

5.6 WEB CONFERENCING SERVICE (WCS) (L.34.1.5)

Qwest's Network WCS uses a simple online interface to conduct live interactive meetings and deliver high-impact presentations, demonstrations and training over the Web.

Qwest's WCS is typically used in conjunction with Audio Conferencing Services (ACS). WCS integrates comprehensive audio meeting management with a complete set of Web conferencing features. Through a simple on-line interface, this tool can be used to conduct live interactive meetings and deliver high-impact presentations, demonstrations and training over the Web. Qwest's WCS has one of the most extensive lists of teleconferencing features available today. No special equipment is needed; the service works over broadband or simple 56K dial-up Internet connections.

Figure 5.6-1 provides an easy reference to correlate narrative requirement to our proposal response.

Figure 5.6-1. Responses to Narrative Mandatory Service Requirements

Req_ID	RFP Section	RFP Requirement	Proposal Response
4733	C.2.8.3.1.4 (2)(b)	The following Web Conferencing Service capabilities are mandatory: 2. The contractor shall provide the following minimum capabilities: b. The contractor shall provide customized greeting (or message) screen.	5.6.1.1.1
4729	C.2.8.3.1.4 (4)	The following Web Conferencing Service capabilities are mandatory: 4. The contractor's WCS shall be compatible with commercially available Internet Web browser software packages.	5.6.1.1.2
4727	C.2.8.3.1.4 (5)	The following Web Conferencing Service capabilities are mandatory: 5. If required, the contractor shall provide the appropriate "plug ins" in order to deliver WCS to the subscriber.	5.6.1.1.3
4715	C.2.8.3.1.4 (14)	The following Web Conferencing Service capabilities are mandatory: 14. The contractor shall state the maximum available conferencing capacity (e.g. both the number of simultaneous Web conferencing participants and conferences) for WCS.	5.6.1.1.4
4712	C.2.8.3.1.4 (15)	The following Web Conferencing Service capabilities are mandatory: 15. The contractor shall verify with the Agency that the Agency firewall is compatible with this service.	5.6.1.1.5
4692	C.2.8.3.1.4 (28)	The following Web Conferencing Service capabilities are mandatory: 28. The contractor shall provide the capability to present a survey to all or a random percentage of participants to gather feedback and/or capture customer satisfaction data.	5.6.1.1.6

5.6.1 Technical Approach to Web Conferencing Service Delivery (L.34.1.5.1)

Qwest WCS deploys the latest conferencing technology, incorporating a multi-server, distributed and highly scalable architecture as depicted in [REDACTED] WCS participant access is supported using a standard Web browser. [REDACTED]

5.6.1.1 Approach to Web Conferencing Service Delivery (L.34.1.5.1(a))

Qwest WCS is typically used in conjunction with Audio Conferencing Service (ACS), described in proposal Section 5.3. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

5.6.1.1.1 Customized Greeting Screen (Req_ID 4733; C.2.8.3.1.4(2)(b))

Qwest WCS offers a complete, private labeled, customized greeting screen. The conference leader has the ability to manage and tailor conference features and interactive functions from the conference control screen as shown in [REDACTED]

5.6.1.1.2 Compatibility with Commercially Available Internet Web Browser Software Packages (Req_ID 4729; C.2.8.3.1.4(4))

Qwest's WCS is accessed via the Internet with applications [REDACTED]

[REDACTED]

[REDACTED]

5.6.1.1.3 Plug Ins Required for Delivery (Req_ID 4727; C.2.8.3.1.4(5))

Networx WCS moderators can use a browser plug-in program that enables application sharing features with participants. [REDACTED]

5.6.1.1.4 Maximum Available Conferencing Capacity (Req_ID 4715; C.2.8.3.1.4(14))

[REDACTED] Qwest WCS will be available on demand [REDACTED] and via scheduled reservation with a single point of contact. [REDACTED]

5.6.1.1.5 Agency Firewall Compatibility (Req_ID 4712 C.2.8.3.1.4(15))

It is understandable that many Agencies will have firewalls in place to help them regulate and secure their WCS environments. Qwest will work with each individual Agency to identify a solution that will allow us to provide service to the Agency regardless of their firewalls.

5.6.1.1.6 Feedback Survey Capabilities (Req_ID 4692; C.2.8.3.1.4(28))

The host can present a survey to all or a random percentage of participants to gather feedback or to capture customer satisfaction data. Either pre-planned or impromptu, the meeting host can script a quick survey or poll and send out to all participants. Survey questions to participants may be presented in the form of multiple choice or open ended questions. Answers are gathered and tallied electronically by WCS. The meeting host can then share these results with the participants.

**5.6.1.2 Benefits of Web Conferencing Service Technical Approach
(L.34.1.5.1(b))**

Qwest WCS incorporates a multi-server, distributed architecture, allowing many attendees to participate in a conference. WCS connects hundreds of users located around the world into one meeting with minimal bandwidth requirements.

Key features and benefits of Qwest’s WCS are seen in **Figure 5.6.1-3.**

Figure 5.6.1-3. Features and Benefits of Qwest’s WCS

Feature	Benefit	Substantiation
Participants need no special software to access WCS	Reduces security risks to an organization’s network.	[Redacted]
All features are firewall transparent	Firewall policies do not impede WCS.	[Redacted]
Ports on Demand	No port contention.	[Redacted]
Dedicated customer service	No port contention.	[Redacted]
24x7x365 help desk availability	Immediate help with features or issues.	[Redacted]
Security features	Documents, graphics, chat and other collaboration are transmitted securely.	[Redacted]

As illustrated in Figure 5.6.1-4, Qwest’s WCS design is standards based, is compatible with, contributes to, and promotes core FEA cost and performance efficiencies while incorporating features consistent with the needs of Networx users.

Figure 5.6.1-4 Qwest’s WCS Meets FEA Objectives

FEA Objective	How the WCS Supports the Objective
Improve utilization of government information resources.	Qwest’s WCS is a fully managed service requiring no Government conferencing infrastructure or special equipment.
Enhance cost savings and avoidance	WCS combined with audio conferencing permits more frequent and convenient meetings with no travel expenses or maintenance costs.
Increase cross-Agency and intra-Government collaboration.	Qwest’s WCS offers document sharing, file transfers, text chat, electronic white board, and a host of other capabilities to enable participant collaboration.

5.6.1.3 Solutions to Web Conferencing Service Problems (L.34.1.5.1(c))

[Redacted content]

[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	
[Redacted]	[Redacted]	
[Redacted]	[Redacted]	

5.6.2 Satisfaction of Web Conferencing Service Performance Requirements (L.34.1.5.2)

Qwest’s WCS infrastructure and Internet access is monitored 24x7x365, ensuring around-the-clock customer availability. [Redacted]

[Redacted]

[REDACTED]

5.6.2.1 Web Conferencing Services Quality of Service (L.34.1.5.2(a))

WCS service technicians validate systems health via daily checklist activities [REDACTED]

[REDACTED]. Qwest Network Operation Centers (NOCs) monitor all WCS network access 24x7x365. [REDACTED]

[REDACTED]

[REDACTED] **Figure 5.6.2-1** compares the Key Performance Indicators (KPIs) cited in the RFP with Qwest’s service standards.

Figure 5.6.2-1 Networx KPIs and Qwest Service Goals.

Key Performance Indicator (KPI)	Service Level	Performance Threshold	Acceptable Quality Level (AQL)	Qwest Performance Metrics
Availability	Routine	99.7%	≥ 99.7%	[REDACTED]
Time to Restore	Without Dispatch	4 hours	≤ 4 hours	[REDACTED]
	With Dispatch	8 hours	≤ 8 hours	[REDACTED]

5.6.2.2 Approach For Monitoring and Measuring Web Conferencing Service (L.34.1.5.2(b))

Qwest measures network availability 24x7x365 with automated call center tools [REDACTED]

[REDACTED]

[REDACTED]

Qwest measures time to restore [REDACTED]

[REDACTED]. Measurement will begin upon either the detection at the conference center of an outage, or upon notification of such by an Agency. The end time is identified as the time of service restoration.

5.6.2.3 Verification of Web Conferencing Service (L.34.1.5.2(c))

Service technicians validate systems health with alarming and testing procedures [REDACTED]

[REDACTED]

[REDACTED] Technicians will replace defective equipment and repair network facilities as appropriate. [REDACTED]

[REDACTED]

[REDACTED]

Qwest continuously monitors bridge and network uptime. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

5.6.2.4 Web Conferencing Service Performance Level Improvements (L.34.1.5.2(d))

[REDACTED]

5.6.2.5 Additional Web Conferencing Service Performance Metrics (L.34.1.5.2(e))

[REDACTED]

5.6.3 Satisfaction of Web Conferencing Service Specifications (L.34.1.5.3)

WCS comprises two core components and requires Internet access to assure technical and functional performance. They are:

1. A server configured to deliver the desired Web services (authentication and encryption, audio and video streaming and replay capabilities)
2. Fully functioning Web conferencing software

Qwest combines these essential WCS elements to deliver a robust Web conferencing capability meeting Networx requirements.

5.6.3.1 Satisfaction of Web Conferencing Service Requirements (L.34.1.5.3(a))

WCS allows the host and participants to use the Internet via a URL in conjunction with their audio conference. It allows a conference moderator to guide participants through presentations, view or make modifications to a document, lead the participants on a “follow me” Web tour, and conduct surveys and polls. WCS provides public and private chat rooms, converts PowerPoint presentations into DHTML Web presentations to retain animations, and provides immediate generation of post-conference reports covering attendee list, total time of connections, and survey responses. Registered document sharing users can schedule their conference, send out

e-mail invitations and reminders to participants, and set the level of interactivity.

5.6.3.1.1 Satisfaction of WCS Capabilities Requirements (L.34.1.5.3(a), C.2.8.3.1.4)

Qwest fully complies with all mandatory stipulated and narrative features, capabilities, and interface requirements for WCS. [REDACTED]

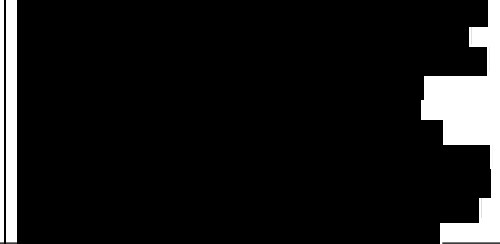
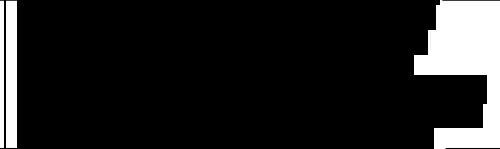


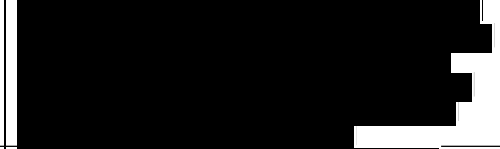


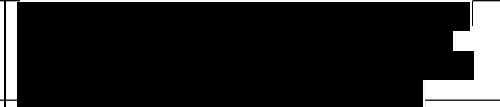

[REDACTED]

[REDACTED]

Figure 5.6.3-1. Qwest’s Approach to provide WCS Capabilities

Name of Capability	Description	
Collaborate	Qwest’s WCS provides the ability for participants to collaborate real-time, including document sharing, file transfer and electronic whiteboards in a private secure WCS session.	[REDACTED]
Authentication and password protection	Qwest’s WCS offers authentication and password protection	[REDACTED]
Customized greeting	Qwest’s WCS provides the ability for an Agency to have a customized greeting (or message) screen	[REDACTED]
Online help	Qwest’s WCS provides an online help option.	[REDACTED]
Point-to-point and multi-point	Qwest’s WCS provides support for point-to-point and multi-point Web conferences.	[REDACTED]

Name of Capability	Description	
Interoperability with IP networks	Qwest's WCS interoperates with the Internet and will interoperate with subscribing Agencies' IP networks.	[REDACTED]
Web browser interoperability	Qwest's WCS is compatible with commercially available Internet browser software packages.	[REDACTED]
Testing and verification	Qwest's WCS provides the ability to do a browser test and verify an Agency's Web browser and desktop software are compatible with WCS service prior to the scheduled conference. The browser plug in software is limited to utilities required for the user to playback participate in or lead a Web conference session.	[REDACTED]
Dynamic content	Qwest's WCS supports dynamic content including the use of Audio Visual Interleave (AVI) files, flash, animated gif and dynamic html pages.	[REDACTED]
On demand	Qwest's WCS is available within 30 minutes prior to the requested conference time and is scheduled via a single point of contact.	[REDACTED]
Reservation system	Qwest's WCS provides a reservation system with the ability for authorized WCS users to schedule or cancel one or more conferences within at least one year in advance. Scheduling can be done by time and day of the week either as a single event or recurring event on a daily, weekly, monthly or other periodic basis.	[REDACTED]
Email notification	Qwest's WCS provides the ability to send an email notification with a meeting invitation and RSVP to WCS participants.	[REDACTED]
Extending a conference	Qwest's WCS can automatically extend the scheduled conference time upon request from the subscribing Agency and to add participants.	[REDACTED]
Security	Qwest's WCS is secure and provides authentication and	[REDACTED]

Name of Capability	Description	
	<p>encryption capabilities to identify and authenticate subscribers who are authorized to access WCS before providing such access.</p>	
<p>Accessibility</p>	<p>Qwest's WCS is accessible via a Universal Resource Locator (URL) address with a login and password for valid participants.</p>	
<p>Passwords</p>	<p>Qwest's WCS can provide passwords for both conference leaders and valid participants.</p>	
<p>Capacity</p>	<p>Qwest's WCS has capacity to support at least 31 simultaneous participants in an individual Web conference.</p>	
<p>Interoperability with firewalls</p>	<p>Qwest's WCS has the ability to traverse and successfully interoperate with Agency firewalls and security layer.</p>	
<p>Technical support</p>	<p>Qwest will provide the ability for subscriber's to request operator assistance to immediately resolve any technical or WCS service issues or problems.</p>	
<p>Annotation</p>	<p>Qwest's WCS provides annotation which is the ability to emphasize a specific area of a presentation slide with a marker or pointer tool.</p>	
<p>Participant list</p>	<p>Qwest's WCS provides a participants list with is the ability to view the names of other participants attending the WCS session.</p>	
<p>Remote access</p>	<p>Qwest's WCS will provide the ability for the moderator to control and share a remote participant's desktop application. Authorized participants will be provided with the capability to remotely access a conference participant's personal computer. The remote conference participants will be notified when the authorized party is requesting remote access to their personal computer.</p>	

Name of Capability	Description	
Web surfing	Qwest's ACS will provide the ability for group Web surfing, which is the ability for conference leaders to guide and navigate WCS participants to a Web page.	[REDACTED]
File transfer	Qwest's WCS will support file transfer capabilities. File transfer is the ability to upload a file and have the WCS participant able to download it within the meeting or event. The file transfer ability can be sent to all participants or selected participants.	[REDACTED]
Multiple presenters	Qwest's WCS will allow multiple presenters on a WCS meeting.	[REDACTED]
Polling	Qwest's WCS will provide polling and voting capability.	[REDACTED]
Polling results	Qwest's WCS polling / voting feedback will be available instantly.	[REDACTED]
Lock and unlock conference	Qwest's WCS will provide privacy which enables the moderator to lock and unlock the conference.	[REDACTED]
Print presentations	Qwest's WCS enables the ability for moderators and participants to print and/or save to a file a presentation directly from the Web conference session.	[REDACTED]
Chat	Qwest's WCS supports text chat which includes real-time text communication.	[REDACTED]
Survey	Qwest's WCS provides the ability to present a survey to a random percentage of participants to gather feedback or capture customer satisfaction data.	[REDACTED]

5.6.3.1.2 Satisfaction of WCS Feature Requirements (L.34.1.5.3(a), C.2.8.3.2.1)

Qwest fully complies with all mandatory stipulated and narrative features, capabilities, and interface requirements for WCS. [REDACTED]

[REDACTED]



Figure 5.6.3-2. Qwest’s Technical Approach to WCS Features

ID #	Name of Feature	Description	
1	Streaming Audio	The contractor shall provide the ability to deliver one way audio over the Internet during a WCS session. The streaming audio shall be synchronized with any data portions of the Web conference.	[Redacted]
2	Streaming Video	The contractor shall provide the ability to deliver one way video over the Internet during a WCS session. The streaming video shall be synchronized with any data portions of the Web conference.	[Redacted]
3	Web Based Presentation Replay	The contractor shall provide the capability to replay (or playback) Web based presentations for participants that were unable to attend the live conference. The replay shall be available for a minimum of 30 days after the initial conference. The contractor shall offer the Agency an option for extending the conference replay, in 30 day increments, for a period of 1 year.	[Redacted]

5.6.3.1.3 Satisfaction of WCS Interface Requirements (L.34.1.5.3(a), C.2.8.3.3)

WCS is an applications layer service where UNI type interfaces are not applicable.

**5.6.3.2 Proposed Enhancements for Web Conferencing Services
(L.34.1.5.3(b))**

[Redacted content]

[Redacted content]

5.6.3.3 Network Modifications Required For Web Conferencing Service Delivery (L.34.1.5.3(c))

Qwest's WCS is in place and operating today. There is no need to modify our network to support Networx requirements.

[Redacted content]

[REDACTED]

Qwest's experience in delivering consistently high levels of service to large organizations around the world illustrates our ability to meet and exceed expectations.