

1. Are integrations with other Microsoft 365 apps (SharePoint, OneDrive, Planner, etc.) expected? **Preferred**
2. Do you require governance and compliance configuration (policies, retention, DLP)? **Abisha? I think so**
3. Should we include SBC Management and Support? **Is this Session Border Controller for enhancing voice over IP?**
4. From a Video conferencing perspective, do we need to include support for the overall VC solutions including hardware, monitoring and management? **No**
5. Should support include end-user devices (laptops, desktops, mobile)? **No**
6. Are support for Teams handsets, headsets, and peripherals part of the requirement? **No**
7. Do you require device lifecycle management (procurement, setup, maintenance)? **No**
8. What support levels are expected (Level 1, Level 2, Level 3)? **What are the different levels and what does this refer to?**
9. Should support include end-user assistance (password resets, Teams troubleshooting)? **Yes**
10. Do you require proactive monitoring and incident management? **Yes**
11. Is 24/7 support required or business hours only? **24/7**
12. Should we include reporting and analytics for Teams usage and security? **Yes**
13. Do you require user training and adoption programs? **No**
14. Should we include change management and communication plans? **Yes**
15. Are custom apps, bots, or workflows within Teams expected? **No**
16. Should we provide SLAs for response and resolution times? **Yes**
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Will share updates regarding the pricing soon