## **TECHNICAL REQUIREMENTS**

## **CATEGORY 2 – NETWORK BASED WEB CONFERENCING SERVICES**

## **TABLE OF CONTENTS**

2.1	OVERVIEW	
2.1.1	BIDDER RESPONSE REQUIREMENTS	
2.1.2	DESIGNATION OF REQUIREMENTS	*****
2.1.3	PACIFIC TIME ZONE	
2.2	WEB CONFERENCING TECHNICAL REQUIREMENTS	
2.2.1	WEB CONFERENCING	
	2.2.1.1 Web Conferencing Classes of End-Users	••••••
	2.2.1.2 Web Conference Types	•••••
	2.2.1.3 Web Conferencing Features	
	2.2.1.3.1 Meeting Initiation	
	2.2.1.3.2 Content Sharing	944
	2.2.1.3.3 Whiteboard	
	2.2.1.3.4 Polling	
	2.2.1.3.5 Chat	····· Z
	2.2.1.3.6 Participant List	4
	2.2.1.3.7 Video	4
	2.2.1.3.8 Recording	4
	2.2.1.3.9 Cross-Platform	4
	2.2.1.3.10 Integrated Audio	5
	2.2.1.3.11 Mobility	- 5
	2.2.1.3.12 Secure Sockets Layer (SSL)	5
	2.2.1.3.13 Microsoft Outlook Integration	5
	2.2.1.3.14 PC to PC Calling	5
2.3	SERVICE LEVEL AGREEMENTS (SLA)	10
2.3.1	SERVICE LEVEL AGREEMENT FORMAT	13
2.3.2	TECHNICAL REQUIREMENTS VERSUS SLA OBJECTIVES	13
2.3.3	IWO METHODS OF OUTAGE REPORTING: CUSTOMER OR CONTRACTOR	1/
2.3.4	BIDDER RESPONSE TO SERVICE LEVEL AGREEMENTS	1/1
2.3.5	LECHNICAL SLA GENERAL REQUIREMENTS	4.4
2.3.6	TECHNICAL SERVICE LEVEL AGREEMENTS	16
	2.3.6.1 Provisioning (M-S)	16
	2.3.6.2 Unsolicited Service Enhancement SLAs	18
	2.3.6.3 Proposed Unsolicited Offering	18
	2.3.6.4 Contract Amendment Service Enhancement SLAs	19