SECTION C – STATEMENT OF WORK

1.0 Background

The Alternatives to Detention (ATD) Unit of the Office of Enforcement and Removal Operations (ERO) within the U.S. Department of Homeland Security’s (DHS) Immigration and Customs Enforcement (ICE) component is responsible for the development and implementation of programs that provide cost-effective alternatives to secure detention. These alternatives are designed to improve rates of appearance at immigration interviews and hearings by aliens released from secure detention or otherwise part of the non-detained population (i.e. those who have never been detained) and are also intended to improve compliance with final orders issued by immigration judges.

Limited detention capacity and an increasing detainee population coupled with the need to lower absconder rates have sparked national efforts to integrate the use of various alternatives to detention for aliens who do not require mandatory detention. Alternatives to detention offer the prospect of a considerable cost savings over secure detention for eligible aliens.

The Intensive Supervision Appearance Program (ISAP), sponsored by ATD, is a compliance program that uses technology and case management to ensure compliance with release conditions, court appearances and final orders of removal while allowing aliens to remain in their community. Adults 18 years of age or older may be eligible for placement into this ATD program if they are not subject to mandatory detention and are currently in some stage of removal proceedings. ATD/ISAP also offers services for foreign-born minor children (defined as riders) of enrolled participants under the Extended Case Management Services Program (see Attachment 2-Extended Case Management Services Program). Program participants consists of people from a varying range of criminality with a focus on enforcement priority cases. While participants are enrolled in the ATD program, they will be treated with dignity, care and respect.

2.0 Scope

The contractor shall provide community-based supervision, in-person reporting, telephonic reporting, GPS monitoring or biometric technology monitoring services across the nation. The organization, design, and administration of the program shall comply with all applicable federal, state, and local licensing provisions, as well as ERO requirements as put forth in the requirements documents (Statement of Work, Attachment 1 – Detailed GPS Ankle Bracelets and Tracking/Monitoring System, Telephonic and Biometric Reporting System, and Attachment 2 – Extended Case Management Services Program). The contractor shall provide management oversight for the implementation and operations set forth in this SOW.

The program includes varying degrees of supervision and electronic monitoring options as assigned by ERO officers. Program services shall be provided in a nondiscriminatory manner and without regard to a participant’s race, color, national origin, gender, religion,
or disability. ATD participants are mandated, except for Extended Case Management Services (ECMS) participants, to use some form of technology which can consist of a GPS tracking device, Telephonic Reporting, and/or biometric check in technology.

**3.0 Definitions – See Attachment 10 for additional definitions and explanations.**

a. Technologies refer to the following and are further defined in Attachment 1:

   i. GPS Ankle Bracelets and a Tracking / Monitoring System
   
   ii. Telephonic Reporting Voice Recognition / Verification System

   iii. Biometric check in technology

b. For the purposes/purposes of this statement of work, legal stages will only comprise of:

   i. Pre-Order – The Alien has been placed into removal proceedings and has not received a case decision from the Immigration Judge.

   ii. Post-Order – An alien who is in the legal stage of post order is:

   1. An alien who has received an order of removal from an Immigration Judge; neither party has appealed, one party has reserved appeal but has not filed it, or if either party has reserved appeal, the statutory thirty (30)-day period has elapsed.

   2. An alien has received an order of removal from a Designated Authorized Immigration Official or Federal District Judge.

   3. An alien has been granted Voluntary Departure by an Immigration Judge or Designated Authorized Immigration Official

   iii. Appeal – The Immigration Court has issued a decision and either the participant or ICE has filed a Notice of Appeal (NOA) with the Board of Immigration Appeals (BIA) and the appeal is pending before the BIA.

**4.0 Contractor Personnel**

a. Contractor Personnel

   i. The contractor shall supply the COR and the ERO Security Officer with a monthly list of all employees working on the contract.

   ii. The contractor shall obtain prior written concurrence from the Contracting Officer (CO) for appointment and replacement of key personnel as established within HSAR 3052.215-70 Key Personnel or Facilities.

b. Program Director/Deputy Program Director (Key Personnel)

   i. Qualifications:
1. At a minimum, possess a Bachelor’s degree in an appropriate discipline from an accredited institution. The Government will not accept years of experience as a substitute for a Bachelor’s degree for key personnel.

2. Program Director must have 10 years documented experience, certification, and credentials applicable to the goals and objectives of this program sufficient to communicate, direct, counsel, and evaluate subordinate staff that would be appropriate for and commensurate with a typical community program with similar goals and objectives.

3. Deputy Program Director must have at least five years documented experience, certification, and credentials applicable to the goals and objectives of this program sufficient to communicate, direct, counsel, and evaluate subordinate staff that would be appropriate for and commensurate with a typical community program with similar goals and objectives.

ii. Duties:

1. The contractor personnel filling this position shall be designated "Key Personnel." The contractor Program Director is the person responsible and accountable for the overall execution and administration of the program under this contract. This person functions as the single point of contact for the COR and CO.

2. The contractor shall create and maintain a management organization that has its Program Director as a single point of contact for ERO.

3. As key personnel, absent any reasons supporting a termination for cause on behalf of the contractor, the contractor shall ensure that the program director retain his or her position on the ISAP contract for not less than one year from the date of contract award.

4. Should the contractor terminate the Program Director, or Deputy Program Director at any time during the contract period, the contractor’s replacement must be approved by the COR and CO prior to his or her assignment on the ISAP Contract. A full-time replacement must be put in place within 90 days of key personnel vacancy unless a waiver is granted by the COR.

5. The Program Director and Deputy Program Director, with authority to act on behalf of the Program Director, shall be accessible to ERO by mobile phone 24 hours per day, 7 days per week, 365 days per year.

c. Program Manager (PM)

i. Qualifications:

1. Possess a Bachelor’s degree in an appropriate discipline from an accredited institution (an Associate degree with two or more years of relevant experience
may be substituted for a Bachelor's degree)

2. Have at least two years of documented experience in a field related to law, social work, detention, corrections, or similar occupational area; certification, licensure, and credentials applicable to the professional accreditation of the position

3. Demonstrate experience applicable to the goals and objectives of this program sufficient to communicate with other staff, and appropriate for a similar program environment

4. The Program Manager, or the person designated to act on their behalf, shall be accessible to ERO by mobile phone 24 hours per day, 7 days per week, 365 days per year.

ii. Duties:

1. Supervises Case Specialists and Administrative Assistants

2. Must meet the minimum requirements as established to be a Case Specialist

3. Must be proficient in performing all duties of a case specialist and be able to train new Case Specialists.

4. Maintain current training and certification requirements in accordance with state and ICE/ERO standards

5. There must be at least one PM at each C-Site.

d. Case Specialist (CS)

i. Qualifications:

1. Possess a bachelor's degree in an appropriate discipline from an accredited university (an Associate degree with two or more years of relevant experience may be substituted for a bachelor's degree).

2. A bilingual skill set is preferred.

3. Have at least two years of documented experience in a field related to law, social work, detention, corrections, military/civil service or similar occupational area; certification, licensure, and credentials applicable to the professional accreditation of the position

4. Demonstrate experience applicable to the goals and objectives of this program sufficient to communicate with other staff, and appropriate for a similar program environment

5. Possess and maintain appropriate state licensure
ii. Duties:

1. Provide program services to participants in accordance with this SOW and required by ERO.
2. Direct communication with program participants and ERO.
3. Create participant service plans
4. Maintain electronic case records
5. Execute case management plans in accordance with this SOW and as required by ERO.
6. Maintain current training and certification requirements in accordance with state and ICE/ERO standards

e. Administrative Assistant (AA)

i. Qualifications:

1. Possess an Associate’s degree in an appropriate discipline from an accredited institution (two or more years of relevant experience may be substituted for an Associate’s degree)
2. Have at least two years of experience working with computers.
3. Demonstrate experience applicable to the goals and objectives of this program sufficient to communicate with other staff, and appropriate for a similar program environment

ii. Duties:

1. Communicate with program participants in the office
2. Assist the Case Specialist in providing program services to participants
3. Assist the Case Specialist with duties performed during office visits
4. Help with the maintenance of case records and systems
5. Assist the Program Manager as needed
6. Maintain current training and certification requirements in accordance with state and ICE/ERO standards

5.0 Operations Constraints / Assumptions

a. Contract performance shall fully comply with the following:
i. The Immigration and Nationality Act (INA) as amended, 8 U.S.C. 1101 et seq.

ii. Homeland Security Act of 2002 (HSA), as amended

iii. Title 8 Code of Federal Regulations (CFR), as amended

iv. Title VI of the Civil Rights Act of 1964, as amended

v. The Rehabilitation Act of 1973, as amended

vi. The Americans with Disabilities Act of 1990, as amended

b. The contractor shall not refuse to accept a participant referred by ICE unless:

i. ERO has determined this alien does not qualify for a technology option (and is not an ECMS participant).

ii. Note: T-sites will have no distance limitations from aliens’ residences to the reporting ERO offices unless otherwise determined by local ERO discretion.

c. Standards of Conduct

i. The contractor shall obtain written certification from each of its employees agreeing to abide by the standards of conduct outlined below for the duration of their employment.

1. The contractor shall provide all employees with a copy of the program’s standards of conduct.

2. All employees shall certify in writing that they have read and understand these standards.

3. A record of this certificate shall be provided to the COR prior to the employee’s beginning work under this contract.

4. Contractor staff shall not display favoritism or preferential treatment to one program participant or group of program participants over another.

5. No contractor employee shall enter into or maintain an existing personal relationship with a program participant.

6. Contractor staff shall be prohibited from accepting for themselves or any member of their family any personal gift, favor, or service from program participants or from the program participants’ families or close associates, no matter how trivial the gift or service may seem. All staff shall be required to report any such offers within 24 hours to the Program Director via the Office Manager. In addition, no staff shall give any gift, favors, or service not authorized under the ISAP contract to program participants, their families, or close associates.

7. Contractor staff shall not enter any business relationship with program
participants or their families (e.g., selling, buying, trading personal property, or on social media, etc.).

8. Contractor staff shall not have any outside or social contact with program participants, their families or close associates to include all forms of social media outlets.

9. If engaging in social media, contractor shall maintain professionalism on and off duty and shall not discuss their duties and information relating to their employment or ICE/ERO.

10. Contractor shall not discuss or give any legal advice to any enrolled participant.

ii. The contractor shall report to the COR within 24 hours of any violations or attempted violations of the standards of conduct.

iii. Violations may result in employee dismissal by the contractor or removal at the discretion of the CO.

iv. Failure on the part of the contractor to report a known violation or to take appropriate disciplinary action against offending employee or employees shall subject the contractor to appropriate action up to and including termination of the contract for default.

d. Removal from Duty

i. The contractor shall notify the COR within 24 hours upon learning of adverse or disqualifying information regarding any employee. The contractor shall immediately remove the employee from performing duties under this contract, provide written notice to the COR of the employee’s removal and comply with further guidance from the CO upon learning of adverse or disqualifying information.

The contractor shall notify the COR in writing of any employee terminations, suspensions, resignations, or any other adverse personnel actions taken for any reason. The contractor shall also notify ATD Headquarters to include the ATD Unit Chief and the Alternatives to Detention Monitoring Officer (AMO) and the Section Chief for that AOR/region.

Disqualifying information includes, but is not limited to:

1. Arrest or conviction of a crime (felony or misdemeanor offenses),
2. A record of arrests for traffic offenses (especially DUI), or
3. False information entered on suitability forms.
4. Upon notification, the contractor shall remove any employee from assignment
to this contract who has been disqualified for security reasons or is deemed unfit to perform his or her duties.

ii. A determination of being unfit for duty includes, but is not limited to, incidents involving misconduct as set forth below:

1. Neglect of duty or failure to carry out assigned tasks;
2. Falsification or unlawful concealment, removal, mutilation, or destruction of any official documents or records, or concealment of material facts by willful omissions from official documents or records;
3. Possession of or selling, consuming, or being under the influence of intoxicants, drugs, or other mind-altering substances;
4. Unethical or improper use of official authority;
5. Violations of security procedures or regulations;
6. Fraternization with program participants;
7. Failure to maintain or fulfill training requirements; or
8. Inappropriate conduct on social media as defined in the Standards of Conduct.

iii. Contractor shall not discuss any enrolled participants’ case information with anyone other than ERO and the participant.

iv. Contractor shall allow official legal counsel retained by any enrolled participant into the contractor office waiting area, provided they are not soliciting for business or causing a disruption. Contractor shall not permit legal counsel to attend face to face meetings between participants and their case specialist. Contractor shall not discuss anything regarding the participants’ immigration case, legal stage or case management with a participant’s legal representative. All questions from participants’ attorneys shall be referred to ERO.

v. Contractor staff shall be prohibited from providing legal advice to program participants and from interfering with a program participant’s immigration status proceedings or the execution of final orders of the Immigration Court. Failure to comply shall result in the termination of the contract and/or possible criminal charges against the employee.

vi. The contractor shall develop procedures for reporting and handling grievances from participants. All formal grievances shall be reported within the next business day to the corresponding AMO, Section Chief, and the COR in writing. Any formal grievances from participants concerning equal opportunity to the program’s services shall be forwarded to the ICE Office of Diversity and Civil Rights for processing at
(b)(7)(E) @ice.dhs.gov.

6.0 Required Services

a. General Requirements

The contractor shall provide community-based supervision, in-person reporting, telephonic reporting, Global Positioning Services (GPS) monitoring, biometric technology monitoring services, and in some cases Extended Case Management Services (ECMS) at locations across the nation. Community-based supervision will be conducted through home visits, in-person reporting through office visits, telephonic reporting utilizing a participant’s home or cell phone to call in at scheduled times, GPS monitoring using a contractor provided global positioning tracker worn by the participant, biometric technology which will allow the contractor to track a participant through a unique biometric identifier, and ECMS which is a service component of the ISAP that uses enhanced case management and services to assist in stabilizing participants who may have significant challenges to ensure that they can comply with release conditions and orders issued by the Executive Office of Immigration Review (EOIR).

The program consists of contractor stand-alone offices (C-site), one or two contractors working at a government office (G-site), staging site generally located (but not limited to) various locations along the United States borders which consist of at least one contractor performing limited enrollments (S-site) and sites without a physical contractor or government offices (T-site). A single ERO/ATD location may have multiple sites operating simultaneously with Headquarters Alternatives to Detention (HQ – ATD) approval.

Whether operating at a C-site on contractor-owned equipment or at a G-site on government furnished equipment, when accessing information and applications behind the DHS and ICE firewalls, the contractor shall ensure that its operations under the ISAP contract comply with all applicable DHS and ICE Office of the Chief Information Officer (OCIO) requirements.

ERO officers have the discretion to choose the type of technology as well as the mandated frequency for office visits and home visits on a case by case basis.

ERO will determine the expected capacities, technology, and levels of supervision anticipated at each geographic location. Requests for establishing new sites or adding additional capacity at existing C-Sites, G-sites, S-sites or T-sites will be initiated by the Government and conveyed to the Contractor via bilateral contract modification.

Excluding ECMS, the contractor shall have a participant to Case Specialist ratio of no more than 125 to one for all C-sites and G-sites. ECMS participants shall have a Case Specialist to participant ratio of no more than 40 to one.

1. If any location is determined to exceed the participant to case specialist ratio a 90-day grace period may be allowed for the location to demonstrate the ability to
manage the increased participant population while continuing good faith efforts to appropriately staff the contract office to meet the required ratio.

2. Any further inquiries after the 90-day grace period will be addressed by ATD Headquarters and the COR.

Outside business hours, extenuating circumstances can arise where contractor assistance with enrollment, device assignment and other tasks shall be required. In this situation, on-call contractor personnel will need to be available. Monitoring and alert/violation resolution is expected 24/7/365.

b. Contractor Office Sites (C-site)

1. The contractor shall provide offices/office space for all C-Sites. The C-Site shall be aesthetically appealing and positively reflect ICE as well as the community area in which it is located.

The contractor shall provide the COR with written certification that each office/office space complies with state and local emergency and safety codes prior to beginning work at the contractor locations under this contract. The contractor shall be responsible for the site’s maintenance, janitorial service, upkeep, repair and utilities in addition to providing all contractor staff with the necessary IT equipment and networking. Each C-Site location shall have the following:

i. Accessibility to Public Transportation unless waived by the COR and HQ-ATD.

ii. Proximity to ERO Office (shall be within ten (10) miles due to possible, immediate response required by ERO officers). Any office located at a greater distance than ten miles shall be approved by Headquarters ATD and the Director of ISAP.

iii. One (1) parking space on site for ERO ATD staff.

iv. One (1) private office available to ERO ATD staff for interviews or other specified tasks as requested by local ERO. This office shall include a locking door to ensure privacy. The contractor shall not be required to provide computer equipment for government personnel.

v. Offices/office space adequate for all contractor personnel, vehicles, and equipment at each of its designated (C-site) operational locations under this contract.

vi. Private rooms for contractor to conduct participant interviews.

vii. Public restroom facilities available on site for program participants.

viii. A tobacco-free environment.

ix. At least one (1) contractor owned vehicle (COV) available 24 hours a day to meet contractual requirements. If a COV is not available, the contractor must notify the ATD
COR, as well as the corresponding Section Chief and ATD Monitoring Officer (AMO) within 24 hours or the next business day.

In the event that ERO requires a participant to be enrolled after standard business hours, ERO may deliver the participant to the Contractor facility. If the participant is to be enrolled in the field, ERO will be present with the Contractor until installation is complete.

2. The contractor shall ensure that the C-site has appropriate staffing coverage to fulfill all requirements of this contract.

   i. At least one (1) contractor available to resolve alerts, violations, and assist in enrollments at all times, including outside of standard business hours.

   ii. At least one (1) Program Manager (PM), two (2) Case Specialists (CS) and an Administrative Assistant.

   iii. C-Site staffing ratios for each site will be based on the active participant population utilizing a 30-day moving average. (i.e. if the thirty (30) day moving average number of participants is at 251, then a third case specialist would be immediately required).

In the event that there are system issues which inhibit full performance of the contract, the contractor shall notify the ATD COR, as well as the corresponding Section Chief and AMO within 24 hours. Follow-up steps will be taken as denoted in the Task and Deliverables section of the SOW and the QASP.

c. Government Office Sites (G-site)

   i. ERO will assign the necessary IT equipment to include a computer, desk phone, fax machine, scanner, printer, etc. ERO will also provide standard ICE desktop software, accesses, infrastructure and technical support to contractor staff subject to compliance with ICE Office of the Chief Information Officer (OCIO) and Office of Asset Management (OAM) Policy. The contractor is responsible for providing items not readily available in a Government location (cell phones, ID card makers, ID scanners if used, etc.).

   ii. No more than two case specialists can be assigned to any G site.

   iii. Each G-site shall be equipped with at least one (1) contractor owned vehicle (COV) available 24 hours a day to meet contractual requirements. If a COV is not available, the contractor must notify the ATD COR and the corresponding Section Chief and AMO within 24 hours.

   iv. G-sites shall not be staffed on Federal Holidays.

   v. The contractor shall work in ERO offices at all G- site locations.

d. Technology Only Sites (T-site)
i. The Government may determine that an alien may require some services available under the ISAP IV contract but not have a local contractor handle the full suite of services (i.e. home visits, scheduled office visits, orientation, etc.). The T-Site enrollment is done by ERO personnel. The participants are enrolled into the contractor database using contractor equipment and monitoring. Essentially, ERO officers take the place of the contractor personnel which eliminates the contractor performing any of the person to person processes such as home and office visits. Government may assign some services that do not require the physical presence of the contractor (Executive Office of Immigration Review (EOIR) tracking, limited alert management, etc.).

ii. Case management services and Individual Service Plans are not required for T-site participants.

iii. The Government may request that the contractor provide alert management and court tracking services remotely.

e. Staging Site (S-site)

i. A Staging site is a location where aliens are, enrolled into the ATD Program on GPS monitoring, and then required to report to another ERO location in the United States for further evaluation.

ii. Staging sites are located, but not limited to, various locations along the United States borders.

iii. Staging sites may be staffed by at least one contractor performing a partial enrollment, installing GPS technology, and assigning alert management services. (see SOW Section 6.1.f.ii.)

6.1 List of Service Options

ERO Officers will complete an ATD Participant Enrollment Form (Attachment 5) for each ATD Participant at the time of enrollment and as changes in services are required. Change requests and terminations required by ERO will be issued to change the services required and/or frequency of home visits or office visits. Once the contractor receives an enrollment request, change request or termination from ERO, the required action shall be completed within one business day.

The contractor shall develop and implement an individualized service plan (ISP) for participants scheduled for home and/or office visits as well as perform services in accordance with the requirements of this SOW at ERO locations nationwide based upon the participant’s case and circumstances.

The contractor shall provide the following services when selected and assigned by ATD
Officers on a case by case basis.

a. Court Tracking – The contractor shall perform the following actions:

   Call Executive Office of Immigration Review (EOIR) court line for hearing information.

   i. If no hearing is scheduled:

      1. The contractor shall call the EOIR court line weekly until an update is received and document the update in contractor system.

      2. Every thirty days an EOIR hearing is not scheduled, the contractor shall contact ERO, Task Manager and HQ, and provide an update.

   ii. Once a hearing is scheduled, the contractor shall:

      1. Notify the Participant within 24 hours via office visit, home visit or phone call.

      2. Update the Individualized Service Plan (ISP).

      3. Notify ERO of the court date within 24 hours

      4. Continue calling the court line once every 30 days.

      5. Present the participant with the Court Appearance Contract form for signature.

      6. Issue EOIR location, time, and directions to the Participant.

      7. Review the transportation plan with the participant and identify a backup plan.

      8. Remind the Participant during every contact to attend the hearing.

      9. Contact the Participant 24 hours prior to the hearing to remind the Participant to attend the hearing.

     10. The participant will report to the contractor office to provide court results by the end of that business day, or if not practical, by the end of the next business day.

     11. Update the appropriate databases with results.

   iii. When the Court issues a decision the contractor shall:

      1. Notify Task Manager/local ERO by email.

      2. Update the legal stage in the contractor case management system.

      3. Make changes to supervision as required by ERO.

      4. Update ISP and present document to Participant for signature. If Participant refuses to sign, contractor shall contact ERO by the end of the current business day.
iv. Appellate Monitoring – Board of Immigration Appeals (BIA) – if a decision is issued, the contractor shall:

1. Notify Task Manager/local ERO by email.
2. Update the legal stage in the contractor case management system.
3. Make changes to supervision as required by ERO.
4. Update ISP and present document to Participant for signature. If Participant refuses to sign, contractor shall contact ERO by the end of the current business day.

v. Appellate Monitoring – Circuit Court or Higher – if a decision is issued, the contractor shall:

1. Contact Clerk of Court of Appeals to obtain date of mandate issuance
2. Notify Task Manager/local ERO by email.
3. Update the legal stage in the contractor case management system.
4. Make change to supervision as required by ERO.
5. Document decision, date of issuance, and all actions in appropriate databases with results.
6. Update ISP and present document to Participant for signature. If Participant refuses to sign, contractor shall contact ERO by the end of the current business day.

b. Alert Management – The contractor shall perform the following actions:

i. Monitor and respond to notifications/alerts sent regarding the status or compliance of an ATD participant with GPS, Telephonic, Biometric or any other technology assigned in the Reporting Program, 24 Hours a day, 7 days a week, 365 days a year.

ii. Identify the type of alert generated.

iii. Contact the participant to discuss the alert.

iv. If the Participant is unavailable, contact the Participant’s designated points-of-contact.

v. If the Participant has been assigned an electronic monitoring device, assess the events to determine if the device appears to still be affixed to the participant or attempt to locate the device and retrieve as necessary during standard working hours (C and G site).

vi. Document all actions and responses in chronological order.

vii. Notify Task Manager/ERO and corresponding AMO, via email, as soon as the event has been verified and notify if contact was made with the participant. Notification via email shall have a standardized subject line including: Site Code, Site Type, last three numbers
of alien number, alert description, city and state of participant’s listed address. e.g. “PHO
S 371 Strap Tamper Monroe North Carolina.”

viii. Court case tracking through EOIR, PACER, BIA, etc. shall be checked at each office
visit and at least once a month if the participant is receiving Court Tracking Services.

c. Residence Verification - The residence verification (RV) is a separate and distinct service that
is selected and cannot be performed in conjunction with a Home Visit. It is intended to verify the
existence of a verifiable residence indicated by the participant at the time of enrollment. The RV
will serve as a baseline to gather data about the residence which can be corroborated and even
expanded upon or changed at each Home Visit. This service can only be performed for those
participants that reside within 75 miles of an ISAP C- and G- site.

Service shall be performed within 48 hours of the completion of an orientation and enrollment.
Service shall also be performed within 48 hours of the participant reporting and submitting
reasonable proof that a change of address occurred.

All actions performed are the same services performed under “Home Visits” (see “Home Visit”
section below).

Should the residence verification fail because the participant is not present, the contractor shall make
telephonic contact immediately to locate the Participant and determine why he or she is not at the required
location. If on GPS form of technology, data points of the participant’s current location should be checked and
documented.

d. Office Visits – When a participant is subscribed to office visit service (frequency determined by ERO) the
Contractor shall:

i. Verify status of removal proceedings.

ii. Verify next court action based upon supervision stage through Public Access to Court
Electronic Records (PACER), the Board of Immigration Appeals (BIA), EOIR court line
or other systems as applicable.

iii. Verify Participant contacts and residence information. Verify that
Participant/Family/Friends Contact Numbers are accurate. If a participant’s
personal contact is found to be (or at one point was) an ISAP participant, the alien
number should be listed with notation, “Also a participant”. Further, a link should
be created in the contractor case management system to link those participants.

iv. Update passport/travel document progress and departure plans as applicable and notify
ERO.

v. Make copies of any foreign identity documents, retain in participants file and forward
copies to ERO via email, fax, or hand delivery when ERO is at the contractor office.

vi. Ensure participant turns over a valid passport or travel document. The contractor
shall, with consent of the participant, receive travel documents for foreign-born minor
immediate family members associated with their removal proceedings as requested by ERO (See Travel documents).

vii. Review participant activity in electronic monitoring software system.

viii. Check electronic monitoring unit, if applicable. Ensure unit is functioning properly by reviewing system events. If evidence of tampering with a device is detected, the contractor shall make live contact with ERO before the completion of the service.

ix. Determine program compliance, address and annotate violations and document the resolution in the contractor case management system.

x. Ask the participant if they have had any contact with local law enforcement since their last office visit and check any available databases.

xi. Make a copy of any legal documentation relating to a court decision (civil or criminal) or any Immigration related documents or receipts beyond what was already copied (see Program Enrollment and Orientation); contractor must make a copy and notify/forward to ERO within one business day via email, fax, or hand delivery (when ERO is at the contractor office).

xii. Contact ERO if at any time during the office visit the contractor reasonably determines that a participant directly expresses willful non-compliance.

xiii. Review ISP and update as necessary; Request participant’s signature of updated ISP to confirm it was reviewed and agreed upon.

xiv. Confirm next scheduled office visit, home visit, immigration court date, and ERO appointment (if available).

xv. Review participant stability, (basic life needs) and make appropriate referrals as necessary. Referrals include:

1. Transportation Assistance Programs
2. Substance Abuse Programs
3. Shelters (homeless, women’s shelters etc.)
4. Food and clothing assistance
5. Medical clinics
6. Mental health referrals/suicide prevention

xvi. Scan the Participant’s ID Card

xvii. Document Vehicle License Plates

xviii Document Miscellaneous Numbers / IDs

xix. Document Employment Information
xx. Document Clear and visible physical changes to include but not limited to: hair styles, facial hair, scars, marks, tattoos, etc.

xxi. Conduct Court Tracking/Case Check (as appropriate)

xxii. Call Executive Office of Immigration Review (EOIR) Court Line / Board of Immigration Appeals (BIA) / Public Access to Court Electronic Records (PACER). Check for the following:

1. Date of Hearing
2. Type of Hearing
3. Hearing Location
4. Case Status
5. Decision Information

e. Home Visits – Service can only be performed for participants that reside within 75 miles from an ISAP C- or G- site. Home visits will be scheduled as determined by ERO.

Scheduled home visits are conducted at fixed and constant intervals and begin the day after a resident verification. If no resident verification is selected, the scheduled home visits begin 48 hours after enrollment.

The contractor shall perform the following actions during home visits:

i. Enter the participant’s home. Home visits are required to be conducted inside the participant’s residence. If the participant does not allow the contractor into the residence, the visit should be failed and ERO shall be notified via the End of Day Report.

ii. Scan Participant ID card. Scan of ID card should verify that the Home Visit was conducted at the residence with a device that records the GPS coordinates and nearest address of the scan.

iii. Make visual observations of surroundings; layout of the residence, note things in the home that might be helpful in locating a Participant who stops reporting to the ISAP program.

iv. Look for evidence of possible flight risk, absconding or program violations and verify that the utilities are working.

v. Document information about people residing at the residence to include if others identified are a parent or legal guardian to any children of the participant.

vi. Document any detail relevant for other staff who might visit the residence i.e.: pets, children, fences, entry systems, property details, any portions of the residence that are inaccessible, etc.
vii. Document any Officer safety concerns such as criminal activity associated with the participant, property or neighborhood.

viii. Update and verify current vehicle make, model and license plate number.

ix. Discuss next scheduled visit, court status updates, etc. as needed.

x. If any safety issues arise, abort visit immediately and contact supervisor.

xi. Contact the participant via telephone should the home visit fail because the participant is not present. If the participant is on GPS technology, points of the participants current location shall be checked and documented.

f. Enrollment/Orientations

Enrollment/Orientations for new participants accepted and enrolled in the program will be conducted at a C-site, G-site, T-site, S-site or in the field as per ERO direction on an as needed basis 24 hours a day, 7 days a week, 365 days a year. The contractor is not responsible for enrollment/orientations at T-site only locations. At no time shall the contractor be required to perform an after-hours or off-site enrollment without ERO presence. If installation of technology is needed in the field, at ERO discretion, a scaled down version of an enrollment would be completed until a full enrollment/orientation can be performed in the office (within 24 hours or the next business day). A scaled down enrollment is limited to the minimum activity required to enroll a participant for alert tracking purposes and initial record creation.

The contractor shall explain technology being installed and office reporting requirements during enrollment/orientation in addition to performing the following actions within 24 hours (or by the end of the next business day) after participant referral from ERO as determined by full or partial orientation requirements (see below):

i. Record all demographic information, including:

1. Criminal History. Criminal History information is primarily provided by ERO; however, this does not preclude the contractor from gathering information through interviews/contact with the participant,

2. Community ties,

3. Languages spoken,

4. Disability (if any),

5. Country of origin,

6. A-number, and

7. Immigration court status.

ii. Communicate with the participant in a language that they understand.
iii. Complete all appropriate forms, to include:

1. Placement worksheet (provided by ERO),
2. Orders of Release or Orders of Supervision and Immigration charging documents (only copy and maintain existing form with details issued by ERO) (provided by ERO in English),
3. ATD Enrollment Form (provided by ERO),
4. Program Rules and Orientation Acknowledgement form (provided by Contractor),
5. Consent to Release Information forms (as needed) (provided by Contractor),
6. Participant Agreement Electronic Monitoring form (GPS or telephonic reporting) (provided by Contractor),
7. Participant schedule (provided by Contractor),
8. Assessment form (provided by Contractor),
9. Individual Service Plan (ISP) (provided by Contractor), and
10. Court Appearance Contract form (as needed) (provided by Contractor).

iv. Provide an overview of the program, rules, regulations, procedures, consequences for violation of any of these policies, the immigration court process, an explanation of the ISP, and a specific description of reporting requirements and progression of changes in the participant’s language.

v. Document Orientation in the contractor system.

vi. Provide participants a Program Orientation/Information handbook describing all rules, services, procedures, requirements, expectations and any other necessary information in their language. The Program Orientation/Information handbook shall be provided by the Contractor. Request participant signature and contractor shall countersign.

vii. Provide participants a current ERO-approved list of pro-bono legal service providers.

viii. Issue participant ID card (to include color photo, full name, date of birth spelled out [e.g. August 16, 1986], alien number in barcode format). The card must be presented for identification purposes during office and home visits.

ix. Show participants an orientation video presentation about the program. The orientation video shall be developed by the Contractor with Government pre-approval before use. Make videos available for Participants to review if a refresher is needed.
x. Provide participant a list of referrals to community providers as necessary.

xi. As applicable, call EOIR court line to identify court date, time, location and provide information to the participant as necessary.

xii. Install technology and insure that it is in working order.

xiii. Meet with assigned Case Specialist.

xiv. Schedule Know Your Rights. The contractor shall engage and enter an agreement with a private attorney to provide a brief legal presentation on the Immigration court process. This presentation is standardized and approved by ATD Headquarters (only at C sites)

1. Full Enrollment/Orientations occur at C-sites and G-sites, the contractor shall:

   i. Communicate with the participant in a language they understand.

   ii. Provide participant with the ATD Program Participant Rules (see note below) and seek to obtain written confirmation from the participant that he/she has read, fully understands, and agrees to comply with the rules.

   iii. Complete ATD Enrollment form.

   iv. Play orientation video for all components of the program including expectations, requirements and other necessary information regarding the program. The orientation video shall be developed by the Contractor with Government pre-approval before use.

   v. Create the ISP.

   vi. Complete participant’s schedule and contact information

   vii. Issue participant ID card (to include but not limited to color photo, full name, date of birth spelled out {i.e. August 16, 1986}, alien number in barcode format).

   viii. Configure and Install Technology

   ix. Meet with Case Specialist

   x. Provide list of free legal services

   xi. Develop and conduct Cultural Orientation presentation with preapproval from the COR

   (only at C sites)

   xii. Schedule Know Your Rights presentation (only at C sites)

2. For Partial Enrollments/Orientation (can be done at co-located T-sites and S-sites) the contractor shall:

   i. Communicate with the participant in a language they understand.

   ii. Provide participant with the ATD Program Participant Rules (see note below) and seek to obtain written confirmation from the participant that he/she has read, fully understands, and agrees to
comply with the program rules.

iii. Create a profile of the participant in the contractor case management system.

iv. Collect at least one point-of-contact/sponsor with a telephone number, and enter it into the case management system

v. Configure and install technology

vi. Ensure that technology is in working order

vii. Assign alert management and court tracking service as directed by ERO

viii. Work with participant to ensure that he/she understands and can work with technology

ix. Give written instructions to participant on how to operate technology

x. Explain reporting requirement to participant and where they are required to report.

NOTE: ATD Program Participant Rules

The CO in conjunction with the COR shall approve the standards for rules and procedures in writing. The rules shall specify prohibited actions and the penalties that may be imposed by ERO on the participant. Penalties include but are not limited to: adjusting case management reporting levels, technology assignments and/or detention. The contractor shall exercise professional judgment and discretion in creating rules. The program should provide participants with adequate counseling to facilitate their compliance. All violations should be documented and reported to the local ERO Task Manager.

g. Case Management

The contractor shall develop, operate and maintain a Case Management process to include the following:

i. Case Management

1. The contractor shall provide a case management system for administering and supervising all aspects of a participant’s involvement in the program. The system shall provide for monitoring and documenting a participant’s compliance from enrollment to termination from the program. The contractor shall be proactive in managing cases and use all appropriate tools and techniques available. This includes use of the PACER system to obtain immediate knowledge when an immigration court decision is issued, as well as making inquiries with courts.

2. The Contractor shall use PACER and any other relevant public systems to ascertain each participant’s status with the EOIR and make the appropriate updates and adjustments in their database for tracking and reporting purposes.

ii. Case Records
1. The contractor shall develop, maintain, and safeguard individual program participant case records electronically at the contractor’s operational location (i.e. either the contractor’s facility or the government facility to which the contractor is assigned). The contractor shall develop a system of accountability that preserves the confidentiality of case records and protects case records from unauthorized use or disclosure. The contractor shall verify that all official documents accompanying program participants are complete and accurate so that they precisely identify the program participant.

2. Original travel and identity documents (e.g. visas, passports) will be maintained by ICE.

3. The contractor shall include the following in the participant’s Case Record:
   i. Name
   ii. Alien Registration Number
   iii. Language
   iv. Disability (if any)
   v. ATD Enrollment ID
   vi. ATD Service ID
   vii. ICE Enforcement Alien Removal Module (EARM) Case ID Number
   viii. Country of Citizenship
   ix. Date of birth
   x. Relevant biographical participant information
   xi. Orientation and enrollment forms
   xii. Written change requests
   xiii. Immigration release paperwork
   xiv. Case information from the referral source
   xv. Comprehensive assessment
   xvi. ISP and case notes
   xvii. Progress reports
   xviii. Program rules and disciplinary policies
   xix. Copies of disciplinary actions
   xx. Referrals to other service agencies
xxi. Copies of identification documents; (e.g., driver licenses, identification cards)

xxii. Copies of immigration court paperwork (as applicable)

xxiii. Copies of travel documents

xxiv. Reported Employment Information

xxv. Termination Forms

iii. Time Date Stamp Requirement

1. Any system that the contractor uses for updating participant records including, but not limited to, those listed above in this section shall allow relevant changes or updates be date-stamped, with an automated, system-generated time-stamp. All previous time-stamps shall be preserved and visible next to each sequential update or change with the most recent update annotated (e.g. by highlighting the most recent time-stamped revision). For example:

   i   MM/DD/YYYY 12:30PM: Participant came to the office for a scheduled office visit. Equipment was checked and appeared to be tamper free. Unannounced home visit scheduled for MM/DD/YYYY.

   ii  MOST RECENT UPDATE MM/DD/YYYY 3:10PM: Home visit conducted. Verified Participant’s presence in his home; utilities were working, no apparent signs of participant attempting to abscond or move. Participant’s next office visit / face to face is set for MM/DD/YYYY at 9:00 am.

6.2 Travel Documents

The contractor shall assist in obtaining a valid travel document/passport from any enrolled participant and shall, with the consent of the participant, assist with obtaining a passport/travel document for any foreign-born minor family members in their care, unless otherwise directed by ERO. Contractor assistance shall be limited to providing the passport application(s) and the appropriate information on how the participant should obtain travel documents. The contractor shall not deal directly with the consulate of any foreign Governments on behalf of the participant or ICE.

Upon receipt of the travel document, the contractor shall:

   i. Notify ERO of the receipt of all travel documents the same business day they are received by the contractor.

   ii. Maintain an electronic and hard copy log including:
1. Date received  
2. Alien Number  
3. Name of participant  
4. Country of Citizenship  
5. Type of document  
6. Name of contractor receiving document  
7. Date given to ERO  
8. ERO Officer initials confirming receipt  
9. Travel document number  
10. Travel document issuance date  
11. Travel document validity dates

All travel documents/passports received by the contractor are to be maintained in a fireproof box with a locking mechanism. The documents will be maintained by the contractor in this manner until an ERO Officer is available to receive the documents from the contractor.

6.3 Training

Contractor shall provide ICE with contractor systems training upon award of the contract. The contractor shall train its staff in accordance with its Government approved written Training Plan. The contractor shall ensure that the approved training is provided to all employees. The contractor may either provide the required training or have an institution acceptable to the COR provide the training.

i. Contractor Certification

The contractor shall certify that employees have been trained and shall provide documentation of training upon COR request. Contractor employees shall not perform any duties until all initial training, or refresher training as required in this subsection, is successfully completed and certified by the contractor in writing to the COR. All employees shall be given annual refresher training occurring each subsequent year of employment.

ii. Training Reports

The contractor shall provide monthly documentation of the training completed for each contractor employee, including the number of training hours, type of training, date and location of training, and name of the instructor. The contractor shall provide
the COR copies of all certifications.

iii. Contractor Orientation Training

ERO will provide the initial orientation training for the contractor’s staff. The Government anticipates the initial orientation will be less than 8 hours. Contractor staff shall then be responsible for training utilizing a “train the trainer” approach. Annually, the Contractor and ERO shall work together to ensure all training is up-to-date and in compliance with all regulations and ERO mission needs. If there are any significant changes, ERO will provide the new orientation training for the contractor’s staff in a train the trainer approach. The contractor shall provide all subsequent orientation training for all employees, including those added throughout the duration of the contract.

iv. Contractor Staff Training Courses

The contractor shall provide all required training to all administrative support contractor employees who have office contact with participants, in addition to orientation in accordance with the Contractor’s Training Management Plan. This training shall be completed within 14 days of employment and prior to being assigned duties. All contractor employees in this category shall be given annual refresher training consisting of the mandatory training each subsequent year of employment.

The contractor shall provide staff members with all the mandatory training courses described below. These courses shall be completed within 14 days of employment. In addition, personnel shall complete refresher training annually. The contractor shall provide the COR copies of training certification.

Courses – The following is a list of mandatory training subjects and minimum hours of training that shall be included in the contractor’s Training Plan:

- Ethics and Authority (2 hours)
- Note-Taking and Report Writing (4 hours)
- Self-Defense (8 hours)
- Human Relations (1 hour)
- Handling Disorderly Conduct, Civil Disturbances, and Other Incidents (3 hours)
- Communicating Across Cultures (1 hour)
- EEO & Diversity: Managers and Supervisors (1 hour)
- Orientation (1 hour)

In addition, supervisors shall attend 24 hours of additional training that includes:
Communications
Solving performance problems
Counseling employees
Leadership skills (emphasizing styles, motivation, and career development)
Scheduling
Equal employment practices

The contractor shall complete all ICE mandatory training for contractors. The training is available online at the ICE Performance and Learning Management System (PALMS). Access to the ICE PALMS may be made available to the contractor’s staff following contract award. In the event access is not available, the COR will provide the contractor with a CD version.

Current Mandatory Training Requirements:
- DHS Computer Security Awareness Training (CSAT)
- Privacy at DHS: Protecting Personal Information
- DHS Basic Records Management
- DHS Electronic Records Management

6.4 Quality Assurance

For all areas of responsibility detailed within this SOW, the contractor shall also define and implement quality control review and internal audit procedures in its Quality Control Plan. The contractor shall execute and document the results of such reviews and audits and ensure that all documentation related to them are available to the CO and COR at any time.

ERO has defined and will implement a Quality Assurance Surveillance Plan (QASP) that will evaluate and document the contractor’s performance during the execution and duration of the ISAP contract. ERO will conduct audits of multiple locations at random to evaluate the contractor’s quality control review, internal audit procedures, verify the results and ensure contract compliance.

6.5 Translators

The contractor shall provide professional translators or certified bilingual staff to communicate with program participants who do not speak or comprehend English. The contractor may use commercial telephonic interpretation services for this purpose as approved by the COR.
6.6 Emergencies

i. The contractor shall create an emergency preparedness plan.

ii. The contractor shall include in its emergency preparedness plans (e.g. Continuity of Operations Plan, Disaster Recovery Plan):

1. Written evacuation and alternate staging procedures for use in event of fire, flood or any other similar emergency, or should a C-site facility become unfit for its intended use for any period of time.

2. Written back-up procedures for IT systems used to support continuity of operations during an event.

iii. The contractor shall continue regular operations manually should any IT systems fail.

iv. The contractor shall review and update its plans annually. The updated plan shall be reissued to the local fire jurisdiction, contractor staff, program participants and the COR.

6.7 Credentials

i. Contractor staff shall carry approved identification credentials at all times while performing under this contract. Credentials shall be generated by the contractor and shall not mirror current Government identification in appearance or in lettering. Credentials shall contain the following for each employee:

1. A photograph of the employee that is at least one square inch. The photograph shall show, as a minimum, the head and shoulders of the employee and shall be taken at the time the credential is issued.

2. Signature of the employee

3. Validation by the issuing authority

4. Contractor designation

ii. Credentials shall be valid for up to five years and shall be unique from any other credentials issued by the contractor to other (non ISAP contract) employees.

iii. The contractor shall void and appropriately dispose of all identification credentials upon completion of assignments that result in program staff no longer performing under this contract within one business day.

iv. Contractors that have been issued Government Personal Identity Verification cards (PIV) shall follow all appropriate safeguards.

6.8 Security Requirements

Security requirements for this contract are described in Section H.
6.9 Case Management System Requirements:

The contractor’s case management and technology system shall retain the data specified below for each participant:

1. EARM Case ID number.

2. A unique “ATD Enrollment ID” field – (different from the EARM Case number ID) to track the continuous participation of an alien as they move through the different services of ATD, for each enrollment until terminated.

3. A unique “ATD Service ID” to track when a participant’s case management or monitoring level is changed. The contractor shall be required to track the change and the date it took place. This includes changes in technology, case management, and all other assignable options. The associated Service IDs shall be linked to a participant’s appropriate ATD Enrollment ID.

4. A terminated participant’s termination code along with the sub- category (when applicable).

6.10 Notifications and Reports

Reports are very important to the proper management of the ATD program. The contractor shall provide reports at regular intervals. The data fields required for each report are detailed in Attachment 8. The interval for reports may be daily, weekly, monthly, quarterly or yearly. All reports shall include the information below in addition to Attachment 8, Required Report Information.

1. Notifications - There are certain situations that ERO would require notification but would not rise to the level of an emergency report. In these instances, a simple written notification via email is preferred. These participants are also listed in the end of day summary. Instances that require notification include:

   i. Childbirth

   ii. Medical incident that may require a review of technology

   iii. Unauthorized travel in which contact was made and the participant explains circumstances and agrees to return

   iv. Notification of Confirmed Pregnancy

      1. Once a participant makes a claim and provides medical documentation of a pregnancy, a notification shall be made by close of business to local ERO ATD personnel via e-mail

      2. Notification of confirmed pregnancy shall also be documented and sent
on the end of day report

v. The following variables shall be listed in the email notifications:

1. Name
2. A-Number
3. Country of citizenship
4. ATD location
5. Date of Confirmed Pregnancy
6. Expected Due Date (if known)
7. Type of Technology
8. Information for child’s father to include: Name, Address, Country of citizenship and telephone number (if known)

2. Alerts

i. Instant Notifications shall be delivered to the field via email

ii. Alert and Exception Daily Reports shall be provided to the ATD Location daily for alerts that remain unresolved

iii. Alert and Exception Summary Reports shall be sent weekly to ATD Locations, AORs, Regions and Nationwide for alerts that remain unresolved for more than 72 hours

iv. GPS Ankle Monitoring Equipment Alerts shall be provided instantly as a notification for the following events:

1. Tamper Open Strap – participant’s GPS ankle bracelet strap is open
2. Tamper – participant’s GPS device is registering a tamper
3. Proximity Tamper - Proximity Sensor indicates that the device is not within acceptable distance of the leg
4. Restore – participant’s GPS device has properly reset
5. Low battery – participant’s battery is registering at or below 25% and needs to be charged.
6. Missed Call Back – participant’s GPS has failed to upload its location at the expected interval
7. Exclusion Zone – participant’s GPS has registered as entering a restricted area as determined by ERO
8. Inclusion Zone – participant’s GPS has registered as having exited an approved area as determined by ERO
v. Biometric event Alerts shall be provided instantly as a notification for the following events:

1. Missed Biometric check in: Participant did not make their scheduled biometric check in
2. Failed Biometric check in: System could not properly verify biometrics of participant at the time of check in
3. Bad location: System could not verify the location of the participant at the time of check in

vi. Exception & Alert Reports - Exceptions refer to Voice Calls and shall be provided instantly as a notification for the following events:

1. Missed Calls – participant fails to return call within 10 minutes
2. Late Return Calls – participant fails to return call in less than 5 minutes
3. Voice Failure – participant’s voice does not match the voice print on file
4. Bad Location – participant returned the call from an unauthorized number
5. Call Failed – The call fails to connect (Busy or Disconnected Number)

Exception and Alert Reports shall indicate if the alert remains unresolved for more than 72 hours

vii. Summary of Exception and Open Alerts Report - This is a weekly report containing all of the Unresolved Exceptions and Open Alerts. This report shall be sent to the AMO as well as designated ERO personnel identified upon contract award. The report shall include the following data elements:

1. Total by ATD Location
2. Include A-number
3. ATD Enrollment ID
4. Type of violation
5. Number of violations
6. Total by Region
7. Total by Nationwide

3. Emergency Reports - shall be generated within one (1) business day of an established event and shall be forwarded to the corresponding HQ-ATD Section Chief, AMO and corresponding ATD field personnel. The following events require an Emergency Report:

   i. Strap tampers that are not resolved within 24 hours: Not resolved is defined as
the participant has not reported for an office visit or home visit and the device has not been physically inspected by a contractor.

ii. Evidence of tampering with a device

iii. Unauthorized Absence / Failed Office, Home visit or Residence verification that remains unresolved for more than two (2) business days.

iv. Hospitalization or Serious Medical Condition: Childbirth does not require an emergency report. See notifications.

v. Death: Notify local ERO and the AMO within the hour via email.

vi. Suicide Attempt

vii. Suspected abuse or neglect of participant and/or the participant’s immediate family members living in the home: This is further defined as the participant being the victim or the accused.

viii. Suspected violation of a restraining order

ix. Police Contact

x. Unauthorized Travel: This is defined as travel out of the designated area without permission. The designated area is determined on a case by case basis and is defined between the local contract Program Manager, ERO and the AMO. This is not an Emergency Report unless the participant cannot be contacted or becomes an unauthorized absence.

xi. Inappropriate Conduct or Behavior between contract staff and participant

xii. Contacts or threats by individuals believed to represent alien smuggling syndicates or organized crimexiii. Media Interest

1. Emergency Reports shall include the following information:

i. Program Location

ii. Technology

iii. Biographical Information

1. A-Number

2. EARM Case ID Number

3. Date of Birth

4. Language

5. Disability (if any)
6. Phone Numbers
7. Address
8. Employment information
9. Photo
10. Height
11. Weight
12. Vehicle information
13. Personal Contacts

iv. Enrollment Date with ATD Summary & Current Services
v. ATD Enrollment ID
vi. Active ATD Service IDs
vii. Immigration History, current legal stage, and any known criminal history or gang affiliation
viii. Previous emergency report dates and types
ix. Narrative of Incident
x. Specific Actions Taken to resolve the incident
xi. ERO Notifications including dates, times, and recipients
xii. Last GPS coordinates and most frequent stops for the past seven days if on applicable technology
xiii. Any known media interest

2. Summary of Emergency Reports Issued - This is a weekly report containing all emergency reports. This report shall be sent to the ATD Section Chief, AMO and designated ATD personnel in the local AOR. This report shall include the following data elements:

i. Total by ATD Location
ii. Total by AOR
iii. Total by Region
iv. Total by Nationwide
v. Emergency Data By Type
vi. Repeat violations:
1. Include A-number
2. ATD Enrollment ID
3. Type of violation
4. Number of violations

4. GPS Frequency Report - This report shall provide information such as common location patterns a GPS participant demonstrates and shall be generated on an as needed basis. These parameters include:
   i. Number of times spent at specific locations correlating with days of week and times of day.
   ii. Amount of total time spent at specific locations.

5. Legal Stage Reports: This monthly report shall provide a list of all participants sorted by legal stage. Legal Stage includes:
   i. Pre Order: cases shall list their next court date.
   ii. Post Order: removal order date, if in absentia, including voluntary departure deadline as applicable.
   iii. Appeal: date of any appeal was filed with the BIA

6. Missed Service Report: This monthly report shall be generated for participants who missed a specific scheduled service including:
   i. Home Visit
   ii. Residence Verification

7. Intelligence Report: This report is designed to show repeating patterns of information. The contractor system shall allow for immediate notification if a particular data set is listed as a potential match. Data sets can be but are not limited to:
   i. Phone numbers (how many times a phone number was listed/used by a participant or personal contact)
   ii. Addresses
   iii. Names (sponsor/personal contacts)
   iv. Country of Birth/Country of Citizenship

   This report should be available in the case management system and to be generated on an as needed basis.

   This report should be sent to the ATD Location, AOR, Region and Nationwide
8. Custom Reports on Demand / Ad Hoc Reports - These requests will be issued by the COR or ACORs.

9. End of Day Summary (EOD): This report is a daily summary of the work completed at all C-, G- and S-sites. This summary shall be sent to local ERO and the AMO at or before the close of the business day. This report shall include the name and alien number of each participant referenced. The report shall also include the following data points:

   i. Beginning of business day count
   ii. Number of Enrollments
   iii. Number of Terminations
   iv. Close of business day count
   v. Changes in Service and Technology (C and G-sites only)
   vi. Sum of Emergency Reports for the day (C and G-sites only)
   vii. Transfers in and out of site (C and G-sites only)
   viii. Failure to Appear including: OV, HV & RV (C and G-sites only)
   ix. Change of Address including: Old address, new address and any phone change (C and G-sites only)
   x. Notifications including: Confirmed pregnancy including estimated due date, Childbirth, Unauthorized Travel outside of zone with contact (C and G-sites only)
   xi. Court updates: List the new court date, if available, for participant reporting in after court (C and G-sites only)

10. Notification of Change of Address Report

   i. Once a participant reports a new address, and that new address is beyond the contractual distance limit for home visits and residence verifications, a notification shall be made to local ERO ATD personnel via e-mail within an hour for proper ERO review.
   
   ii. All address changes within the local ERO and ISAP area of responsibility, regardless of contractual distance limit shall be listed on the end of day summary. (see EOD)
   
   iii. The following variables shall be listed in the email notifications:

      1. Name
      2. Alien number
      3. Country of Citizenship (COC)
4. Type of technology
5. Old address
6. New address
7. Change of Phone number (if applicable)
8. Date of effective change

11. Travel Document Report - The contractor shall generate a monthly travel document report including the travel document status of every active program participant.

12. Absconder Model Report - Predictor report generated for statistical tracking purposes. See Attachment 8 for specific frequency of report and data fields required. This report shall be sent to ATD Unit Chief, Contracting Officer’s Representative or Alternate Contracting Officer’s Representative (COR or ACOR).

13. Stint Report - Report for statistical tracking purposes. The report tracks each participant’s enrollments, terminations, re-enrollments, services and technology throughout removal proceedings (i.e. a participant can have multiple enrollments and terminations during proceedings). See Attachment 8 for specific frequency of report and data fields required. This report shall be sent to ATD Unit Chief, Contracting Officer’s Representative or Alternate Contracting Officer’s Representative (COR or ACOR).

14. Participant Count by Billing Services (PCBS) report (monthly) shall include the list of services provided during the billing month per participant. Services provided include:
   i. Program Enrollment/Orientation, Residence Verification, Home Visits, Office Visits, Extended Case Management Services (ECMS) and Court Tracking, which will be billed per occurrence.
   ii. Alert Management, Case Management and Technology services which will be billed daily.

15. Weekly Program Reports:
   i. Termination Report by Term Code
   ii. Participant Report
   iii. Missing Data Report
   iv. No Technology Report

16. Compliance Report (monthly) shall include a list of participants that have not had a violation within 90 days.

17. Monthly Program Progress Report- The contractor shall submit written Monthly Program Progress Reports by the fifth workday after the end of each month. Monthly reports shall include information regarding contract compliance, immigration court appearance rates, participant statistics,
and significant events. These reports shall include, at a minimum, the following for both the overall program and individual sites with the ability to filter data. This report shall be sent out to ATD Headquarters.

i. Number of active participants at the end of the reporting month, total number of participants over the month, year to date, and since program inception.

ii. Number of terminations (program wide) using the codes provided by ERO ICE for each ERO field office or sub-office, with the corresponding percentage and roll-up for all offices.

iii. Number of grievances filed with the contractor by reporting month, year to date, and since program inception.

iv. Immigration Court compliance rates - Executive Office for Immigration Review (EOIR) hearings scheduled, EOIR hearings attended, percentage compliance, hearings of final decision, and hearings of final decision ordered in absentia.

v. Participant status in the removal process and participant's hearing status with EOIR (Master Hearing, Custody Hearing, Individual/Merits Hearing, etc.) from the participant's enrollment date into the program until they are terminated from the program.

vi. Statistics on the number of participants who at the time of enrollment have not had a hearing with EOIR, have had a Master Hearing, Custody Hearing, or Individual/Merits Hearing, number of continuances and number of days between hearing dates, have a final order of removal, have an appeal pending, as well as individual participant appearance rates with the immigration court.

vii. Average days to final hearing and average number of hearings before the final hearing (i.e. hearing appearance rates per participant, by location, by hearing type and number of days between hearings/continuances). This should also be able to be filtered by location for comparison purposes.

viii. Contractor’s ISAP contract personnel roster that includes, at a minimum:

1. Full name of employee
2. Employee’s official job title (e.g. Program Director, Case Specialist)
3. Date of hire
4. Date of assignment to ISAP contract
5. Training status
6. Date removed/terminated from ISAP contract duties.
7. Current employment status (i.e. actively working or on extended
leave of any kind for more than 30 days)

8. Case specialist-to-participant ratio (by location and overall program)

18. Quarterly Program Report

i. Written reports are due the fifth workday after the end of the quarter.

ii. Quarterly reports shall not duplicate information provided in the monthly reports but provide additional information as follows:

1. Average length in program by location and type—active and inactive

2. Program compliance by year and year-to-date by type and location

3. Participants with legal representation by location

19. Annual Report

i. At the conclusion of each period of performance, the contractor shall prepare an annual report

ii. Information for the annual reports shall address:

1. Program expectations compared to actual function in the previous 12 months

2. Significant events

3. Performance measures, such as percentage of appearances by participants—home visits, office reporting, Immigration Court, compliance of T-site participants with monitoring requirements, participants terminated from the program, absences without permission, media issues, necessary administrative changes and fiscal issues

4. Recommendations for program improvement

20. Daily County by Office for Supervised and Unsupervised Offices Report shall be delivered daily.

6.11 ERO/Contractor Program Review

i. The contractor’s representative shall meet with the COR and the CO on a regular basis, as determined by the CO and/or COR. These meetings shall provide a management-level review and assessment of contractor performance, and a discussion/resolution of any program issues. A mutual effort will be made to resolve all identified problems or issues.

ii. The contractor shall prepare written minutes of the meetings and shall submit the minutes within five days for COR review and approval. Upon COR approval,
the contractor shall distribute copies to all attendees.

6.12 Records Retention

i. The contractor shall provide written plans, policies, and procedures that describe the format and reporting criteria for all records and reports. The contractor shall maintain all logs and records required to execute and document the operational and managerial aspects of the ATD program in compliance with the requirements of this contract. All logs and records shall be maintained at the contractor’s office (or, as applicable, the ICE ERO office) in locked cabinets within the administrative area. All contractor employees assigned to perform duties under the ISAP contract shall be trained in and comply with ICE Records Management policies and procedures. All records are subject to inspection and review by the CO and COR at any time during the term of the contract or thereafter. All reporting requirements contained within this contract shall comply with this paragraph. The contractor shall not destroy or alter any logs or records pertaining to this contract. At the completion or termination of this contract, the contractor shall submit all logs and records to ICE ERO as directed by the CO.

6.13 Hurricane Scoring

1. The contractor shall provide alert data on active participants once a week (Friday) to ICE ERO.
2. ERO will run an algorithm assigning a Hurricane Score 1, 2, 3, 4 or 5, based on risk factors. Number 1 being the least likely to abscond and 5 being the most likely to abscond.

<table>
<thead>
<tr>
<th>Hurricane Classification Score</th>
<th>Predicted Probability Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 - Very Likely to Abscond</td>
<td>&gt;42.00%</td>
</tr>
<tr>
<td>4 - Likely to Abscond</td>
<td>22.00% - 41.99%</td>
</tr>
<tr>
<td>3 - Moderate</td>
<td>10.00% - 21.99%</td>
</tr>
<tr>
<td>2 - Unlikely to Abscond</td>
<td>4.00% - 9.99%</td>
</tr>
<tr>
<td>1 - Very Unlikely to Abscond</td>
<td>&lt;4.00%</td>
</tr>
</tbody>
</table>

3. ERO will provide the Hurricane score calculations to the contractor once a week (Tuesday).
4. The contractor shall assign the most up-to-date Hurricane Score as provided by ERO to the subjects’ case management system record.
5. The contractor shall visually display the Hurricane Score in the case management system.
6. The contractor shall place the score in the automated Alert and Event notification transmissions then send to ICE ERO in the following format:

   a. Hurricane Score; Site Code; Site Type; Last Three A#: Event; Case Management System Profile City and State

   Example 1: 4 (As of date to be inserted here) PHO S 371 Strap Tamper Monroe North Carolina
Automated Event and Alert notifications via email shall have a standardized subject line including, but not limited to, Hurricane Score; Site Code; Site Type; last three numbers of alien number; alert description; city and state of participant’s listed address in the case management system. e.g. “4 PHO S 371 Strap Tamper Monroe North Carolina”.

The contractor shall work with ICE on an acceptable subject Line for non-automated alert and event communications including but not limited to Emergency Reports, Incident Reports and manual alerts and events forwarded to ICE by ISAP staff.

6.14 Operations Plans

In addition to the Operations Plans accepted by the Government at the time of award, the Contractor shall develop the following operations plans for approval by the COR within 30 days of contract award. The plans shall be periodically updated as needed or as directed by the COR. The Contractor shall not begin implementing the procedures of any of the plans until the applicable plan is approved by the COR.

1. Facilities Plan (FACP) - The FACP shall demonstrate the Contractor’s ability to adequately prepare to provide office space to its staff, participants and other stakeholders for safe, healthy, comfortable conduct of day-to-day business activities for all designated site locations where ISAP services are conducted. The FACP shall demonstrate at a minimum, the Contractor’s:
   - Offices accessible using public transportation
   - Secure location
   - Alternate access for apprehensions and removals
   - Private offices for interviews and consultations
   - Suitable waiting area
   - Suitably large intake rooms for program enrollments
   - Suitable parking
   - Proximity to ICE Offices
   - Availability of public utilities
   - Suitable office equipment (copying, faxing, secure storage)
   - Toll-free telephone access (i.e., 800 number) to the central monitoring facility
   - Aesthetically pleasing
   - Adequate data and communication lines
   - Compliance with applicable federal, state and local regulations (i.e., building codes, fire, and safety codes)

2. Training Plan (TRNGP) – The TRNGP shall demonstrate the Contractor’s ability to ensure adequate and timely training of contractor personnel. The TRNGP shall demonstrate at a minimum, the Contractor’s:
   - Process for providing ICE policy training as required
     • ATD Polices
   - Contractor standard operating procedures and polices
   - Training schedule for new employees and periodicity of refreshers
   - Training on disciplinary actions for contractor employees who do not follow applicable codes of conduct
Specific training requirements for managers/supervisors
Training in conducting participant orientation and ISP development
  • At a minimum, an overview of the program, rules, regulations, procedures, the consequences for violation of any of these policies, the Immigration Court process, and an explanation of the case management and service plan procedure
3. Transportation Plan (TRANSP) – The TRANSP shall demonstrate the Contractor’s ability to adequately prepare to provide company transportation to its staff for safe, timely execution of their duties. The TRANSP shall include at a minimum, the Contractor’s:
  o Description of available transportation methods/options (e.g., privately owned, leased, public)
  o Understanding of insurance and liability issues
  o Knowledge of local area transportation infrastructure and services
4. Emergency Readiness and Continuity of Operations Plan (ER/COOP) – The ER/COOP shall demonstrate the Contractor’s ability to provide continuity of operations 24/7/365. The ER/COOP shall demonstrate at a minimum, the Contractor’s:
  o Ability to report/communicate at any time during a 24 hours period, 7 days a week, 365 days a year in emergency and or disaster recovery situations
  • with contractor staff and ERO
  • with participants
  o Ability to perform mass scale intakes as required by unforeseeable events
  o Ability to support equipment and supplies
  o Comprehensiveness of COOP Plan
  o Emergency operations location
  o Record and data recovery plans
  o Back-up monitoring system
  o Emergency backup sites for central monitoring centers (CMC)
  o Ability to staff CMC back-up sites
5. Security Plan (SECP) – The SECP shall demonstrate the Contractor’s plan to ensure all personnel, IT and physical security requirements will be fulfilled. The SECP shall address at a minimum, the Contractor’s:
  o Ability to provide secure storage of program information
  o Ability to track participant activities and movements
  o Ability to maintain an historical database of participant activities and/or violations
  o Access to secure information at any time during a 24-hour period, 7 days a week, 365 days a year
  o Password protected software/programs
  o Proper handling and storage of GFI
  o IT security
  o Plans for personnel security compliance and pre-screening of candidates
  o Plan for physical safety and security of staff, participants and public in the event of an emergency (e.g., violent participant)
  o Compliance with ICE Office of the Chief Information Officer (OCIO), DHS Privacy, Information Assurance Division (IAD) requirements where applicable

7.0 Tasks and Deliverables
In addition to the reports described above, please refer to the table below for additional guidance on the tasks and deliverables that shall be required.

<table>
<thead>
<tr>
<th>Required Task List</th>
<th>Description</th>
<th>Due</th>
<th>Review/Update</th>
</tr>
</thead>
<tbody>
<tr>
<td>Item No.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Conduct and Document Internal Quality Assurance Audits</td>
<td>Determined by the Quality Control Plan submitted in response to this solicitation</td>
<td>Review and update Quality Control Procedures as required, but no less frequent than annually</td>
</tr>
<tr>
<td>2</td>
<td>Develop and Implement Case Management System</td>
<td>As required in 6.9 and 6.1.g of the SOW</td>
<td>Annually within 60 days of exercising contract renewal option or at direction of CO</td>
</tr>
<tr>
<td>3</td>
<td>Develop and Implement Mobile Application – Case Management/Monitor System</td>
<td>As required in in Attachment 1</td>
<td>Annually within 60 days of exercising contract renewal option or at direction of CO</td>
</tr>
<tr>
<td>4</td>
<td>Create and Maintain Case Records Electronically</td>
<td>As required in 6.1.g.ii of the SOW</td>
<td>Daily</td>
</tr>
<tr>
<td>5</td>
<td>Conduct Program Enrollments &amp; Orientations with Participants that are subscribed to Home Visits, Office Visits and when this service is selected on a case by case basis</td>
<td>Must be available to place ankle bracelets and conduct enrollments and orientations, as needed 24 hours a day, 7 days a week, and 365 days a year at contractor’s office, government office or in the field</td>
<td>Daily or as requested</td>
</tr>
<tr>
<td>6</td>
<td>Develop Individual Service Plans (ISP) for each Participant subscribed to Office Visits</td>
<td>Prior to the end of Participants Orientation Interview</td>
<td>Update ISP at a minimum of each month or at each office visit (whichever is greater)</td>
</tr>
<tr>
<td>7</td>
<td>Conduct Face-to-Face Interviews with Participants subscribed to Office Visits</td>
<td>As required in 6.1.d of the SOW</td>
<td>Daily</td>
</tr>
</tbody>
</table>