# Web Conferencing Service (WCS)

The EIS Web Conferencing Service (WCS) helps an agency eliminate the time and costs associated with traveling to different locations for meetings. WCS enables personnel to quickly and easily set up and host web conferences, which can be used for general meetings, collaboration on critical projects, training, interviews, or customer service. WCS comes with a number of functions such as host-controlled conversations with selected attendees, instant surveys and polling, file transfer, and public and private chat.

Category: Managed Services

Complementary Services Needed: In order to use WCS, the agency may need the following EIS service or equivalent: Virtual Private Network Service (VPNS).

Definitions: Please see EIS contract Section J.12 Glossary of Terms for clarification of technical terms and acronyms.

Figure 1—Web Conferencing Service
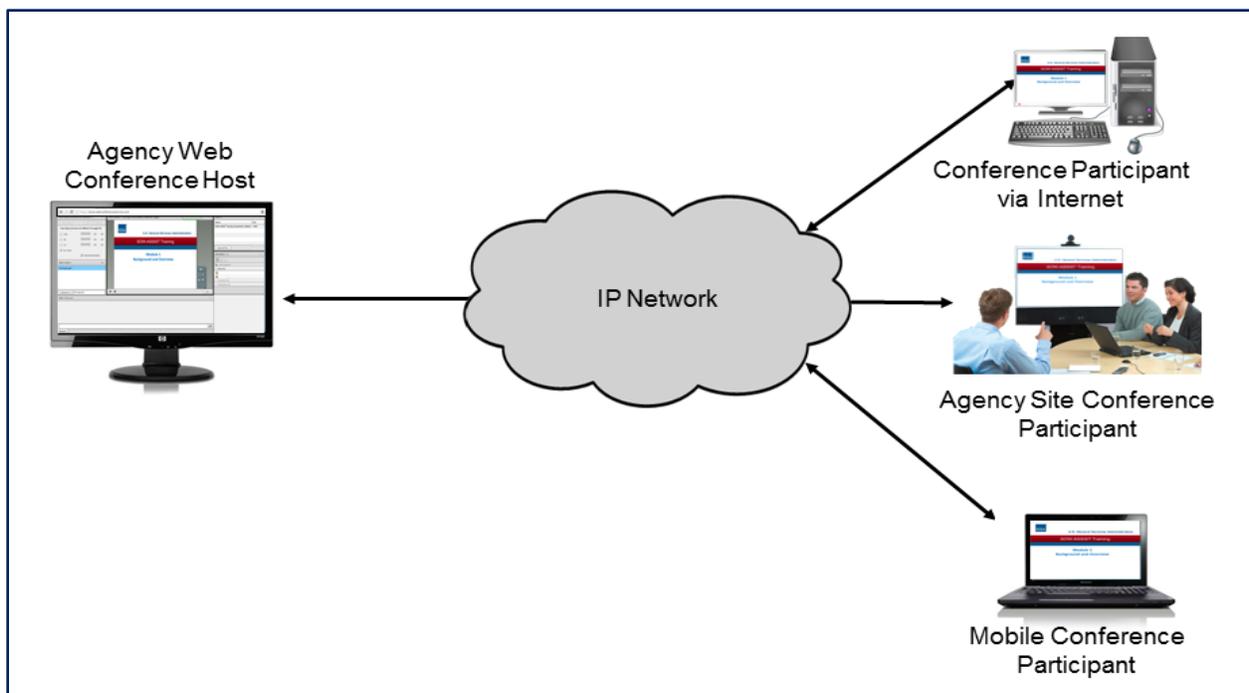
1. Why an Agency Might Select this Service

- WCS enables real-time collaboration with geographically dispersed personnel. Possible uses include business meetings, seminars, presentations, demonstrations, interviews, and customer support.

- Web conferencing can eliminate the time and costs associated with traveling to a physical meeting place.

- Conferences can be recorded and replayed at a later time.

- The web conference host can hold a live conversation with selected participants. Participants can communicate via text chat to selected participants, or post comments for all participants to see.

- Control of the session can be passed among users so that any attendee can act as the main presenter.

- Web conferences can be held with or without reservations.

NOTE: Agencies considering this service may also want to compare this service with Audio Conferencing Service (ACS), Video Teleconferencing Service (VTS), and Unified Communications Service (UCS).

2. Examples of How WCS Could be Used

- **Reduce Cost of Training:** An agency could use this service to deliver training to its personnel throughout the country, thereby eliminating the time and cost associated with traveling. Personnel unable to attend the live training conference could view the recorded version at a later time.

- **Produce Training Modules:** WCS could be used to produce recorded training modules, which personnel could access online 24/7.

- **Hold Impromptu Web Conferences:** Agency personnel would be able to set up and host web conferences, without making reservations ahead of time, to collaborate on critical projects.

- **Communication of Official News:** Agencies can utilize WCS to quickly and easily communicate official information to personnel throughout the world. This could be particularly useful when an agency is in the news regarding controversial or critical issues.

3. Key Technical Specifications

NOTE: This portion of the service guide has been abridged due to space considerations. For full technical details on WCS, please refer to EIS contract Section C.2.8.2 Web Conferencing Service.

Table 1—WCS Technical Capabilities

Capability	Description
Communication and Collaboration	1. Enables participants to collaborate including real-time document sharing, file transfer capability and electronic whiteboards in a private and secure WCS session. 2. Enables conference leaders—and other participants designated by a conference leader—to print the presentation used during the conference or save it to a local file. 3. Enables real-time text communications between WCS conference participants. This includes support for a public text chat for all participants with the conference leader, and private chats between selected participants.
Authentication and Encryption Capabilities	Provides: 1. Authentication and password protection 2. Customized greeting (or message) screen 3. Online Help 4. Support for point-to-point and multi-point Web conferences 5. Secured conferencing including authentication and encryption capabilities to identify and authenticate users before providing access 6. Accessibility via a Universal Resource Locator (URL) address with a login and password for valid participants 7. Passwords for both conference leaders and participants
Internet Interoperability	1. Interoperability with the Internet and ordering agencies' IP network(s). 2. Has the capability to traverse and successfully interoperate with agency firewalls and security layers. The contractor will verify with the agency that the agency firewall is compatible with this service.

Capability	Description
Browser Use and Compatibility Testing	1. Compatible with available Web browser software packages.
	2. Contractor provides appropriate plug-ins as needed to deliver WCS to the user.
	3. A user can test and verify that the user's web browser and desktop software are compatible with WCS service prior to the scheduled conference.
	4. The browser plug-in is limited to utilities required for the user to play back, participate in, or lead a web conference session.
	(Plug-ins may have capability to enable users to play back recorded conferences from their web browser, develop WCS presentation slides within existing agency-owned software applications [i.e. Microsoft PowerPoint] or view WCS from mobile devices.)
Dynamic Content	Supports dynamic content (i.e., the ability to use Audio Visual Interleave [AVI] files, Flash, animated GIF, and dynamic HTML pages).
On-demand and Scheduled Conferences	1. Conferences are available on demand or via a scheduled reservation.
	2. Authorized WCS users can make reservations at least a year in advance. Scheduling may be by time and day of the week, either as a single event or recurring event on a daily, weekly, monthly, or on another periodic basis. Authorized WCS users can also cancel reservations.
	3. Once a conference is scheduled, the WCS sends an email notification with a meeting invitation and RSVP to all user-designated conference participants.
	4. Users can extend the scheduled conference time, or add participants, upon request.
Scalability	1. Supports at least 1,000 simultaneous participants in an individual Web conference.
	2. Supports multiple presenters on a WCS meeting or event.
	3. Supports video webcasts to at least 3,500 participants.
Operator Assistance	Users can request operator assistance to immediately resolve WCS service issues or problems.

Capability	Description
Virtual Presentation and Document Sharing	1. Presenters can emphasize a specific area of a presentation slide with a marker or pointer tool. 2. Users can view the names of other participants attending the WCS presentation. 3. The conference leader can guide and navigate WCS participants to a web page. 4. Supports file transfer (i.e., the ability to upload a file that a WCS participant can download within the meeting or event). The file transfer can be sent to all participants or selected participants. The receiving participant has the option to accept or reject the file transfer.

Polling and Feedback Capability	1. The WCS includes polling and voting capability. This allows the conference leader to pose questions and receive feedback from participants during a presentation with a variety of different answer sets (e.g., multiple choice, open ended, yes/no, etc.) on demand.
	    a. Polling/voting feedback is available instantly for the WCS conference leader and, if requested, via a polling/voting results report.
	    b. Surveys can be presented to all or a random percentage of participants to gather feedback and/or capture customer satisfaction data.
	2. Participants can signal the conference leader when they have questions.

Table 2—WCS Features

Feature	Description
Streaming Audio	WCS can deliver one-way audio over the Internet during a WCS session. The streaming audio is synchronized with any data portions of the Web conference.
Streaming Video	WCS can deliver one-way video over the Internet during a WCS session. The streaming video is synchronized with any data portions of the Web conference.
Web Based Presentation Replay	Users can replay a recorded Web presentation for a minimum of 90 days after the initial conference. The agency can extend the conference replay window in 30-day increments, up to a period of one year.

4. Pricing Basics for WCS

Please visit the EIS Resources Listing and locate the Basic EIS Pricing Concepts Guide to gain an understanding of EIS pricing fundamentals.

4.1 WCS Pricing Models

WCS is offered with three pricing models: Subscription, Usage-based, and Reservation-based. Each is briefly explained immediately below.

4.1.1 Subscription Model
An agency can purchase WCS on a monthly subscription basis. This model offers unlimited web conferences for a maximum number of concurrent participants. The maximum number of active hosts may be unlimited depending upon licensing arrangements as specified by each EIS contractor. Please see *Table 3* below for additional information on how this service is priced.

4.1.2 Usage-based Model
An agency can purchase WCS on a usage basis, with charges per minute per participant. Please see *Table 3* below for additional information on how this service is priced.

4.1.3 Reservation-based Events
An agency can also purchase WCS on a per-reservation based event basis. With this WCS pricing model, the agency has the option to add WCS Features to record and store web-based presentations for future replay. The agency can also add either audio or video streaming. Please see *Table 3* below for additional information on how this service is priced.

4.2 Access Arrangements

Appropriate access arrangements must be selected for each endpoint. Please visit the EIS Resources Listing and locate the Access Arrangements Guide for more detailed information.

NOTE: WCS can use underlying transport services that are IP centric (such as VPNS or IPS). Voice or toll-free service may also be used to provide connectivity. These transport services are charged seperately.

4.3 Service Related Equipment (SRE)

- SRE must be chosen based on equipment required at each location. NOTE: SRE is catalog-based.

- Request that contractor provide pricing for any SRE that would be required, in addition to the agency's existing infrastructure, to deliver the service.

- Please visit the EIS Resources Listing and locate the Service Related Equipment Service Guide for more detailed information.

4.4 WCS Price Components

As indicated in <u>Section 4.1</u> above, WCS is offered with three pricing models: Subscription, Usage-based, and Reservation-based. *Table 3* below shows that the pricing model selected determines the pricing component that can be used.

Table 3—WCS Pricing Components

Pricing Model & Component	Charging Unit
Subscription Model: Monthly Recurring Costs (MRC)	Enterprise license (per Enterprise Subscriber)
Usage-Based Model: Usage Charges	Minute per participant
Reservation-Based Events Model: Usage Charges	15-minute increment (for audio streaming) 15-minute increment (for video streaming) NOTE: Pricing is banded according to the number of concurrent participants.
Feature Charges: Web Based Presentation Additional Storage for Replay	GB (Price for initial 90 days included with basic service. The maximum number of increments is 9; one for each month for a total period of 12 months.)
Feature Charges: Web Based Presentation Additional Storage for Replay	GB (Price for initial 90 days included with basic service. The maximum number of increments is 9; one for each month for a total period of 12 months.)
Feature Charges: Web Based Presentation Replay	Each (not separately priced)

Figures 2A, *2B*, and *2C* below show how the pricing components in *Table 3* are combined to produce the total WCS cost.

Figure 2A—This figure shows the pricing components in Table 3 to calculate the total WCS charges for the Subscription Model.

*Figure 2B—This figure shows the pricing components in Table 3
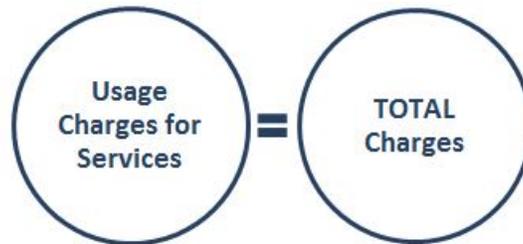to calculate the total WCS charges for the Usage Based Model.*

*Figure 2C—This figure shows how the pricing components in Table 3 are combined
to calculate the total WCS charges for the Reservation-Based Events Model.*

The charges for the different components in *Figures 2A* through *2C* are calculated using details provided in the pricing tables in EIS contract Section B.2.8.2 Web Conferencing Service. (Please visit the EIS Resources Listing and locate the Basic EIS Pricing Concepts Guide for instructions on using the pricing tables to compute the cost of a service.)

NOTE: A contractor may offer a custom variation of the service to meet an agency's unique requirements. Such a service would be identified with a Task Order Unique CLIN (TUC), and could have different charges in addition to those listed above in *Figures 2A*, *2B*, and *3C*.
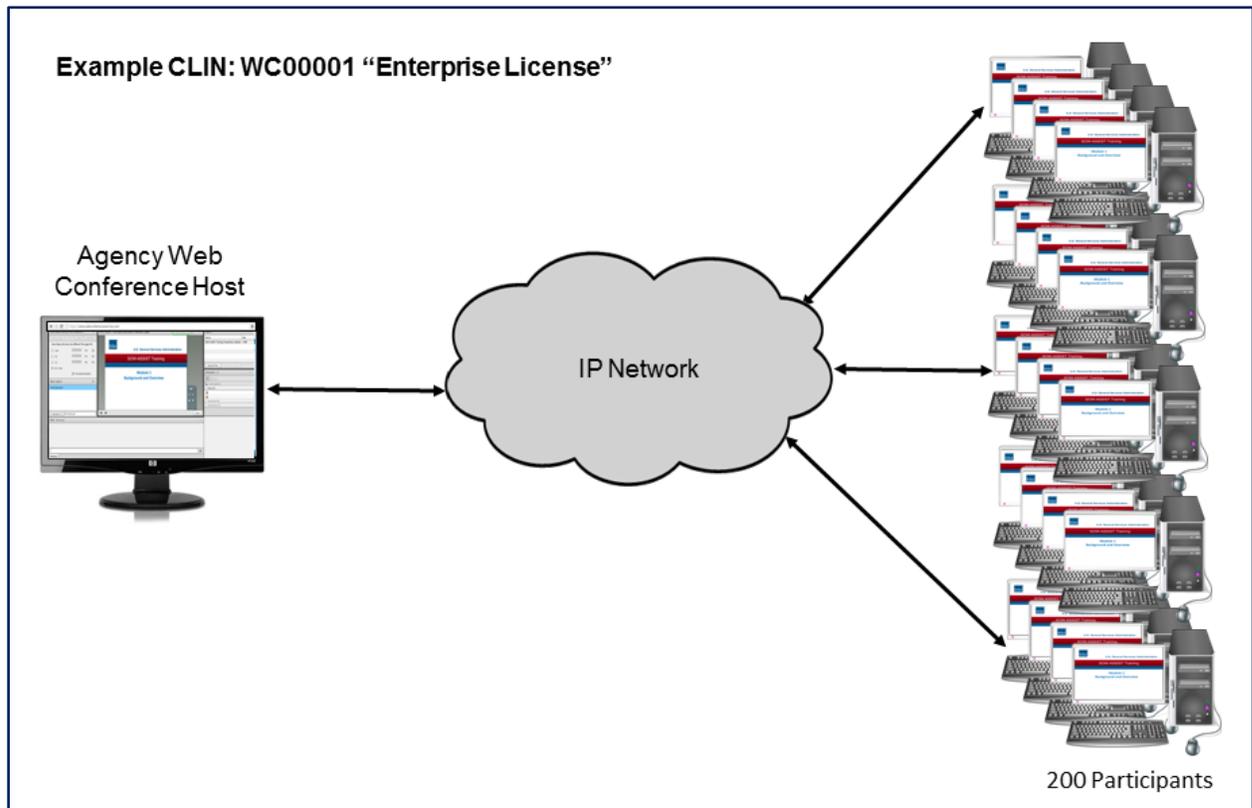
4.5 WCS Pricing Examples

Example 1: WCS Subscription with Maximum of 200 Conference Participants

Service CLINs

- Choose CLIN WC00001, "Enterprise license" in the row of EIS contract *Table B.2.8.2.2.1* where the interval between "Band Low" and "Band High" contains 200.

Figure 3—WCS Subscription Service with Maximum of 200 Conference Participants

Example 2: Usage-Based 20-Minute WCS Conference with Five Participants

Service CLINs

- Choose CLIN WC00010 "WCS Usage." Multiply the price in EIS contract table *B.2.8.2.3.1—Web Conferencing Usage Based Prices Table* by 100 (5 participants X 20 minutes).

Figure 4—WCS Usage Service with Five Conference Participants
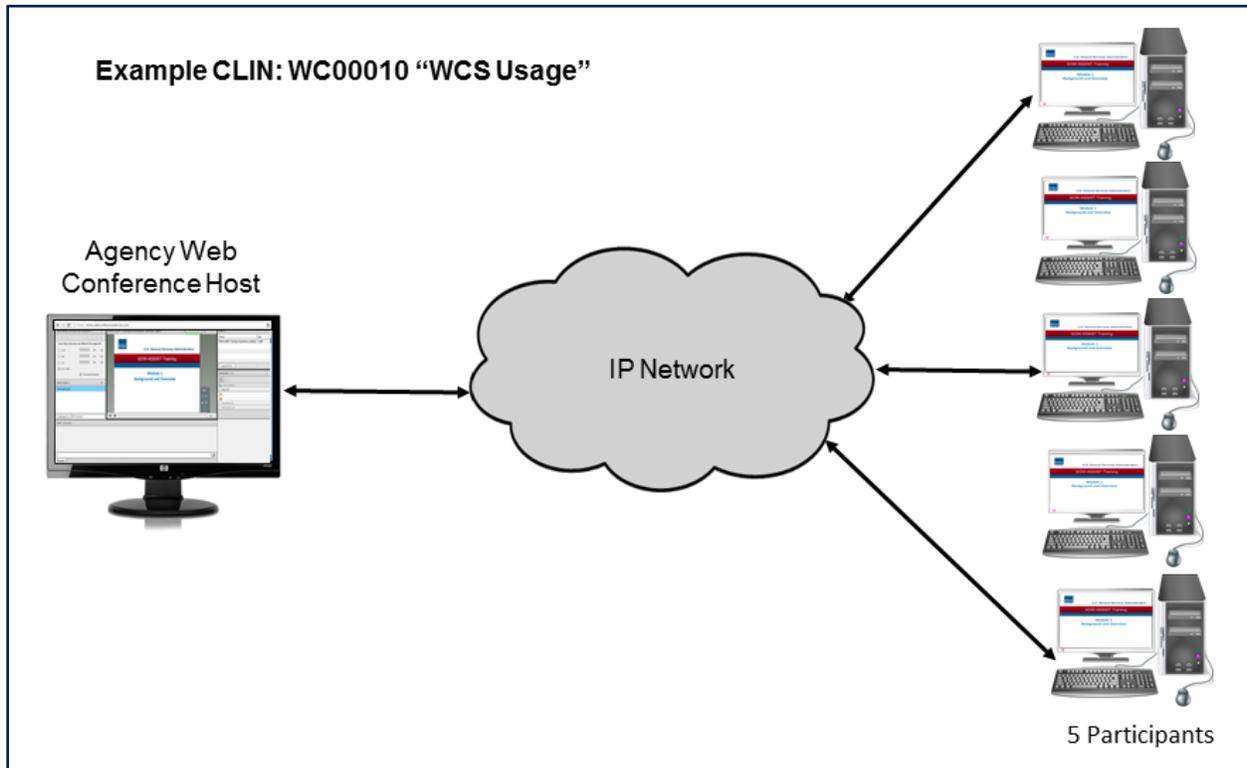
Example 3: Audio Streaming of 30-minute Event to 1,500 Participants

Service CLINs

- Choose CLIN WC00102, "Audio Streaming (includes visuals) for 1001-2000 attendees, 15 minute increment." Multiply the price in EIS contract table *B.2.8.2.4.1—Web Conferencing Event-Based Prices Table* by 2 (two 15-minute increments).

Figure 5—Audio Streaming of 30-Minute Event to 1500 Participants
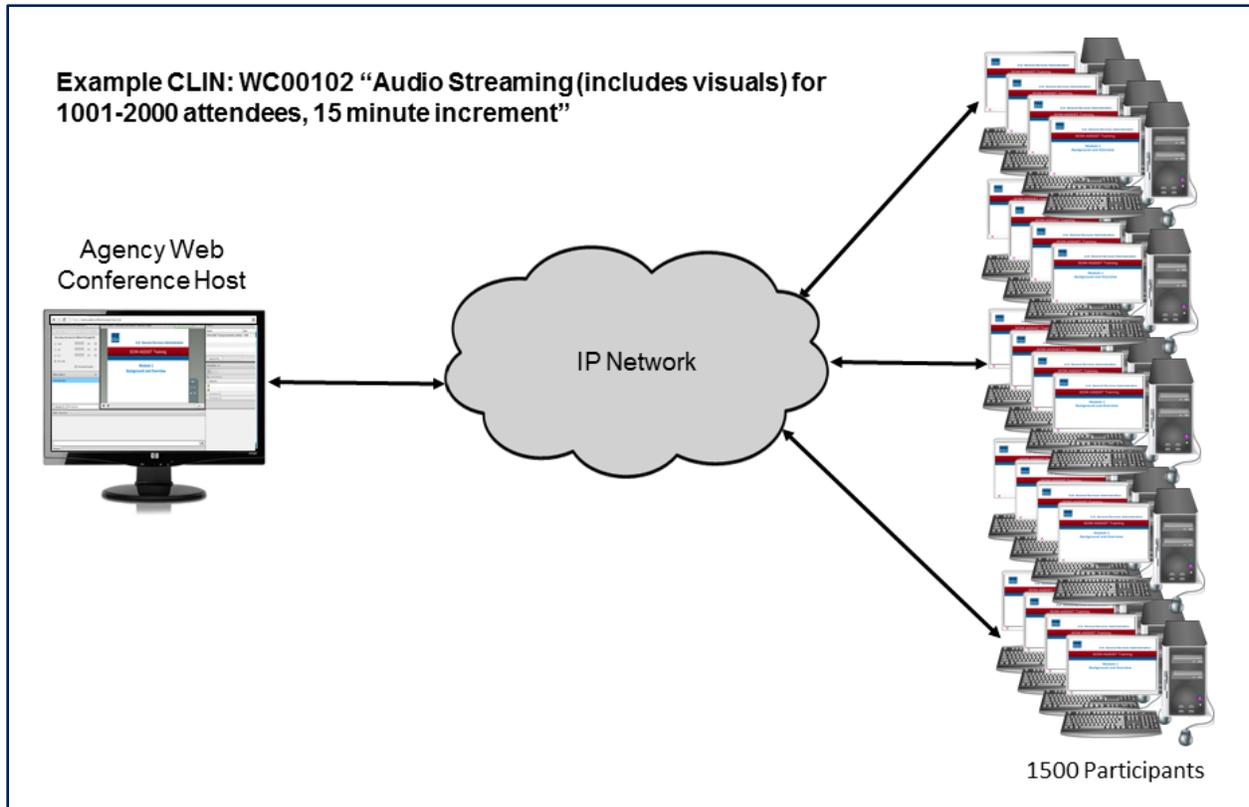
5. References and Other Sources of Information

- For more technical details and information on WCS, please refer to EIS contract Section C.2.8.2; for pricing details, Section B.2.8.2.

- For more information on service-related items, please see:

  - EIS contract Section B.2.10 Service Related Equipment

  - EIS contract Section B.2.11 Service Related Labor

- Please refer to a contractor's individual EIS contract for specifics on the contractor's WCS offerings.

- For additional EIS information and tools, visit the EIS Resources Listing.

- For guidance on transitioning to EIS, please visit EIS Transition Training where you'll find several brief video training modules.