			Mobility & Messaging
Yes or No or Not applicable	**Subject**	**Heading 2**	**Questions ?**
	Mobility	General	Describe the mobility capabilities of the solution.
	Mobility	Clients Supported	What mobile clients are supported by the solution?
	Mobility	Clients Supported	Describe features supported by Apple iPad.
	Mobility	Clients Supported	Describe support for Windows 8 and Windows RT devices.
	Mobility	Clients Supported	What are the collaboration features of the mobile client?
	Mobility	Clients Supported	Describe the process for deploying the solution to mobile clients.
	Mobility	Mobility Features	Does the solution support simultaneous ringing or forwarding to a mobile device?
	Mobility	Mobility Features	Does the solution provide the ability to make a call from a mobile device using the user's work number (that is, call via work)?
	Mobility	Mobility Features	Does the solution provide the ability to receive calls to the user's work phone on a mobile device (that is, single number reach)?
	Mobility	Mobility Features	Does the solution support H.264 SVC?
	Mobility	Mobility Features	Does the solution support instant messaging and presence on a mobile device?
	Mobility	Mobility Features	Does the solution provide the ability for a user to switch devices within a call?
	Mobility	Mobility Features	Does the solution provide the ability for users to roam across geographical locations or regions?
	Mobility	Mobility Features	Describe how the solution handles mobile access. Is a VPN connection required?
	Mobility	Mobility Features	Can IM conversation history be disabled for mobile clients?
	Mobility	Mobility Features	Can administrators disable VoIP and video over cellular data?
	Mobility	Mobility Features	How is communications secured to the mobile client?
	Mobility	Mobility Features	Does meeting content persist on the mobile client?
	Unified Messaging	General	Describe the unified messaging solution.
	Unified Messaging	General	Describe reporting features of the unified messaging solution.
	Unified Messaging	General	What scalability limits and constraints exist on the unified messaging solution?
	Unified Messaging	General	Describe the security features relevant to unified messaging.
	Unified Messaging	General	Describe measures to prevent abuse and unauthorized access to voice communications.
	Unified Messaging	General	Describe support for message waiting indicator (MWI).
	Unified Messaging	Voice Mail	Describe the voicemail capabilities of the solution.
	Unified Messaging	Voice Mail	Describe the tools for end users to access and manage their voicemail.
	Unified Messaging	Voice Mail	Can a user restore a deleted voicemail?
	Unified Messaging	Voice Mail	Describe how retention policies may be applied to voicemail.
	Unified Messaging	Voice Mail	How does the solution help users keep their voicemail secure?
	Unified Messaging	Voice Mail	Are multiple voicemail inboxes required for users with multiple devices or locations?
	Unified Messaging	Voice Mail	Does the solution support delivery of voicemail via the user's email inbox?
	Unified Messaging	Auto Attendant	How does the solution help users connect with the right person?

Yes or No or Not applicable	Subject	Heading 2	Questions ?
			Management & Meetings
	Management and Administration	General	Describe how the solution is managed.
	Management and Administration	General	What tools are used to manage the solution?
	Management and Administration	General	Describe command-line management tools.
	Management and Administration	General	Does the system provide role-based access? How is it managed and administered?
	Management and Administration	General	How are users provisioned?
	Management and Administration	General	Describe how user access and authorization are managed.
	Management and Administration	General	Describe integration with LDAP and Active Directory.
	Management and Administration	General	How are backup and restore procedures managed?
	Management and Administration	General	Describe any tools used to back up and restore the solution.
	Management and Administration	Monitoring and Reporting	What monitoring and reporting capabilities does the solution include?
	Management and Administration	Call Detail Recording	Describe the call detail recording (CDR) capabilities.
	Management and Administration	Call Detail Recording	What information is captured for each call through CDR?
	Management and Administration	Call Detail Recording	How is CDR data stored and reported on?
	Management and Administration	Call Detail Recording	Describe any servers or infrastructure required for CDR.
	Management and Administration	System Monitoring and Maintenance	Describe systems monitoring for health, performance, and security purposes.
	Management and Administration	System Monitoring and Maintenance	Describe tools to facilitate system maintenance.
	Management and Administration	System Monitoring and Maintenance	What maintenance or system monitoring alerts are provided with the solution? Can they be customized?
	Management and Administration	System Monitoring and Maintenance	Does the solution support remote maintenance?
	Management and Administration	Arhiving	Describe the archiving features of the solution.
	Management and Administration	Arhiving	Describe how the solution supports legal hold and eDiscovery.
	Management and Administration	Arhiving	How is archiving managed?
	Management and Administration	Arhiving	Describe how archived content may be searched and retrieved.
	Meetings	General	Describe the meetings and conferencing solution.
	Meetings	General	What's new in Lync 2013?
	Meetings	General	Describe the scheduling capabilities of the conferencing solution.
	Meetings	General	Does the solution support customized invitations?
	Meetings	General	What is the total capacity of the conferencing solution?
	Meetings	General	What features are supported in the conferencing solution?
	Meetings	General	What is required to allow guests outside the firewall to participate? Are any additional licenses or fees required?
	Meetings	General	What kind of connectivity is required to join a conference as an external participant?
	Meetings	Security	What mechanisms exist to make sure only authorized persons schedule and use the conference solution?
	Meetings	Security	Describe support for securing sensitive voice conferences using end-user encryption.
	Meetings	Security	What mechanisms exist to authenticate conference participants?
	Meetings	Management	Describe how a meeting organizer can manage a conference.
	Meetings	Management	Can a meeting manager identify and manage who is speaking?
	Meetings	Video Conferencing	Describe the video conferencing solution.
	Meetings	Video Conferencing	What is the total capacity of the conferencing solution?
	Meetings	Video Conferencing	What video resolutions does the solution support? Does the solution support high-definition video?
	Meetings	Web Conferencing	Describe the web conferencing solution.
	Meetings	Web Conferencing	What is the total capacity of the conferencing solution?
	Meetings	Web Conferencing	Is a client download required to fully participate as a presenter in a web conference?
	Meetings	Web Conferencing	Does the conferencing solution support mobile clients?
	Meetings	Web Conferencing	Describe archiving support in the conferencing solution.
	Meetings	Web Conferencing	In-meeting instant messages (IMs)
	Meetings	Web Conferencing	Does the conferencing solution support Active Directory for user authentication?

Architecture

Yes or No or Not applicable	Subject	Heading 2	Questions ?
	Architecture	General	Provide an overview of available solution architectures.
	Architecture	General	Describe support for open standards and APIs.
	Architecture	General	Describe how the solution will help meet quality of service (QOS) goals.
	Architecture	General	Describe support for SIP trunking.
	Architecture	General	Describe support for direct SIP.
	Architecture	General	Does the solution support AS-SIP?
	Architecture	General	Describe mediation server architecture.
	Architecture	General	Can multiple gateways be associated with the same mediation server pool? Can multiple mediation server pools have multiple unique associations?
	Architecture	General	How does the solution handle intertrunk routing?
	Architecture	General	Describe how sessions are managed.
	Architecture	General	Describe support for LAN-connected media gateways (server-embedded, standalone, switch/router-equipped, desktop), if applicable.
	Architecture	General	Does the solution support converged and/or soft switch architecture?
	Architecture	General	Does the solution provide support for cloud or hybrid deployments?
	Architecture	General	Describe how the solution may be extended or customized.
	Architecture	Interop and Integration	Describe interoperability with common communications solutions.
	Architecture	Interop and Integration	How does the solution support communications between networks (that is, federation)?
	Architecture	Interop and Integration	Does the solution support SIP-compatible stations and trunk networking as specified by IETF Work Group RFC documents?
	Architecture	Interop and Integration	Describe support for virtualization.
	Architecture	Interop and Integration	Describe interoperability with common video conferencing infrastructures.
	Architecture	Interop and Integration	Describe integration and interoperability with Microsoft products and technologies.
	Architecture	Interop and Integration	Describe the video and audio codecs supported by the solution.
	Architecture	Interop and Integration	Describe the transport protocols supported.
	Architecture	Interop and Integration	Does the solution support the Ports, Protocols, and Service Management (PPSM) Category Assurance List (CAL)?
	Architecture	Interop and Integration	Describe any features or capabilities that will assist in migration to the solution.
	Architecture	Interop and Integration	Describe support for heterogeneous networks.
	Architecture	Availability and Scalability	Describe how the solution facilitates high availability.
	Architecture	Availability and Scalability	Describe how the solution addresses growing scalability requirements.
	Architecture	Availability and Scalability	Describe disaster recovery capabilities.
	Architecture	Availability and Scalability	In the event the network between the call control server and a gateway goes down, how is service within the gateway maintained? What happens to calls in progress? To calls being set up?
	Architecture	Availability and Scalability	Describe how the solution will handle bandwidth constraints. Does the solution support Call Admission Control (CAC)?
	Architecture	Availability and Scalability	Does the solution support Dynamic Call Admission Control (CAC) using RSVP?

			Online services
Yes or No or Not applicable	**Subject**	**Heading 2**	**Questions ?**
	9-1-1 and Enhanced 9-1-1	General	Does the solution support Enhanced 9-1-1? Describe.
	9-1-1 and Enhanced 9-1-1	General	Describe how E911 calls are routed.
	9-1-1 and Enhanced 9-1-1	General	Can E911 calls be simultaneously routed to an internal security desk in addition to the PSAP?
	9-1-1 and Enhanced 9-1-1	General	How are analog and IP desktop (telephone instrument and Pclient soft phone) station user moves/adds/changes reported to the PSAP?
	9-1-1 and Enhanced 9-1-1	General	What degree of specificity for calling station user location is identified to the E911 PSAP? Desktop work area, local switch room, work floor, other?
	9-1-1 and Enhanced 9-1-1	General	How do calls to emergency personnel properly identify the building location the user is calling from? How are E911 calls from a wireless communication device (such as 802.11 wireless handset) handled?
	9-1-1 and Enhanced 9-1-1	General	Can emergency personnel reach the user who originally placed the call by using caller ID, that is, reverse PSAP calling?
	9-1-1 and Enhanced 9-1-1	General	Does the proposed solution deliver unique ANI/CLID numbers to the PSAP for calls originating from non-DID stations?
	9-1-1 and Enhanced 9-1-1	General	When an endpoint has no logged on user, can it still access 911 features?
	9-1-1 and Enhanced 9-1-1	General	How are E911 calls placed from a remote workstation user (such as at home, hotel) handled?
	Online Services	General	Describe the online communications solution.
	Online Services	General	Describe the features of the online communications solution.
	Online Services	General	Describe the benefits of the online service.
	Online Services	General	In what nations or geographical regions is the service available?
	Online Services	General	In what languages is the service available?
	Online Services	General	Where is the data center hosting the service located?
	Online Services	Client and System Requirements	Describe the \ client for the online service.
	Online Services	Client and System Requirements	What are the desktop client requirements for the online communications solution?
	Online Services	Client and System Requirements	What operating systems and browsers are supported by the online service?
	Online Services	Administration	How is the online service administered?
	Online Services	Administration	Does the online service support single sign-on? Describe.
	Online Services	Administration	Does the service support hybrid deployments where some users are online and some are on-premises?
	Online Services	Administration	Describe interoperability with on-premises Exchange Server.
	Online Services	Administration	Describe interoperability with on-premises SharePoint Server.
	Online Services	Service Continuity Management	Describe how the online service helps ensure high availability and service continuity.
	IM and Presence	Instant Messaging	Describe the instant messaging capabilities of the solution.
	IM and Presence	Instant Messaging	What public instant messaging networks are supported?
	IM and Presence	Instant Messaging	Describe support for persistent group chat or instant messaging groups.
	IM and Presence	Instant Messaging	Describe any message hygiene measures applied to instant messaging.
	IM and Presence	Presence	Describe the presence capabilities of the solution.
	IM and Presence	Presence	What additional servers or gateways are required to enable presence federation with third parties?
	IM and Presence	Presence	Does presence automatically reflect a user's status based on their calendar?
	IM and Presence	Presence	Coordinate presence information for users logged onto multiple devices.
	IM and Presence	Presence	What information does presence reveal about the user?
	IM and Presence	Presence	Does the IM/P solution support business-to-business federation? What components are needed?
	IM and Presence	Presence	Does the presence solution integrate with the Office 2013 contact card?
	IM and Presence	Presence	Does the IM/P client support tagging?
	IM and Presence	Presence	Does the IM/P client support Exchange distribution lists as contact groups?
	IM and Presence	Presence	Does the IM/P client display an Exchange out-of-office message?
	IM and Presence	Presence	Does the IM/P client enable users to organize contacts based on their presence status?
	IM and Presence	Presence	Does the IM/P client display people's contact card photos?
	IM and Presence	Presence	Can a user send an IM to a group of users?
	IM and Presence	Presence	Does the IM/P client support privacy relationships that are user configurable?
	IM and Presence	Presence	If a user sets their presence to Do Not Disturb, will they still receive IMs?
	IM and Presence	Presence	Does the IM/P client set presence to "Do Not Disturb" when you are presenting in PowerPoint or presenting in a Lync meeting?
	IM and Presence	Presence	Does the IM/P client enable sorting contacts based upon privacy relationships?
	IM and Presence	Presence	Does the IM/P client display multiple IM conversations as tabs?
	IM and Presence	Presence	Does the search feature of the IM/P client look across multiple contact sources, such as Exchange contacts as well as Outlook personal contacts?
	IM and Presence	Presence	Can you save IM conversation history?
	IM and Presence	Presence	Does the IM/P client support file transfer?
	IM and Presence	Presence	Does the IM/P client support ad hoc escalation to desktop sharing? Describe the user process to escalate a multi-party IM to a desktop sharing session.
	IM and Presence	Presence	Does the IM/P client support escalation to audio/video conferencing? Describe the user process to escalate a multi-party IM to an audio conference.
	IM and Presence	Presence	Does the IM/P client support ad hoc video conferencing?