

**Ministry of Health & Family Welfare  
National Institute of Public Health Training & Research, 332, S.V.P. Road, Khetwadi  
Mumbai**

Tender enquiry no: NIPHTR/online platform/ 2020-21/

Date- 15/07/2020

**TENDER NOTICE**

National Institute of Public Health Training & Research (NIPHTR), Mumbai is inviting sealed tender in the prescribed format from the reputed agencies for Online platform with Meetings, Events, Trainings and IT support as per Annexure-1. Interested agencies can access the tender document, terms & conditions of the tender from the website of NIPHTR, [www.fwtrc.gov.in](http://www.fwtrc.gov.in). The last date of submission of tender is 23/07/2020 up to 5.00 PM.

The Director, NIPHTR, Mumbai reserves the right to reject any or all tender without assigning any reason whatsoever.

**Terms & Conditions:-**

1. The tender fees of Rs. 500/- (Non Refundable) should be submitted with the tender in the form of DD/Pay-order in favour of Director, NIPHTR, Mumbai, payable at Mumbai.
2. The bidder has to submit EMD (Refundable) of Rs. 5000/- (Rupees Five Thousand Only) with the tender in the form of DD/Pay-order in favour of Director, NIPHTR, Mumbai, payable at Mumbai.
3. The Bidder should inspect the site before filling in and submitting the tender for understanding the scope of work.
4. The tender is non-transferable, subletting will not be allowed.
5. Rates shall be quoted including all govt. taxes etc.
6. Tenders in the prescribed format as per Annexure – I shall only be considered. Offers not received in the prescribed format shall be rejected without any correspondence.
7. Tenders received after due date shall not be accepted.
8. Contract shall be awarded to the firm offering lowest net bundled price and not with the reference to the lowest prices quoted for the sub items.
9. The contract shall be only for a period of one year.

Sd/-  
DIRECTOR,  
NIPHTR, 332 S.V.P. ROAD, KHETWADI, MUMBAI-04  
Phone -022-23881724 / 23893165

## Annexure-I

<b>Product Description</b>	<b>Meetings</b>	<b>Events</b>	<b>Trainings</b>	<b>IT support</b>
	Host and attend video meetings: Present information, share applications, and collaborate on projects.	Deliver highly interactive and effective online training and e-learning.	Stage large-scale online events and webinars.	Deliver efficient, personalized customer service and IT support.
<b>Usage scenarios</b>	Collaborative sessions, internal and external meetings, product and project coordination, demos, sales presentations	Employee, partner, and customer training product rollouts; certification and IT training; distance learning	Moderated webinars, events and conferences, product launches, employee communications	Remote employee and customer IT support, personalized customer service through the Internet
<b>Number of attendees</b>	Up to 1,000 (including 200 video devices) + streaming capabilities			
<b>Information Sharing</b>				
Real-time sharing	Screen, application, file, and browser			Screen and application
Multimedia sharing	Yes			
Whiteboards and annotation tools	Yes			Annotation tools only
Text chat (managed and moderated)	Yes			Yes
Number	Yes			
File transfer	Yes		Available on request	Yes
<b>Audio and Video</b>				

Audio options	Cloud Connected Audio, PSTN, VoIP, Telephony Service Provider	Cloud Connected Audio, PSTN, VoIP, Telephony Service Provider	Audio broadcast, Cloud Connected Audio, PSTN, VoIP, Telephony Service Provider	Cloud Connected Audio, PSTN, VoIP, Telephony Service Provider
Audio features	Integrated scheduling and reservationless conferencing; Dial in, Call Me, or Connect with My Computer (with high definition audio); active-speaker indicator and intelligent video switching; mute/unmute participants; invite by phone; seamless switching between telephony audio and VOIP; robust security options	Integrated scheduling; dial-in, Call Me, or Connect with My Computer (with high-definition audio); active-speaker indicator and intelligent video switching; mute/unmute participants; seamless switching between telephony audio and VOIP	Integrated scheduling; dial-in, Call Me, Connect with My Computer (with high definition audio), or audio broadcast; active-speaker indicator and intelligent video switching; mute/unmute participants; seamless switching between telephony audio and VOIP	—
Video	HD video; multipoint; full-screen view; expanded full-screen view	HD video; multipoint; full-screen view; expanded full-screen view	HD video; multipoint; full-screen video	High-quality video; single-point only

Video devices	Provider and third-party endpoints; Provider and third-party soft clients; mobile, desktop, and web	desktop, mobile and web (attendees)	Provider and third-party endpoints; provide and third-party soft clients; mobile, desktop, and web	desktop
<b>Special Features</b>				
People Insights	Yes	—	Yes	—
Real-time transcription, automated closed captioning, note-taking, voice commands, recorded transcripts	Yes (available under separate SKU)	—	Yes (available under separate SKU)	—
Live streaming to RTMP-supported platforms (Facebook, YouTube, Vbrick, LinkedIn, etc.)	Yes	—	Yes	—
Blurred and virtual backgrounds	On iOS	On iOS	On iOS	—
Personal room	Yes	—	—	—
Avatars	Yes	—	—	—
Participant list	Yes	Yes	Yes	Yes
Polling	Yes	Yes	Yes	—
Program and campaign management and post-event surveys	—	—	Yes	—
Lead source tracking and enrolment scoring	—	—	Yes	—
Registration management	Yes	Yes	Yes	—
Testing, instant grading, and instructor scoring	—	Yes	—	—
Breakout sessions and hands-on labs	—	Yes	—	—
Permissions-based remote control	Yes	Yes	Yes	Yes
Reports	Yes	Yes	Yes	Yes
Paid sessions (e-commerce)	—	Yes	Yes	—
Connection Options				

Operating system support (Windows, Mac, Linux)	Yes	Yes	Yes	Yes
Join and attend from mobile devices	Yes	Yes	Yes	—
Join and attend from web app (no download)	Yes	Yes	Yes	—
Join and attend from email invitation	Yes	Yes	Yes	—
Inbound support request	—	—	—	Required
<b>Tools and Options</b>				
Network-based recording	Yes			
Microsoft Outlook and Lotus Notes integration	Yes			
Enterprise integrations	Supports 3rd party integrations around various verticals: Collaboration (Microsoft Teams, Slack, Workplace by Facebook); Task Automation (Microsoft Power Automate); SW Management (Bitbucket, Jira), CRM (Zendesk); Health (Epic); and for Education we built an LMS Connector which allowed Sakai, Moodle, Blackboard, Canvas, Brightspace by D2L to build integrations. 3rd parties can also use Webex Meetings APIs to build their own integrations.			
<b>Management</b>				
User management	Yes	Yes	Yes	Yes
Site management	Yes	Yes	Yes	Yes
Site report	Yes	Yes	Yes	Yes
<b>Localization</b>				
Languages	English , Multi lingual			