

Subject	Specifications
Project Name	Trend Micro Smart Protection Complete and Tipping Point Intrusion Prevention System (IPS) Licence Renewal, Maintenance and Support
Reference	RFP 26/27/15/Trend Micro/ML



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1. Introduction

The South African Post Office (SAPO) follows IT security best practice to secure its network and information assets against internal and external attacks. This includes ensuring that all IT security services and technologies are licensed, renewed and supported without interruption.

SAPO uses Trend Micro Smart Protection Complete (endpoint, email and internet access security, licensed through TrendAI Flex credits) and the TippingPoint Intrusion Prevention System (IPS) to protect its information assets. These solutions form an integral part of SAPO's IT security posture. The current licences expire on 28 February 2027.

2. Objective of bid

The objective of this bid is to appoint a service provider to renew the licences listed in section 3.1, including maintenance and support, for a period of twelve (12) months from 1 March 2027 to 29 February 2028.

3. Scope of work

3.1 Scope of the RFP

SAPO requires the renewal of its existing Trend Micro licences, including maintenance and support, at current quantities. There is no change to the scope, quantities or architecture of the solutions in use.

Product descriptions and SKUs reflect the OEM's current product naming. Where a product has been renamed, the previous name is shown in brackets.

A. Endpoint, email and internet access security

These solutions are licensed through a single pool of TrendAI Flex credits (previously Vision One credits), consumed per solution enabled. SAPO requires a pool of 705 000 credits for twelve (12) months, allocated as follows:

Solution	Quantity	Unit of measure	Credits per unit	Credits
Endpoint Security Core	3 000	Per endpoint	45	135 000
Endpoint Security Pro	500	Per endpoint	300	150 000
Email and Collaboration Security Core	3 000	Per user	25	75 000
Zero Trust Secure Access – Internet Access (previously Web Security)	3 000	Per user	60	180 000
Additional credits for enabled features (XDR for endpoint, email and network, sandbox analysis, cyber risk exposure management and threat intelligence)				165 000
Total credit pool (item 1.1)				705 000

B. Network security, in use at the hosted SAPO data centre

- 2 x TrendAI TippingPoint 15 Gbps TPS Inspection License + Threat DV + TLS Inspection + Support + DV
- 2 x TrendAI TippingPoint 8200TX hardware + Support
- 1 x TrendAI TippingPoint vSMS Enterprise Virtual Appliance + Support
- 1 x TrendAI Deep Discovery Inspector Virtual Appliance, 500 Mbps

All items include maintenance and support for twelve (12) months, from 1 March 2027 to 29 February 2028.

The renewals must be applied to SAPO's existing licence entitlements, Vision One tenant and appliances, and must be active from 1 March 2027 with no lapse in protection. No migration, re-deployment or replacement of the solutions in use is required.

The bid will be awarded in accordance with the approved evaluation criteria.

4. Requirements

- 4.1 Bidders must submit a completed pricing schedule (Table A, Table B and Table C) in the format provided in section 3.2, with a cost quoted on all line items listed.
- 4.2 Renewal activation: renewed licences must be active on 1 March 2027. Should the purchase order be issued after 1 March 2027, the appointed bidder must complete activation within 2 to 5 working days of the purchase order date.
- 4.3 Support period: 1 March 2027 to 29 February 2028, running concurrently with the licence period.
- 4.4 Service levels applicable to this contract are those of the Trend Micro and or TrendAI support entitlement included in the SKUs listed in section 3.2, together with the appointed bidder's standard support and call logging procedure required in section 8, which will be annexed to the contract and will be binding.
- 4.5 The appointed bidder must log and escalate calls with the OEM in accordance with the OEM support entitlement, and must not restrict SAPO from engaging the OEM directly where SAPO chooses to do so. Where the OEM permits it, the appointed bidder must register SAPO for direct access to OEM support and call logging.
- 4.6 The Standard Support and Call Logging Procedure must be included at no additional cost. Bidders must price only the SKUs listed in section 3.2. No separately priced support, service level or enhanced support item will be accepted.

5. Authorised Trend Micro and or TrendAI partner in good standing

- 5.1 Bidders must be an authorised Trend Micro and or TrendAI partner in good standing, and must have held that status for a minimum of five (5) years within the past seven (7) years from the bid closing date.
- 5.2 As proof of 5.1, bidders must submit a letter from the OEM, on the OEM's letterhead, confirming that the bidding company is a) an authorised Trend Micro and or TrendAI partner in good standing, and b) has held that status for a minimum of five (5) years within the past seven (7) years from the bid closing date.

6. Experience – enterprise security license renewals and support ≥ 1 000 users

- 6.1 Bidders must demonstrate that the bidding company has the required a) minimum five (5) years' experience within the past seven (7) years from bid closing date, b) delivering enterprise security licence renewals and support, c) in environments of ≥ 1 000 users.
- 6.2 Bidders must provide a minimum of two (2) client reference letters on the clients' letterhead confirming that the bidding company has the required a) minimum five (5) years' experience within the past seven (7) years from bid closing date, b) delivering enterprise security licence renewals and support, c) in environments of ≥ 1 000 users.
- 6.3 Bidders must use Annexure BR as the client reference template for confirming the bidding company's required experience.

7. Valid Trend Micro and or TrendAI certification

- 7.1 Bidders must demonstrate that the minimum two (2) engineers assigned to the project/contract are valid Trend Micro and or TrendAI certified and have the required minimum of two (2) years' completed working experience on Trend Micro and or TrendAI products in the past four (4) years from the bid closing date.
- 7.2 Bidders must use Annexure PR as a template to confirm the names of the two (2) engineers assigned to the project/contract who are valid Trend Micro and or TrendAI certified and have the required minimum of two (2) years' completed working experience on Trend Micro and or TrendAI products in the past four (4) years from the bid closing date.
- 7.3 Bidders must submit proof of valid Trend Micro and or TrendAI certification of the two (2) engineers assigned to the project/contract.

8. Standard support and call logging procedure

- 8.1 Bidders must submit the bidding company's Standard Support and Call Logging Procedure, setting out priority definitions, response times per priority, call logging channels and operating hours including after hours, the escalation path with named escalation contacts through to the OEM, and how call status is reported to SAPO through to resolution.

9. Conformance to specification

- 9.1 The bidder must confirm compliance with the scope and supply of work as contained in the specification document.
- 9.2 Bidders must complete and submit Annexure BC as confirmation of compliance with the scope and supply of work as contained in the specification document.

10. Annexures

- 10.1 The following annexures form part of this specification and must be completed and submitted with the bid: a) Annexure BR – client reference template (section 6.3); b) Annexure PR – assigned engineers template (section 7.2); c) Annexure BC – conformance to specification (section 9.2).

11. IT conditions to bid – due diligence and presentations

SAPO reserves the right to:

- Request presentations for proposal clarification and verification.
- Verify valid Trend Micro and or TrendAI partnership status and the valid certification of proposed engineers.
- Request product entitlement validation directly from Trend Micro and or TrendAI.
- Conduct reference checks before award.