

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 and otherwise part of the non-detained population (i.e. those who have never been detained), and 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 over the past several years 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 III) is a flight-mitigation program that uses technology and case management to increase 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 the ATD program if they are not subject to mandatory detention and are currently in some stage of removal proceedings. Program participants will consist of people from a varying range of criminality with a focus on enforcement priority cases. The program will include varying degrees of supervision and electronic monitoring options as assigned by ERO officers. ATD participants are mandated to use some form of technology, either GPS or Telephonic Reporting. ERO officers will 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.

Services will be required at the locations listed in Attachment 4 -Location Overview. The program will consist of contractor stand-alone offices (C-site), a single contractor working at government office (G-site) and sites without a physical contractor or government offices (T-site) (See Section 6.7 of SOW for more information). A single ATD location may have multiple sites operating simultaneously with Headquarters Alternatives to Detention (HQ – ATD) approval.

2.0 Scope

The contractor shall develop and implement an individualized service plan (ISP) and perform services in accordance with the requirements of this SOW at ERO locations nationwide based upon the participant's case and circumstances. The ISP provides the participant with recommendations on how to participate in the program successfully. ERO consists of 24 Field

Offices/Areas of Responsibility (AORs) which are divided into Regions across the Nation. These AORs and Regions are subject to change at any time. The current ATD locations, AORs and Regions are shown in Attachment 4. The services provided shall consist of community-based supervision, in-person reporting, telephonic reporting and GPS monitoring. 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 this SOW and elsewhere in the ATD contract. The contractor shall provide management oversight for the implementation and operations set forth in this SOW.

3.0 Definitions – See Attachment 5 for additional definitions and explanations.

- a. Technologies refer to the following:
 - i. GPS Ankle Bracelets and a Tracking / Monitoring System
 - ii. Telephonic Reporting Voice Recognition / Verification System
 - iii. Technologies are further defined in Attachment 6
- b. For our 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 BIA and the appeal is pending before the BIA.

4.0 Contractor Personnel and Position Descriptions

- i. 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 CO for appointment and replacement of key personnel as established within the contract clause entitled "Key Personnel."

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

i. Requirements

1. Have 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 ATD 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 ATD Contract.
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.

b. Program Manager (PM)

i. Requirements

1. Possess a bachelor's degree in an appropriate discipline from an accredited university (an associate's 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. Possess and maintain appropriate state licensure
5. 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 able to train and perform the duties of the Case Specialist
4. There must be at least one PM at each C-Site.

c. Case Specialist (CS)

i. Requirements

1. Possess a bachelor's degree in an appropriate discipline from an accredited university (an associate's 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. 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
3. Create participant service plans
4. Maintain 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

d. Administrative Assistant (AA)

i. Requirements

1. Possess an associate's degree in an appropriate discipline from an accredited university (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 cannot refuse to accept a participant referred by ICE unless:
 - i. The Alien resides more than 75 miles (or the agreed upon distance with concurrence from the ERO offices in the field, the contractor, and HQ – ATD) from the nearest Contractor Office (C-Site or G-site)
 - ii. There is no technology option available for this Alien.
 - iii. 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 be responsible for developing and maintaining standards of conduct for employee competency, conduct, appearance, integrity and shall be responsible for its employees' performance and the quality of the services they provide.
 - 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 a 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 immediately report any such offers to the Program Director via the Office Manager. In addition, no staff shall give any gift, favors, or service not authorized under the ATD 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, etc.).
 - 8. Contractor staff shall not have any outside or social contact with program participants, their families or close associates.

9. The contractor shall immediately report to the COR any violations or attempted violations of the standards of conduct.
10. Violations may result in employee dismissal by the contractor or removal at the discretion of the CO.
11. 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 immediately upon learning of adverse or disqualifying information regarding any employee. The contractor shall immediately remove the employee from performing duties under this contract or any other DHS contract and comply with further guidance from the CO upon learning of adverse or disqualifying information. Disqualifying information may include, 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)
 3. False information entered on suitability forms
 4. The contractor shall immediately remove from assignment to this contract or any DHS contract any employee who has been disqualified for security reasons or is deemed unfit to perform his or her duties.
 5. The contractor shall immediately notify the COR when removing an employee from duty. A determination of being unfit for duty may include, but is not limited to, incidents involving misconduct as set forth below:
 6. Neglect of duty or failure to carry out assigned tasks
 7. 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
 8. Theft, assault, vandalism or any other criminal actions
 9. Possession of or selling, consuming, or being under the influence of intoxicants, drugs, or other mind-altering substances
 10. Unethical or improper use of official authority
 11. Violations of security procedures or regulations
 12. Fraternalization with program participants
 13. Failure to maintain or fulfill training requirements
 14. The contractor shall notify the COR in writing of any employee terminations, suspensions, resignations, or any other adverse personnel actions taken for any reason.
- ii. Contractor cannot discuss or give any legal advice to any enrolled participant.
- iii. Contractor will not discuss any enrolled participants' case management with regard to monitoring/reporting with anyone other than ERO and the participant.

- iv. Contractor can 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 will not permit legal counsel to attend face to face meetings between participants and their case specialist. Contractor will not discuss anything regarding the participants' immigration case, legal stage or case management with a participant's legal representative. All questions from participants' attorneys should 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 could result in the termination of the contract and/or possible criminal charges against the employee.

6.0 Required Services

ERO will determine the expected capacities, technology, and levels of supervision anticipated at each geographic location. The initial number to be used for the new contract will be the current total in place from the ISAP II contract at the time the RFP is issued (See Current Population in Attachment 4). Requests for establishing or adding additional capacity at C-Sites, G-sites or T-sites must be approved through the HQ – ATD unit, prior to implementation and will be performed based upon Government need and funding availability.

6.1 List of Service Options

- a. ERO Officers will complete an ATD Participant Enrollment Form (Attachment 3) for each ATD Participant at time of enrollment and as changes in services are required. ERO will have the flexibility to adjust services as the ATD Officer deems necessary. 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 a contractor receives an enrollment request, change request or termination from ERO, it must be completed in one business day or less.
- b. The contractor shall provide the following services remotely, when selected and assigned by ATD Officers on a case by case basis, regardless of distance from a contractor location:
 - i. Court Tracking – A Case Specialist (CS) will perform the following actions:
 - 1. Executive Office of Immigration Review (EOIR) Hearings
 - a. If no hearing is scheduled but should be based upon participant's immigration stage:
 - i. The CS will call the EOIR court line weekly until an update is received
 - ii. Every thirty days an EOIR hearing is not scheduled, the CS must contact ERO, Task Manager and HQ, and provide an update
 - b. Once a hearing is scheduled:

- i. The CS updates the ISP
 - ii. The Participant signs the Court Appearance Contract form
 - iii. The CS issues EOIR location, time, and directions to the Participant
 - iv. The transportation plan is reviewed with the participant and a backup plan is also identified
 - v. Prior to the hearing, the CS reminds the Participant during every contact to attend the hearing
 - vi. The CS attempts to contact the Participant 24 hours prior to the hearing to remind the Participant to attend the hearing
 - vii. The Participant reports for an office visit immediately, or no later than 48 hours after the hearing to provide Court results
 - viii. The CS updates appropriate databases with results.
 - c. If the Court issues a decision:
 - i. CS notifies Task Manager by email or phone
 - ii. CS makes change to supervision as required by Task Manager (Participant must be in person with the CS while making the changes)
 - iii. CS updates ISP and Participant and CS sign and date
 - 2. Appellate Monitoring – BIA – if a decision is issued
 - a. CS notifies Task Manager by email or phone
 - b. CS makes change to supervision as required by Task Manager (Participant must be in person with the CS while making the changes)
 - c. CS updates ISP and Participant and CS sign and date
 - 3. Appellate Monitoring – Circuit Court or Higher – if a decision is issued
 - a. CS contacts Clerk of Court of Appeals to obtain date of mandate issuance
 - b. CS notifies Task Manager of decision and date of mandate by email or phone
 - c. CS makes change to supervision as required by Task Manager (Participant must be in person with the CS while making the changes)
 - d. CS documents decision, date of issuance, and all actions in appropriate databases with results
 - e. CS updates ISP and Participant and CS sign and date
- ii. Alert Management – A Case Specialist (CS) will perform the following actions:
- 1. Identify the type of alert generated
 - 2. Attempt to contact the participant to discuss the alert
 - 3. If the Participant is unavailable, the CS will attempt to contact the Participant's designed points-of-contact

4. If the Participant has been assigned an electronic monitoring device, attempt to locate the device and retrieve as necessary during standard working hours
 5. Document all actions and responses in chronological order
 - iii. Notify Task Manager, via preferred method, as soon as the event has been verified and if no meaningful contact has been established with the Participant.
 - c. The contractor shall provide the following services, when selected and assigned by ATD Officers on a case by case basis, when the participant's residence is within 75 miles (or an appropriate distance as agreed to by the contractor, local ERO, and HQ – ATD) of the nearest contractor location (C-site or G-site):
 - i. Office Visits – A Case Specialist (CS) will perform the following actions
 1. Verify status of removal proceedings
 2. Verify next court action based upon supervision stage through PACER, the BIA or 800 court line
 3. Verify Participant contact and residence information
 4. Update travel document and departure plans, if necessary
 5. Review participant activity in electronic monitoring software system.
 6. Check electronic monitoring unit, if applicable
 7. Determine program and electronic monitoring compliance and address violations
 8. Review Individualized Supervision Plan (ISP) and update as necessary; Participant signs ISP to confirm ISP was reviewed and to agree to changes
 9. Confirm next scheduled office visit, Court appearance and ERO appointment, if applicable
 10. Review participant stability, (basic life needs) and make appropriate referrals as necessary
 - ii. Home Visits – A Case Specialist (CS) will perform the following actions:
 1. Enter the participant's home
 2. Make visual observations of surroundings; note things in the home that might be helpful in locating a Participant who stops reporting to the ISAP program
 3. Information about people residing at the residence
 4. Any detail relevant for other staff who might visit the residence i.e.: pets, children, fences, entry systems, property details, etc.
 5. Identify possible signs of absconding/program violations
 6. Scan Participant ID card
 7. Discuss next scheduled visit, court status updates, etc as needed
 8. Abort visit and immediately contact supervisor if safety issues arise
 - iii. Program Enrollment & Orientation – A Case Specialist (CS) will perform the following actions within 24 hours (end of next business day) after referral from ERO:
 1. Record all demographic information including
 - a. Criminal history
 - b. Community ties
 - c. Languages spoken

- d. Disability (if any)
- e. Country of origin
- f. A-number
- g. Immigration court status
- 2. Complete all appropriate forms (in the participant's language) to include:
 - a. Placement worksheet
 - b. Orders of Release or Orders of Supervision (only copy and maintain existing form with details issued by ERO)
 - c. Intake form
 - d. Program Rules and Orientation Acknowledgement form
 - e. Consent to Release Information forms (as needed)
 - f. Participant Agreement Electronic Monitoring form (GPS or telephonic reporting)
 - g. Participant schedule
 - h. Assessment form
 - i. Individual Service Plan (ISP)
 - j. Court Appearance Contract form (as needed)
- 3. 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
- 4. Orientation will be documented
- 5. Participants receive a Program Orientation/Information handbook describing all rules, services, and procedures in their language
- 6. Orientation will be presented in a language the Participant understands
- 7. Participants will be given a current ERO-provided list of pro-bono legal service providers
- 8. Participants will be issued a photo ID card and are required to carry their card at all times. The card must be presented for identification purposes during office and home visits
- 9. Participants will view a video presentation about the program. Videos will be available for Participants to review if a refresher is needed.
- 10. Participant must sign forms stating they have received a complete orientation in their language and agree to all the program requirements
- 11. Participants sign and CS countersigns paperwork to indicate that rules, regulations, conditions, and handbook are understood.
- 12. Participant will receive referrals to community providers as necessary
- 13. Call EOIR court line to identify court date, time, location and provide to the participant as necessary
- iv. Court Tracking – See 'Court Tracking' above
- v. Alert Management – See 'Alert Management' above
- vi. Residence Verification - see 'Home Visits' above

- d. ERO Officers will complete and submit an ATD Termination Form (Attachment 8) for each ATD Participant when a determination is made that services are no longer required from the Contractor.

6.2 Case Management Requirements

- i. The contractor shall operate a Case Management process to include, but not be limited to the following:
- ii. Case Management
 1. The contractor shall establish 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 Public Access to Court Electronic Records (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.
 3. All Contractor IT systems that handle Personally Identifiable Information (PII) must adhere to the strict requirements as established by OCIO and must be properly certified and accredited by ICE OCIO prior to implementation of ATD services to participants. ICE ERO will assist with coordination between the contractor and ICE OCIO as necessary.
- iii. Case Records
 1. The contractor shall develop, maintain, and safeguard individual program participant case records 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. Case records shall include, at a minimum:
 - a. Name
 - b. Alien Registration Number
 - c. Language
 - d. Disability (if any)
 - e. ATD Enrollment ID
 - f. ATD Service ID

- g. EARM Case ID NumberCountry of Citizenship
- h. Date of birth
- i. Relevant biographical Participant information
- j. Orientation and enrollment forms
- k. Written change requests
- l. Copy of immigration release paperwork
- m. Case information from the referral source
- n. Comprehensive assessment
- o. Individual service plans and case notes
- p. Progress reports
- q. Program rules and disciplinary policies
- r. Copies of disciplinary actions
- s. Referrals to other service agencies
- t. Copies of identification documents; (e.g., driver licenses, identification cards)
- u. Copies of immigration court paperwork (as applicable)
- v. Copies of travel documents
- w. Reported Employment Information
- x. Termination Forms

4. Time Date Stamp Requirement

- a. Any system that the contractor uses for updating participant records including, but not limited to, those listed above in this section must satisfy the requirement that the relevant changes or updates be date-stamped, preferably 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. 9/12/2013 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 9/26/2013.
 - ii. MOST RECENT UPDATE 9/10/2013 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 9/19/2013 at 9:00 am.

iv. Scheduling

- 1. The contractor shall be available to perform scheduled office visits and random unscheduled home visits in order to effectively accomplish the required level of supervision deemed appropriate by the ERO ATD Officer.

2. Frequency of office visits and home visits will be determined by the ERO ATD officer in accordance to the limitations of the SOW.
3. All visits will be conducted during the standard working hours of 8 am through 6 pm, Monday through Friday.
- v. Rescheduling of Unsuccessful Unannounced Residence Verifications
 1. If the participant is not physically present in his or her home at the time of the visit, telephonic contact must be immediately initiated to locate the Participant and determine why he or she is not at the required location.
- vi. Grievances
 1. The contractor shall develop procedures for reporting and handling grievances. All formal grievances shall be reported in the monthly program reports to the CO. Any formal grievances from participant's concerning equal opportunity to the program's services shall be forwarded to the ICE Office of Diversity and Civil Rights for processing at [REDACTED]@ice.dhs.gov .

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6.3 Office Visits – will include the following:

- i. Scan the Participant's ID Card
 - ii. Verify Technology Compliance
 - iii. Update the Individual Service Plan
 - iv. Update:
 - v. Address
 - vi. Participant/Family/Friends Contact Numbers
 - vii. Vehicle License Plates
 - viii. Miscellaneous Numbers / IDs
 - ix. Employment Information
 - x. Next Scheduled Office Visit
 - xi. Next Scheduled "Unannounced/Unscheduled" Home Visit (if subscribed to this service)
 - xii. Clear and visible physical changes to include but not limited to: hair styles, facial hair, scars, marks, tattoos, etc.
 - xiii. Court Tracking/ Case Check (as appropriate)
 - xiv. Executive Office of Immigration Review (EOIR) Court Line / Board of Immigration Appeals (BIA) / Public Access to Court Electronic Records (PACER)
 - xv. Check for the following:
 1. Date of Hearing
 2. Type of Hearing
 3. Hearing Location
 4. Case Status
 5. Decision Information
 - xvi. This shall be checked at each office visit and at least once a month if the participant is receiving Court Tracking Services.
- b. Alert Management

- i. The contractor will monitor and respond to notifications sent regarding the status or compliance of an ATD participant within GPS or Telephonic Reporting Program, 24 Hours a day, 7 days a week, 365 days a year.
 - ii. The contractor will monitor, respond and make any and all attempts to resolve alerts. If the contractor is not able to resolve the alert and it is a violation, then the unresolved alert or violation must be forwarded to ERO within a designated period of time (see Attachment 6)
 - iii. This shall be checked at each office visit and at least once a month if the participant is receiving Alert Management Services.
- c. Travel Document Status
- d. Receipt of actual travel document from participant.
- e. Contractor will make community resources/referrals available to all enrolled participants. Referrals include but are not limited to:
 - i. Transportation Assistance Programs
 - ii. Substance Abuse Programs
 - iii. Shelters (homeless, women's shelters etc.)
 - iv. Food and clothing assistance
 - v. Medical clinics
 - vi. Mental health referrals/suicide prevention
- f. Court Transportation Plan

6.4 Home Visits – will include the following:

- a. Verification that the Home Visit was conducted by scanning the Participant's ID Card with a device that records the GPS coordinates and nearest address
- b. Look for evidence of possible flight risk and verify that the utilities are working
- c. Update/Verify current vehicle plates
- d. Document any officer safety concerns/criminal activity associated with the participant, property or neighborhood
- e. Each Home Visit is required to be conducted inside the participant's residence
- f. All Home Visits will be unannounced/unscheduled
- g. Home visits will be performed such that they do not overlap or are too closely performed to scheduled office visits

6.5 Technology

- a. There will only be one (1) type of GPS service – which shall capture GPS coordinates at least once every three (3) minutes and upload these data points at regular intervals, not to exceed once every four hours.
- b. Contractor may have a "Locate Now" function that will enable the GPS Units to have a continuous reporting mode with automatic location updates in real time or at a minimum of once per minute. The "Locate Now" function will remain active for two (2) hours, after which time the GPS unit will resume normal operations. Refer to Attachment 6.

6.6 Enrollment/Orientations

Enrollment/Orientations for those subjects accepted and enrolled in the program will be conducted at a C-site, G-site, T-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. At no time will the contractor be required to perform an after-hours or off-site enrollment without ERO presence. In the event that an installation of technology is needed in the field by ERO direction, a scaled down version of an enrollment would be completed until a full enrollment/orientation can be performed in the office. Orientations shall include:

- a. Explanation of the technology being installed and office reporting requirements.
- b. Full Enrollment/Orientations will include the following:
 - i. ATD Program participants will be treated with dignity, care and respect.
 - ii. Communication with the participant will be in a language they understand.
 - iii. Enrollment form
 - iv. Orientation video for all components of the program
 - v. Individual Service Plan
 - vi. Completion of participant's schedule and contact information
 - vii. Issuance of 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. Installation of Technology
 - ix. Meeting with Case Specialist
 - x. List of free legal services
- c. ATD Program Participant Rules
 - i. The contractor shall provide program participants with program rules at orientation and obtain written confirmation from the participant that he/she has read, fully understands, and agrees to comply with the rules. This shall be done in the participant's language. The CO 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. 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.

6.7 Site Requirements

6.7.1 Contractor Office Sites (C-site) should have the following:

- a. Accessibility to Public Transportation
- b. Proximity to ERO Office (must be within 10 miles)
- c. Must have parking available for ERO ATD Officers on an as needed basis.
- d. Must make office space available to ERO ATD Officers for interviews or other specific tasks, if required. The contractor will not be required to provide office or computer equipment.

- e. The contractor shall provide offices/office space adequate for all personnel, vehicles, and equipment at each of its designated (C-site) operational locations under this contract. Initial locations at commencement of contract, where the contractor must provide office space are contained in Attachment 4. The contractor will work in ERO offices at all G-site locations. Services such as Court Tracking and Alert Management may be provided remotely to T-site locations.
- f. Offices/office space will be obtained by the contractor. The contractor shall be responsible for its maintenance, janitorial service, upkeep, repair and utilities.
- g. The contractor shall provide the COR with written certification that the office/office space complies with state and local emergency and safety codes prior to beginning work under this contract.
- h. The contractor shall enforce a tobacco-free environment in all of its ATD offices.
- i. The contractor shall ensure that all of its ATD offices provide private rooms for participant interviews.
- j. Each contractor site must have at least one (1) contractor owned vehicle (COV) available 24 hours a day to meet contractual requirements
- k. Each contractor site must have at least one (1) contractor available to resolve alerts, violations, and assist in enrollments at all times according to contractual limitations and agreed upon distances.
- l. 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 must be present with the Contractor until installation is complete.
- m. Each C-site office shall be comprised, at a minimum of a Program Manager (PM), two (2) Case Specialists (CS) and an Administrative Assistant. Any deviations are subject to discussion and approval with ERO and the Contracting Officer.
- n. Each Program Manager (PM) must ensure that the C-site shall have appropriate coverage at all times to fulfill all requirements of this contract.
- o. 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 201 then a third case specialist would be immediately required)
- p. A minimum of 2 Case Specialists per each C-Site location at inception of the contract
- q. No more than 100 participants per each Case Specialist
- r. The contractor shall provide its staff with all IT equipment and networking at its own facilities.
- s. Program services shall be provided in a nondiscriminatory manner and without regard to a participant's race, color, national origin, gender, religion, or disability.
- t. The contractor shall maintain an aesthetically appealing office that reflects positively on DHS ICE and is appropriate for the community area in which it is located.
- u. Whether operating at a contractor site on contractor-owned equipment or at an ERO 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 ATD contract comply with all applicable DHS and ICE OCIO requirements.
- v. The contractor shall affirmatively demonstrate through appropriate documentation that occupancy meets all applicable state licensing requirements for zoning, building, fire, occupational health and safety, and occupancy.

6.7.2 Government Office Sites (G-site)

- a. ERO will assign the necessary IT equipment, 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.
- b. Contractor must have the ability to conduct HVs whether the Government assigns HVs or not. Therefore, the contractor must provide a vehicle for the CS.

6.7.3 No Contractor or Government Office Sites (T-site)

- a. The Government may determine that an alien may require some services available under the ISAP III contract but not have the benefit of having a local contractor to handle the full suite of services (i.e. home visits, scheduled office visits, orientation, etc.) In those instances, the Government may assign some services that do not require the physical presence of the contractor (EOIR tracking, limited alert management, etc.). These locations will be known as T-sites.

6.8 Travel Documents

- a. Contractor shall assist in obtaining a valid travel document/passport from any enrolled participant, unless ERO has indicated that they already have the document in question. Contractor assistance may be limited to providing the passport application and the appropriate information on how the participant should obtain a travel document. The contractor will not deal directly with the consular or any foreign Governments on behalf of the participant.
- b. Should the participant submit their passport application with a return receipt or tracking number, the Contractor shall obtain the tracking number and verify receipt and delivery.
- c. Upon receipt of the travel document, the contractor shall be required to:
 - 1. Notify the ERO Task Manager of the receipt of all travel documents the same business day they are received.
 - 2. Maintain an electronic and hard copy log including:
 - 3. Date received
 - 4. Alien Number
 - 5. Name of participant
 - 6. Country of Citizenship
 - 7. Type of document
 - 8. Name of contractor receiving document
 - 9. Date given to ERO
 - 10. ERO Officer initials confirming receipt
 - 11. Travel document number
 - 12. Travel document issuance date
 - 13. Travel document validity dates

- d. 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.

6.9 Training

6.9.1 Contractor will provide ICE with contractor systems training upon award of the contract.

- a. The contractor shall train its staff in accordance with a written Training Plan for all employees that incorporates the mandatory training requirements listed below, as well as other related training courses developed by the contractor that are necessary for successful performance while working on the program.

6.9.2 Contractor Certification

- a. The contractor shall certify that employees have been trained and shall provide documentation of training upon COR request. Under no circumstances shall a contractor employee perform duties under this contract 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. The COR must provide written approval prior to the assignment of any employee beginning to perform any duties under this contract. All employees shall be given annual refresher training occurring each subsequent year of employment.

6.9.3 Documentation and Orientation

- a. The contractor shall ensure that the mandatory training as well as the training required to be developed by the contractor is provided to all employees. The contractor may either provide the required training or have an institution acceptable to the COR provide the training. Failure of any employee to successfully complete mandatory training is sufficient reason to disqualify him or her from duty. All aspects of the training and all types of documentation associated with the ATD Contract are subject to evaluation, monitoring, and approval by the COR. The contractor shall provide to the COR monthly documentation of the training completed for each contractor employee, including but not limited to 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. Upon contract award, ERO will provide the initial orientation training for the contractor's staff. Contractor staff will then be responsible for training utilizing a "train the trainer" approach. Upon approval of each successive option year, the Contractor and ERO will ensure that 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 will provide all subsequent orientation training for all employees, including those added throughout the duration of the contract.

6.9.4 Administrative Staff

- a. The contractor shall provide 20 hours of training to all administrative support contractor employees who have office contact with participants, in addition to orientation. This

training should 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.

6.9.5 Case Specialists and Management Staff

- a. The contractor shall provide each case specialist and managerial staff member with all of the mandatory training courses described below. These courses shall be completed within 14 days of employment. In addition, the managerial personnel shall complete 24 hours of general management training during the first year and each subsequent year of employment. The contractor shall provide the COR copies of training certification.
- b. 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:
 1. Ethics and Authority (2 hours)
 2. Note-Taking and Report Writing (4 hours)
 3. Self-Defense (8 hours)
 4. Human Relations (1 hour)
 5. Handling Disorderly Conduct, Civil Disturbances, and Other Incidents (3 hours)
 6. Communicating Across Cultures (1 hour)
 7. EEO & Diversity: Managers and Supervisors (1 hour)
 8. Orientation (1 hour)
- c. In addition, supervisors shall attend 24 hours of additional training that includes:
 1. Communications
 2. Solving performance problems
 3. Counseling employees
 4. Leadership skills (emphasizing styles, motivation, and career development)
 5. Scheduling
 6. Equal employment practices
- d. The Successful offeror will be required to fulfill ERO training requirements for contractors, as designated by ERO Leadership, which may change from time to time.
- e. The contractor shall complete all ICE mandatory training for contractors. The mandatory training courses can change from year to year. The training is available online at the ICE Virtual University. Access to the ICE Virtual University 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.
- f. Current Training Requirements:
 1. Privacy Training for SharePoint Collaboration Site Users

2. Information Assurance Awareness Training (IAAT)
3. Operations Security (OPSEC) Basic
4. Privacy at DHS: Protecting Personal Information
5. DHS Basic Records Management
6. DHS Department Wide File Plan
7. Electronic Records Management
8. Vital Records Guidance

6.10 Quality Control

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, execute and document the results of such reviews and audits, and ensure that all documentation (e.g. internal audit reports) related to them are available to the Contracting Officer's Representative (COR) and/or Contracting Officer (CO) at any time during the execution and close-out of the ATD contract for a period of five years. ERO will conduct yearly audits of multiple locations at random to evaluate the contractor's quality control review, internal audit procedures, and verify the results to ensure compliance.

6.11 Translators

The contractor shall provide professional translators or 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 CO.

6.12 Emergencies

- a. The contractor shall create an emergency preparedness plan.
- b. The contractor shall include in its emergency preparedness plans (e.g. Continuity of Operations Plan, Disaster Recovery Plan):
 - i. 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.
 - ii. Written back-up procedures for IT systems used to support continuity of operations during an event
- c. The contractor shall review its plans annually, update as necessary, and reissue to the local fire jurisdiction and the COR, as well as ensuring awareness of the plan and procedures by the staff and the program participants.

6.13 Credentials

- a. All program staff shall carry approved identification credentials at all times while performing under this contract. Credentials must be generated by the contractor and not mirror current Government identification in appearance or in lettering. Credentials must 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 maximum, the head and shoulders of the employee and shall be no more than one year old at the time the credential is issued.

2. Signature of the employee
 3. Validation by the issuing authority
 4. Contractor designation
- b. 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.
 - c. The contractor shall void and immediately make the appropriate disposition of all identification credentials upon completion of assignments that result in program staff no longer performing under this contract.

6.14 Security Requirements

- a. Security requirements for this contract are described in Section H.5.

6.15 ICE will provide basic training to contractors regarding removal/appeal process at a time that is mutually convenient to the Contractor and the Task Manager.

6.16 Data Collection

1. ERO will require the collection of miscellaneous data as specified below:

- a. The Successful bidder shall be required to have the EARM Case ID number incorporated into their systems as provided by ERO.
 - b. The successful bidder shall establish 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. Contractor will work with ERO in the requirements of the ATD Tracking ID and the information that must be captured.
 - c. The successful bidder shall establish a unique “ATD Service ID” to track when a participant’s case management or monitoring level is changed. The contractor will 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 will be linked to a participant’s appropriate ATD Enrollment ID.
 - d. When ERO issues a termination from the program for a participant, the contractor will be required to track the termination code along with the sub-category (when applicable).
2. Reports are very important to the proper management of the ATD program. They will be required at regular intervals and may change as necessary to meet operational needs. In addition to regular reports, there will be a need for custom reports on demand. The data fields required for each report are detailed in Attachment 7. The interval for reports may be daily, weekly, monthly, quarterly or yearly. The following is a list of reports/notifications that are anticipated :

- a. Emergency Reports –

- i. Emergency Reports will be generated within one (1) business day of an established event.
- ii. The following events require an Emergency Report:
 1. Strap tampers that are not resolved within 24 hours
 2. Evidence of tampering with a device
 3. Unauthorized Absence / Failed Office or Home visit that remains unresolved for more than one (1) business day
 4. Death , Hospitalization or Serious Medical Condition
 5. Suicide Attempt
 6. Suspected abuse or neglect
 7. Suspected violation of a restraining order
 8. Police Contact
 9. Unauthorized Travel
 10. Inappropriate Conduct or Behavior between contract staff and alien
 11. Contacts or threats by individuals believed to represent alien smuggling syndicates or organized crime
 12. Media Interest
- iii. Emergency Reports will Include the following information:
 1. Program Location
 2. Biographical Information
 - a. A-Number
 - b. EARM Case ID Number
 - c. ATD Enrollment IDDate of Birth
 - d. Language
 - e. Disability (if any)
 - f. Phone Numbers
 - g. Address
 - h. Employment information
 - i. Photo
 - j. Height
 - k. Weight
 - l. Vehicle information
 - m. Personal Contacts
 3. Enrollment Date with ATD Summary & Current Services
 - a. ATD Enrollment ID
 - b. Active ATD Service IDs
 4. Immigration History, current legal stage, and any known criminal history or gang affiliation
 5. Previous emergency report dates and types
 6. Narrative of Incident
 - a. Actions Taken to resolve
 - b. ERO Notifications including dates, times, and recipients.

- c. Any known media interest
- b. Summary of Emergency Reports Issued
 - i. This is a weekly report containing all of the emergency reports
 - ii. This report should include the following data elements:
 - 1. Total by ATD Location
 - 2. Total by AOR
 - 3. Total by Region
 - 4. Total by Nationwide
 - 5. Emergency Data By Type
 - iii. Repeat violations:
 - 1. Include A-number
 - 2. ATD Enrollment ID
 - 3. Type of violation
 - 4. Number of violations
- c. Exception & Alert Reports -
 - i. Exceptions refer to Voice Calls and will 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)
 - 6. Reports shall indicate if the alert remains unresolved for more than 72 hours.
 - 7. Instant Notifications will be delivered to the ATD Location
 - 8. Exception Daily Report shall be provided to the ATD Location daily for exceptions that remain unresolved.
 - 9. Exception Summary Reports will be sent weekly to ATD Locations, AORs, Regions and Nationwide for exceptions that remain unresolved for more than 72 hours.
 - ii. Alerts refer to GPS Ankle Monitoring Equipment and will 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. Restore – participant’s GPS device has properly reset
 - 4. Low battery – participant’s battery is registering at or below 25% and needs to be charged
 - 5. Missed Call Back – participant’s GPS has failed to upload its location at the expected interval

6. Exclusion Zone – participant’s GPS has registered as entering a restricted area
 7. Inclusion Zone – participant’s GPS has registered as having exited an approved area
 8. Instant Notifications will be delivered to the field
 9. Alert Daily Report shall be provided to the ATD Location daily for alerts that remain unresolved.
 10. Alert Summary Reports will be sent weekly to ATD Locations, AORs, Regions and Nationwide for alerts that remain unresolved for more than 72 hours.
- iii. Refer to Attachment 7 for specific data fields required.
- d. Summary of Exception and Open Alerts Report
- i. This is a weekly report containing all of the Unresolved Exceptions and Open Alerts
 - ii. This report should include the following data elements:
 1. Total by ATD Location
 - a. Include A-number
 - b. ATD Enrollment ID
 - c. Type of violation
 - d. Number of violations
 2. Total by Region
 3. Total by Nationwide
 - iii. Refer to Attachment 7 for specific data fields required.
- e. Court Reports
- i. A list of all participants and their next scheduled court date
 - ii. This report should include the data elements as referenced in Attachment 7
 - iii. This report should be generated monthly
 - iv. This report should be sent to the ATD Location, AOR, Region and Nationwide
- f. Custom Reports on Demand / Ad Hoc Reports
- i. These requests will be coming from the Contracting Officer’s Representative (COR) or the Acting COR
- g. GPS Frequency Report
- i. This report will provide information such as common location patterns a GPS participant demonstrates.
 - ii. This report shall be generated on demand as needed

- iii. The required data fields should be the same as the participant report found in Attachment 7, with the addition of the addresses associated with the common location patterns from the participant GPS data
- h. Notification of Confirmed Pregnancy
 - i. Once a participant makes a claim and provides medical documentation of a pregnancy, a notification should immediately be made to local ERO ATD personnel via e-mail
 - ii. This notification should include the following data elements:
 - 1. Last Name
 - 2. First Name
 - 3. A-Number
 - 4. Language
 - 5. Disability (if any)
 - 6. EARM Case ID
 - 7. ATD Enrollment ID
 - 8. ATD Location
 - 9. AOR
 - 10. Date of Confirmed Pregnancy
 - 11. Expected Due Date (if known)
 - 12. Type of Technology
 - 13. Name, address, telephone and relationship to child's father (if known)
 - iii. A Summary Report of notifications of confirmed pregnancy
 - 1. Will be sent weekly
 - 2. Will be sent to ATD Locations, AORs, Regions and Nationwide.
- i. Notification of Change of Address Report
 - i. Once a participant reports a new address, a notification should be made to local ERO ATD personnel via e-mail immediately
 - ii. This notification should include the following data elements:
 - 1. Name
 - 2. A-Number
 - 3. COC
 - 4. Case ID
 - 5. Language
 - 6. Disability (if any)
 - 7. ATD Enrollment ID
 - 8. Updated Phone number (if any)
 - 9. Old Address
 - 10. New Address
 - 11. Date of effective change (if known)
 - 12. List of Services Provided
 - iii. Once a week a summary report of all address changes will be sent to local ERO ATD personnel
- j. Travel Document Report
 - i. The travel document status of every active program participant
 - ii. Refer to Attachment 7 for specific data fields required.

- iii. This report should be generated monthly
- k. Participant Count by Billing Services (PCBS)
 - i. Will be sent monthly
 - ii. Will be sent to ATD Locations, AORs, Regions and Nationwide.
 - iii. Refer to Attachment 7 for specific data fields required.
- l. Termination Report by Term Code
 - i. The required data elements are referenced in Attachment 7.
- m. Compliance Report
 - i. A list of all participants who have not had any program violations within 90 days
 - ii. Refer to Attachment 7 for specific data fields required.
 - iii. Once a week a summary report of all compliant participants will be sent to ATD Locations, AOR, Region and Nationwide.
- n. Participant Report
 - i. The required data elements are referenced in Attachment 7.
- o. Daily Count by Office for Supervised and Unsupervised Offices
 - i. The required data elements are referenced in Attachment 7.
- p. Change in Legal Stage Report
 - i. The required data elements are referenced in Attachment 7.
- q. Missing Data Report
 - i. The required data elements are referenced in Attachment 7.
- r. No Technology Report
 - i. The required data elements are referenced in Attachment 7.
- s. Monthly Program Progress Report
 - i. 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, where applicable:
 - a. 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
 - b. 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

- c. Number of grievances filed with the contractor by reporting month, year to date, and since program inception
 - d. 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
 - e. Participant status in the removal process and participant's hearing status with EOIR (Master Calendar Hearing, Custody Hearing, Merits Hearing, etc.) from the participant's enrollment date into the program until they are terminated from the program.
 - f. Based on the above information, the contractor will provide statistics on the number of participants who at the time of enrollment have not had a hearing with EOIR, have had a Master Calendar Hearing, Custody Hearing, or Merits Hearing, have a final order of removal, have an appeal pending, number of continuances and number of days between hearing dates as well as individual participant appearance rates with the immigration court.
 - g. Participant turnover summary
 - h. Number of active and inactive by nationality (i.e. country of citizenship) and location
 - i. 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).
- t. Contractor's ATD contract personnel roster that includes, at a minimum
- i. Full name of employee
 - ii. Employee's official job title (e.g. Program Director, Case Specialist)
 - iii. Date of hire
 - iv. Date of assignment to ATD contract
 - v. Training status
 - vi. Date removed/terminated from ATD contract duties
 - vii. Case specialist-to-participant ratio (by location and overall program)
- u. 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
- v. 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, at a minimum:
 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
- w. ERO/Contractor Meeting Minutes
- i. The contractor's representatives shall meet with the COR and the CO on a regular basis, as determined by the CO and/or COR. These meetings will 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.

6.17 Records Retention

- a. 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 ATD 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.

7.0 Tasks and Deliverables

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

Required Task List Item No.	Description	Due	Review/Update
1	Conduct and Document Internal Quality Assurance Audits	Determined by the Quality Control Plan submitted in response to this solicitation	Review and update Quality Control Procedures as required, but no less frequent than annually.
2	Develop and Implement Case Management System	As required in 6.1 & 6.2 of the SOW	Annually within 60 days of exercising contract renewal option or at direction of CO
3	Create and Maintain Case Records	As required in 6.1 & 6.2 of the SOW	Daily
4	Conduct Program Enrollments & Orientations with Participants that are subscribed to Home visits, Office Visits and when this service is selected on a case by case basis	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	Daily or as required
5	Develop Individual Service Plans (ISP) for Each Participant subscribed to Office Visits	Prior to the end of Participant's Orientation Interview	Update ISP at a minimum of each month or at each office visit (whichever is greater)
6	Conduct Face-to-Face Interviews with Participants subscribed to Office Visits	As required in 6.3 of the SOW	Daily
7	Provide and monitor GPS Ankle Bracelets and Telephonic Reporting Equipment	As required in 6.5 of the SOW and Attachment 6-Detailed GPS Ankle Bracelets and Tracking/Monitoring System and Telephonic Reporting System	24 hours per day/7 days per week, 365 days per year
8	Maintain GPS Equipment Inventory	As required in 6.5 of the SOW and Attachment 6-Detailed GPS Ankle Bracelets and Tracking/Monitoring System and Telephonic Reporting System	As required to fulfill SOW requirements

Required Task List Item No.	Description	Due	Review/Update
9	Provide Translator Services	As required in Section 6.11 of the SOW	Monthly
10	Develop and Enforce Contractor Employee Standards of Conduct	As required in Section 5 of the SOW	Annually within 60 days of exercising contract renewal option; enforce 24 hours a day, 7 days a week, 365 days a year
11	Contractor Personnel Report	As required in Section 4.0 of the SOW	Monthly
12	Training Report	As required in Section 6.9.2 of the SOW	Monthly or as Requested
13	Reports Requirements	As required in Section 6.16 of the SOW and Attachment 7	Requirements vary by report