MDM RFP Checklist (2025)

Prepared for evaluators • Generated on 2025-09-02

# Vendor & Hosting Profile

* ☐ Company overview, years in business, relevant certifications (ISO 27001, SOC 2).
* ☐ Hosting model (SaaS / On‑prem / Hybrid), regions & data residency (US/EU/Other).
* ☐ Third‑party audits, penetration tests (frequency), vulnerability disclosure program.
* ☐ Uptime SLA & historical availability for past 12 months.

# Platform Coverage & Zero‑Touch

* ☐ OS support: Android, iOS/iPadOS, Windows, macOS, Linux (versions supported).
* ☐ Zero‑touch: Android Zero‑Touch, Apple Business Manager (DEP/VPP), Samsung KME, Windows Autopilot.
* ☐ Enrollment types: BYOD (Work Profile), COPE/COBO, iOS User Enrollment, shared/kiosk devices.

# Security & Compliance

* ☐ Device encryption enforcement, passcode policy, jailbreak/root detection.
* ☐ DLP controls (copy/paste/share), managed app configurations, per‑app VPN.
* ☐ Threat posture/attestation (e.g., Play Integrity, Defender, jailbreak detection).
* ☐ Audit logging & export, SSO (SAML/OIDC), RBAC, admin activity logs.
* ☐ Compliance reporting (SOC 2, ISO 27001), data retention, privacy & residency guarantees.

# Apps, Updates, and Lifecycle

* ☐ Managed Play / ABM‑VPP distribution, private apps, app configuration & secrets.
* ☐ App version pinning / minimum versions, uninstall/blacklist, app inventory.
* ☐ OS patching (Windows/macOS), rollout rings/channels, deferrals, reboot options.
* ☐ Remote actions: locate, lock, wipe, lost mode, scripts/commands.

# Kiosk & Remote Support

* ☐ Single‑app and multi‑app kiosk for Android/iOS/Windows with branding and lock‑down options.
* ☐ Remote view/control (Android/Windows/macOS), unattended access, file transfer.
* ☐ Crash/health monitoring, device telemetry, alerting & webhooks.

# Integrations & Ecosystem

* ☐ Public REST API (rate limits/quotas), webhooks, SIEM export.
* ☐ IdP integrations (Entra ID/Azure AD, Okta, Google, Ping).
* ☐ PSA/RMM/service desk connectors; CSV/SCIM user sync.

# Operations, Support & Pricing

* ☐ Support channels & SLAs (P1/P2/P3 definitions, business hours, response times).
* ☐ Implementation plan & pilot support, training materials, knowledge base.
* ☐ Pricing model (per‑device/user), add‑ons (remote control, API), minimums & terms.

# Vendor Response Tables

Use the tables below to capture structured vendor responses.

## Company Information

|  |  |
| --- | --- |
| Item | Vendor Response |
| Legal name |  |
| Years in business |  |
| Certifications |  |
| Primary contact |  |

## Hosting & Security

|  |  |
| --- | --- |
| Item | Vendor Response |
| Regions/data centers |  |
| Uptime SLA |  |
| Security audits |  |
| Data residency |  |

## Coverage & Enrollment

|  |  |
| --- | --- |
| Item | Vendor Response |
| OS/versions |  |
| Zero‑touch options |  |
| Enrollment types |  |
| Shared/Kiosk support |  |

## Security Controls

|  |  |
| --- | --- |
| Item | Vendor Response |
| Encryption |  |
| Passcode |  |
| DLP |  |
| Attestation/Threat posture |  |

## Apps & Updates

|  |  |
| --- | --- |
| Item | Vendor Response |
| App distribution |  |
| App config |  |
| Patching strategy |  |
| Rollout rings |  |

## Kiosk & Remote

|  |  |
| --- | --- |
| Item | Vendor Response |
| Kiosk modes |  |
| Remote control |  |
| Unattended access |  |
| Scripting/Commands |  |

## Integrations & API

|  |  |
| --- | --- |
| Item | Vendor Response |
| REST API |  |
| Webhooks |  |
| IdP |  |
| PSA/RMM |  |

## Support & Pricing

|  |  |
| --- | --- |
| Item | Vendor Response |
| Support tiers |  |
| Response SLAs |  |
| Pricing & add‑ons |  |
| Minimum term |  |

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*CODEPROOF CYBER DEVICE MANAGER – #1 easiest-to-use UEM/MDM platform, as highlighted by Forrester.*