IT-4003(01)/1/2025-IT INFRA　　　　　　　**Dated –16/01/2026**

Subject: Extension of Last date for **Inviting Industry Feedback draft technical specification for the Supply and installation** of **Network Management Software** and **Application Performance Monitoring tool.**

　　　　Reference this office letter dated 24-12.2025 issued through file no. IT-4003(01)/1/2025-IT INFRA inviting Industry Feedback draft technical specification for the Supply and installation of Network Management Software and Application Performance Monitoring tool (copy enclosed for ready reference).

The last date for receiving the response along with the feedback on technical specifications as well as budgetary quote is hereby extended upto 20.01.2026 on the following eMail ID:

ade-it@prasarbharati.gov.in

(Simmi Mittal)
Assistant Director (IT)

To
Director (PBNS) for publishing on Prasar Bharati Corporate Website.

IT-4003(01)/1/2025-IT INFRA **Dated –09/01/2026**

Subject: Extension of Last date for **Inviting Industry Feedback draft technical specification for the Supply and installation** of **Network Management Software** and **Application Performance Monitoring tool.**

Reference this office letter dated 24-12.2025 issued through file no. IT-4003(01)/1/2025-IT INFRA inviting Industry Feedback draft technical specification for the Supply and installation of Network Management Software and Application Performance Monitoring tool (copy enclosed for ready reference).

The last date for receiving the response along with the feedback on technical specifications as well as budgetary quote is hereby extended upto 14.01.2026 on the following eMail ID:

ade-it@prasarbharati.gov.in

(Simmi Mittal)
Assistant Director (IT)

To
Director (PBNS) for publishing on Prasar Bharati Corporate Website.

प्रसार भारती/Prasar Bharati
(India's Public Service Broadcaster)
प्रसारभारती सचिवालय/Prasar Bharati Secretariat
आकाशवाणी भवन, संसदमार्ग, नईदिल्ली - 110001
Akashwani Bhawan, Parliament Street, New Delhi-110001
सूचनाप्रौधोगिकी विभाग/IT Division

Dated: 24th December, 2025

Subject: Inviting Industry Feedback on draft technical specification for the Supply and installation of **Network Management Software** and **Application Performance Monitoring tool.**

Prasar Bharati intends to invite a fresh tender on the GeM portal for the **Supply and installation** of **Network Management Software** and **Application Performance Monitoring tool** for web based Application.

In this regard, the draft technical specifications are hereby published to invite industry feedback from prospective bidders, OEMs, or their authorized dealers/sellers. Feedback is sought on the attached draft technical specifications for the Supply and installation of Network Management Software and Application Performance Monitoring tool for web based Application.

Submission of a budgetary quote is mandatory and must be provided along with the technical feedback.

The response, including feedback on the technical specifications and the corresponding budgetary quote, may be furnished on or before 07.01.2026 at the following email ID:

ade-it@prasarbharati.gov.in

(Simmi Mittal)
Assistant Director (IT)

To
Director (PBNS) for publishing on Prasar Bharati Corporate Website.

TECHNICAL SPECIFICATION DOCUMENT

For

The Supply and Installation of Network Management Software and **Application Performance Monitoring tool**

Date: 19/12/2025

Prasar Bharati (India's Public service Broadcaster) invites bids through GeM Portal for **Supply and installation** of **Network Management Software** and **Application Performance Monitoring tool** for web based Application.

1. **Scope of Work:**

   The selected bidder is required to complete supply, installation of the **Network Management Software** and **Application Performance Monitoring tool**, as per the scope and Bill of Material given of this document. The scope also includes all associated software licenses, configuration, installation, training and warranty as mentioned in specification.

2. **Eligibility Criteria:**

Sl No.	Criteria	Description	Required Documentary proof
1	The bidder must be: Original Equipment Manufacturer (OEM), or Authorized partner/reseller of the OEM.	As per the standard terms and conditions on GEM.	Authorization letter from OEM must be submitted.
2	Work experience of Bidder.	The bidder/OEM should have at least **3 years of experience** in supplying and implementing NMS/APM solutions.	Documentary proof such as Purchase orders, completion certificate etc is to be uploaded
3.	Certification	The Bidder or OEM shall possess a certification valid ISO 9001 & ISO/IEC 27001 certification	Copies of the certificate to be attached.

3. **Technical Evaluation**

   1. The tender shall be technical evaluated on the basis of eligibility of the bidder.
   2. Technical Evaluation shall be done on the basis of compliance statement, customer reference certificates, technical literature related to quoted products.
   3. If required, bidder may be asked to arrange a demonstration of the offered items.
   4. Documents required for Technical Evaluation:
      a. A point by point compliance statement duly signed by the bidder in respect of all the points laid down in the specifications for all the equipment/ items shall be submitted along with the bid by the bidder.
      b. One set of Maintenance/operational manuals of each software from OEM shall be provided by the bidder.
      c. Detailed Literature giving complete details of features and performance data to facilitate the technical evaluation.
      d. Back to Back Support commitment from OEM for Sr No. 1 & 2 of BOM for the period of three years.

4. **Warranty & Maintenance**

   1. The OEM shall provide warranty and support for trouble-free operation for a minimum period of three (3) years from the date of commissioning. This shall include access to all software patches, bug fixes, security updates, and minor version updates released during the warranty/support period at no additional cost.
   2. In case of failure, malfunction, or defect in the Network Management Software (NMS) or Application Performance Monitoring (APM) software or any of its modules/components, the tenderer shall provide necessary fixes, patches, upgrades, or replacement of the affected software module at no additional cost.
   3. If the issue cannot be resolved remotely, the tenderer shall provide onsite support for troubleshooting, debugging, reinstallation, reconfiguration, or restoration of the software, as applicable, free of cost.
   4. No separate charges shall be payable for technical support, onsite visits, software fixes, patches, upgrades, reinstallation, or reconfiguration during the warranty or support period.

5. **Delivery Period**

   All items listed in Bill of Material (Sr. No.6) including installation shall be supplied within 60 days.

6. **Bill of Material**

Details of Items:

S.No.	Item	Quantity & Unit of Measurement
1.	**Network Management Software**	1 Nos
2.	**Application Performance Monitoring**	1 Nos

7. **The Detailed Technical Specifications are as below:**

Item wise detailed requirements and technical specifications as per BOM are given below:

Item No 1 : Network Management Software (1 Nos)

S.No.	Specification Category	Detailed Specification / Requirement
1.	**Type of Application**	Web-based centralized monitoring system (On-premise).
2.	**License**	a) Device-based / Node-based licensing b) Must support at least **35 devices** c) Minimum **10 concurrent users** (Admin, Operator, Auditor), with scalable role-based access. d) 5 year subscription which includes updates, patches, and upgrades during license term.
3.	**Key Functional Modules**	a) Network Device Discovery b) Real-Time Performance Monitoring c) Fault and Event Management d) Bandwidth Utilization Analysis e) Alerts & Notifications f) Reporting Dashboard
4.	**Supported Devices**	Routers, Switches, Load Balancers, Access Points
5.	**Multi-Vendor Interoperability**	The proposed NMS must not be restricted to a single OEM ecosystem. It should support SNMP, API, and CLI-based integration with devices from multiple OEM simultaneously.
6.	**Protocols Supported**	SNMP v1/v2c/v3, ICMP, NetFlow, sFlow, WMI, Syslog, API integration.
7.	**User Management**	Role-based user access (Admin, Operator, Auditor).
8.	**Visualization Tools**	Customizable dashboards; topology maps; graphical trend charts; status visualization.
9.	**Alerting & Notifications**	Real-time alerts via Email/SMS/Portal; configurable thresholds; escalation policies.

S.No.	Specification Category	Detailed Specification / Requirement
10.	Integration Capabilities	API-based integration with existing ITSM, Helpdesk, and Security Monitoring Tools (SIEM).
11.	Reporting & Analytics	Scheduled and ad-hoc reports (uptime, latency, packet loss, interface utilization, SLA compliance); export to PDF/Excel.
12.	Data Retention & Storage	Minimum 12 months data retention; should support archival and backup options.
13.	Security & Compliance	- SSL/TLS encryption- Audit logs for all user actions- Compliance with MeitY, CERT-In, and Government Cyber Security Guidelines.
14.	Performance Requirements	Web console response <3 seconds; polling interval configurable (default 5 min).
15.	Training & Documentation	Vendor to provide admin/user training (1 day training covering all modules), installation manuals, and operational documentation.
16.	Support	24x7 technical support via email/phone; ticketing system for issue tracking.
17.	Compliance / Certification	OEM or product should comply with ISO 27001 / ISO 20000 / CMMI Level 3 or above.
18.	Acceptance Testing	Successful installation, device discovery, and monitoring demonstration before acceptance.
19.	Delivery Period	Within 60 days from Purchase Order issuance.

Item No 2 : Application Performance Monitoring (1 Nos):

S.No.	Specification Category	Detailed Specification / Requirement
1.	Type of Application	Web-based application accessible over intranet or VPN; deployed within the organization's secure data center (on-premises).
2.	License	5 year subscription which includes updates, patches, and upgrades.
3.	Architecture	Multi-tier architecture (Web, Application, and Database layer); modular and scalable design supporting microservices or MVC framework.
4.	Technology Stack	Based on open or standard technologies such as Java / .NET / Python / PHP backend and PostgreSQL / MySQL / Oracle DB.
5.	User Interface	Web-based responsive interface compatible with standard browsers (Chrome, Edge, Firefox).
6.	Core Functional Modules	- Supports load testing (100+ concurrent users). - Stress/endurance testing for bottlenecks (e.g., CPU/memory thresholds). - Real-time metrics: response time (<2s avg.), throughput (transactions/sec), error rate (<1%). - Reporting: Automated dashboards with graphs, alerts, and exportable reports (PDF/CSV).
7.	Integration Capabilities	Should integrate with other departmental systems (ERP, HRMS, Finance, NIC portals) through REST APIs or web services.

8.	**Authentication & Security**	Multi-factor authentication.
9.	**Audit Trail**	Complete transaction and activity logging with user ID, timestamp, and operation performed — non-editable audit records.
10.	**Data Security**	All data transmissions over HTTPS (SSL/TLS 1.2 or above); AES-256 encryption for stored data; access control as per user roles.
11.	**Hosting / Deployment**	On-premises deployment and no external hosting permitted.
12.	**Database Requirements**	Support for relational databases with ACID compliance; backup and restore features required.
13.	**Performance Requirements**	Application response time <3 seconds under normal load; Should support at least 200 concurrent users (scalable).
14.	**Reports & Dashboard**	Customizable dashboards, real-time reports (PDF/Excel export), MIS reports, and audit summaries.
15.	**User Management**	Configurable user groups, access control, and password policies; auto account lockout after failed attempts.
16.	**Logging & Monitoring**	System logs for application, database, and user access should be maintained for minimum 12 months.
17.	**Training & Documentation**	Vendor must provide user training (1 Day training covering all modules), admin training, system manuals, and operational documentation.
18.	**Support & Maintenance**	24×7 technical support via phone/email; response within 4 hours for critical issues.

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