		GEM/2025/B/6583293		
		Pre Bid Queries		
S.No.	Section	Specifications	Bidder's Query	STPI Response
1	ISP Routable Layer-3 Distribution Switch With Redundant Power Supply (Hardware Architecture / General Description)	c) Should have a minimum of 2 GB RAM and 4 GB Flash	**Not Aligned with TEC Guidelines** As per Clause No. 10 of the Nodal Ministry Order dated 21.10.2024 under PPP-MII, it is mandatory to follow TEC GRs for domestic products. The latest TEC LAN Switch GR (TEC/GR/IT/LSW-01/05/MAR 2014 or latest) does not specify any minimum RAM or Flash requirement in Clause No. 9 or elsewhere. **Only particular Brands Support It** This requirement is mostly supported by single particular OEMs. Indian (MII) OEMs usually offer switches with 2 GB RAM and 1 GB Flash, which work well in real deployments. **No Impact on Performance** We've deployed many switches with lower Flash, and they perform without any issues. **Support Make in India** Changing this clause will allow MII-compliant OEMs to participate, supporting local products and government initiatives. Allow switches with minimum 2GB RAM and 1 GB Flash, as per TEC GR and actual field experience. **Request to amend the clause as** "c) Should have a minimum of 2 GB RAM and 1 GB Flash"	No change in tender/RFP Clause
2	ISP Routable Layer-3 Distribution Switch (Hardware Architecture / General Description)	o) The proposed hardware or its operating system shall also meet common criteria certification of EAL2/NDPP/Protection Profile or its equivalent or above for the proposed Products. A copy of the supporting documents shall be furnished	The requirement for Common Criteria (EAL2/NDPP/Protection Profile) limits participation mainly to few OEMs, excluding Make in India products. In the Indian context, Vulnerability Assessment and Penetration Testing (VAPT) by Govt empanelled agencies provides equivalent assurance on security robustness. VAPT ensures identification and mitigation of vulnerabilities as per the latest cybersecurity standards and is widely accepted across critical infrastructure deployments. Allowing VAPT as an equivalent will ensure fair competition, enable participation of MII-compliant OEMs, and support the Government's Atmanirbhar Bharat initiative. Request to amend the clause as "o) The proposed hardware or its operating system shall also meet common criteria certification of EAL2/NDPP/Protection Profile/VAPT or its equivalent or above for the proposed Products. A copy of the supporting documents shall be furnished	No change in tender/RFP Clause
3	ISP Layer-2 Distribution Switch (Hardware Architecture / General Description)	c)Should have a minimum of 1 GB RAM and 4 GB Flash.	Not Aligned with TEC Guidelines As per Clause No. 10 of the Nodal Ministry Order dated 21.10.2024 under PPP-MII, it is mandatory to follow TEC GRs for domestic products. The latest TEC LAN Switch GR (TEC/GR/IT/LSW-01/05/MAR 2014 or latest) does not specify any minimum RAM or Flash requirement in Clause No. 9 or elsewhere. Only particular Brands Support It This requirement is mostly supported by single particular OEMs. Indian (MII) OEMs usually offer switches with1 GB RAM and 512 MB Flash, which work well in real deployments. No Impact on Performance We've deployed many switches with lower Flash, and they perform without any issues. Support Make in India Changing this clause will allow MII-compliant OEMs to participate, supporting local products and government initiatives. Allow switches with minimum 1GB RAM and 512 MB Flash, as per TEC GR and actual field experience. Request to amend the clause as "c) Should have a minimum of 1 GB RAM and 512 MB Flash"	No change in tender/RFP Clause
4	ISP Layer-2 Distribution Switch (Hardware Architecture / General Description)	The proposed hardware or its operating system shall also meet common criteria certification of EAL2/NDPP/Protection Profile or its equivalent or above for the proposed Products. A copy of the supporting documents shall be furnished	The requirement for Common Criteria (EAL2/NDPP/Protection Profile) limits participation mainly to few OEMs, excluding Make in India products. In the Indian context, Vulnerability Assessment and Penetration Testing (VAPT) by Govt empanelled agencies provides equivalent assurance on security robustness. VAPT ensures identification and mitigation of vulnerabilities as per the latest cybersecurity standards and is widely accepted across critical infrastructure deployments. Allowing VAPT as an equivalent will ensure fair competition, enable participation of MII-compliant OEMs, and support the Government's Atmanirbhar Bharat initiative. Request to amend the clause as "o) The proposed hardware or its operating system shall also meet common criteria certification of EAL2/NDPP/Protection Profile/VAPT or its equivalent or above for the proposed Products. A copy of the supporting documents shall be furnished	No change in tender/RFP Clause
5	ATC for ALL SWITCHES	OEM should be the Original Equipment Manufacturer having IPR, source code in India registered in their OEM and should not have the ToT of the products offered from the other OEM/ manufacturer.	"The OEM should be the Original Equipment Manufacturer (OEM) having Intellectual Property Rights (IPR) and source code registered in India under their name. The OEM should not rely on Technology Transfer (ToT) from any other OEM or manufacturer for the products offered." The inclusion of this clause is crucial for National Security & Data Integrity: Ensures that critical networking equipment is designed and developed with full ownership in India, reducing risks of external dependencies and security vulnerabilities. Promotes indigenous manufacturing and innovation, aligning with government initiatives like "Make in India" and "Atmanirbhar Bharat." Product Reliability & Long-Term Support: Enables better control over firmware, security patches, and future updates, ensuring seamless maintenance and upgrades.	No change in tender/RFP Clause
6	ATC for ALL SWITCHES	The quoted product should be certified for equipment safety as per IEC 62368-1 standard	The quoted product should be certified for equipment safety as per IEC 62368-1 standard	No change in tender/RFP Clause
7	ATC for ALL SWITCHES	The proposed hardware or its operating system shall also meet common criteria certification of EAL2/NDPP/MEF 3.0 or its equivalent or above for the proposed Products. Copy of the supporting documents shall be furnished.	EAL 2/NDPP/MEF 3.0 are international Cerificates While the product category is for MII Class 1 OEMs. This clause will restrict MII OEM Participation Request amendment as below: "EAL/NDPP/MEF 3.0/STQC/DRDO or equivalent"	No change in tender/RFP Clause
8	Additional Clause	OEM Quality Certifications	Quality : OEM should have the following certificates and should be submitted along with the Bid - ISO 14001:2015, ISO 9001:2015	No change in tender/RFP Clause
9	Additional Clause	IPv6 Logo Ready	Switch & router should be IPv6 ready logo from day one and verifiable from the IPv6 Forum website	No change in tender/RFP Clause
10	Additional Clause	The bidder whose offer is accepted, the EMD will be returned on submission of the PBG of 10% of the total PO value	We request you to kindly change it as Bidder should submit PBG of 3or 5% of the total PO value	No change in tender/RFP Clause
14	IV. Earnest Money Deposit (EMD)	a. EMD / Bid security for an amount of Rs. 10,00,000/- (Rupees Ten Lakhs only) in the form of RTGS/NEFT, in favour of STPI, payable at New Delhi has to be submitted along with the bid. Bank details mentioned below: - Bank Name-Bank of India Account No.- 604810100000661 IFS Code- BKID0006048	a. You have asked for EMD in the form of RTGS/NEFT: Kindly allow the EMD in the form of Bank Guarantee.	EMD / Bid security for an amount of Rs. 10,00,000/- (Rupees Ten Lakhs only) in the form of RTGS/NEFT/Bank Guarantee, in favour of STPI, payable at New Delhi has to be submitted along with the bid.
		b. The Copy of EMD/Bid Security Declaration should be submitted along with the bid document, within the bid submission date and time of the tender, failing which the offer will be liable for rejection.	b. Bid Security Declaration: Bid Security Declaration has been asked to be submitted with Bid document, kindly confirm that either EMD to be submitted or Bid Security Declaration only submitted against EMD requirement. Please clarify.	Bid Security Declaration has to be submitted by the bidders who are exempted from furnishing EMD/Bid Security.
16	XII. Payment:	Payment: 100% payment will be released after completion of testing, installation, training & submission of warranty certificate.	Kindly consider: Payment: a. 90% with 100% GST will be released on delivery of equipment. b. 10% payment will be released after completion of testing, installation, training & submission of warranty certificate. Since this project is mainly of Capex, so request you to kindly change/amend the payment terms.	No change in tender/RFP Clause

#	Section	Original Clause	Query / Comment	Resolution
17	X. ELIGIBILITY CRITERIA	4. The bidder should have support centres in a minimum of 4 major cities across India. Documentary evidence for having support centres in a minimum of 4	4. The Bidder/OEM should have support centres in a minimum of 4 major cities across India. Documentary evidence for having support centres in a minimum of 4	The clause is modified as: "The bidder/OEM should have support centres in at least 4 major cities.
18	X. ELIGIBILITY CRITERIA	7. Project Experience: The bidder should have executed similar projects (such as supply, installation, testing and commissioning of Routers and Switches) to the customers in India in the last three financial years (i.e. FY 2021-22, 2022-23 and 2023-24. Documentary evidence of experience, such as a copy of the Purchase Order, Invoice and completion certificate. • 1 similar completed work order costing not less than Rs. 4 Cr. or • 2 similar completed work orders costing not less than Rs. 2.5 Cr. or • 3 similar completed works orders costing not less than Rs. 2 Cr. AND Bidder should have supplied similar products to a minimum of 80% of the proposed quantity as per this RFP. Note: The work order should be issued after 1st April, 2021	7. Project Experience: The bidder should have executed similar projects (such as supply, installation, testing and commissioning of Routers/Switches) to the customers in India in the last three financial years (i.e. FY 2021-22, 2022-23 and 2023-24. Documentary evidence of experience, such as a copy of the Purchase Order, Invoice and completion certificate. • 1 similar completed work order costing not less than Rs. 4 Cr. or • 2 similar completed work orders costing not less than Rs. 2.5 Cr. or • 3 similar completed works orders costing not less than Rs. 2 Cr. AND Bidder should have supplied similar products to a minimum of 80% of the proposed quantity as per this RFP. Note: The work order should be issued after 1st April, 2021 Request you to kindly relax the clause for healthy competition and larger participation.	No change in tender/RFP Clause
19	L2 Switch	Power Supply: Power Supply 220 ~ 240 Volt AC, 50 Hz input	L2 Switch should be on Single Power Supply or Dual Power Supply ? Kindly clarify. We recommend hot swappable dual power supply	The switch must be equipped with at least one operational power supply unit of required specifications.
20	Router	Point c. BGP sessions with full internet Routes	As per point (h) in Technical Specifications, The Router Should support MPLS (CE), and will be configured as a CE Router at Customer location. In case 10Lakh IPv4/5 Lakh IPv6 Routes are not required as router is configured as a CE Router. MPLS CE (Customer Edge) router's number of internet routes is determined by the customer's configuration, but typically it only needs a single default route pointing to the MPLS Provider's PE (Provider Edge) router for Internet access. Having these high routes will inflate the cost.	No change in tender/RFP Clause
		Should have a minimum of 4 GB RAM and should be capable of handling multiple BGP sessions with full internet Routes (i.e. 10 Lakh IPv4/5 Lakh IPv6) from day one. (Scalable to support up to 8 GB RAM).	In such scenario, 10Lakh IPv4 /5Lakh IPv6 internet routes will not be required. We request you to kindly amend the clause as 128KIPv4/64kIPv6 Routes	
21	Router	Point g. Should support a minimum of 10 Lakhs IPv4 routes/5 Lakhs IPv6 Internet routes (FIB) from day one.	As per point (h) in Technical Specifications, The Router, Should support MPLS (CE), and will be configured as a CE Router at Customer location. In case 10Lakh IPv4/5 Lakh IPv6 Routes are not required as router is configured as a CE Router. MPLS CE (Customer Edge) router's number of internet routes is determined by the customer's configuration, but typically it only needs a single default route pointing to the MPLS Provider's PE (Provider Edge) router for Internet access. Having these high routes will inflate the cost.In such scenario, 10Lakh IPv4 /5Lakh IPv6 internet routes will not be required. We request you to kindly amend the clause as 128KIPv4/64kIPv6 Routes	No change in tender/RFP Clause
22		The proposed hardware or its operating system shall meet the relevant International Telecommunication Union or Telecommunication Engineering Centre ("TEC") standards as per MTCTE or as specified by DoT dated 31.03.2015. The proposed hardware or its operating system Page 18 of 54 shall also meet common criteria certification of EAL2/NDPP/Protection Profile or its equivalent or above for the proposed Products. A copy of the supporting documents shall be furnished.	As most of the Class I MII OEM does not have EAL2/NDPP/Protection Profile or similar certificates yet, kindly reconsider removing the same and make TEC to be mandatory.	No change in tender/RFP Clause
23	Router	The Router should have at least an 8-Port Gigabit Ethernet Routed Interface (10/100/1000 TX RJ 45 Type)	The Router should have at least an 4-Port Gigabit Ethernet Routed Interface (10/100/1000 TX RJ 45 Type) and 4 *1G SFP ports. Provision of 4 × 1G SFP ports ensures flexibility of deployment by supporting both copper and fiber optic connectivity as per site/network requirements. It future-proofs the design, enables higher scalability, and provides adaptability for varied WAN/LAN interfaces. This aligns with modern network architecture where both copper and fiber are simultaneously used.	No change in tender/RFP Clause
24	Router	The proposed hardware or its operating system shall meet the relevant International Telecommunication Union or Telecommunication Engineering Centre ("TEC") standards as per MTCTE or as specified by DoT dated 31.03.2015. The proposed hardware or its operating system shall also meet common criteria certification of EAL2/NDPP/MEF 3.0 or its equivalent or above for the proposed Products. Copy of the supporting documents shall be furnished	The proposed hardware or its operating system shall meet the relevant International Telecommunication Union or Telecommunication Engineering Centre ("TEC") standards as per MTCTE or as specified by DoT dated 31.03.2015. The proposed hardware or its operating system shall also meet common criteria certification of EAL2/NDPP/MEF 3.0 /ITSAR or its equivalent or above for the proposed Products. Copy of the supporting documents shall be furnished . ITSAR is recomended from Govt of India for Routers. Pls refer Guideline - ITSAR Number: ITSAR201012401 ITSAR Name: NCCS/ITSAR/Transport Equipment/IP Routers/IP Router https://nccs.gov.in/public/itsar/ITSAR201012401.pdf	No change in tender/RFP Clause
26	Layer 2 Switch	m) The proposed hardware or its operating system shall meet the relevant International Telecommunication Union or Telecommunication Engineering Centre ("TEC") standards as per MTCTE or as specified by DoT dated 31.03.2015. The proposed hardware or its operating system shall also meet common criteria certification of EAL2/NDPP/MEF 3.0 or its equivalent or above for the proposed Products. A copy of the supporting documents shall be furnished	m) The proposed hardware or its operating system shall meet the relevant International Telecommunication Union or Telecommunication Engineering Centre ("TEC") standards as per MTCTE or as specified by DoT dated 31.03.2015. The proposed hardware or its operating system shall also meet common criteria certification of EAL2/NDPP/MEF 3.0/TEC Certified as per Latest TEC-GR or its equivalent or above for the proposed Products. A copy of the supporting documents shall be furnished. As per TEC Guidelines/GR, EAL2/NDPP/MEF is not mandatory for routers. The latest TEC-GR certification (including ITSAR security compliance) is the Government of India–recommended framework under MTCTE. Updating the clause ensures alignment with current regulatory standards and avoids exclusion of OEMs who comply with TEC/NCCS-mandated certifications.	No change in tender/RFP Clause
27	Layer 2 Switch	c) The switch should support stacking from day 1 for stacking/MLAG throughput of a minimum of 60 Gbps.	c) The switch should support stacking from day 1 for stacking/MLAG/Virtual stacking. Request to kindly allow Virtual Stacking also on existing uplink ports. Virtual Stacking provides the same manageability and centralized control benefits as physical stacking without the need for proprietary stacking modules/cables, thereby reducing cost, ensuring vendor flexibility, and allowing efficient use of existing uplink ports for interconnection. This promotes wider participation and future scalability in line with industry practices.	Virtual Stacking is also acceptable wherever applicable.
28	Terms and Conditions	As per the Terms "The proposed hardware or its operating system shall also meet common criteria certification of EAL2/NDPP/MEF 3.0 or its equivalent or above.	Its difficult to find MII OEM having such certifications, So requesting you to remove this clause and put mandatory MTCTE certification and OS certified by STQC as some OEMs have their OS certified by STQC..	No change in tender/RFP Clause
29	Product/Service specification	Please refer Sl.No SPECIFICATION I. Router 1 Hardware Architecture / General Description m).The proposed hardware or its operating system shall also meet common criteria certification of EAL2/ STQC/NDPP/MEF 3.0 or its equivalent or above for the proposed Products.	Copy of the supporting documents shall be furnished Request to include STQC in above.Switch OS should be STQC certified. This is to bring to your kind attention that STQC certification should be included in the General Description eligibility criteria like EAL2/ STQC/NDPP/MEF 3.0, as it is the Indian equivalent certification.	STQC provides EAL2 certification.
34	Other	Dear sir, We would like to request clarification on the following points: L2 Switch should be on Single Power Supply or Dual Power Supply ?	Kindly clarify	The switch must be equipped with at least one operational power supply unit of required specifications.
35	Terms and Conditions	Similar work The bidder should have the experience of Having successfully implemented of IT Infrastructure Equipment, Having Server, Storage, VMS or Software and Other Essential Components/ Video Conferencing Solution/EPABX/Routers and switches /Supply of Network Switch or Similar IT Infrastructure Equipment/Solution. One Similar order value of min 4 Cr OR Two projects of each INR 2.50 Cr each OR Three projects of each INR 2.0 Cr each For any Central /State Government Body/Public Sector Unit (PSU)/Govt Institutes/BFSI / Any Listed Company (Turn Over more than 500 Cr) in India, during the last 7 years (as on 31.03.2024):	The Bidder should have a CMMi Level 3 or Above certification for Service and Development • The Bidder should have a valid ISO 9001:2015. • The Bidder should have a valid ISO 27001:2013 • The Bidder should have a valid ISO/IEC-20000-1:2018.	No change in tender/RFP Clause
36	Bid Eligibility Criteria	Service support center - In the Eligibility Criteria, it is specified that "The bidder should have support centres in at least 4 major cities."	However, in the Scope of Work, "Bidder/OEM." Kindly confirm whether The requirement of having support centres in 4 major cities is to be fulfilled by the bidder, or the same can be met through the bidder/OEM.	The clause is modified as: "The bidder/OEM should have support centres in at least 4 major cities.
37	Bid Eligibility Criteria	In the tender copy, it is mentioned that MSEs and Startups are exempted from prior experience and turnover criteria. However, in the RFP section, the evaluation methodology is based on a scoring system, which includes marks for experience and turnover.	kindly confirm Whether MSME/Startup bidders will still be eligible for participation even if they score lower in the experience/turnover evaluation parameters.	Exemption from turnover criteria has been granted to Micro and Small Enterprises (MSEs) and Startups. However, no exemption from prior experience requirements is applicable in this tender/RFP.
38	Product/Service specification	L2 Switch Clause (H) - Power Supply- Power Supply 220 ~ 240 Volt AC, 50 Hz input.	Please clarify L2 Switch should be on Single Power Supply or Dual Power Supply? We recommend hot swappable dual power supply.	The switch must be equipped with at least one operational power supply unit of required specifications.