



Request For Proposal: Question Bank

Questions to build your RFP and ensure providers give you the information needed to make an informed decision.

Request For Proposal (RFP)

Use these questions to build your RFP (Request for Proposal) and ensure providers give you the information needed to make an informed decision.

Company and Business Model

1. Are you an MNO, MVNO, or aggregator?
2. How long have you been providing IoT connectivity?
3. How many IoT connections do you currently manage?
4. What is your financial stability? (public company, VC-backed, profitable?)
5. What are your plans for the next 3-5 years (expansion, technology roadmap)?

Coverage and Network

6. In each of our target markets [list markets], which specific MNOs do you have agreements with?
7. Are these direct interconnects or routed through roaming hubs?
8. Can you provide coverage maps for our specific deployment locations?
9. What network technologies do you support (2G, 3G, LTE, 5G, NB-IoT, LTE-M)?
10. How do you plan for 2G/3G sunset in markets where it's happening?
11. Do you support multi-network SIMs? How many networks per SIM?
12. What is failover time if primary network fails?
13. Can you provide pre-deployment testing (trial SIMs for coverage validation)?

Pricing and Commercial Terms

14. What is your complete pricing structure (SIM cost, activation, monthly fee, data, SMS, platform, support)?
15. Are there any roaming surcharges beyond base pricing?
16. What is the overage rate if we exceed contracted data allowance?
17. Do you charge for inactive SIMs? Can we suspend SIMs to avoid charges?
18. What discounts are available for volume commitments?
19. What is the minimum contract term? Early termination penalties?
20. Can pricing be fixed in our local currency?
21. What is the total cost of ownership for [X] SIMs over 3 years?

Technical Capabilities

22. Do you support eSIM/eUICC? GSMA SGP.32 compliance?
23. Can we remotely provision or change network profiles?
24. What SIM management platform features do you provide?
25. Do you offer API access? Any limitations or costs?
26. Can we integrate your platform with our backend systems?
27. What security features do you support (encryption, private APN, VPN, firewalls)?
28. Do you offer private APN? Setup process and cost?
29. What data residency options do you provide?

SLAs and Support

30. What uptime SLA can you commit to?
31. How is uptime measured (per SIM, per network, globally)?
32. What remedies do you provide if SLA is breached?
33. What support tiers do you offer? Response time commitments?
34. Do you provide 24/7/365 support?
35. What is your escalation process for critical issues?
36. Can you provide a dedicated account manager?

Security and Compliance

37. What security certifications do you hold (ISO 27001, SOC 2, PCI-DSS, etc.)?
38. Can you provide recent audit reports?
39. Are you compliant with GDPR, CCPA, or other relevant regulations?
40. Can you sign a Data Processing Agreement (DPA)?
41. How do you protect against SIM cloning?
42. Can we remotely disable compromised SIMs? Response time?

References and Proof

43. Can you provide 3 customer references with similar deployment profiles to ours?
44. Can you provide case studies of successful deployments in our industry?
45. Will you support a proof of concept test? Terms and duration?



