



Renewal of Annual Maintenance Contract for Forcepoint Web Security on Premises solution

Request for Proposal (RFP)

Corrigendum # 1

(January 06, 2026)

RFP: ReBIT/CPO/2025-26/PR519/653/112

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Following are the changes / clarification in the RFP terms. All the bidders are requested to refer the "Addendum / Revised Terms" column as below:

RFP Page #	Clause No. & Heading	Existing Terms	Corrigendum/Addendum / Revised Terms
15	3.2 Scope of Work (Point i)	The vendor should supply the proxy appliance as per ReBIT's requirement with all required accessories and licenses.	Removed. (No hardware requires, the clause is limited to license)
16	3.3 Project Milestones and Payment Terms	Quarterly payment towards Support Cost shall be released after deduction of SLA/penalties (if any) within 45 days from acceptance of Tax invoice.	A) 25 % of total SI Support cost shall be paid on quarterly basis post each quarter completion, after deduction of any SLA/penalties etc. B) 100% Payment towards OEM support shall be released within 45 days from the date of licenses activation, submission and acceptance of Tax invoice.
18	4. Service Level Agreement	For Hardware failure, RMA or Hardware replacement is covered on ReBIT premises 24x7 including weekends.	Removed.
25	18. Termination (Point v Subpoint b)	Failure of the successful Bidder to accept the contract and furnish the Performance Bank Guarantee within 15 days from notification of award	Failure of the successful Bidder to accept the contract and furnish the Performance Bank Guarantee within 30 days from notification of award
17	4. Service Level Agreement (Point ii)	ii. Infrastructure Availability SLA: Service Availability - Greater than or equal to 99.5% and less than 99.8%	Read as, Greater than or equal to 95% and less than 97%

Please read the aforesaid corrigendum cum addendum along with the issued RFP document. All other terms and conditions which are not covered in this corrigendum cum addendum, will be as per the original RFP – Renewal of Annual Maintenance Contract for Forcepoint Web Security OnPremise solution ReBIT/CPO/2025-26/PR519/653/112 dated 24 December 2025.



Renewal of Annual Maintenance Contract for Forcepoint Web Security on Premises solution

Request for Proposal (RFP)

Response to Pre-bid Queries

(January 06, 2026)

RFP: ReBIT/CPO/2025-26/PR519/653/112

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#	Clause no.	Page no.	Clause	Query	ReBIT Response
1	Clause: 3.2(i)	15	Forcepoint Management Server and Content Gateway are deployed on virtual machines, and the vendor is required to support the servers including OS-level issues.	Kindly confirm whether OS-level activities such as patching, hardening, rollback and OS troubleshooting for Forcepoint servers deployed on VMs are expected to be handled by the SI as part of AMC support.	Yes
2	Clause: 3.2(ii)	15	The vendor should suggest the appropriate OS/Firmware and ensure it is maintained at N-1 version.	Please clarify the expected approach for OS and firmware upgrades to maintain N-1 compliance. Additionally, kindly confirm whether a UAT or non-production environment is available where upgrades can be tested before applying them in production.	UAT is not available, currently recommendation took from OEM and patches are applied
3	Clause: 3.2(iii)	15	The vendor may engage Forcepoint OEM for break-fix or incident support.	In scenarios where Forcepoint OEM support is required, kindly clarify the roles of SI and OEM and who will own the end-to-end technical resolution.	OEM support is expected which is currently associated, 24 by 7 support.
4	Clause: 3.2(v)	15	The vendor must provide break-fix support including on-call support, onsite or phone support, OEM coordination and configuration restoration.	Please clarify the technical process expected for handling Severity-1 and Severity-2 incidents, starting from ticket logging to service restoration, in line with the SLA defined in the RFP.	Ticket logging process is defined partner should provide support accordingly. We will inform the partner over mail and call for support.
5	Clause: 3.2(v)(b)	15	The SI engineer is required to provide phone or onsite support to fix the issue.	For Severity-1 incidents, kindly specify the expected timeline for onsite engineer availability after the issue is reported.	For P1 or issues which require physical assistance will require engineer onsite, rest troubleshooting can be accommodated remotely.
6	Clause: 3.2(v)(d-e)	15	The vendor must log a call with OEM and coordinate with the OEM team for issue resolution.	Please confirm whether logging, tracking, escalation and closure of Forcepoint OEM tickets are expected to be handled by the SI, with regular updates shared with ReBIT.	SI should provide support in coordination with OEM tracking is not mandatory escalation and closure is responsibility of vendor if issue persists unresolved for longer period.
7	Clause: 3.2(v)(g)	15	The vendor must restore configuration or reconfigure the system as required.	Kindly confirm whether complete backup and restoration of configurations including policies, certificates, rules and logs is expected as part of AMC support.	Yes, in case of critical incident

#	Clause no.	Page no.	Clause	Query	ReBIT Response
8	Clause: 3.2(vi)(a)	15	The vendor must provide L2 and L3 support including software upgradation.	Please clarify the expected process for Forcepoint version upgrades, patches and hotfixes, including pre-upgrade checks and post-upgrade validation.	Currently recommendation took from OEM and patches are applied
9	Clause: 3.2(vi)(b-d)	15	The vendor must support hardware upgrades, software upgrades, mass changes and feature rollouts on the same infrastructure.	Kindly explain how major and minor changes such as hardware upgrades, mass configuration changes and feature rollouts are expected to be planned and implemented.	Hardware upgrades are unlikely since devices are hosted over VM but issues or support related Forcepoint has to be provided by OEM
10	Clause: 3.2(vi)(e)	15	The vendor must support integration with upcoming or new solutions in ReBIT.	Please confirm whether technical support is expected for integration with future ReBIT security solutions such as SIEM, DLP, CASB or SOAR.	Technical support is expected on Forcepoint level
11	Clause: 3.2(vii)	15	The vendor should ensure performance consistency for roaming and onsite users.	Please clarify how performance consistency for roaming and onsite users is expected to be monitored and addressed.	The services should work similar in on premise and roaming case.
12	Clause: 3.2(viii)	15	The vendor SME will provide onsite support to test existing or new features.	Kindly confirm whether onsite SME support is expected for testing new or modified Forcepoint features, and whether such testing can be carried out in a UAT or controlled environment.	Remote support in certain cases can be allowed.
13	Clause: 3.2(xii)	16	The vendor must provide necessary support for closing VAPT and RA findings during the contract tenure.	Please clarify the expected technical role of the SI in remediation, validation and closure of findings identified during VAPT and RA activities.	Vendors need to help in providing solutions for VAPT and RA points identified.
14	Clause: 3.2(v)		The vendor is responsible for incident resolution and related reporting as per SLA.	For incidents involving product-level or OEM-dependent issues, kindly clarify the expected timeline for sharing RCA and whether interim RCA updates are acceptable until final RCA is available.	Incident resolution is as per SLA , RCA is expected in 48 to 72 hours of incident closure.
15	Clause: 4(ii)	17	SLA is calculated based on infrastructure availability and qualifying outage time.	Please confirm whether partial degradation such as high latency, policy failure or authentication issues will be considered while calculating SLA availability.	Partial degradation will be also considered for SLA.
16	3.2 - ix.	15	The resolution time for the hardware/software related issues should be 4 hours, there should be 24*7*365 support from the system integrator & OEM for all the supplied products through this RFP	Support from OEM will be 24*7*365. Is the same support expected as 24x7 from SI (bidder) ?	Yes

#	Clause no.	Page no.	Clause	Query	ReBIT Response
1 7	3.2 - xii.	16	The vendor should provide necessary support for closing VAPT and RA findings which will be conducted by ReBIT for the complete project tenure.	Vendor will coordinate with OEM by raising ticket for getting the fix for VAPT & RA findings.	OK
1 8	3.2 - xiv.	16	The vendor must assign project manager and associate support personnel for this project.	As the product is already implemented and this RFP is for product renewal, need the expected scope for Project Manager. Share the scope of work for any new/additional implementation required which is not part of the currently configurations.	Project manager will be SPOC for any issues related to support.
1 9	3.2 - xv. (e) Sl.No 3	16	Essential Support for Forcepoint Web Security and AMD Support and Essential Support for Advanced Malware Detection Cloud - Web, Support	Essential support is not 24x7 support. It will be 8:00am to 5:00pm on business working days, Monday-Friday. Any product, application or hardware related support will be as per Forcepoint SLA for this Essential support.	Essential support is required only, additional support is not required.
2 0	3.3	16	24 x 7 x 365 Break-fix Support & L1, L2, L3 Support for 1 Year by SL.	Essential support is not 24x7 support. It will be 8:00am to 5:00pm on business working days, Monday-Friday. Any product, application or hardware related support will be as per Forcepoint SLA for this Essential support.	Kindly verify with OEM, OEM have different terminology mentioned on their site.
2 1	3.3	16	24 x 7 x 365 Break-fix Support & L1, L2, L3 Support for 1 Year by SL.	As support services from resource (L1, L2 & L3) is required to be provided onsite at ReBIT to support 24x7, how many resources each for L1, L2 and L3 are required ?	No. of engineers is not what ReBIT have asked neither an onsite dedicated support, vendor have to provide all level of supports with their available resources.
2 2	3.2 Scope of Work (Point i)	15	The vendor should supply the proxy appliance as per ReBIT's requirement with all required accessories and licenses.	Please clarify whether proxy (hardware) appliances are required or not as this RFP is for AMC/ Renewal of Forcepoint Web Security On-Prem licenses.	No hardware requires the clause is limited to license
2 3	3.2 Scope of Work (Point i)	15	Vendors need to support the server on VM in case of any issues on OS level		Vendors need to coordinate with OEM for support if required

#	Clause no.	Page no.	Clause	Query	ReBIT Response
2 4	3.2 Scope of Work (Point v subpoint c)	15	Supply and Support of Proxy licenses remote support shall not be allowed and only acceptable in exceptional circumstances i.e. pandemics.	We would request REBIT to consider an initial level of support over Ms Teams and/or Phone call so that we can identify, troubleshoot & resolve many incidents and events over a call itself. REBIT has to simply log a call by using email support mechanism --	Remote support can be accepted but in certain cases where onsite support is required vendor cannot deny it.
2 5	3.2 Scope of Work (Point vi Subpoint b)	15	Hardware Upgradation	As per SOW; Point No: I on Page#15, Currently physical appliances from Forcepoint are not present in this AMC Renewal, so kindly clarify whether hardware is covered or not as part of the scope of deliverables, moreover it is not mentioned in BOQ asked for renewal in Page#16	Although all services are VM based but any upgradation in VM requires support from vendor or OEM they should support it.
2 6	3.2 Scope of Work (Point No IX)	15	The resolution time for the hardware/software related issues should be 4 hours, there should be 24*7*365 support from the system integrator & OEM for all the supplied products through this RFP.	1. OEM Support policy doesn't guarantee or confirm resolution commitment. Resolution time can only be done in best effort basis. Refer the link given below. 2. 24*7*365 can be provided by VIBS (Bidder) however, for OEM to give support 24*7*365, REBIT need to buy Enhanced or Enterprise support from Forcepoint. The current BOQ is asking for Essential Support that gives 8:00am - 5:00pm support. Reference Link: https://www.forcepoint.com/sites/default/files/2025-02/datasheet-forcepoint-supportprograms-en.pdf	Essential support is required only, additional support is not required.

#	Clause no.	Page no.	Clause	Query	ReBIT Response
2 7	3.2 Scope of Work (Point XV sub point E)	16	Essential Support for Forcepoint Web Security and AMD Support and Essential Support for Advanced Malware Detection Cloud - Web, Support	As per datasheet Essential support covers severity 1 i.e., from Monday to Friday 8.00 AM to 5.00 PM. As mentioned in Query#5, REBIT should buy Enhanced or Enterprise support as part of this Renewal	As per point no. 19
2 8	3.3 Project Milestones and Payment Terms	16	Project Milestones and Payment Terms Renewal of Licenses	Request you consider us as MSE bidder's and amend the payment terms as 100% payment of Renewal of Licenses within 30 days.	As per RFP
2 9	3.3 Project Milestones and Payment Terms	16	Project Milestones and Payment Terms SI & OEM Support as mentioned quarterly	Request you to kindly release the OEM support payment along with the renewal of license because OEM Support has to be paid upfront along with the licenses. For the SI/Bidder Support you may consider Quarterly payment, and help release the payments within 30 days on invoice submission, considering VIBS as MSE.	As per corrigendum#1
3 0	4. Service Level Agreement (Point ii)	17	ii. Infrastructure Availability SLA: Service Availability - Greater than or equal to 99.5% and less than 99.8%	Request modification as below: "Greater than or equal to 95% and less than 97%" As the infra for hosting this Web Security On-Prem solution is provided REBIT, the uptime SLA of underlying infra i.e. VM's, OS of those VM's, Network, Storage, should be excluded from bidders' responsibility.	As per corrigendum#1
3 1	4. Service Level Agreement (Point ii)	17	Penalty: Service Availability - Greater than or equal to 99.5% and less than 99.8%	Any dependency and/or outages of Infra should be excluded from the Penalty calculations. And to fulfil such steep SLA ask, we strongly recommend REBIT to upgrade the	The SLA covered when it is applicable beyond certain limit like essential support limitation will be taken into consideration if SLA need to calculate

#	Clause no.	Page no.	Clause	Query	ReBIT Response
				support level from Essential to either Enhanced Support or Enterprise Support. Please Note: with current Essential support from OEM, will not help adhere to these SLA's as asked in RFP	
3 2	4. Service Level Agreement	18	iii. SLA Matrix Initial Response/ Essential Support- Within 45 Minutes	Request modification as below: "Initial Response under Essential Support- Within 1 Hour, as per the Forcepoint Support policy, under Essential Support the initial response time is 1 hour. Refer the link give here: https://www.forcepoint.com/sites/default/files/2025-02/datasheet-forcepoint-supportprograms-en.pdf	As per RFP No change, the matrix is applied to vendor and vendor should respond as per SLA
3 3	4. Service Level Agreement	18	Root Cause Analysis (RCA) of any incidents should be communicated to the ReBIT within 2hours from the time of occurrence of the incident/issue.	RCA will be provided within 24 hours after issue is resolved	The clause mentions for identifying root cause for P1 issues in first 2 hours, detailed RCA can be accepted post 24 hours
3 4	4. Service Level Agreement	18	For Hardware failure, RMA or Hardware replacement is covered on ReBIT premises 24x7 including weekends.	This clause should be removed, as the RFP doesn't cover any Hardware as part of AMC/Renewal and Bidder support scope. Refer Page#15, Point# 3.2 subpoint i (Scope of Work)	As per corrigendum#1
3 5	4. Service Level Agreement (Point iii, SLA Matrix)	18	Remote support over internet will not be provided by ReBIT.	As requested in Query#3 of Pre Bid Queries from VIBS	Remote support will be accepted in most of the cases but vendor need to provide support onsite whenever its necessary.

#	Clause no.	Page no.	Clause	Query	ReBIT Response
3 6	11. Rejection of Bid		ReBIT reserves the right to disqualify the Bidder/(s), if Bidder/(s) have not completed any project successfully in ReBIT in stipulated time i.e. Supply, Installation, Setup, Implementation etc in the past or having poor performance	As this RFP is for AMC/Renewal & Bidder support for existing Web Security On Prem solution and moreover the VM's & all necessary underlying infra is already deployed and provided by REBIT, we request this clause to be removed.	As per RFP (This clause is to judge the vendor on basis of support, if support is identified to be not as per expectations the rejection can be applied.)
3 7	14. Performance Bank Guarantee		If the project implementation /go-live is delayed, the Performance Bank Guarantee shall be extended by the Bidder for such additional duration.	As this RFP is for AMC/Renewal and the entire solution is already deployed and has been go-live, we would request REBIT to remove this clause.	As per RFP (This clause is to judge the vendor on basis of support, if support is identified to be not as per expectations the rejection can be applied.)
3 8	16. Liquidated Damages (LD)	23	In case of delay by the Bidder in any stage of the project milestone, the financial Penalty as per the ReBIT's discretion will be imposed on the Bidder at 01% of the total contract value per week of delay, to the maximum of 10% of the total contract value as per the agreement between the ReBIT and the successful Bidder.	As this RFP is for AMC/Renewal and the entire solution is already deployed and has been go-live, we would request REBIT to remove this clause.	As per RFP (This is to work with support period of vendor)
3 9	16. Liquidated Damages (LD) (Point iii)		Part of month will be treated as a month for this purpose.	Kindly clarify this point.	As per corrigendum#1
4 0	18. Termination (Point i Subpoint a)		Deficiency in the Product /Solution / Service in terms of, uptime (basis the SLA reports), reporting, enhancements (updates and Upgrades are not received as per the frequency defined in Technical Specification sheet, escalations are required to be done frequently, etc	We request to remove this clause as this is completely dependent on OEM and moreover the licenses renewal and its associated support will be paid upfront to OEM upon the receipt of Purchase Order from REBIT & hence Termination of Contract in this case of AMC Renewal.	Its vendor's responsibility to follow up and resolve deficiencies produced by OEM

#	Clause no.	Page no.	Clause	Query	ReBIT Response
4 1	18. Termination (Point iv Subpoint a)	25	Delay in commencement of the project beyond one week after the assignment order or beyond the date given by ReBIT in the purchase order.	As this deployment is already done and this RFP is for AMC Renewal of licenses, this clause should be removed	As per RFP (This is mentioned for support and renewal of licenses)
4 2	18. Termination (Point v Subpoint b)	25	Failure of the successful Bidder to accept the contract and furnish the Performance Bank Guarantee within 15 days from notification of award	We request this clause to be modified as 30 days from the date of notification of award. Because as per the Performance Bank Guarantee clause mentioned in Page#22, Point#14 The successful Bidder shall provide a Performance Bank Guarantee for 5% of the Total Cost of Contract as arrived at Annexure H which shall cover the entire contract period from date of Award of Contract within 30 days from the date of notification of award.	As per corrigendum#1
4 3	18. Termination (Point v Subpoint d)		Delay in completing implementation/customization and acceptance tests/ checks beyond the specified periods.	As this deployment is already done and this RFP is for AMC Renewal of licenses, this clause should be removed	As per RFP (This is with respect to support cases)
4 4	18. Termination (Point vi)	26	ReBIT shall serve the notice of termination to the Bidder at least 30 days prior, of its intention to terminate services	We request the notice period to be updated as 45 days. We also request to add a cure period clause in the RFP, so that if there are any severe Product related issues (for e.g. Bug Fixes, but not related to new feature release) that calls for OEM engineering level support, then the cure period clause shall be	As per RFP

#	Clause no.	Page no.	Clause	Query	ReBIT Response
				applicable. Cure Period can be considered as 45 days.	
4 5	18. Termination (Point ix)	26	In addition to the cancellation of contract, ReBIT reserves the right to appropriate the damages through encashment of Bid Security /Performance Guarantee given by the Bidder.ReBIT reserves right to exit at any time after giving notice period of one month during the contract period.	As mentioned in Query#22, we request the notice period to be 45 days.	As per RFP
