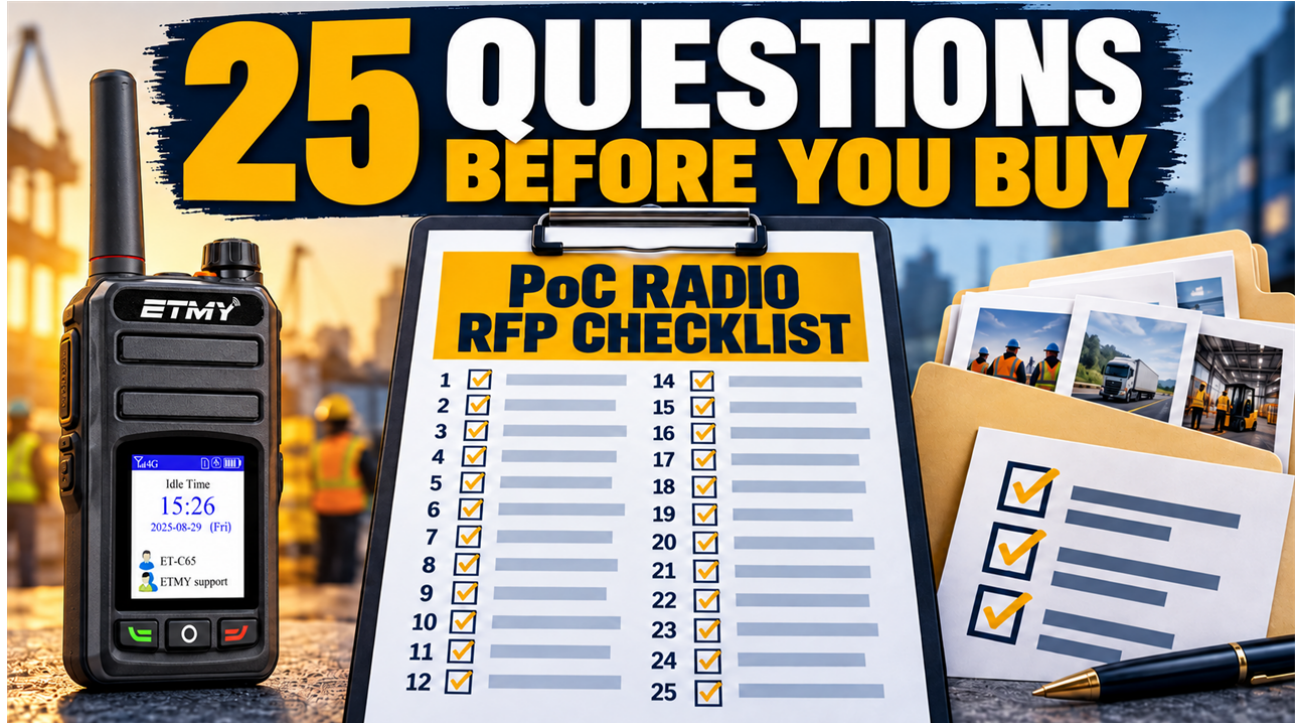


PoC Radio RFP Checklist: 25 Questions to Ask Before You Buy

Author: Lori | Content ID: CNT-2026-008 | Keyword ID: KW-016 | Market: Global / English

Reviewed: October 9, 2026



Shared visual asset from the CNT-2026-008 YouTube package; the image contains ETMY branding and a product-screen example.

Suggested slug: poc-radio-rfp-checklist

SEO title: PoC Radio RFP Checklist: 25 Questions Before You Buy

Meta description: Use this 25-question PoC radio RFP checklist to define requirements, request evidence, score vendors, run acceptance tests, and plan contract exit terms.

Excerpt: A useful PoC radio RFP asks vendors to answer the same operational questions with comparable evidence. This checklist covers buyer requirements, vendor responses, proof, scoring, acceptance, support, and exit terms before a purchase decision.

Reviewed: October 9, 2026

A business PoC radio RFP should describe the work that must be supported, require a structured vendor response, identify acceptable evidence, define weighted scoring, and set acceptance and contract-exit terms before selection. The buyer should ask every bidder the same questions and separate verified product evidence from general industry guidance. Claims about networks, coverage, functions, durability, audio, battery, security, compatibility, service levels, or recovery behavior should not be accepted without evidence for the exact proposed configuration.

This PoC radio RFP checklist contains 25 procurement questions. Each question follows the same sequence: buyer requirement, vendor response, required evidence, and scoring or acceptance method.

How should a business structure a PoC radio RFP?

Structure the RFP around the operating outcome, not a feature list. Start with roles, locations, workflows, interruption risk, ownership, and administration. Ask bidders to respond against a fixed template so procurement can compare like with like.

Use five fields for every requirement:

1. Buyer requirement: what the operation needs and where it applies.
2. Vendor response: supported, supported with conditions, planned, or not supported.
3. Required evidence: document, test result, configuration record, service description, or contract term.
4. Score: how the response earns points before testing.
5. Acceptance: how the buyer will verify the requirement before final approval.

Buyer requirements: roles, workflows, and operating conditions

RFP Question 1: Which worker roles and communication tasks must the proposed system support?

Buyer requirement: List each role, task, shift, and communication priority.

Vendor response: Map the proposed configuration to every listed role and identify exclusions.

Required evidence: Role-to-workflow matrix and configuration description.

Scoring/acceptance: Award points only for complete mappings; verify representative tasks during the pilot.

RFP Question 2: Which operating locations and routes must be included in the evaluation?

Buyer requirement: Name indoor, outdoor, vehicle, transition, basement, elevator, and remote routes that matter to the operation.

Vendor response: State the network and service assumptions for each location without making a blanket reach claim.

Required evidence: Site list, proposed test method, dependencies, and exclusions.

Scoring/acceptance: Require a location-by-location test and record failed, delayed, or incomplete transmissions.

RFP Question 3: How frequently will each role use push-to-talk, and how urgent are the messages?

Buyer requirement: Define expected call frequency, group size, urgency, and acceptable interruption risk.

Vendor response: Explain how the proposed workflow addresses each usage pattern.

Required evidence: Workflow diagram and test scenarios.

Scoring/acceptance: Score the quality of the proposed test plan, then measure the agreed scenarios.

RFP Question 4: Will devices be assigned, shared by shift, or used under an employee-owned-device policy?

Buyer requirement: Define ownership, issue, return, handoff, and offboarding rules.

Vendor response: Describe the supported identity and device-use model for the exact proposal.

Required evidence: Administration guide, account-flow diagram, and supported configuration.

Scoring/acceptance: Test sign-in, handoff, access removal, and data handling against the approved policy.

RFP Question 5: Which physical controls and accessories does each role require?

Buyer requirement: List interaction needs for gloves, vehicles, noisy areas, clothing, and hands-busy tasks.

Vendor response: Identify only the controls and accessories included or approved for the exact configuration.

Required evidence: Model-specific documentation, compatibility statement, and sample equipment.

Scoring/acceptance: Test the exact items in the real task; do not award points for category-level claims.

Vendor response: proposed configuration and service dependencies

RFP Question 6: What exact device, software, service, subscription, and account configuration is being proposed?

Buyer requirement: Receive one controlled configuration baseline.

Vendor response: List models, versions, licenses, services, options, and dependencies.

Required evidence: Bill of materials, version record, architecture diagram, and service description.

Scoring/acceptance: Reject ambiguous bundles; confirm delivered items against the baseline.

RFP Question 7: What mobile data requirements apply in each intended market and location?

Buyer requirement: Understand the network generation, bands, authorization, data plan, and regional dependencies for the proposal.

Vendor response: State requirements and limitations for the exact market and configuration.

Required evidence: Approved technical documentation and written compatibility evidence.

Scoring/acceptance: Treat unsupported markets or bands as gaps; validate service in the buyer's test locations.

RFP Question 8: Which carriers or network arrangements have been verified for the proposed deployment?

Buyer requirement: Know which network relationships the proposal depends on.

Vendor response: Distinguish tested compatibility, contractual availability, and unverified possibilities.

Required evidence: Market-specific confirmation and proposed provisioning process.

Scoring/acceptance: Do not score general coverage maps as proof; test the provisioned service on critical routes.

RFP Question 9: What happens when connectivity is weak, unstable, or unavailable?

Buyer requirement: Understand visible status, transmission behavior, user action, and recovery conditions.

Vendor response: Describe only verified behavior for the proposed device, service, and configuration.

Required evidence: Product and platform instructions plus a failure-state test plan.

Scoring/acceptance: Run controlled weak-connection and unavailable-path tests; record all user actions and results.

RFP Question 10: What registration, account, group, and session conditions must be met before a user can communicate?

Buyer requirement: Define what "ready" means at the device and service levels.

Vendor response: Explain provisioning, login, assignment, membership, and visible status for the exact system.

Required evidence: Administration and user documentation.

Scoring/acceptance: Test a new user, a changed role, an incorrect assignment, and a restored account.

RFP Question 11: Which administration, dispatch, location, logging, or reporting functions are included?

Buyer requirement: Separate required operational functions from optional or unavailable functions.

Vendor response: Mark each requested function as included, conditional, optional, planned, or unsupported.

Required evidence: Version-specific documentation and demonstration using the proposed configuration.

Scoring/acceptance: Give no credit for road-map items; test included functions against written scenarios.

RFP Question 12: What interoperability is supported across the proposed devices, applications, and services?

Buyer requirement: Know which user groups can communicate and under what conditions.

Vendor response: Identify each verified combination and every boundary.

Required evidence: Compatibility matrix, version scope, and supported architecture.

Scoring/acceptance: Test communication in both directions for each required combination.

Required evidence: performance, security, and support

RFP Question 13: What audio performance has been measured in the buyer's real operating conditions?

Buyer requirement: Understand message intelligibility for each role and environment.

Vendor response: Provide test conditions, equipment, method, and results rather than descriptive claims.

Required evidence: Specifications, test report, and pilot samples.

Scoring/acceptance: Use task-based message tests and record missing or misunderstood words.

RFP Question 14: What battery and charging evidence applies to the expected duty cycle?

Buyer requirement: Match operation time, standby time, transmission pattern, charging windows, and shift handoff.

Vendor response: State the tested conditions behind every duration figure.

Required evidence: Product specification, test method, charger details, and replacement policy.

Scoring/acceptance: Run a representative duty-cycle test; do not rely on an unqualified duration claim.

RFP Question 15: What durability and environmental evidence covers the intended work areas?

Buyer requirement: Define the required ingress, drop, temperature, cleaning, or specialist-environment conditions.

Vendor response: Map each requirement to the exact configuration and identify uncovered conditions.

Required evidence: Current test reports, certificates where applicable, and scope statements.

Scoring/acceptance: Verify that evidence names the supplied configuration and matches the required condition.

RFP Question 16: What security, privacy, and data-handling controls are documented for the proposed system?

Buyer requirement: Define authentication, encryption, access, updates, retention, logging, privacy, and data-location review needs.

Vendor response: Answer each control question with scope, ownership, and limitations.

Required evidence: Current architecture, policy, technical documentation, and independent evidence where required.

Scoring/acceptance: Security reviewers score only evidenced controls and record residual risk.

RFP Question 17: Which certifications or regulatory requirements apply to the exact configuration?

Buyer requirement: List required markets, workplaces, and use conditions.

Vendor response: State each applicable certification and the precise model, variant, and market covered.

Required evidence: Current certificate, issuing body, scope, and expiry or review information.

Scoring/acceptance: Treat mismatched or expired evidence as not meeting the requirement.

RFP Question 18: What implementation, training, support, repair, and replacement process is offered?

Buyer requirement: Define responsibilities from setup through operational support.

Vendor response: Name deliverables, owner, support hours, escalation path, exclusions, and replacement workflow.

Required evidence: Implementation plan, training outline, support procedure, and contract schedule.

Scoring/acceptance: Use scenario-based support tests and confirm named responsibilities before rollout.

Scoring and acceptance: how will the buyer prove the proposal works?

RFP Question 19: Which requirements are mandatory, scored, or informational?

Buyer requirement: Prevent a high total score from hiding a critical failure.

Vendor response: Complete the compliance matrix without changing the buyer's classifications.

Required evidence: Requirement-by-requirement response with references.

Scoring/acceptance: Disqualify unmet mandatory items; score only eligible proposals.

RFP Question 20: How will procurement weight operational fit, technical fit, service, risk, and cost?

Buyer requirement: Approve weights before proposals are opened.

Vendor response: Supply the evidence requested for each weighted category.

Required evidence: Traceable proposal references and total-cost inputs.

Scoring/acceptance: Apply the same rubric to every bidder and require evaluator comments for extreme scores.

RFP Question 21: What pilot and acceptance tests must the proposed system pass?

Buyer requirement: Define representative users, routes, shifts, failure states, and pass criteria.

Vendor response: Confirm resources, dependencies, test support, and exceptions.

Required evidence: Joint test plan, test units, configuration baseline, and result template.

Scoring/acceptance: Make payment, rollout, or final acceptance conditional on agreed results.

RFP Question 22: How will defects, failed tests, retests, and unresolved exceptions be handled?

Buyer requirement: Establish ownership and decision rules before the pilot.

Vendor response: Propose correction, retest, escalation, and closure steps.

Required evidence: Issue log format, responsibility matrix, and acceptance procedure.

Scoring/acceptance: Require a named owner, due date, evidence, and approval for every exception.

Contract and exit terms: what protects the buyer after selection?

RFP Question 23: Which service levels, support measures, and remedies will be contractual?

Buyer requirement: Define measurable service and support outcomes that match business risk.

Vendor response: State the metric, measurement source, exclusions, reporting frequency, and remedy.

Required evidence: Draft service schedule and sample report.

Scoring/acceptance: Do not treat a marketing target as a contract term; legal and operations owners must approve the final schedule.

RFP Question 24: What is the complete lifecycle cost under the buyer's usage assumptions?

Buyer requirement: Compare device, service, data, accessory, implementation, training, support, repair, replacement, administration, renewal, and exit inputs.

Vendor response: Use the buyer's quantity and term assumptions and disclose every exclusion.

Required evidence: Itemized price schedule, term, indexation, minimums, and optional charges.

Scoring/acceptance: Compare normalized totals and run sensitivity cases; do not use an unsupported savings claim.

RFP Question 25: What happens at contract end, supplier change, or service termination?

Buyer requirement: Protect continuity, records, access removal, asset handling, and transition.

Vendor response: Describe notice, renewal, termination, data export or deletion where applicable, account closure, equipment return, and transition support.

Required evidence: Draft exit schedule, data-handling terms, and responsibility matrix.

Scoring/acceptance: Require usable exit terms before award and test critical export or access-removal steps when applicable.

How should a weighted PoC radio evaluation work?

Use a weighted model only after mandatory requirements have been separated from scored preferences. A proposal that fails a mandatory legal, operational, or acceptance requirement should not be rescued by extra points elsewhere.

An example structure is shown below. Buyers should adjust the weights before proposals are opened and document the reason for each change.

Evaluation category	Example weight	What earns credit
Operational and role fit	25%	Complete workflow mapping supported by a credible real-world test plan
Technical and network fit	20%	Configuration-specific evidence with clear dependencies and limits
Administration, support, and lifecycle	15%	Defined ownership, support, replacement, update, and offboarding processes
Security, privacy, and compliance	15%	Evidence that addresses each buyer requirement for the exact scope
Pilot and acceptance approach	15%	Measurable pass criteria, controlled configuration, issue handling, and retest plan
Commercial and exit terms	10%	Transparent lifecycle inputs, contract measures, and workable exit obligations
Total	100%	

Use a consistent scoring scale, such as 0 for no response, 1 for unsupported assertion, 2 for partial evidence, 3 for adequate evidence, 4 for strong evidence, and 5 for verified evidence that directly meets the requirement. The definitions matter more than the number of scale points.

What should the acceptance-test section include?

The acceptance section should convert the selected proposal into observable pass/fail tests. It should name the test configuration, users, locations, routes, shifts, scenarios, evidence owner, result field, issue owner, retest rule, and approval authority.

Test area	Scenario	Pass criterion	Evidence	Result	Issue owner	Retest date	Decision
User readiness	User signs in or is provisioned under the approved workflow	Verified ready state is reached without an unresolved error	Timestamped test record				
Critical route	Representative users exchange task-based transmissions on a named route	Agreed messages are completed at required points	Location log and observer record				
Weak or unavailable data path	Team observes and responds to controlled connection conditions	Users recognize the condition and follow the approved procedure	Status, action, and recovery log				
Shift handoff	Device and account move through the approved handoff	Prior access and new-user readiness meet the written requirement	Handoff record				
Support incident	User reports a defined fault through the proposed support path	Ownership, escalation, evidence, and closure meet the agreed process	Incident record				
Exit control	Required access is removed or transitioned under the approved procedure	The agreed record and approval are complete	Exit or access-removal record				

Acceptance should use the delivered configuration, not a demonstration setup with different options. Any exception should identify the business impact, owner, corrective action, retest date, and approving authority.

Frequently asked questions

What should a business include in a PoC radio RFP?

Include roles, workflows, locations, ownership, network and service dependencies, required evidence, weighted scoring, pilot tests, support, lifecycle cost, contract measures, and exit terms. Ask every bidder to respond to the same requirement and evidence template.

Should an RFP ask for product features or operating outcomes?

Start with operating outcomes, then ask the vendor to map the exact proposed features and configuration to them. This avoids treating a long feature list as proof that the system supports the buyer's work.

How should procurement handle unverified vendor claims?

Record an unverified claim as unsupported until the vendor supplies acceptable configuration-specific evidence or passes an agreed test. Do not award full points for a statement that cannot be traced to evidence.

What is the difference between proposal scoring and acceptance testing?

Proposal scoring ranks eligible responses using submitted evidence. Acceptance testing confirms that the selected, delivered configuration meets the agreed requirements in the buyer's operating conditions.

Should the lowest-priced PoC proposal win?

Price should be evaluated alongside mandatory requirements, operating fit, technical evidence, risk, support, acceptance, and exit terms. Compare lifecycle cost using the same quantities, term, and assumptions for every eligible proposal.

How should a buyer evaluate network reach?

Ask for market- and configuration-specific dependencies, then test critical routes and locations. General maps or broad statements do not replace acceptance evidence from the buyer's operating environment.

What should happen when a pilot test fails?

The issue should receive an owner, impact assessment, corrective action, evidence requirement, retest date, and approval decision. Critical failures should block acceptance until the agreed rule is satisfied or the buyer rejects the exception.

Why do exit terms belong in the RFP?

Exit terms define how access, records, accounts, equipment, data obligations, notice, and transition will be handled before the buyer becomes dependent on the service. They also make lifecycle cost and switching risk easier to compare.

Neutral next step

Copy the 25 questions into the procurement team's response template. Ask operations, IT, security, legal, finance, procurement, and frontline representatives to mark each requirement as mandatory, scored, or informational before the RFP is issued. Keep every capability conditional until the exact proposed configuration is supported by evidence and passes the agreed acceptance test.