



Procurement of Trend Micro's Deep Discovery Email Inspector (DDEI) solution

Request for Proposal (RFP)

Corrigendum # 1

(May 20, 2026)

RFQ: ReBIT/CPO/2025-26/PR791/724/182

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**Reserve Bank Information Technology Pvt. Ltd.
502, Building No 1, Mindspace Juinagar, Nerul, Navi Mumbai – 400706**

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	Technical Scoring Matrix	Experience	No. of years of experience in maintenance and support TrendMicro DDEI	No of years of experience – 3-5 years – 10 Marks No of years of experience > 5 years – 15 Marks	Experience	No of years of experience & No of Project completed	No of years of experience – 2-3 years – 10 Marks No of years of experience > 3 years – 15 Marks No of Projects completed 2-3 – 10 Marks No of Projects completed > 3 – 15 Marks
16	Technical Scoring Matrix	Resource Profile	No. of Engineers having experience and participated in prior implementation & migration activity of TrendMicro DDEI solution.		Resource Profile	No. of Engineers having experience and participated in prior implementation & migration activity of TrendMicro Email security Solution.	
49	Annexure G	Experience	The bidder must have expertise in the implementation, migration, maintenance, and support of TrendMicro DDEI solution, with a minimum of 3 years and 4 successfully completed projects.		Experience	The bidder must have expertise in the implementation, migration, maintenance, and support of TrendMicro Email security solution, with a minimum of 3 years and 3 successfully completed projects.	

SLA Response time

Sr. No.	Criticality	Response Time (Acknowledgement of the problem)	Resolution Time (Time To Resolve)
1	Severity1– P1	45 Mins	4 Hour
2	Severity2– P2	4 Hour	8 Hour
3	Severity3– P3	8 Hours	24 Hours
4	Severity4– P4	2 Business days	3 Business days

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 Procurement of Trend Micro's Deep Discovery Email Inspector (DDEI) solution ReBIT/CPO/2025-26/PR791/724/182. dated 08 May 2026 and response to Prebid queries dated 18 May 2026.



Procurement of Trend Micro's Deep Discovery Email Inspector (DDEI) solution

Request for Proposal (RFP)

Response to Pre-bid Queries

(May 20, 2026)

RFQ: ReBIT/CPO/2025-26/PR791/724/182

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#	Clause No.	Page No.	Clause	Query	Rebit Response
1	3.3.2	19	Custom Threat Simulation Sandbox	This feature requires hardware DDEI appliance or separate sandbox appliance (DDAN). Please clarify whether we should factor the same OR remove this clause.	Good to have
2	3.6.3	21	Implement a Secure Email Gateway solution (TrendMicro DDEI) that complies with specifications mentioned in the "RFP – Technical_Specification_DDEI."	Please share "RFP – Technical_Specification_DDEI" file for us to verify specifications and confirm the feasibility.	Refer to table 3.6.2 Technical Features required
3	2.3.1	15	No. of years of experience in maintenance and support TrendMicro DDEI	Request you to kindly modify the clause "No. of years of experience in maintenance and support of Trend Micro Solutions including DDEI". Since Trend Micro DDEI is part of the broader Trend Micro security portfolio, the suggested modification will help consider relevant experience across Trend Micro solutions	Refer Corrigendum 1
4	2.3.1	15	No. of TrendMicro DDEI Project completed	Request you to kindly modify the clause "No. of Trend Micro Email Security Projects completed including DDEI". Since Trend Micro DDEI is part of the broader Trend Micro security portfolio, the suggested modification will help consider relevant implementation experience across Trend Micro Email Security solutions.	

#	Clause No.	Page No.	Clause	Query	Rebit Response
5	Annexure G	49	The bidder must have expertise in the implementation, migration, maintenance, and support of TrendMicro DDEI solution, with a minimum of 3 years and 4 successfully completed projects.	Request you to kindly modify the clause to consider experience in implementation, migration, maintenance, and support of Trend Micro Email Security solutions and reduce the project completion criteria from 4 projects to 3 projects.	Refer Corrigendum 1.
6	3.2	19		Kindly confirm the existing email gateway/security solution currently deployed in ReBIT environment from which migration needs to be performed.	TrendMicro IMSVA
7	3.4.1	20	DDEI Virtual Appliance Deployment	Please confirm whether the required virtual infrastructure (CPU, RAM, Storage, Hypervisor, Network, IPs, VLANs, SSL certificates, etc.) will be provided by ReBIT for DDEI deployment.	Infrastructure will be provided by ReBIT
8	3.4.1	20	Inline DDEI Appliance for live traffic	Kindly confirm whether deployment will be in Inline mode only or if Out-of-Band deployment is also expected as part of the implementation.	As TrendMicro IMSVA is EOL on 31st March 2026, the deployment will be Out-of-Band
9	3.5	20	Cutover day	Please confirm whether any planned downtime window will be provided during cutover and migration activities.	Yes, post successful deployment the pointer will be changed

#	Clause No.	Page No.	Clause	Query	Rebit Response
10	3.6.3	21	The successful bidder will be expected to implement DDEI solution, migration of policies from existing solutions, licenses installation, integration with ReBIT security controls, support service, training, advisories control & patch management and project sign-off to the ReBIT Team.	Please confirm whether integration with existing SIEM, SOC monitoring tools, AD/LDAP, DLP, or ticketing systems is in scope. If yes, kindly share details of the existing solutions.	Yes, Existing solution is integrated with AD/LDAP, SIEM, DLP, SMEX & SOC monitoring. For future requirement it is required to integrate with Apache James
11	3.6.3	21		Kindly clarify the scope of migration activities, specifically whether policy migration, allow/block lists, quarantine settings, mail routing, and historical configurations are expected to be migrated from the existing solution.	Post migration Trendmicro DDEI solution must have all policies, configuration, quarantine setting, block/allow list (Exceptions)
12	3.6.3	22	ReBIT will perform its own Vulnerability Assessment/Penetration Testing (VAPT), VMPPG & Risk Assessment on the entire solution before go-live. The solution provider must fix all vulnerabilities/risks highlighted in the reports at no extra cost to ReBIT.	Kindly clarify whether remediation/fix support for VAPT observations beyond OEM product scope will also be expected from the bidder at no additional cost.	Yes

#	Clause No.	Page No.	Clause	Query	Rebit Response
13	3.6.3	22		Please confirm the expected onsite support model for 3 years, including resource deployment frequency, working hours, and location coverage.	During the Implementation Onsite support is required. Post deployment of the solution for minor issues remote support is required and for critical issues, onsite report is required.
14	3.6.3	22	Bidder must perform health check-up of DDEI solution on quarterly basis.	Kindly confirm whether quarterly health check reports should follow any specific ReBIT format/template.	OEM should provide hardening (OS & application). Bidder should perform Health check while implementation and Biannual basis
15	3.8	23	Contract may be extended for more 2 years based on performance and on mutual agreements between both the parties.	Please confirm whether the optional 2-year contract extension will be under the same commercials and terms & conditions.	Yes
16	4	25-26	Service Level Agreement	Kindly clarify whether SLA calculations and penalties will be applicable separately for OEM support and SI support components.	As per Response time in corrigendum 1
17	4(ii)	25	Infrastructure Availability SLA:	Please confirm whether planned/scheduled maintenance approved by ReBIT will be excluded from downtime calculations for SLA measurement.	Yes
18	4(iii)	26	SLA Matrix: Remote support over internet will not be provided by ReBIT.	Kindly clarify whether remote support through VPN or secure access mechanism can be used for incident resolution, since the clause mentions remote support over internet will not be provided by ReBIT.	Activities to be performed in presences of ReBIT Team members from ReBIT office during implementation

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19	1.4	11	Micro & Small Enterprises (MSE) units are exempted from payment of EMD and tender fee provided the products and/or services they are offering are manufactured and/or services rendered by them.	Please confirm whether MSME exemption is applicable for authorized partners/resellers offering OEM services and licenses.	As per the RFP document refer clause 1.4 Bid security/EMD
20	16	30	Liquidated Damages (LD)	Kindly confirm whether Liquidated Damages (LD) and SLA penalties are mutually exclusive or applicable cumulatively.	AS per RFQ - Applicable cumulatively
21	3.4 to 3.6	20-22	Knowledge Transfer	Please confirm whether knowledge transfer/training is expected for only administrator teams or also for SOC/operations teams.	Administrator & CS Team
22	3.6.3	22	The solution provider should provide a detailed Plan of Action (POA) for implementation of the Email Gateway Solution. It should include the approach, risks, benefits, and downtime (if any). Post approval of POA from ReBIT, the solution provider should work with ReBIT's internal teams and application/business owners to complete the implementation.	Kindly clarify the expected documentation deliverables, such as HLD, LLD, SOPs, backup/restore procedures, troubleshooting guides, and escalation matrix.	Bidder Should provide POA for Implementation of solution & Post migration HLD, LLD, admin SOP, user guide, OEM and SI escalation matrix & backup/restore procedures
23	6	49		The bidder must have expertise in the implementation, migration, maintenance,	As per corrigendum 1

#	Clause No.	Page No.	Clause	Query	Rebit Response
				and support of TrendMicro DDEI solution	
24	3.4.1	20	DDEI Virtual Appliance Deployment	Kindly confirm whether the deployment of Trend Micro Deep Discovery Email Inspector (DDEI) virtual appliances is required at both the Primary Data Center (DC) and Disaster Recovery (DR) sites.	Yes, deployment is required in both DC and DR
25	3.4.1	20	Migration from existing mail solution	Request you to kindly provide details of the existing email security solution currently deployed in the environment from which the migration is planned.	TrendMicro IMSVA
26	3.6.3	21	Integration with ReBIT security controls	Request the customer to kindly confirm the applicable security controls, compliance requirements, and regulatory expectations to be considered as part of the proposed solution and implementation scope.	Solution to be integrated with AD/LDAP, SIEM, AV, DLP & SOC monitoring
27	Annexure H	51	VM/HW OS DB required for deployment of the solution to be provided from partner/end customer side	Request to confirm whether Rebit shall only provide Data Center (DC) rack space, power, cooling, and network connectivity, or whether the complete underlying infrastructure stack including physical servers, racks, virtualization platform/hypervisor, storage, operating systems, database components, and associated licenses is expected to be supplied and managed by the bidder.	Infrastructure Hardware will be provided by ReBIT
28	3.6.3	22	ReBIT will accept the solution only after successful UAT and require IS security compliance confirmation.	Request you to confirm whether User Acceptance Testing (UAT) scenarios and acceptance criteria shall be shared by the customer before implementation commencement.	Solution should be deployed in Production setup

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29	Annexure H: Commercial Bid Format	51	Total cost of supply shall be calculated with 01-year support, however, and payment will be released as per the payment milestones mentioned in Section 3.3 above.	Request for clarification on this clause because as per commercial bid 3 years support is required.	Implementation and license cost will be released as per milestone, and support cost will be released quarterly.
30	3.7 Project Milestones and Payment Terms	22	Desing, Installation, Configuration, Integration, Migration, Testing, Training, Documentation & Operationalization · Component Configuration · Implementation of solution · Integration Testing of the Solution · Successful Implementation & Acceptance · Migration Training · Acceptance Testing of the overall solution · Documentation · Go Live of complete solution Within 2-week post license activation	Request to amend this timeline as below. Within 4-weeks post license activation	As per the RFP document

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31	14	29	Performance Bank Guarantee	We request ReBIT to kindly consider providing a written notice along with a minimum 30-day cure period prior to invocation of the Performance Bank Guarantee, to allow the successful bidder reasonable opportunity to rectify the issue. Further, we request that invocation of the PBG be limited to direct losses attributable to the bidder. We also request ReBIT to kindly allow partial release/reduction of the PBG value upon successful completion of major project milestones and acceptance/sign-off of corresponding deliverables.	No Changes
32	14	29	Project implementation / go-live is delay from customer site	We request ReBIT to kindly clarify that in the event of delay in project implementation or go-live due to reasons attributable to ReBIT/customer dependencies, including but not limited to infrastructure readiness, approval delays, change management constraints, or any other factors beyond the bidder's control, the bidder shall not be required to extend the Performance Bank Guarantee at its own cost. Further, we request provision for release or non-extension of the PBG in such cases, subject to successful completion of bidder's obligations and milestone deliverables pending solely due to customer-side delays.	No Changes
33	Section IV: General Terms & Conditions Point# 8	27	Bids should remain valid for the period of at least 180 days from the submission date of bid	Given the current USD to INR conversion & its frequent fluctuation considering Global economics, we can have price valid only for 45 to 60 Days from the date of Bid submission.	180 days is by default, as per the project milestone the cost will be considered.

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34	18 (viii)	33	In addition to the cancellation of purchase order / Contract, ReBIT reserves its right to invoke the Performance Bank Guarantee or foreclose the Security Deposit given by the Bidder towards non-performance/non-compliance of the terms and conditions of the contract, to appropriate towards damages.	We request you to kindly remove this clause.	As per RFQ no changes
35	3	49	The Bidder should have a positive net worth as on March 31st in each of the last three (3) financial years, i.e., 2022-23, 2023-24 and 2024-25	The bidder requests consideration of positive net worth for at least 2 financial years instead of 3 financial years (FY 2022-23, 2023-24, 2024-25).	It is same for all Bidders