force Majeure:-</p> <p>For the avoidance of doubt, Force Majeure shall also include pandemics, epidemics, supply chain disruptions beyond the reasonable control of the parties, and any other circumstances which are not within the reasonable control of either party. Both parties shall mutually agree to take all reasonable steps to mitigate the impact of such force majeure events.</p> <p>In such an event, the contractor shall be entitled to payment for all work completed, expenses incurred, and commitments made prior to the termination date.</p>	As per RFP
39	6. GENERAL TERMS AND CONDITIONS OF TENDER & CONTRACT	65	6.40 - Termination	<p>a) Termination for Default -</p> <p>b) Termination for Insolvency</p> <p>c) Termination for Convenience</p>	<p>We request that the bidder be provided a cure period before termination rights are invoked and be subject to a cure period of at least 30 days to rectify the default.</p> <p>Termination instances to only be limited to material breaches and not any breaches.</p> <p>Bidder to also have a right to terminate in case of breach, insolvency, etc. of the procuring entity.</p> <p>Invocation of PSD to be limited to material breaches and subject to a reasonable cure period.</p> <p>Risk purchase provisions to be as per the LOL Clause. (IN LINE WITH PREVIOUSLY SUGGESTED DEVIATIONS ON 'RISK AND COST')</p>	As Per RFP
40	6. GENERAL TERMS AND CONDITIONS OF TENDER & CONTRACT	65	6.40 - Termination	General Terms & Conditions Of Tender & Contract-Termination	<p>We propose to save for the following termination rights under contract- Either party may terminate the contract by providing 30 days notice period. In the event of termination of contract before expiry of the agreed term, Bank shall be liable to pay the early termination charges for the remaining period of the contract, if the contract is terminated for convenience.</p>	As per RFP

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41	6. GENERAL TERMS AND CONDITIONS OF TENDER & CONTRACT	65	6.40 - Termination	<p>40) Termination:-</p> <p>a) Termination for Default - The Procuring Entity, without prejudice to any other remedy under the provisions of the Act, the Rules or for breach of Contract, by Notice of default giving two weeks' time to the Supplier, may terminate the Contract in whole or in part</p> <p>I. If the supplier/ selected bidder fails to deliver any or all quantities of the service within the time period specified in the contract, or any extension thereof granted by PE; or Draft RFP for Privileged Identity/Access Management Security Solutions (PIM/PAM) at RSDC for Govt. of Rajasthan</p> <p>II. If the supplier/ selected bidder fails to perform any other obligation under the contract within the specified period of delivery of service or any extension granted thereof; or</p> <p>III. If the supplier/ selected bidder/authorised partner, in the judgement of the Purchaser, is found to be engaged in corrupt, fraudulent, collusive, or coercive practices in competing for or in executing the contract.</p> <p>IV. If the supplier/ selected bidder commits breach of any condition of the contract.</p> <p>If Procuring Entity terminates the contract in whole or in part, amount of PSD may be forfeited. In the event the Procuring Entity terminates the Contract in whole or in part, by Termination for Default, the Procuring Entity may procure, upon such terms and in such manner as it deems appropriate, the Goods , Services and Works similar to those undelivered or not performed, and the Supplier shall be liable to the Procuring Entity for any additional costs for such Goods, Works or Related Services and such additional cost shall be recovered from the dues of the Supplier with the Procuring Entity.</p> <p>b) Termination for Insolvency PE may at any time terminate the Contract by giving a written notice of at least 30 days to the supplier/ selected bidder, if the supplier/ selected bidder becomes bankrupt or otherwise insolvent. In such event, termination will be without compensation to the supplier/ selected bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to PE .</p> <p>c) Termination for Convenience I. The Contract may terminate , in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the supplier/ selected bidder under the Contract is terminated and the date upon which such termination becomes effective. II. Depending on merits of the case the supplier/ selected bidder may be appropriately compensated on mutually agreed terms for the loss incurred by the contract if any due to such termination. III. The Goods that are complete and ready for shipment within twenty-eight (28) days after the supplier's/ selected bidder's receipt of the Notice of termination shall be accepted by the Purchaser at the Contract terms and prices. For the remaining Goods, the Purchaser may elect:- a. To have any portion completed and delivered at the Contract terms and prices; and/or b. To cancel the remainder and pay to the supplier/ selected bidder an agreed amount for partially completed Goods and Related Services and for materials and parts previously procured by the supplier/ selected bidder.</p>	<p>We propose to amend the clause as below:-</p> <p>Under Termination for default:- provided that (a) the Supplier shall first be given a minimum cure period of thirty (30) days to remedy the default, (b) the liability of the Supplier shall be limited to actual, direct costs duly proven by the Procuring Entity and shall not extend to indirect, incidental, or consequential damages, and (c) such recovery shall in no event exceed the value of the Performance Security Deposit.</p> <p>Under Termination for convenience :- provided that the Procuring Entity shall give the Supplier at least ninety (90) days' prior written notice before such termination takes effect.</p>	As per RFP
42	6. GENERAL TERMS AND CONDITIONS OF TENDER & CONTRACT	65	6.40 - Termination	We recommend to add new clause under the existing clause of 40. Termination	<p>Recommended clause under the Termination clause as below:-</p> <p>Termination by the bidder for breach:-</p> <p>In the event Procuring Entity materially breaches this definitive Agreement or any statement of work, which breach is not cured within thirty (30) days after written notice specifying the breach is given to the Procuring Entity, the bidder may terminate this definitive Agreement or any portion thereof or the applicable statement of work by giving written notice to the Procuring Entity.</p>	As per RFP
43	6. GENERAL TERMS AND CONDITIONS OF TENDER & CONTRACT	66	6.40 - Termination - Point C - Termination for Convenience	<p>The Contract may terminate , in whole or in part, at any time for its convenience.</p> <p>The Notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the supplier/ selected bidder under the Contract is terminated and the date upon which such termination becomes effective.</p>	<p>Request to kindly remove the termination for convenience else alternatively allow bidder to charge the early termination charges on pr-rata basis for the remainder of the contract term from the time of early termination of the contract.</p>	As Per RFP
44	6. GENERAL TERMS AND CONDITIONS OF TENDER & CONTRACT	67	6.44 - Copyright	General Terms & Conditions Of Tender & Contract-Copyright	We propose to make the clause mutual.	As per RFP
45	6. GENERAL TERMS AND CONDITIONS OF TENDER & CONTRACT	67	6.46 - All	General Terms & Conditions Of Tender & Contract-All	We propose to make the clause mutual.	As per RFP

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46	6. GENERAL TERMS AND CONDITIONS OF TENDER & CONTRACT	53	6.8 - Delivery & Installation- Point (b)	Delivery & Installation b) The contract for the supply can be repudiated at any time by the purchase officer, if the supplies are not made to his satisfaction after giving an opportunity to the bidder of being heard and recording the reasons for repudiation.	Bidder request to modify the clause as below : b) The contract for the supply can be repudiated at any time by the purchase officer, if the supplies are not made <u>as per the technical specifications agreed to between the parties, to his satisfaction</u> after giving an opportunity to the bidder of being heard and recording the reasons for repudiation.	As Per RFP
47	7. SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT	71	7.1 - Payment Terms and Schedule	Payment Terms and Schedule Payment Schedule	Bidder request that the remaining 24% of the BOQ1 should be released against the additional BG which shall be provided by Bidder. Also, Invoicing for BOQ2 should be monthly in arrears.	As Per RFP
48	7. SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT	71	7.1 - Payment Terms and Schedule	SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT 1) Payment Terms and Schedule a) Payment schedule	Request to kindly change the payment term to releasing 100% payment for BoQ1 atill go live and the BoQ2 payment can be released quarterly.	As Per RFP
49	7. SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT	71	7.1 - Payment Terms and Schedule	76% of the total Quoted /Agreed amount in the BOQ-1 of delivered items as per section 4. (A) (after deducting LD, if any and as applicable)	88% of the total Quoted /Agreed amount in the BOQ-1 of delivered items as per section 4. (A) (after deducting LD, if any and as applicable)	As Per RFP
50	7. SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT	71	7.1 - Payment Terms and Schedule	Remaining 24% amount of Total cost of BoQ1 (AMC/ATS) payment (Opex) on quarterly basis equated in 12 instalments. i.e. 2% of quoted/agreed amount of BoQ-1 at the end of every quarter.	Remaining 12% amount of Total cost of BoQ1 (AMC/ATS) payment (Opex) on quarterly basis equated in 12 instalments. i.e. 1% of quoted/agreed amount of BoQ-1 at the end of every quarter.	As Per RFP
51	7. SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT	71	7.1 - Payment Terms and Schedule	Completion of Activities applicable and as mentioned in Chapter 4. (A)	Request to Release 50% payment against Delivery of Licenses alongwith Warranty Certificate and balance 26% after UAT/Go Live. Justification - Since Bidder has to pay 100% payment to OEM against delivery of Licenses and warranty Certificate	As per RFP
52	7. SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT	71	7.1 - Payment Terms and Schedule - Completion of Activities applicable and as mentioned in Chapter 4. (A)	T1=T+90 days	T1=T+120 days	As Per RFP
53	7. SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT	71	7.1 - Payment Terms and Schedule - UAT & Go-Live	T2=T1+30 days	T2=T1+45 days	As Per RFP
54	7. SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT	71	7.1 - Payment Terms and Schedule - UAT & Go-Live	Signed UAT Certificate: 76% of the total Quoted /Agreed amount in the BOQ-1	BOQ 1 having Implementation Service (One time) as well along with 300 PAM Licenses. Request you to pay 100% cost of one time implementation cost.	As per RFP

SN.	RFP Chapter/Field	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	Final Response
55	7. SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT	74	7.2 - Payment Terms and Schedule - Service Level Standards/ Requirements/ Agreement	Payment Terms and Schedule Service Level Standards/ Requirements/ Agreement	Bidder request that maximum SLA penalty should be capped at 5% of the monthly payment, including the manpower penalty.	As Per RFP
56	7. SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT	67	7.2 - Payment Terms and Schedule - Service Level Standards/ Requirements/ Agreement	Maximum applicable penalty shall be 10% of the total value of that quarter.	<p>We request that any LD and penalties be recovered from the bidder at the end of the contract and not from the payments due to the bidder.</p> <p>Bidder request below Clause to be added: Notwithstanding anything to the contrary, the overall cumulative liquidated damages and penalties (both combined) for failure to meet any schedules or SLAs will be limited to a maximum of 10% of the annual contract value. Any LD and penalties will be recovered from the vendor only at the end of the contract and not from the payments due to the vendor.</p> <p>Any failure or delay by Bidder will be excused if it was caused by: -Customer or Customer's affiliates, agents or contractors. -Force majeure event -Reliance on Customer instructions, authorisations, approvals or other information -A third party not under the control of Bidder.</p>	As Per RFP
57	7. SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT	74	7.3 - Payment Terms and Schedule - Change Requests/ Management	Payment Terms and Schedule Change Requests/ Management	Bidder would like to mention that the price which will be shared is for the scope and users defined in the RFP only. In case of any changes in the scope, the price will change accordingly and will be executed via a Change Request.	As Per RFP
58	ANNEXURE-1: BILL OF MATERIAL (BoM)	76	B.1 - Technical Manpower (OPEX)	Please confirmed the Manpower availability date day one of the project or after GO - Live	Please confirmed the Manpower availability date day one of the project or after GO -Live	As Per RFP
59	ANNEXURE-15: INDICATIVE CONFIDENTIALITY AND NON DISCLOSURE AGREEMENT	105	ANNEXURE-15	ANNEXURE-15: INDICATIVE CONFIDENTIALITY AND NON DISCLOSURE AGREEMENT	<p>We request that the obligations to maintain confidentiality under the NDA be restricted to two years from the date of termination/expiry of the agreement and that the confidentiality obligaitons apply to the purchaser as well.</p> <p><u>The obligations to maintain confidentiality under the provisions of this NDA shall survive during the course of the Contract and for a period of two years after completion or termination, for whatever reason, of the Contract.</u></p> <p><u>To the extent the Selected Bidder shared any confidential information with the Purchaser, the obligations of this CONFIDENTIALITY AND NON-DISCLOSURE AGREEMENT shall apply mutatis-mutandis to the Purchaser</u></p>	As Per RFP
60	ANNEXURE-2: TECHNICAL SPECIFICATION	78	1. General Specification - Point No. 8	The proposed OEM solution should have capability for securing end-points, securing cloud, workforce lifecycle management, securing devops, etc as a pre-integrated but loosely coupled solution for easy administration from future projects/ initiatives around identity security	Kindly clarify the expectation on this. As we are talking about PAM which is for critical assets and privileged users, are you looking to safeguard endpoints as well and credentials for non-privileged accounts? If yes, we need discussion on expectations.	As per RFP

SN.	RFP Chapter/Field	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	Final Response
61	ANNEXURE-2: TECHNICAL SPECIFICATION	78	1. General Specification - Point No. 8	The proposed OEM solution should have capability for securing end-points, securing cloud, workforce lifecycle management, securing devops, etc as a pre-integrated but loosely coupled solution for easy administration from future projects/ initiatives around identity security	Since it is PAM based tender, we hereby seek clarification whether RISL is looking to safeguard endpoints as well and credentials for non-privileged accounts? Please clarify.	As Per RFP
62	ANNEXURE-2: TECHNICAL SPECIFICATION	79	3. Access Control - Point No. 2	The solution should restrict privileged activities on a server (e.g. host to host jumps, cmd/telnet access, application access, tab restrictions) from session initiated with PAM.	Is the expectation to blacklist certain commands on SSH or more? Kindly elaborate. If expectation is to whitelist certain commands on both windows and linux server, enforcing concept of least privilege - Then we need to know number of Windows servers and Linux servers.	As per RFP
63	ANNEXURE-2: TECHNICAL SPECIFICATION	79	3. Access Control - Point No. 2	The solution should restrict privileged activities on a server (e.g. host to host jumps, cmd/telnet access, application access, tab restrictions) from session initiated with PAM	We hereby request RISL to furnish below information to understand scope/use case in detail. 1. Is the expectation to blacklist certain commands on SSH? 2. If expectation is to whitelist certain commands on both windows and linux server, enforcing concept of least privilege, then we need to know number of Windows servers and Linux servers.	As Per RFP
64	ANNEXURE-2: TECHNICAL SPECIFICATION	79	3. Access Control - Point No. 4	Solution enables an administrator to restrict a group of commands using a library and define custom commands for any combination of target account, group or target system and end user.	We hereby request RISL to clarify whether the requirement is referring to SSH sessions or others as well?	As Per RFP
65	ANNEXURE-2: TECHNICAL SPECIFICATION	79	3. Access Control - Point No. 4, 5 & 6	<p>Solution enables an administrator to restrict a group of commands using a library and define custom commands for any combination of target account, group or target system and end user.</p> <p>The solution should provide secure mechanism for blacklisting/whitelisting of commands for any combination of target account, group or target system and end user.</p> <p>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.</p>	The expectation is for only SSH sessions or others as well?	As Per RFP - The expectation from the solution is to blacklist commands on windows and linux servers. IT administrators should not be able to execute restricted commands like lusrmgr (to add local users), regedit.exe as well as restrict ssh commands like useradd, passwd, etc. and the policies should be tailored based on user, group, account, or target system.
66	ANNEXURE-2: TECHNICAL SPECIFICATION	79	3. Access Control - Point No. 5	Solution should provide secure mechanism for blacklisting/whitelisting of commands for any combination of target account, group or target system and end user.	We hereby request RISL to clarify whether the requirement is referring to SSH sessions or others as well?	As Per RFP
67	ANNEXURE-2: TECHNICAL SPECIFICATION	79	3. Access Control - Point No. 6	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.	We hereby request RISL to clarify whether the requirement is referring to SSH sessions or others as well?	As Per RFP

SN.	RFP Chapter/Field	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	Final Response
68	ANNEXURE-2: TECHNICAL SPECIFICATION	80	3. Access Control - Point No. 7	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.	To remove point: Not a PAM use case (need more clarification)	as per RFP
69	ANNEXURE-2: TECHNICAL SPECIFICATION	80	4. Remote Access, Mobile Support, and Notification Engine - Point No. 1	The proposed solution should support capability for Remote users to be given access to target machines without need of VPN, Agent and corporate laptops.	How many such users are who need to connect to PAM without access to network?	As per RFP
70	ANNEXURE-2: TECHNICAL SPECIFICATION	80	4. Remote Access, Mobile Support, and Notification Engine - Point No. 1	The proposed solution should support capability for Remote users to be given access to target machines without need of VPN, Agent and corporate laptops	In order to offer this feature, we hereby request RISL to confirm no. of users who need to connect to PAM without access to network?	As Per RFP
71	ANNEXURE-2: TECHNICAL SPECIFICATION	80	4. Remote Access, Mobile Support, and Notification Engine - Point No. 1	The proposed solution should support capability for Remote users to be given access to target machines without need of VPN, Agent and corporate laptops.	A Remote user sitting outside the network can be given access to internal PAM via 2 methods: a) either via traditional VPN solution b) or via some intermediary proxy server providing connectivity between the cloud service and the on-premises Privileged Access Management (PAM) environment. Clarification requested is that for RISL are both solutions acceptable. Any preference pls. clarify.	As per RFP
72	ANNEXURE-2: TECHNICAL SPECIFICATION	81	6. Threat Analytics - Point No. 3	The proposed solution must detect and alert immediately in case of any credential theft and can able to take immediate response actions by triggering immediate password change for theft account leveraging integration with SIEM solution.	Please Clarify which SIEM solution is getting used in RSDC SOC ?	As per RFP - The detail would be shared with Successful bidder
73	ANNEXURE-2: TECHNICAL SPECIFICATION	81	6. Threat Analytics - Point No. 7	The proposed solution must detect and raise alert immediately in case any service accounts gets logged in interactively leveraging integration with SIEM solution	Please specify the SIEM name and version for integration.	As per RFP - The detail would be shared with Successful bidder
74	ANNEXURE-2: TECHNICAL SPECIFICATION	82	6. Threat Analytics - Point No. 8	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.	Kindly elaborate on the expectation here?	As per RFP
75	ANNEXURE-2: TECHNICAL SPECIFICATION	82	6. Threat Analytics - Point No. 8	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.	We request RISL to elaborte this point in order to have clear idea about the requirement.	As Per RFP
76	ANNEXURE-2: TECHNICAL SPECIFICATION	82	7. PAM Security and Administrator - Point No. 9	The proposed solution shall provide the capability to discover, inventory, and monitor digital certificates within its managed environment.	To remove point: Not a PAM functionality:	As per RFP
77	ANNEXURE-2: TECHNICAL SPECIFICATION	83	7. PAM Security and Administrator- Point No. 10	The solution shall generate advance alerts and notifications for certificate expiry to enable administrators to take timely corrective action.	To remove point: Not a PAM functionality:	As per RFP

SN.	RFP Chapter/Field	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	Final Response
78	ANNEXURE-2: TECHNICAL SPECIFICATION	79	2. AD Bridging	Ad- Bridging	Bidder requests RISL to provide number of Linux Servers count where agent will be deployed for the target devices to get onboarded with Active Directory user authentication.	As per RFP - The number of Linux servers is not fixed. The server count may scale up or down based on operational requirements, and new virtual machines will be provisioned as needed.
79	ANNEXURE-2: TECHNICAL SPECIFICATION	80	4. Remote Access, Mobile Support, and Notification Engine	Remote Access, Mobile Support, and Notification Engine	Bidder request RISL to share additional information as number of Remote users login. Additionally Remote Access Services will be delivered from Cloud Platform	As Per RFP - There is no restriction on number of users working remotely.
80	ANNEXURE-2: TECHNICAL SPECIFICATION	80	6. Threat Analytics	Threat Analytics	Bidder Request RISL to clarify that “Threat Analytics” can be delivered from Cloud Platform.	As per RFP
81	General	NA	-	Addition of new clause	<p>We recommend this clause to be added under the General terms and Conditions as this clause prevents both parties (and their representatives) from poaching or soliciting each other’s employees during the agreement term and for one year after, protecting workforce stability and business relationships:-</p> <p>Non-Solicitation:-</p> <p>During the Term of this definitive Agreement and for a period of one year thereafter, neither Party shall (either directly or indirectly through a third party) solicit to employ, cause to be solicited for the purpose of employment to any employee/s (including the employees who have been exposed or introduced to other Party during initial discussion between Parties or engaged to provide/perform the services under any definitive agreement entered between Parties) of the other Party or aid any third person to do so, without the specific written consent of the other Party. The said restriction shall also apply to each Party's affiliates, agents, vendors, contractors, and any third parties with whom such Party has a relationship (collectively, "Representatives"). Parties agree that Representatives are equally restricted from poaching or soliciting or inducing any employees of other Party to leave their employment or engagement with such other Party.</p>	As per RFP
82	General	NA	General	General	Please share the types of devices to be onboarded on PAM.	As per RFP - The detail would be shared with Successful bidder.
83	General	NA	General	General	Request to not include any penalties for legacy devices onboarding/integration that need development of custom connectors as the development is time consuming activity.	As per RFP

SN.	RFP Chapter/Field	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	Final Response
84	General	NA	General	General	Kindly confirm if Bidder along with its affiliate including its subsidiaries can participate and can submit credentials of the parent company. The contracting and invoicing for proposed services/goods specified in this RFP will be managed by bidder or its wholly owned subsidiary.	As per RFP
85	General	NA	General	General	In case we will need to propose Active-Active Architecture - Kindly help with the detail of the current infra (number of DC's, connectivity etc)	As per RFP
86	General	NA	General	General	Need clarification on “con-current sessions” to derive the deployment architecture	As per RFP
87	General	NA	General	General	Kindly confirm on the 500 named users and 13000 assets.	As per RFP