

Scope of Work

Phased / Pilot Implementation for OT:

The PAM solution shall initially be implemented in a controlled pilot environment covering selected IT and OT assets to validate functionality, compatibility, performance and operational impact.

Full-scale onboarding of critical OT assets shall be undertaken only after successful pilot validation, resolution of identified issues, and approval by the competent authority. The implementation shall ensure that deployment of PAM controls does not adversely affect OT availability, reliability, safety, or continuity of critical power-system operations

Target Asset / Device Scope

The Scope of Work should clearly identify the **target systems/devices to be covered under PAM**, including:

- **OT:** SCADA/EMS-related systems, OT servers, engineering/control-room systems, network devices, applicable protocols and other critical OT assets.
- **IT:** Servers, firewalls, virtual machines, operating systems, databases, network/security devices, backup/storage systems and other critical IT assets.

The bidder should also be responsible for detailed asset discovery and preparation of an asset-wise PAM on boarding matrix during implementation.

Privileged and High-Impact User Definition:

The proposed 50 users should not be considered only as conventional "administrator users". The approved scope specifically extends PAM to **operational users having high-impact access**, control-room users, support engineers, remote users and third-party/OEM users.

Licensing and Scalability:

The licensing model should clearly specify whether licensing is based on named users, concurrent users, target assets, privileged accounts or concurrent sessions.

OEM / Third-Party Remote Access:

Since securing and monitoring third-party/OEM remote maintenance is one of the major objectives of PAM, bidder has to provide **OEM remote-access workflow**, including MFA, approval, JIT access, session recording, audit trail and automatic access expiry.

Session Recording, Audit and Log Retention:

PAM shall have video/text session recording, playback, audit logs, retention period, storage sizing, archival, retrieval and monitoring. Bidder may provide additional features of PAM if any in offered solutions.

FAT

Bidder has to validate the solution before final implementation. Bidder has to submit the FAT procedure before implementation of PAM solutions to SLDC GETCO for approval. Bidder has to carry out FAT in the presence of SLDC GETCO engineers and testing results shall be shared for validation.

Bidder may submit the FAT procedure and take the approval from SLDC GETCO for finalization. After successful completion of FAT, bidder may implement the PAM solution as per specifications at respective locations.

SAT and Acceptance Criteria:

Bidder has to implement PAM solutions after successful completion of FAT. SLDC GETCO will issue acceptance of the work. Acceptance criteria shall be proposed by bidder and same will be reviewed and final by SLDC GETCO which will be bidding to the bidder and bidder has to implement PAM solution accordingly.

Documentation: -

Bidder shall submit the complete documentation and operational manuals of PAM solutions to SLDC GETCO.

General guidelines

1. Scope of the Work/Job includes Supply, Installation, testing and commissioning of Privilege Access Management (PAM) Solutions as per tender specifications and scope of work at SLDC and three Sub-SLDCs (Jambuva-Jetpur-Gandhinagar).
2. The bidder has to Supply, Installation, testing and commissioning of Privilege Access Management (PAM) Solutions SLDC and three Sub-SLDCs (Jambuva-Jetpur-Gandhinagar) in existing OT and IT network under the instruction of EIC (Engineer in-charge) at respective control centre.
3. The bidder shall deliver and implement the technologies in conjunction with a set of best practices guidelines & industry standards.

4. Provide the details of specification and features of offered PAM Solutions along with accessories and equipment to be implemented at site.
5. Bidder has to provide support and service as and when required by SLDC and three Sub-SLDC without any additional cost during the warranty period i.e 3 years of warranty period.
6. The contractor shall provide his contact no., email address, office address for correspondence during supply & commissioning period to Engineer incharge at Jetpur and Jambuva Sub-SLDC.
7. If supplied system found faulty or damaged then it should be replaced by the bidder without any cost within 7 days within warranty period.
8. The bidder has to submit the original manuals for offered PAM solutions. Necessary accessories and tools for maintenance should be provided by bidder without any extra cost.
9. Bidder has to explain the complete features, technical details and working of PAM solutions to SLDC and three Sub-SLDCs. Training has to be given by bidder as per the instruction from EIC (Engineer incharge) at SLDC after implementation of PAM solutions at respective control centre.
10. Loading / Unloading will be in the scope of bidder. No man power will be provided by SLDC or three Sub-SLDCs.
11. Bidder has to carry tools and necessary equipment (i.e. cables, connectors, pins, wire, power supply cable, LAN cable etc.) for installation of hardware required for PAM solutions at respective locations.
12. Bidder must have experienced manpower for installation, testing and commissioning of PAM solutions.
13. Bidder has to carry out Installation, Testing & commissioning of PAM Solutions between working hours only which is 9 to 6 PM. Sunday will be official holiday. Works will not be carried out on public holidays.
14. Bidder has to submit the complete network drawings of PAM solutions to SLDC for approval before implementation process.
15. Bidder has to arrange pre-installation meeting at SLDC, Gotri for complete discussion of action plan for supply, installation, testing & commissioning of PAM Solutions. If required bar-chart has to be submitted by bidder.
16. Bidder has to provide necessary tools and accessories as per BOQ.

17. Hardware will be inspected before delivery at respective locations. Bidder has to ensure the proper dispatched hardware to the location provide by the SLDC GETCO.
18. Bidder has to implement the solution and validate the same for final commissioning in the existing OT and IT network.
19. The OEM/ Bidder should give an undertaking that service & spare support will be provided for at least 5 years, after the specified warranty period on separate commercial terms & conditions.
20. Undertake that the support including spares, patches, upgrades/updates, etc. for the quoted products/software shall be available for next 5 years from the date of successful supply & acceptance of the project.
21. There should be no compatibility issue among the supplied PAM solutions with existing OT and IT network at SLDC and three Sub-SLDCs.
22. The services to be provided as and when required during warranty period.
23. The bidder should be able to provide support services for the faulty systems/subsystem/software for specified warranty period.

SPECIAL INSTRUCTIONS TO BIDDER

Please read following instructions carefully before submitting your bid.

1. Bidder has to implement PAM solutions in existing OT and IT network with minimum down time.
2. The bidder shall submit technical compliance of the solutions in the technical bid.
3. Bidder has submit the details of license used during the implementation of PAM solutions.
4. The bidder must fill up all the point of GTP for offered item/s. Instead of indicating “refer drawing, or as per IS/IEC”, the exact value/s must be filled in.
5. The said contract is for 3 years of period and same can be extended for further 2 years of period with rate mutually decided between successful bidder and SLDC GETCO.
6. Please note that the evaluation will be carried out on the strength of content of bid only. No further correspondence will be made.

7. The bidder shall bring out all the technical deviation/s only at the specified annexure.