

**Sri Lanka CERT (Pvt.) Ltd.**

**Procurement of Supply and Implementation of Privileged Access Management (PAM) solution for NCSOC  
IFB No. CERT/GOSL/SER/NCB/2024/19**

PAM Solution clarifications requested:

<b>Bidder 01</b>			
<b>#</b>	<b>Functionality</b>	<b>Clarification from</b>	<b>Customer Response</b>
1	The solution shall have the capability to discover software that are installed and ports are open in the target system.	This requirement can be fulfilled by our PAM solution EPM module. Please provide us with the count of following: 1. User endpoints count?(Windows/Mac) 2. Windows/Linux server node count?	Please refer Page No:50 Line item 5 in the RFP
2	In the SLA for Resolution Time in the critical incidents, customer require monthly availability of the proposed solution to be more than or equal to 99.98 %	Since the proposed solution is an On-Prem solution the monthly availability of the solution depends on your datacenter's infrastructure, could we please clarify and agree on a fair approach to this requirement? We want to ensure that both parties have a mutual understanding, considering that the hardware and network are managed by your team.	This SLA Resolution times only applicable to PAM solution. Bidder is responsible for any issues,bugs,etc... related to PAM solution and it's associated software components.
3	In the SLA for Resolution Time in the High incidents, customer require to escalate 100% for high incidents and need to resolve within 6 hours.	Since the PAM solution is software-based, please agree on the following from your side, as it is a fair request in terms of resolution time.  <b>This statement is compiled subject to the exclusions and pre requites as stated below.</b>	It is mandatory to meet SLA terms as mentioned in the RFP.

		<p>Pre requites</p> <ul style="list-style-type: none"> <li>• Timely notification of generated alerts and failures.</li> </ul> <p>Exclusions</p> <ul style="list-style-type: none"> <li>• If back up restoration takes more than 1 hr. (Provided the infrastructure for backup is available)</li> <li>• If Principle Technical support is needed time taken by the principal will be excluded from the resolution time</li> <li>• If Patch upgrades require to resolve the issue</li> <li>• Bug fixes and additional time taken by Principle Technical support</li> <li>• New patch to be installed for resolution</li> <li>• Delays due to force majeure events</li> <li>• Travel time to Sites</li> <li>• If any 3<sup>rd</sup> Party escalation required</li> </ul>	
<b>Bidder 02</b>			
1		Could you please confirm the RAM specifications for the provided servers? (2 servers - Dell PowerEdge R450)	64 GB

2		<p>Could you provide more details regarding the requested distributed architecture for the PAM solution? Ex- Does it mean that PAM App, PAM DB, and PAM Gateway in separate location/servers (without installing all in one server)?</p>	<p>As mentioned in the RFP, Sri Lanka CERT will provide a Vmware cluster environment and Sri Lanka CERT will provide VMs based on bidder's requirements(Limited to mentioned hardware specification).</p>
3		<p>Could you elaborate more with an example for the point 30 at page 51 in the RFP doc provided, we guess that it's the capability of auto discovery.</p>	<p>Yes, The PAM solution should be able to detect installed software and identify open ports on the target system.</p>
4		<p>Could you also clarify the existing load balancing mechanism so that we can properly account for both automatic and manual failover as requested?</p>	<p>Sri Lanka CERT will not provide any load balancers. Bidder should provide necessary components for the proposed solution and configure accordingly.</p>