

U.S. Department of Homeland Security
Office of Immigration Detention Ombudsman

OIDO Support Services

2024

1.0 Background

1.1 Office Description and Responsibilities

OIDO (Office of Immigration Detention Oversight) operates independently within the Department of Homeland Security (DHS). Its primary role involves establishing and administering an impartial, confidential process to receive, investigate, resolve, and provide recourse for complaints. This includes routing for further investigation when necessary. OIDO has the authority to manage complaints against any officer or employee of CBP (Customs and Border Protection), ICE (Immigration and Customs Enforcement), or any subcontracted personnel from these agencies.

1.2 Inspections and Interactions

In addition to managing complaints, OIDO conducts surprise inspections of detention facilities that house individuals in federal immigration custody. OIDO aids individuals who have been affected by personnel misconduct, excessive force, violations of law, or detention standards. The office ensures its functions are aligned and complementary to other DHS entities.

1.3 Evolution and Enhancement of OIDO

As a recently established office, OIDO is in a stage of constant evolution, focusing on improving efficiency and effectiveness in executing its functions. The enhancement of OIDO's internal control system is pivotal for refining its business process, IT infrastructure, and operations.

1.4 Monitoring and Development

While OIDO has established business processes, financial and contract management, it necessitates the initiation of a monitoring system. This will allow for the assessment of these processes, the correction of design flaws, the testing of operational effectiveness, and the remediation of control deficiencies. These steps are critical for the efficient and long-term execution of its detention oversight mission.

1.5 Support and Expertise

OIDO requires dedicated support and expertise in inspections and evaluation. This need is based on the principles outlined in the GAO Blue Book, aiming to develop a comprehensive Detention Operations Inspections Manual.

1.6 Execution and Analytical Support

As OIDO executes its oversight functions in parallel with other DHS oversight offices such as ICE and CBP, it demands program support for utilizing data analytics. This would aid in driving risk-based system-level analysis to identify unique areas of focus for OIDO, as well as providing opportunities to streamline other detention oversight activities. This approach will enhance resource efficiency, strengthen internal control mechanisms, and mitigate the risk of duplicative departmental effort.

2.0 Activities

2.1 Task 1: Project Management & Business Process Support

The contractor shall aid OIDO in identifying strategic objectives, conducting a comprehensive analysis of current business operations, and pinpointing areas for sustained improvement and operational efficiency. The scope includes but is not limited to:

2.1.1 Governance Improvement: Contractor shall support in refining OIDO's governance processes, emphasizing process documentation, control and automation, and risk management strategies.

2.1.2 Focus Areas: Contractor will specifically address and propose improvements in human resources processes, logistics and asset management, correspondence, financial management, and policy support.

2.1.3 Resource Optimization: Contractor shall assist in the efficient utilization of immigration detention oversight resources, particularly through the development and enhancement of OIDO's data analytics capabilities.

2.1.4 Decision Making: Contractor will use data analytics to enhance OIDO's decision-making process in operations, internal accountability, interactions with stakeholders, and systemic level assessments in the immigration detention mission space.

2.1.5 Internal Controls: Contractor shall support OIDO in the continuous development, evaluation, and improvement of key internal control processes, which include but are not limited to, Case Management Administrative Procedures (CMAP) for CMD, and Immigration Detention Case Management System (IDCMS).

2.2 Task 3: Detention Oversight Controls and Assessment Support

The contractor will be required to assist OIDO in the development and implementation of governing controls for its detention oversight responsibilities. This support includes but is not limited to:

2.2.1 Documentation Development: The contractor shall aid in the drafting of manuals and standard operating procedures, with the aim of creating comprehensive, usable resources for oversight activities.

2.2.2 Procedure Assessment: The contractor shall conduct regular assessments of existing procedures to identify areas for improvement and implement the necessary changes for continual enhancement.

2.2.3 Subject Matter Expertise: As per OIDO's request, the contractor shall provide subject matter expertise on various aspects of immigration, including internal controls, immigration law and policy, and immigration detention standards.

2.2.4 Performance-based Assessments: The contractor shall support OIDO in conducting performance-based assessments and reviews of CBP and ICE programs, contracts, and systems. This includes tasks such as indexing, reference reviews, and reviewing and editing OIDO inspection reports to drive continuous improvement in oversight and governance of detention operations.

2.2.5 Training Support and Development: The contractor shall support OIDO training development and delivery of Detention related training. They shall also have a cadre of senior trainers that can help with the development of less experienced trainers within OIDO.

2.3 Task 4: Policy, Standards, and Data Analytics Support

OIDO requires support maturing and scaling its data analytics capabilities to collect and synthesize information from across immigration systems to identify trends or anomalies that highlight potential internal control issues at the facilities, contractual, or other systems-level categorizations as well as determine trends and anomalies to support ongoing inspections, audits, reviews, and policy development efforts.

OIDO also requires technical writing to translate legal, government-wide, or Departmental guidance into policies, procedures, and processes.

3.0 Considerations for Executing

OIDO is a dynamic office that executes a complex mission set alongside various government and non-governmental stakeholders. As OIDO continues to establish its role in immigration detention oversight, it must be efficient and effective with its resources to maximize performance and mitigate risk, to deliver demonstration of differentiated value for OIDO with its internal and external relationships and achieve mission outcomes. Therefore, any contractual support needs to have experience not only relative to business process and internal control but also possess extensive understanding of the DHS HQ operating environment, understanding of other oversight offices, and immigration detention that can serve as a true partner and advisor to OIDO.

In order to support OIDO effectively, support should demonstrate the ability to provide:

- senior immigration detention experts, including those with direct experience with federal immigration law and policy, who can provide policy guidance that will improve legal review of deliverables and personnel with extensive experience operating within the DHS HQ environment.
- Staff with experience writing detention oversight manuals
- Staff with experience in data analytics
- Staff with experience in business process improvement within the context of immigration detention.
- Staff with experience conduct operational assessment of detention facilities.
- Examples of previous support of similar, size, complexity, and mission.

4.0 Pricing

\$2,332,734 ROM Attached:

5.0 Contractual Vehicles

Assessment of Internal Controls Support Services (AICSS) BPA

