

5.2.4 Web Conferencing Services (WCS) (L.34.1.5.4, M.2.1.4)

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

Qwest’s Web Conferencing Services (WCS) integrates comprehensive audio meeting management with a complete set of Web conferencing features. Through a simple online 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 5.2.4-1 provides an easy reference to correlate the narrative requirements to our proposal response.

Figure 5.2.4-1. Responses to Narrative Mandatory Service Requirements

Req ID	RFP Section	Proposal Response
32691	C.2.8.3.1.4 (2)(b)	5.2.4.3.3
32695	C.2.8.3.1.4 (4)	5.2.4.3.3
32697	C.2.8.3.1.4 (5)	5.2.4.3.3
32708	C.2.8.3.1.4 (14)	5.2.4.3.3
32710	C.2.8.3.1.4 (15)	5.2.4.3.3
32729	C.2.8.3.1.4 (28)	5.2.4.3

5.2.4.1 Reserved (L.34.1.5.4 (a))

5.2.4.2 Reserved (L.34.1.5.4 (b))

5.2.4.3 Satisfaction of Technical Service Requirements (L.34.1.5.4 (c))

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]



Qwest WCS is typically used in conjunction with Qwest's Audio Conferencing Services (ACS), described in proposal Section 5.2.3. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



Qwest's WCS allows the host and participants to use the Internet in conjunction with their ACS or voice services. 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 that provide a list of attendees, the total time of connections, and survey responses. Registered document sharing users can schedule conferences, send out email invitations and reminders to participants, and set the level of interactivity.

5.2.4.3.1 Satisfaction of WCS Capabilities Requirements (L.34.1.5.4 (c), C.2.8.3.1.4)

Qwest fully complies with all mandatory stipulated and narrative capabilities requirements for WCS. The text in **Figure 5.2.4-3** is intended to provide the technical description required per L.34.1.5.4(c) and does not limit or caveat Qwest's compliance in any way.

Figure 5.2.4-3. Qwest's Approach to Provide WCS Capabilities

Name of Capability	Description	[REDACTED]
1. 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]
2a. Authentication and password protection	Qwest's WCS offers authentication and password protection	[REDACTED]
2b. Customized greeting	Qwest's WCS provides the ability for an Agency to have a customized greeting (or message) screen	[REDACTED]
2c. Online help	Qwest's WCS provides an online help option.	[REDACTED]
2d. Point-to-point and multi-point	Qwest's WCS provides support for point-to-point and multi-point Web conferences.	[REDACTED]
3. Interoperability with IP networks	Qwest's WCS interoperates with the Internet and will interoperate with subscribing Agencies' IP networks.	[REDACTED]
4. Web browser interoperability	Qwest's WCS is compatible with commercially available Internet browser software packages.	[REDACTED]

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Name of Capability	Description	[REDACTED]
5. 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]
6. 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]
7. 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]
8. 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]
9. Email notification	Qwest's WCS provides the ability to send an email notification with a meeting invitation and RSVP to WCS participants.	[REDACTED]
10. Extending a conference	Qwest's WCS can automatically extend the scheduled conference time and to add participants upon request from the subscribing Agency.	[REDACTED]
11. Security	Qwest's WCS is secure and provides authentication and encryption capabilities to identify and authenticate subscribers who are authorized to access WCS before providing such access.	[REDACTED]

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Name of Capability	Description	[REDACTED]
12. Access bility	Qwest's WCS is accessible via a URL address with a login and password for valid participants.	[REDACTED]
13. Passwords	Qwest's WCS can provide passwords for both conference leaders and valid participants.	[REDACTED]
14. Capacity	Qwest's WCS has capacity to support at least 31 simultaneous participants in an individual Web conference.	[REDACTED]
15. Interoperability with firewalls	Qwest's WCS has the ability to traverse and successfully interoperate with Agency firewalls and security layer(s).	[REDACTED]
16. Technical support	Qwest will provide the ability for subscribers to request operator assistance to immediately resolve any technical or WCS service issues or problems.	[REDACTED]
17. Annotation	Qwest's WCS provides annotation, which is the ability to emphasize a specific area of a presentation slide with a marker or pointer tool.	[REDACTED]
18. Participant list	Qwest's WCS provides all moderator-authorized participants a list that offers the ability to view the names of other participants attending the WCS session. WCS enables the moderator to view the names of all participants attending the WCS session. The moderator has the ability to allow or deny participants to view the participant list.	[REDACTED]

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Name of Capability	Description	[REDACTED]
19. Remote access	Qwest's WCS provides 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.	[REDACTED]
20. Web surfing	Qwest's ACS provides the ability for group Web surfing, which is the ability for conference leaders to guide and navigate WCS participants to a Web page.	[REDACTED]
21. File transfer	Qwest's WCS supports file transfer—the ability to upload a file for participant download during the meeting or event. The file transfer ability can be enabled for all participants or selected participants.	[REDACTED]
22. Multiple presenters	Qwest's WCS allows multiple presenters, enabling more than one person to control the conference. Presenters can switch seamlessly during a Web conference with no interruption or delay.	[REDACTED]
23. Polling	Qwest's WCS provides polling and voting capability. Qwest's WCS has the ability for moderators to ask ad-hoc or previously defined questions during the presentation including: multiple choice, open ended, or yes/no questions.	[REDACTED]
24. Polling results	Qwest's WCS provides polling/ voting feedback immediately to the moderator that can be shared with participants at the moderator's discretion. The results are also available in a report.	[REDACTED]
25. Lock and unlock conference (Optional)	Qwest's WCS provides privacy, which enables the moderator to lock and unlock the conference.	[REDACTED]

Name of Capability	Description	[REDACTED]
26. Print presentations	Qwest's WCS allows the moderators and participants to print and or save presentations directly from the Web conference session to a file.	[REDACTED]
27. Chat	Qwest's WCS enables the moderator to allow participants to chat with each other privately, chat with the moderator only, or disable chat altogether. This feature can be turned on and off at any time during a Web conference.	[REDACTED]
28. 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]

5.2.4.3.2 Satisfaction of WCS Feature Requirements (L.34.1.5.4(c), C.2.8.3.2.1)

Qwest's technical approaches are shown in *Figure 5.2.4-4*. Qwest fully complies with all mandatory stipulated and narrative features requirements for WCS. The text in Figure 5.2.4-4 provides the technical description required per L.34.1.5.4(c) and does not limit or caveat Qwest's compliance in any way.

Figure 5.2.4-4. Qwest's Technical Approach to WCS Features

ID #	Name of Feature	Description	[REDACTED]
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]

ID #	Name of Feature	Description	[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]

5.2.4.3.3 Satisfaction of WCS Interface Requirements (L.34.1.5.4 (c), C.2.8.3.3)

There are no required interfaces per RFP Section 2.8.3.3.

Mandatory Technical Narratives

1) Customized Greeting Screen (Req_ID 32691)

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 [REDACTED]



2) Compatibility with Commercially Available Internet Web Browser Software Packages (Req_ID 32695)

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



3) Plug-Ins Required for Delivery (Req_ID 32697)

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



[REDACTED]

Figure 5.2.4-6 compares the Key Performance Indicators (KPIs) cited in the RFP with Qwest’s service standards.

Figure 5.2.4-6. Networkx KPIs and Qwest Service Goals

KPI	Service Level	Performance Threshold	AQL	[REDACTED]
Availability	Routine	99.7%	≥ 99.7%	[REDACTED]
Time to Restore	Without Dispatch	4 hours	≤ 4 hours	[REDACTED]
	With Dispatch	8 hours	≤ 8 hours	[REDACTED]

WCS service technicians validate systems health via daily checklist activities that include reviews of server component failures and Internet network facility alarms, as well as overall system performance.

5.2.4.5 Proposed Service Enhancements (L.34.1.5.4 (e))

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

5.2.4.6 Qwest Experience – Delivery of WCS Service Capabilities**(L.34.1.5.4 (f))**

Qwest has provided WCS [REDACTED]
[REDACTED]
[REDACTED], for such purposes as company rallies, training, investor relations meetings and team collaboration. In a review of the Web conferencing offerings of eight service providers [REDACTED]
[REDACTED], Qwest's WCS was rated Number One, [REDACTED]
[REDACTED] Services were rated based on the following categories: meeting convocation (the ability to call and convene meetings on a scheduled and ad-hoc basis); collaborative meeting functions; advanced meeting functions; meeting management and moderating; archiving and playback; meeting platform architecture; and pricing and metering. Qwest's WCS consistently rated higher than all other service providers. [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

WCS was designed and built to accommodate a wide range of meeting applications. From large, formal training sessions to highly collaborative small group sessions, the Document Sharing tool provides a feature-rich, robust environment that is very intuitive and easy to use.

Qwest offers Agencies superior conferencing solutions that enable them to communicate faster and more efficiently.

What sets Qwest apart from the rest?

- Qwest provides a true multi-media solution: the seamless integration of audio and Web conferencing.

- Qwest has the bandwidth to support and grow with the Agency's needs, [REDACTED]
- Qwest offers live, interactive and customized training. Users can sign up individually or as a group.
- Qwest offers the most powerful online conference management tools for instant, on-demand conferencing [REDACTED].
- Qwest's solutions are backed by live, technical support, 24x7x365.

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

5.2.4.7 Approach to Performance Verification (L.34.1.5.4 (g))

Service technicians validate systems health with alarming and testing procedures that include daily checklist reviews of board failures and telephony alarms and overall system performance. Technicians conduct additional component or network tests on equipment or network facility failures impacting WCS and replace defective equipment and repair network facilities as needed. Our NOCs monitor all WCS network access components 24x7x365. If a network T-1 or DS-3 connection is interrupted, an alarm triggers a page alert in the NOC, requiring immediate resolution. These alarm and testing procedures allow Qwest to consistently achieve WCS KPI/AQL compliance.

Qwest continuously monitors bridge and network uptime. If there is a conference-impacting outage, an incident report will be initiated to inform the Agency of the incident and its impact. Depending on the severity, this incident report is updated regularly until the issue has been resolved. If the Agency is impacted, the conferencing Help Desk will reach out to the affected moderator to help arrange an alternative method for the conference until the issue is resolved.

5.2.4.8 Impact of Delivery of WCS on Network Architecture (L.34.1.5.4 (h))

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

5.2.4.9 Approach to Satisfying NS/EP Requirements (L.34.1.5.4 (i))

As defined in RFP Section C.5.2.2.1, WCS is not a National Security and Emergency Preparedness (NS/EP)-affected service. Qwest's overall support of the NS/EP requirements can be found in Section 3.5.1, and our NS/EP plan can be found in Appendix 2 of the Technical Volume.

5.2.4.10 Approach to Assured Service in the National Capital Region (L.34.1.5.4 (j))

Qwest understands the Government's requirement to assure performance of WCS in and around the National Capital Region (NCR). To meet this important requirement, Qwest supports WCS via servers hosted in multiple Qwest CyberCenters™ in and out of the NCR.

Qwest has established Point-of-Presence (POP) diversity to support Internet access to the all hosting facilities including those in the NCR. [REDACTED]

[REDACTED]

Each of these gateways provides complete redundancy to access Qwest's nationwide and international network capabilities as well as regional voice and data services.

Qwest has recently acquired OnFiber, a metro SONET and Ethernet provider with yet another diverse network in the NCR. This gives Qwest at least [REDACTED] fiber optic networks to use to ensure redundancy and survivability in the greater Washington D.C. area.

[REDACTED]

[REDACTED]

[REDACTED] Section 3.5.3 provides further

description of Qwest’s NCR infrastructure. The [REDACTED] Center has diverse and redundant transport facilities to separate POPs to maximize service survivability. In addition, WCS is supported in hosting centers outside of the NCR.

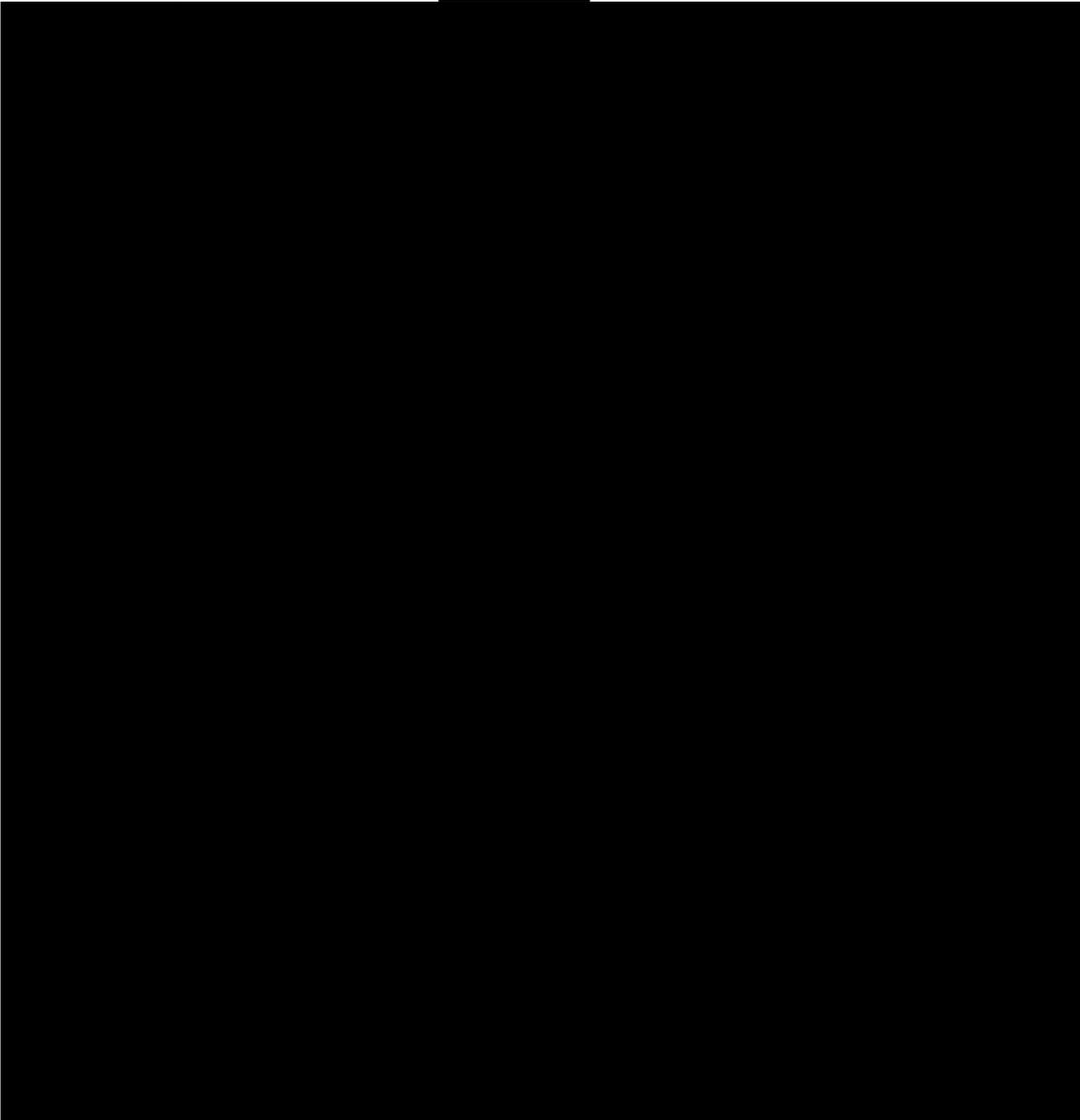
Qwest is already a leading provider of network services in the NCR with robust network architecture to ensure service continuity in the event of significant facility failures. Qwest has and will continue to engineer critical services to meet the requirements of each Agency to eliminate single points of failure for their network services. Qwest will update and provide full NS/EP documentation, as required, upon a Notice to Proceed by the Government.

[REDACTED] Qwest’s Robust Architecture for the NCR shows both the logical configuration of the major transport facilities as well as the services provided at each POP.

[REDACTED]

[REDACTED]

[REDACTED] This configuration enables these [REDACTED] locations to participate in the routing of



access and backbone traffic, providing significant load-balancing and reconfiguration options in the event of a switch, router, or even a complete POP failure. In effect, this means that Qwest can completely avoid Washington, D.C. to continue to provide services in an emergency.

5.2.4.11 Approach to Meeting Section 508 Provisions (L.34.1.5.4 (k))

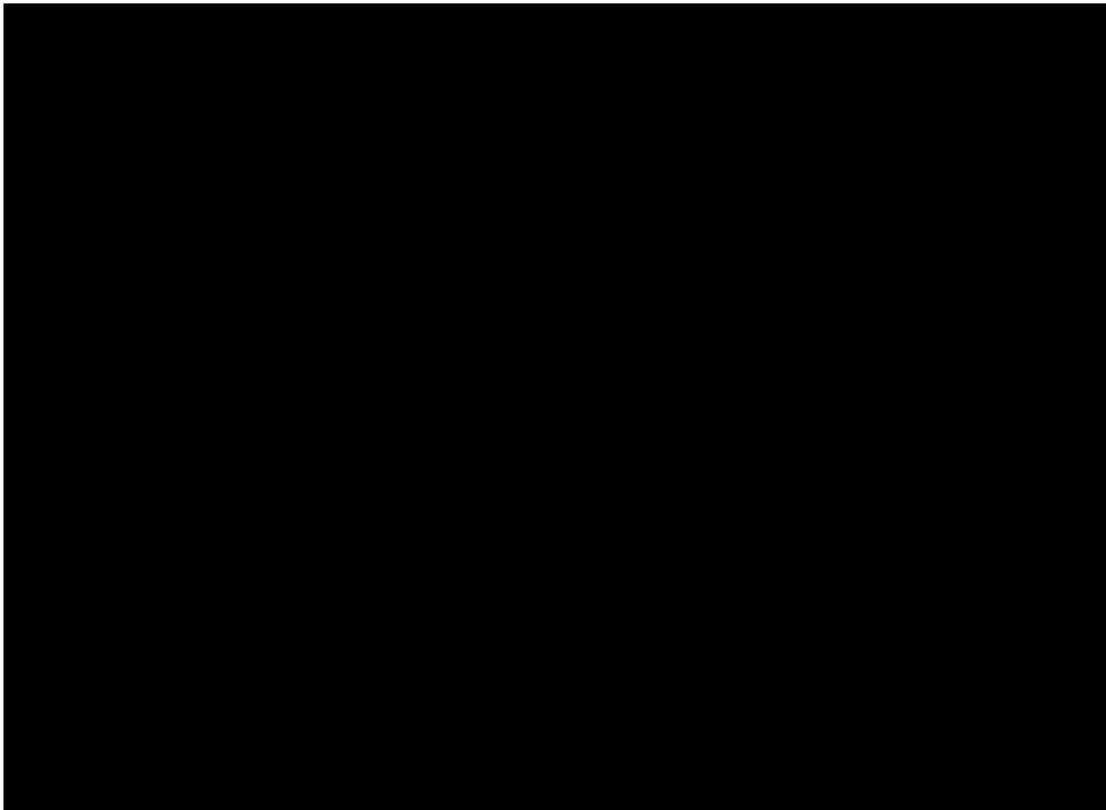
Qwest's approach to meeting Section 508 criteria includes a range of activities to ensure that *all* users are able to access all services offered through the Networx contract vehicle.

Qwest achieves compliance by performing the same rigorous testing and evaluation processes that all products and services go through before they are made available to the public. To ensure products and services are 508-compliant, Qwest continues tests and evaluations with industry and specific assistive technology vendors to assess interoperability with TeleTYpewriter (TTY) and assistive technology devices.

Qwest has enlisted a toll-free number for 24x7x365 access, 1-866-GSA-NETWORX (1-866-472-6389), to provide Agencies with direct access to our Customer Support Office (CSO), which will also be 508-compliant, enabling communications by email, fax, TTY, Telecommunications Display Devices (TDD), text messaging, or other methods as required. Qwest customer service support will be accessible around the clock for all Agency users, wherever they may be located. To ensure this, the Qwest Control Networkx Portal, the gateway to Qwest Networkx support systems, will also be 508-compliant. This portal will serve as the primary conduit for daily status pertaining to ongoing projects and other service delivery activities for Agencies.

As part of Qwest's Networkx deliverables, [REDACTED] lists the Voluntary Product Accessibility Templates (VPATs) developed for each offered product and service applicable for Networkx services as required. The VPATs, including the relevant provisions of Subparts B, C, and D listed in Figure 5.2.4-8 are included in the Technical Volume Appendices.

- 1194.21 Software Applications and Operating Systems
- 1194.22 Web Based Internet Information and Applications
- 1194.23 Telecommunications Products
- 1194.31 Functional Performance Criteria
- 1194.41 Information, Documentation, and Support



The following steps describe Qwest's approach for maintaining compliance with Section 508. Our approach for 508 compliance starts at lifecycle initiation and flows through transition, testing, and operations.

Step 1 – Discovery and Scoping

Step 2 – Publish Design Guidelines

Step 3 – Ensure Future Releases are Compliant

More information about how Qwest will maintain 508 compliance is located in Section 3.5.4.

5.2.4.12 Approach to Incorporating Technological Enhancements and Improvements (L.34.1.5.4 (I))

Qwest has mature processes that enable us to envision, research, evaluate, engineer, deploy, and operate new or emerging services, including WCS. Driven initially by the Chief Technology Office, headed by the Qwest

Chief Technology Officer, Qwest evaluates new products and technologies for incorporation into the Qwest network, in partnership with Qwest Product Management.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

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[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

