



Important Interoperability Questions To Include in an RFP

Note: Your questions need to be very specific in order to receive a specific response. For example:

1. When inquiring about feature interoperability, don't just ask what features are supported, but what features are supported, how many were tested for interoperability with the following CPE, how many failed and why?

In the case of failures, what corrective procedures are you taking?

2. Make sure you provide in your RFP all the existing network components that the new product must interface with, what release, generic, version the existing product is currently operating at. The new vendor should be asked whether their product has been tested for interoperability with these existing components in my network, at what release level, and what were the results?

Is a copy of the test results including failed reasons available?

3. Where and by whom were the tests performed?
4. If you have not performed interoperability tests with the above listed network components, when do you plan to?
5. Do you track OEM changes for possible interoperability issues with your products?
6. How do you plan on upgrading your product if necessary?
7. What will I need to use to perform operational tests on your product once it is installed?
8. How can problems between various CPE and your product be best mitigated?
9. If your product fails shortly after installation, what are your detailed plans for rectifying the problem? What will I need to use to perform operational tests on your product once it is installed?