

Request for Quotation

RFQ number: USPO-MOBILE-2026.1

Quotes due no later than: September 10, 2026

Provide quotes to: Donald Walters at Donald_Walters@ganb.uscourts.gov

The U.S. Probation Office for Northern District of Georgia is requesting quotes a qualified cellular service provider to provide reliable voice, messaging, and data services, mobile devices, equipment upgrades, accessories, deployment support, and account management services for the Northern District of Georgia.

Requirements

- **Current Cellular Inventory/Service**
 - 105 Apple iPhones
 - 5 cellular-enabled Apple Watches
 - 4 cellular internet/MiFi devices
 - 1 Samsung Galaxy smartphone
- **Service Plans**
 - Unlimited voice, messaging, and data plans.
 - Plans **with mobile hotspot capability**.
 - Plans **without mobile hotspot capability**.
 - Ability to add, remove, suspend, or modify lines and services as needed.
- **Device Procurement & Upgrades**
 - Optional procurement pricing for **Apple iPhone 16 and newer models**.
 - Optional Samsung Galaxy devices.
 - Apple Watch and MiFi/mobile broadband devices as needed.
 - Replacement and upgrade equipment.
 - Accessories, including cases, chargers, cables, and other applicable equipment.
 - Identify available Government, volume, upgrade, trade-in, and promotional discounts.
- **Coverage**
 - Provide current cellular coverage maps for the **Northern District of Georgia**.
 - Coverage information should specifically address **rural and mountainous areas**.
 - Coverage should include, but not be limited to:
 - Whitfield County
 - Murray County
 - Walker County
 - Union County
 - Towns County
 - Rabun County
 - Pike County
 - Heard County
 - Identify areas of limited, weak, or unavailable coverage.
- **International Services**
 - International voice, messaging, and data coverage options.
 - International calling and roaming packages.
 - International data packages.
 - Identify available countries/regions and associated pricing.
- **Initial Deployment & Onsite Support**
 - Initial account and device deployment support.
 - Device activation and configuration.
 - Number transfers/porting.
 - Optional **onsite deployment and implementation assistance**.

- User support during initial deployment.
- **Account Management**
 - Online account management portal.
 - Billing and invoice management.
 - Usage and service reporting.
 - Device and line inventory reporting.
 - Usage monitoring and analytics.
 - Ability to modify plans and services.
 - Add, remove, suspend, or transfer lines.
 - Reporting capabilities for management and administrative purposes.
- **Customer Support**
 - Dedicated account representative.
 - Dedicated customer service/support contacts.
 - Defined escalation procedures.
 - Technical support for cellular services and equipment.
 - Assistance with billing, service changes, equipment replacement, and upgrades.
- **Pricing**
 - Monthly recurring service costs.
 - Device and equipment costs.
 - Optional services and international packages.
 - Activation and deployment costs.
 - Onsite support costs.
 - Accessory pricing.
 - Taxes, surcharges, fees, and other applicable costs.
 - All available discounts and incentives.

Donald Walters
Contracting Officer