

Corrigendum -I

RFP Reference No.: GEM/2026/B/8050917

Request for Proposal (RFP) for Procurement of Microsoft Office 365 Subscription under Enterprise Agreement & Support Services at National Housing Bank.

The clauses amended in the RFP are as tabulated below:

S No	Clause	Earlier Clause	Revised Clause
1.	Annexure - IX: Commercial Bid Format	12. The Bank reserves the right to increase or decrease the quantity of licenses during the contract period based on its business requirements.	12. The Bank reserves the right to increase the quantity of licenses during the contract period based on its business requirements.
2.	Annexure - XIII: Service Level Agreement (Section 1.3.3)	The entire assignment as detailed in the Scope of Work under this Contract shall be completed within a period of five (05) years ("Term"), starting from _____ by the Vendor unless the period is extended in accordance with this Agreement.	The entire assignment as detailed in the Scope of Work under this Contract shall be completed within a period of three (03) years ("Term"), starting from _____ by the Vendor unless the period is extended in accordance with this Agreement.
3.	Section 8.24	During the period of the contract, all upgrades/patches or requirements in hardware, software, licensing, implementation of upgrades/patches/ version changes etc. due to whatsoever reason including but not limited to EOL/EOS, would be done by the bidder without any additional cost to the Bank	During the period of the contract, all upgrades/patches or requirements in software, licensing, implementation of upgrades/patches/ version changes etc. due to whatsoever reason including but not limited to EOL/EOS, would be done by the bidder without any additional cost to the Bank
4.	Section 8.24	- The warranty/AMC will cover all supplied hardware, components including software, licenses etc. onsite and will start after project acceptance and signoff. - The vendor should cover all updates/ upgrades/patches / firmware /bug fixes (available from the OEM) for system hardware /software /licenses etc. supplied during the contract / warranty / AMC without any extra cost to the Bank.	- The warranty/AMC will cover all supplied components including software, licenses etc. onsite and will start after project acceptance and signoff. - The vendor should cover all updates/ upgrades/patches / firmware /bug fixes (available from the OEM) for system software /licenses etc. supplied during the contract / warranty / AMC without any extra cost to the Bank.

Section 11.17.3 is appended with the clause below:

Indicative criteria to define the priority levels is mentioned below:

Priority Level	Indicative Criteria
High Priority	Complete outage or significant degradation of critical Microsoft 365 services, issues affecting a large number of users, or incidents having a major impact on business operations.
Medium Priority	Partial service degradation, issues affecting a limited group of users, non-critical functionality issues, or incidents where a workaround is available.
Low Priority	Minor issues, service requests, informational queries, cosmetic defects, or incidents having negligible impact on business operations.

Updated quantity of licenses to be procured under this RFP. Accordingly, the relevant provisions under the **Scope of Work** and **Annexure IX - Commercial Bid Format** stand modified as detailed below:

Profile	Product Description	Quantity
1	O365 E3	305
	Entra ID P1 (Azure AD Premium P1)	305
2	O365 E1	138
	Entra ID P1 (Azure AD Premium P1)	138
	EOA Exchange Online Archiving	25
	Defender O365 - Advance Threat Protection	138

Annexure IX - Commercial Bid Format

Sr. No.	User Profile	License / Add-on	Qty. of Licenses	Unit Rate Per User Per Month (Excl. GST)	Total Monthly Cost (Excl. GST)	GST	Total Monthly Cost (Incl. GST)	Annual Cost (Incl. GST)
1.	Profile-1	Office 365 E3	305					
2.		Microsoft Entra ID P1	305					
3.		Total Profile-1 Cost Per Year (A)						
4.	Profile-2	Office 365 E1	138					
5.		Exchange Online Archiving	25					
6.		Microsoft Entra ID P1	138					
7.		Microsoft Defender for Office 365 Plan 1	138					
8.		Total Profile-2 Cost Per Year (B)						

IT Department.
Dated 05-10-2026.