**Description**

These questions have been pulled from multiple solicitations and market research across the Public Sector. The questions were added to a spreadsheet, de-duplicated and are represented herein as initial technical questions to ask and/or answer prior to proceeding with your research.

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| **ID#** | **General Cloud Solution Questions** | **Category** |
| G.1 | What technology is currently in place? | General |
| G.2 | Where is that technology installed? On or Off Premises? | General |
| G.3 | What is the criticality or Risk associated with this functionality? | General |
| G.4 | How many of these technology components are deployed? | General |
| G.5 | How much does this technology currently cost? | General |
| G.6 | What are your SLAs? | General |
| G.7 | What capacity does this technology currently support? | General |
| G.8 | What capacity does this technology scale to? | General |
| G.9 | Have you identified solutions to achieve this objective? | General |
|  | **Email as a Service (EaaS) Specific Questions** |  |
| E.1 | What (if any) office automation services do you currently have to support Web conferencing; video chat, unified communications, integration with Voice over Internet Protocol (VOIP); and Intranet website creation with user credible content, document repository, and wiki capabilities? | EaaS |
| E.2 | What (if any) Electronic Records Management services do you currently have that Integrate document management with email; and Provides application programming interface (API) for records management needs and eDiscovery tools that efficiently search through archives and files? | EaaS |
| E.3 | Will you require the migration of an existing email system and data (mail, calendar, contacts); End-user and administrator training; and services including migrating mobile users, integration with agency directory services, and project management of transition? | EaaS |
| E.4 | What requirements do you currently have to receive inbound email and take automated action on the messages? | EaaS |
| E.5 | What services do you currently have that address ethical and legal compliance challenges with legal or sensitive email communications? | EaaS |
| E.6 | What services do you have in place to maintain client billing and accounts receivable during case administration? | EaaS |
| E.7 | What services do you have to help ensure that the statutory notification deadlines are met for various legal and contractual transactions? | EaaS |
| E.8 | What services do you have that provide email for mobile users and that supports multiple types of desktop applications? | EaaS |