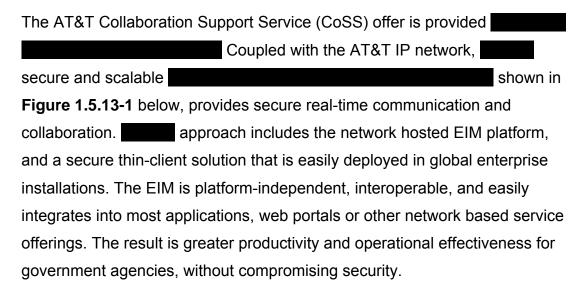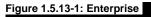## 1.5.13 Collaborative Support Services (CoSS) [C.2.11.12]

Agencies need a business grade, collaborative messaging system that is more reliable and more secure than the "free" chat engines that are in the market today. This service must provide Agency users with secure collaboration and support commercial use features such as document sharing and video. Further, the service must have the ability to be managed by the Agency Administrator and have the ability to eliminate session eavesdropping, as well as intentional and unintentional abuse. The service must be available over a wide variety of access networks including AT&T IP networks, Virtual Private Networks, and the Internet.

The AT&T Collaboration Support Service (CoSS) offer is provided ████ ████████████████████ Coupled with the AT&T IP network, █████ secure and scalable ████████████████████████████████ shown in **Figure 1.5.13-1** below, provides secure real-time communication and collaboration. ███████ approach includes the network hosted EIM platform, and a secure thin-client solution that is easily deployed in global enterprise installations. The EIM is platform-independent, interoperable, and easily integrates into most applications, web portals or other network based service offerings. The result is greater productivity and operational effectiveness for government agencies, without compromising security.

Figure 1.5.13-1: Enterprise ▮▮

The simplified Instant Messaging (IM) style operation makes the system very easy for Agency workers to use by providing collaboration in a straight forward and familiar application style. The messaging platform takes care of user information storage and supplies encrypted messaging interconnectivity. The instant messaging application provides primary features including IM, presence, broadcast alerts, and conferencing as shown in **Table 1.5.13.1-1**. Administration, distribution, security and logging are also provided.

FEATURE	BENEFITS
IM style Collaboration	• Collaboration is easy to use with presentation coming in the familiar IM format ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮ • IM window allows users to directly control the rest of the applications
Distribution	▮▮▮▮▮▮▮▮▮▮▮▮▮▮ • Software distribution is centralized in the data centers ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮

FEATURE	BENEFITS
	• Runs on any system that can run a browser • Can be integrated into other applications
Administration	• System administrators control: • User certificates • Groups • Individuals • External communication clearance ████████ • Secure single sign-in and user authentication
Presence	• Tracks users availability and present capability • Managed by the hosted service complex ████████
Conferencing	• Conferences by reservation • Ad-Hoc conferencing • Auto Launch conferencing ████████
████████	████████
Security	• Messaging sessions are encrypted • Application features rules-based enterprise-level and user privacy controls • Compatible with firewalls and proxy servers • Message logging function integrates into many current security and compliance systems • Hosted in a secure environment
Logging and Archiving	• Site specific logging ████████ • Log frequency and size output control • Output available for compliance, knowledge management and other applications • SMTP can be used to transport the log files to a remote storage location • Compliance with all regulatory archiving requirements (SEC, NASD, NYSE)

Table 1.5.13.1-1: The basic CoSS functionality. *The extensive features of the* ████ *provide a CoSS that will enhance Agency communications on a day to day basis without the pop up advertising or security risks that are associated with "free" Internet IM systems.*

Using this CoSS IM system, Government workers can securely collaborate on projects, more quickly communicate to solve issues, and share information online in a near real time environment.

1.5.13.1 Presence

The EIM platform maintains presence information on individuals or groups of users for integration with other user applications. It enables users' presence status (e.g., online, offline, idle, away) to be displayed directly in the interface of any 3rd party application. **Figure 1.5.13.1-1** below shows the user's view of the presence indicator screen.

Figure 1.5.13.2-1: Enterprise Presence Integration.

The EIM system's robust presence tracking capability enables users of CoSS to find the right people, in the right applications, at the right time and communicate with them using an easy to use set of applications.

1.5.13.2   Conferencing

Conferencing allows users to leverage ad hoc and/or persistent, secure meeting rooms to conduct real-time group collaboration. Reserving online rooms is a reliable, easy way for project teams and communities of interest to collaborate. Multi-party conferencing capabilities enable personnel to hold secure open or private meetings on a regular or one-time basis. Using API's, these conferencing capabilities can be integrated into other Agency applications or directories, in order to automatically create rooms based on workgroups that have been defined elsewhere. **Figure 1.5.13.2-1** below shows the conferencing launch application windows and functionality.

Figure 1.5.13.2-1: ███████████████████████████████ **Conference Room.** ████████████
████████████

The robust conferencing features provide Agency workers with the flexibility and security needed to take advantage of real-time collaboration technologies, without the security risks or advertising found in Internet based systems.

1.5.13.3   Broadcasts & Alerts

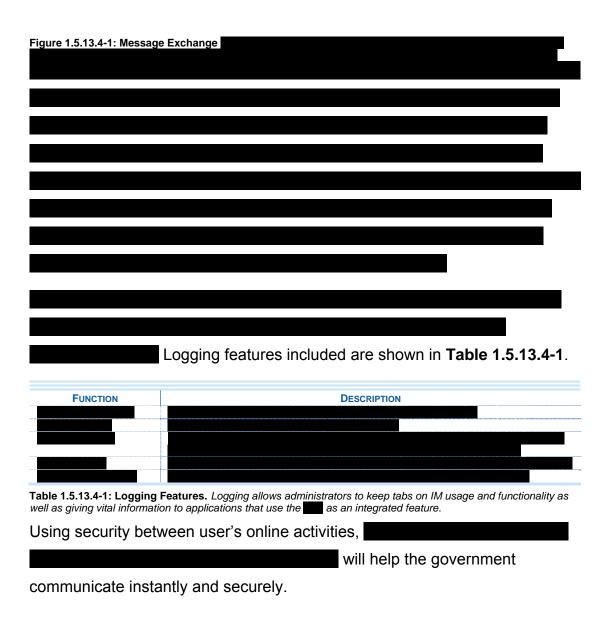██
██
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████████████████████████████████████ **Figure 1.5.13.3-1**. ████
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███████

Figure 1.5.13.3-1: ████████████████████████████████ **and Broadcasts.**

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1.5.13.4   Security and Logging

The heart of the CoSS system is the network security that exists in communications between users. ████████████████████████████████

████████████████████████████████ as shown in **Figure 1.5.13.4-1** below. This ensures that the work being discussed during collaboration will not be intercepted and misused.

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Figure 1.5.13.4-1: Message Exchange ███████████████████████████
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████████████████████ Logging features included are shown in **Table 1.5.13.4-1**.

FUNCTION	DESCRIPTION
████████████████	█████████████████████████████████
████████████████	█████████████████████████████████
███████████	███
██████████████	███
██████████████	██

Table 1.5.13.4-1: Logging Features. *Logging allows administrators to keep tabs on IM usage and functionality as well as giving vital information to applications that use the* ████ *as an integrated feature.*

Using security between user's online activities, ████████████████████
██████████████████████████████████ will help the government
communicate instantly and securely.

1.5.13.5   Rapidly Deploy Enterprise-wide on Any Platform

The CoSS is provided using a portable, Web-based architecture is designed for rapid deployment and large-scale, cross-organization implementations. Accessible to users on virtually any device, from any location, it requires ███ ████████████████████. **Table 1.5.13.5-1** outlines the features and advantages of using portable, web based clients.

DISTRIBUTION ATTRIBUTE	DESCRIPTION
General Distribution	Distributes to large numbers of users where desktop installation would be prohibitively time-consuming
Systems Support	Browser/Java Based client supports multiple client platforms • Windows • Mac • UNIX • Linux • Wireless
Organizational Structure	• Distribution is organizationally independent • Easy to deploy even when Users are from different Agencies or sub-Agencies. ████████████████████████████████
Reach	Thin-client architecture allows local, mobile or remote users to access their ███ from different devices at locations around the world. ████████████████ ██████
Server Agnostic	• Environments with multiple server OS platforms, including Linux, Solaris and Windows do not affect the usability of the CoSS • CoSS services can be used "cross system" to enhance communications in multiple server environments.

Table 1.5.13.5-1: Software Distribution Attributes. *With the ████ client being invoked at run time from server based software,* ████████████████████████████████ *This also eliminates the need for tracking software versions and allows the service to work across multiple environments and platforms.*

The EIM features provide an enterprise-wide, real-time communications platform that unifies government personnel, regardless of their location, organization or computing platform. It provides platform independence along with the ability to deploy and maintain quickly to large numbers of users.

1.5.13.a   Attributes and Values of Service Enhancements [L.34.1.5.4.a]

(a) If the offeror proposes to exceed the specified service requirements (e.g., capabilities, features, interfaces), a description of the attributes and value of the proposed service enhancements. [L.34.1.5.4.a]

The EIM provides several optional service enhancements beyond the mandatory requirements. ██

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████████████████████████████████████ **Table 1.5.13.a-1** further describes

these features.

SERVICE ENHANCEMENT	DESCRIPTION	BENEFIT
████	█████████████████ ████	█████████████ █████████ ██████████████
████	█████████████████ ████████ ███████████	███████████ ██████████ █████████████ █████████ ████████████ █████████████
████	█████████████████ █████████	█████████████ █████████████ ██████████████ ███████████ ██████████████ ████████████ █████

Table 1.5.13.a-1: CoSS Additional Features. *The AT&T team can provide additional key features that exceed the government's requirements.*

The many ████████████ features that exceed the Networx specified

requirements will provide greater value and flexibility in providing real-time

communications for Agency workers.

1.5.13.b Management and Applications Services Experience [L.34.1.5.4.b]

(b) A description of the offeror's experience (including major subcontractors) with delivering each proposed optional service. [L.34.1.5.4.b]

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█████ the projected use of ███████████████████ IM is expanding worldwide.

█████ has extensive and specific experience in providing █████ messaging and collaboration capabilities to government, commercial, and higher education clients in hosted environments and customer installed locations. **Table 1.5.13.b-1** provides examples of ███████ delivery experience.

CUSTOMER	TYPE OF SERVICE	SERVICE START	SERVICE END	NO. OF USERS
████████████	██████████████	████	██████████	████████
██████████████	██████████████	████	████████	█████
██████████████	██████████████	████	████████	█████
██████████████	██████████████	████	████████	██████
████	██████████████	████	████████	████████
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██████	██████████	████	████████	█████

Table 1.5.13.b-1: █████ **Delivery Experience.** █████ *has extensive experience in providing reliable service to large enterprise and Government customers.*

Using the ████ platform, █████ has a strong record in supporting mission critical applications for the ████████ as well as other Government and enterprise customers with ██████████████ users.

1.5.13.c   Approach to Perform Service Verification [L.34.1.5.4.c]

(c) A description of the offeror's approach to perform verification of individual services delivered under the contract, in particular the testing procedures to verify acceptable performance and Key Performance Indicator (KPI)/Acceptable Quality Level (AQL) compliance. [L.34.1.5.4.c]

AT&T will meet the Government's Networx performance requirements for CoSS. **Table 1.5.13.c-1** provides the proposed ███ system qualities.

KEY PERFORMANCE INDICATOR	SERVICE LEVEL	PERFORMANCE STANDARD (THRESHOLD)	PROPOSED SERVICE QUALITY LEVEL
Availability	Routine	99.7%	███
Time to Restore	Without Dispatch	4 Hours	███
	With Dispatch	8 Hours	███

Table 1.5.13.c-1: ███ **System Reliability Measurements.** *The CoSS EIM provides high reliability and peak performance through the use of load balanced system components and a redundant, highly available architecture.*

██████████████████████████ uses an internal service-tracking program that has been purpose built to provide timely resolution of issues. Service issues are addressed according to severity and escalated within a specific time period as shown in **Table 1.5.13.c-2**.

LEVEL	SEVERITY	OUTAGE	ESCALATION
██	██	██████████	██████
██	██	█████████████	████

Table 1.5.13.c-2: Outage Levels. *Proper monitoring and handling of impairments leads to higher availability of service.*

1.5.13.d   Service Delivery Network Impact [L.34.1.5.4.d]

(d) A description of how the delivery of any optional services would impact the network architecture (e.g., security, quality and reliability, performance). [L.34.1.5.4.d]

███████ platform is designed to scale its services horizontally across multiple data center locations to meet any expected peak concurrent usage. Service elements are expanded from a single server deployment to many servers across multiple centers. All service elements such as Presence, Alerts, Logging, IDM, and Voice, can be distributed over multiple servers as required. This provides open ended scalability as well as additional reliability in this product offer.

Further, multiple co-branded instances of ███ can be securely run in parallel for different customers within the same server complexes. Combining the horizontal growth capability with the addition of co-branded enterprises capability allows the entire ███ platform to scale to very large numbers of

users without compromising availability or performance. **Figure 1.5.13.5-1**
shows the multiple serving center concepts for the ▇▇.

Figure 1.5.13.d-1: ▇▇▇▇▇▇▇▇▇▇▇▇▇ **Load balanced solution.** ▇▇▇▇▇▇▇▇▇▇▇▇▇

The ▇▇ systems has been deployed and scaled from single enterprise
deployments, to large-scale, multi-enterprise deployments such as the
▇▇▇▇▇▇▇▇▇ which supports ▇▇▇▇▇▇▇▇▇. Using this
expandable technology will allow this service to easily expand to meet
the Government's needs.

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1.5.13.e   Approach to Satisfy NS/EP [L.34.1.5.4.e]

(e) A description of the offeror's approach to satisfy each NS/EP basic functional requirement listed in Section C.5.2.2.1.1. [L.34.1.5.4.e]

According to the RFP, National Security/Emergency Preparedness (NS/EP) does not directly apply to CoSS. Refer to Section 1.3.5(a) for more information on overall NS/EP issues.

1.5.13.f   National Capital Region Assured Service Network Architecture [L.34.1.5.4.f]

(f) A description of how the network architecture will satisfy the requirements in Section C.5.2.7 for assured service in the National Capital Region, if applicable. [L.34.1.5.4.f]

AT&T's approach to satisfy assured Service Network Architecture for the National Capital Region is covered in detail in Section 1.3.5.c, National Capital Region Assured Service Network Architecture in the Network Architecture section of the Technical Volume.

1.5.13.g   Section 508 Requirements [L.34.1.5.4.g]

(g) A description of the offeror's approach for providing the capabilities needed to meet Section 508 provisions identified in Section C.6.4 for the proposed optional services. [L.34.1.5.4.g]

AT&T's approach to complying with Section 508 provisions is covered in detail in Section 1.3.5.d, Section 508 Requirements, in the Network Architecture section of the Technical Volume.

1.5.13.h   Approach to Incorporating Optional Services, Enhancements, or Improvements [L.34.1.5.4.h]

(h) A description of the approach for incorporating into the proposed optional services, technological enhancements and improvements that the offeror believes are likely to become commercially available in the timeframe covered by this acquisition, including a discussion of potential problems and solutions. [L.34.1.5.4.h]

The AT&T team continually strives to provide new features and capabilities that will enhance productivity and value to our customers. The following table depicts major development items currently on the ▇▇ Product Roadmap. **Table 1.5.13.h** describes these features.

SERVICE ENHANCEMENT	DESCRIPTION	BENEFIT
███	████████████	████████████
███	████████████	████████████
███	████████████	████████████
███	████████████	████████████

Table 1.5.13.h-1: ███ **Product Road Map Features.** *The AT&T Team continually expands the capabilities of the* ███ *based products and services.*

The ███ product roadmap provides our customers with a broad range of additional enterprise scale features and enhancements that will enable greater collaboration features in a secure, policy driven manner.

1.5.13.i   Service Requirement Description [L.34.1.5.4.i]

(i) A technical description of how the service requirements (e.g., capabilities, features, interfaces) are satisfied for each proposed optional service. [L.34.1.5.4.i]

The EIM's portable, web-based architecture is designed for rapid deployment, universal access and large-scale, cross-organization implementations. Accessible to users anywhere, it requires no client-software installation and works with multiple client platforms, allowing Windows, MAC, Linux, and

WAP-enabled devices to easily communicate across the same system. The fully featured system is further described in **Table 1.5.13.i-1**.

FEATURE	APPROACH	BENEFITS
Connectivity	• Portable, web-based architecture • Secure single sign-in and user authentication. • Thin-client; server installation • Platform independent provides for easy communications in Windows, MAC, Solaris, Linux and Wireless devices	• Available to users anywhere • Requires not client download, browser based • System administrators control user certificates • no need for desktop installation
IM style Collaboration	• EIM platform provides secure real-time collaboration and information sharing among individuals and groups in a closed user community. • Messaging is secure using SSL encryption • Conferencing feature is available for ad hoc meetings or persistent secure meeting rooms	• Collaboration is easy with presentation in the familiar IM format • Reserve on-line rooms for project teams and communities of interest to collaborate • Participants are easily invited to conference directly from the agency's directory •
Presence	• EIM provides the ability to see when contacts are online and available, and for them to see when you are online and available • Managed by the hosted service complex • Is secured by SSL	• Tracks users availability and present capability • Displays presence status: online, offline, idle, away) • Presence can be integrated in business applications wherever a user's name or identification appears •
Conferencing	• Secure open or private meetings on a regular or one-time basis. • Participation is virtually unlimited. • APIs for integration into third-party applications • Automatically create chat rooms based on workgroups that have been defined in other applications.	• Secure 1-to-1 conferencing • Multi-party conferencing • Persistent chat rooms • Password protected chat rooms • Ad-hoc conferences • Administrative controls for managing persistent chat rooms
Store and Forward	• Delivery of messages to users who are offline and users who are away. • Messages remain in the system until the next user login or can be configured for duration. Messages can be emailed to users who are offline.	• Messages can be stored indefinitely for offline users or for a set interval • Messages can be email via SMTP • Email addresses can be preset or entered by the user •
Message Archive	• Robust messaging archive capability. • Users can save chat transcripts via html or send the transcript via email. • All message sessions can also be logged in an XML format for archiving and search capabilities.	• User controlled archiving o transcripts in HTML or email format • XML logging of all IM transcripts with customized reporting abilities • SMTP can be used to transport the log files to a remote storage location • Compliance with all regulatory archiving requirements
Subscription Control	The EIM provides the capability for individuals to control who can see their presence and who can contact them. These features can also be set globally by an administrator to comply with agency policy	• Ability to set visibility features to other users • Ability to require authorization both to chat and for another user to add you to a contact list • Features can be set administratively to comply with department or agency policies
Directory Services	EIM provides the ability to integrate with a customer's white pages, LDAP, Active Directory or any other directory service. EIM	• Can be integrated with standard directory services protocols such as LDAP and Active Directory

FEATURE	APPROACH	BENEFITS
	also provides the ability to search for a user by customizable fields.	• Users searchable internally and cross domain
File Transfer	EIM enables file transfer via standard cut and paste features within a chat window. EIM also provides the ability to post a URL to other users	• Ability to post URLs • Users can accept or deny file transfers • Users can block all file transfers • File transfer can be enabled or blocked on a global or group basis
Administrative Controls	• Subscriber directory management • Manage access • Assign/change passwords • Email address activation • Reporting of users sessions, usage • Audit trail of transcripts • Enable or restrict file transfer	• Ability to control administrative settings globally or by groups • Ability to set group policies • Ability to restrict features by role
Password Control	EIM and Presence platform provides secure single sign-on and seamless user authentication	• Secure login • Integration with an agency's SSO capabilities • Users can change passwords, maintain directory information, and set presence information
Interoperability	• EIM support interoperability with a variety of commercial IM vendors such as MS Messenger, AOL Instant Messenger, Yahoo, etc. • Secure, Inter-domain Gateway (IDM) module that enables disparate EIM deployments to message cross domain/agency while allowing host domains to retain security, access, and policy control.	• Cross agency communications • Automatically saves a user's contact list for other applications and displays in the contact list • Policy Driven – access to other domains or IM platforms can be controlled administratively
Security	Communication between clients and servers is achieved through use of Secure Sockets Layer (SSL) for service authentication and the privacy of your proprietary communications. The EiM supports a number of FIPS 140-2 certified encryption providers. The systems are hosted in a secure environment.	• Messaging sessions are encrypted • Application features rules-based enterprise-level and user privacy controls • Compatible with firewalls and proxy servers • Message logging function integrates into many current security and compliance systems • CAC/Smart card compliant
Branding	EIM has extensive branding capabilities, including: • Colors, graphics, and font • Window size • Agency logos can be incorporated • Custom files integration	• Seamless integration into an agencies environment t • Common look and feel for users • FAQs and other help information can be provided to Agency workers

Table 1.5.13.i-1: CoSS Systems Capability. *The CoSS using the EIM provides a full service IM platform for Government workers and applications.*

The CoSS is a proven enterprise solution designed to meet the most demanding integration, security, platform independence and scalability requirements. With unmatched scalability—deployed to more than 1.4 million users at the U.S. Army, and reliability across a broad range of hardware, network and geographic configurations, the EIM handles even the most rigorous demands.

1.5.13.j   Service Requirement Description [L.34.1.5.4.j]

(j) A description of the quality of the services with respect to the performance metrics specified in Section C.2 Technical Requirements for each proposed optional service, and other performance metrics used by the offeror. [L.34.1.5.4.j]

Using the distributed server, integrated IP service model, AT&T meets the Networx RFP performance objectives as shown in **Table 1.5.13.j-1.**

In the distributed server model, service elements are expanded from a single server deployment to many servers across multiple centers. All service elements such as Presence, Alerts, Logging, IDM, and Voice, are

KEY PERFORMANCE INDICATOR	SERVICE LEVEL	AT&T SERVICE QUALITY LEVEL
Availability	Routine	99.7%
Time to Restore	Without Dispatch	4 Hours
	With Dispatch	8 Hours

Table 1.5.13.j-1: EIM System Reliability. *The CoSS EIM provides high reliability and peak performance through the use of distributed system components over a self healing IP infrastructure.*

distributed over multiple servers as required by both user load and availability requirements. This provides open ended scalability as well as additional reliability in this product offer. Further, multiple co-branded instances of EIM are deployed in parallel across most server complexes for higher availability through distribution.

Using the distributed model combined with the monitoring and escalation procedures, outlined in Section 1.5.13.c, the Government will receive a secure CoSS solution.

1.5.13.6   Narrative Text Requirements

1.5.13.6.1   Real-time Collaboration [C.2.11.12.1.4 (1)]

The following Collaboration Support Services capabilities are mandatory.
1. The contractor shall enable Agency subscribers to collaborate and share information, in real-time, between groups and individuals in a closed user community.

▋ provides secure real-time collaboration and information sharing among individuals and groups in closed user communities with a text chat engine and conferencing features. The service is secure and free from advertising, unlike the so called free chat services. The collaboration service can be used either as a stand alone service or It can be integrated into an

agencies existing applications and security infrastructure. The key to the service is secure delivery ████████████████████ that can quickly ties together users.

1.5.13.6.2   Forwarding IM Messages via Email [C.2.11.12.1.4 (12)(e)]

The following Collaboration Support Services capabilities are mandatory.
12. The contractor shall provide the following minimum requirements to allow Agency administrative control from a Web browser:
e. Activation of an SMTP email address to forward IM messages when offline

The CoSS systems support multiple options for mailing text chat messages to offline users via SMTP. **Table 1.5.13.6.2-1** shows the SMTP support options and their descriptions.

SMTP INITIATION	DESCRIPTION
███████	████████████████████████████████
████████	██████████████████████████████████
█████	████████████████████████████

Table 1.5.13.6.2-1: SMTP Forwarding Options. *Using one of three options within the* ███ *system, Government workers can send messages to IM users who are offline.*

Using the SMTP capabilities of the ███, Government workers can easily make contact with coworkers whether they are active on the IM system, in a meeting or busy with other tasks.

1.5.13.6.3   Traverse Agency Firewalls [C.2.11.12.1.4 (19)]

The following Collaboration Support Services capabilities are mandatory.
19. The CoSS shall have the capability to traverse and successfully interoperate with Agency firewalls and security layers. The contractor shall verify with the Agency that the Agency firewall is compatible with this service.

Any agency using any type of firewall system that passes standard web traffic will pass the ███ data streams. ██████████████████████████ ████████████████████████████████████ ████████████████████

1.5.13.6.4   Technical Support Line [C.2.11.12.1.4 (20)]

The following Collaboration Support Services capabilities are mandatory.
20. The contractor shall provide a technical support line for CoSS system administrators to receive support and resolve CoSS service issues.

The CoSS product is provided with standard support and maintenance. Standard maintenance provides for standard commercially available product upgrades and releases on an annual basis. Standard support is provided via both an "800" number and email support. These types of support are available to basic user type customers and those requiring 24/7 global operational support.

1.5.13.6.5 Protection from Security Threats [C.2.11.12.1.4 (21)]

The following Collaboration Support Services capabilities are mandatory.
21. The contractor shall ensure that CoSS is protected from security threats such as transmission of a Virus, Worms, and Spam over Instant Messaging (SPIM).

The ████ is installed in a closed enterprise environment. This allows enterprises installation to avoid being susceptible to the threat of Viruses, Worms and SPAM from outside sources. Basic login and standard security policies greatly reduce the "inside" threat. In addition, the ████ robust policy and security controls ensure that only authorized users can utilize third party connections to other IM services, thus minimizing potential exposure to other outside threats.

1.5.13.7 Stipulated Deviations

AT&T takes neither deviation nor exception to the stipulated requirements.