

# Your RFP Checklist

Make sure you have all your technical requirements covered. You can use this checklist as a starting point.

- Alarms/alerts**      Particularly for a utility management, public infrastructure or traffic management project, how does the vendor plan to handle remote monitoring and critical event detection?

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- Certifications**      What industry standards and certifications (3GPP, IEEE, 5GAA, NIST, ETSI, etc.) will your technologies, such as network devices, need to achieve, and how does the vendor plan to address this?

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- Cloud infrastructure**      If your project will be hosted in the cloud or manage data or handle analytics in the cloud, what cloud services and support does the vendor offer?

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- Cybersecurity**      How does the vendor plan to protect hardware, software or electronic data from theft, damage, disruption or misdirection of services? This includes achieving cybersecurity certification for devices touching your network and setting a baseline set of cybersecurity standards.

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- Data analytics**      What processes does the vendor have in place for inspecting, cleansing, transforming and modeling data and relaying it to you? The information that fuels a smart cities project is only as good as your capacity to interpret and respond to it.

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- Data ownership**      How does the vendor plan to handle possession of and responsibility for information, including data ownership, compliance and access management procedures?

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- Data retention**      What is the vendor's data retention policy? Does it align with your requirements (e.g., compliance with state and federal regulations), and what kind of plan and personnel will you need to collect and manage the data you need?

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- Equipment**      What type of equipment does the vendor plan to use to implement your project? Is it compatible with your existing/planned infrastructure, and does it meet your resiliency and sustainability standards?

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- Key Performance Indicators (KPIs)**      What kind of KPIs will the vendor use to evaluate the success of its service/solution?

- Lifecycle management** How does the vendor manage the product lifecycle—from inception through design, manufacturing and service to disposal/end of life?
- Maintenance** What is the vendor’s policy for hardware, network and software maintenance and support? Does this include preventive and remedial services? How much does it cost and how will you be charged (e.g., per incident)?
- Managed services** If you need to outsource certain processes and functions to augment your internal resources, what managed services does the vendor offer, and how much will they cost?
- Metrics** What measures, including and beyond KPIs, does the vendor plan to use to report key behaviors, activities and performance? How frequently will these be reported?
- Operations** How does the vendor ensure efficiency and high performance?
- Physical infrastructure** How will the vendor help you leverage current infrastructure?
- Redundancy** Duplicating or backing up critical components and functions, referred to as redundancy, is key to network reliability and system performance. What redundancy services does the vendor offer?
- Reliability** Reliability is a must-have feature for telecommunications networks, especially in public safety projects. How does the vendor plan to ensure reliability?
- Support** Help with specific problems is often an ongoing cost. What type of support does the vendor offer, and how much will it cost?
- Systems integration** How does the vendor plan to bring together components, subsystems, computing systems and software applications to act as a coordinated whole? What kind of experience does the vendor have in this area, and how will the vendor ensure that systems interact and perform as expected?
- Universal design/ accessibility** How does the vendor plan to make products and services usable by all individuals and communities? Evaluate the ability of a given technology to enhance access to services.
- Use cases** Can the vendor provide examples of previous deployments involving similar technologies, applications and goals?