

Request for Proposal (RFP)

RFP number:

Project name:

Company name:

RFP due date:

Send RFP to:

Background

Project details and requirements

Description



RFP number:

Project name:

Company name:

RFP due date:

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Goals

Technical requirements



Budget

Timeline

Date	Deadlines or project milestones

Bid requirements

Please include the following in your bid:

- *Description of your solution and its capabilities*
- *How your MDM solution will help us achieve our project/use case goals successfully*
- *Detailed pricing structure including which features would incur additional costs, additional maintenance and support fees, implementation costs, etc.*
- *Answers to the below questions*
Include specific questions you would like MDM providers to answer here. Use these to ensure they have the requirements you're looking for now and as you grow.



Evaluation criteria

We will review proposals and select an MDM provider based upon (in order of priority):



Question	Why ask this?
Can I bring my own devices or custom hardware?	If rapid hardware iteration or supporting an extreme variety of form factors and use cases are priorities, your MDM can't lock you in. Your needs will mature and evolve, an inflexible MDM could cost your business serious time and money.
Do you offer remote debugging capabilities?	As your fleet expands, the ability to remotely log, diagnose, and resolve issues is crucial to meeting the challenge of scalability.
Can I stop firmware over-the-air (FOTA) updates? Or roll them out at my pace?	If you want to control your own firmware image, make sure your MDM can deliver the tools to manage and deploy it exactly when and where you want.
Do you provide security patches?	You need to know the frequency of patches and support lifetime to ensure your fleet isn't left vulnerable. This is crucial for all fleets, but especially high security verticals like healthcare and finance.
Can I automate device provisioning?	Provisioning can be a needlessly complicated process. You'll want an MDM that's going to help simplify the onboarding process, especially as you scale.
How does device migration to your solution work? How long does it take?	Make sure any possible migration options are in line with your timelines, resources, budget, etc.
Can you provide milestones on your product roadmap for the next few years?	Choosing an MDM is a long-term commitment. A roadmap gives you a glimpse of future features and what will be prioritized.
Do you have expertise in: Working with AOSP devices, hardware lifecycle planning, large scale change management, etc.?	You need to know if and how much a vendor's expertise aligns with your needs. Ask this to find out if and how they've dealt with use cases like yours before.
What customer support do you offer?	This gives you insights into what level of support you can expect from the vendor. Make sure what they're offering, whether dedicated or outsourced, is enough for your business.

