



U.S. Probation and Pretrial Services
Texas Northern

Request for Quotation

RFQ Title: Government Cell Phone Service and Account Management Solution

Issue Date: 9/19/25

Due Date for Quotes: 9/29/25

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Organization: Texas Northern Probation (TXNP)

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1. Introduction

TXNP is requesting quotations from qualified cell phone service providers that can deliver government-approved mobile connections with enterprise-level account management tools. The selected provider must support Apple Business Manager integration, flexible account control, and reliable customer support.

2. Project Overview

The purpose of this RFQ is to establish a vendor relationship with a carrier that can supply and manage mobile phone lines for government use. The solution should allow administrative staff to manage accounts through an online portal, integrate devices with Apple Business Manager, and provide full control over line activation, suspension, and reconnection.

3. Scope of Work & Requirements

Provider Must Offer:

1. Government Connection Services

- Must provide government cell phone service plans with features and pricing applicable to government entities.
- Nationwide coverage with priority government network access.
- Standard voice, text, and data features included.

2. Online Portal for Account Management

- Ability to view and manage all active devices and lines.
- Add or remove users as needed.



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- Suspend and reconnect lines directly through the portal.
- Generate detailed usage and billing reports.

3. Apple Business Manager Integration

- Ability to add newly purchased iPhones and iPads into the organization's Apple Business Manager account automatically or via portal workflows.
- Support for device enrollment and management (DEP/MDM compatibility).

4. Device & Line Management

- Support for ordering new devices and SIM/eSIM activation.
- Flexible options for adding, upgrading, or retiring devices.
- Ability to quickly suspend lines for lost/stolen devices and reconnect when recovered.

4. Deliverables

- Government-approved mobile connection plans.
- Fully functional online portal for management.
- Documentation and training on portal usage.
- Integration with Apple Business Manager.
- Ongoing customer support with a dedicated account manager.

5. Quotation Requirements

Vendors must provide the following information in their quotation:

- Company profile and government contracting eligibility.
- Detailed description of service plans available for government accounts.
- Portal capabilities (features, screenshots, demo access if available).
- Pricing for:
 - Monthly service per line



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- Device purchase options (Apple devices preferred)
- Setup fees (if any)
- Support or management fees
- Timeline for account setup and implementation.
- Warranty and replacement policy for devices.
- Customer support model (hours, escalation procedures).

6. Evaluation Criteria

Proposals will be evaluated based on:

- Compliance with all requirements (government connection, Apple Business Manager, portal features).
- Cost effectiveness and transparency of pricing.
- Reliability and coverage of the network.
- Quality of customer support and account management.
- References from other government/enterprise clients.

7. Submission Instructions

Quotations must be submitted by **9/29/25** to: Anthony_carbajal@txnp.uscourts.gov, kurt_milam@txnp.uscourts.gov

8. Terms and Conditions

- The organization reserves the right to accept or reject any or all quotations.
- Final pricing and terms will be subject to contract negotiation.
- Vendor must comply with all applicable government contracting standards.



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- All services and devices must be U.S. government compliant and secure.