

Performance Work Statement (PWS)

Department of Homeland Security (DHS) U.S. Immigration and Customs Enforcement (ICE) Enforcement Support Teams

1. PURPOSE

The purpose of this Performance Work Statement (PWS) is to define the responsibilities and performance expectations relating to contract support for U.S. Immigration and Customs Enforcement (ICE). The contractor shall provide administrative staffing and case processing support across 25 ICE Field Offices to augment ICE's mission, thereby alleviating the administrative burdens of law enforcement officers. The contractor shall provide specialized subject matter expertise, qualified personnel, facilities, and administrative resources necessary to enable ICE officers and agents to focus on law enforcement duties while administrative tasks are handled by trained contractor personnel.

2. SCOPE OF WORK

The scope of this PWS is to augment field office staff and potentially office space to ensure that ICE can successfully execute its critical mission to protect the United States from illegal immigration and cross-border crime.

3. OBJECTIVES

The contractor shall:

- a. Provide trained personnel to supplement case processing and all peripheral activities, immigration records management, and document preparation
- b. Ensure accurate and timely data entry into ICE systems
- c. Track compliance with release conditions and report violations
- d. Coordinate with ICE officers to facilitate interviews, hearings, removals, and case updates
- e. Maintain alien records in accordance with DHS policies and federal data security requirements
- f. Provide other logistical and administrative support that alleviates administrative burdens from law enforcement officers

4. TASKS & RESPONSIBILITIES

Task 1: Project Management

The contractor shall provide general programmatic and administrative support to ICE Enforcement and Removal Operations (ERO). To complete the tasks, the contractor shall be required to interface with ICE Headquarters staff as well as local Field Office Directors (FODs), program staff, facility staff, other Field Office staff, and third-party service providers throughout the duration of this contract.

1.1 Programmatic Support

The contractor shall provide the structure, program management staff, and resources needed to maintain and deploy a pool of an estimated **675 staff** that support ICE ERO operations in all administrative

activities allowing officers and agents to focus on critical law enforcement and public safety priorities. Staff shall be available 7 days a week from 7am to 7pm. Surge support after hours, including expanded breadth and depth of tasks, may be required. The contractor must maintain a staffing pool who can consistently leverage immigration enforcement experience and/or training to provide staff augmentation, technical assistance, and operational force multiplication. Contractor personnel must have experience and/or training reviewing ICE documentation including A-files and ICE databases, conducting interviews to determine appropriate monitoring or detention conditions, and coordinating removal, transfer, or release from ICE custody. The contractor must provide personnel who have the required skills prior to assigning them to work under this contract. The contractor must establish and implement quality assurance procedures to validate work products assuring consistency of quality.

Task 2: Case Processing & Detained Docket Management

Contractor shall manage assigned administrative functions of detained and non-detained dockets to ensure Alien Files (A-files) and ENFORCE Alien Removal Module (EARM/EADM) reflect a case status that is updated, accurate, and complete in preparation for Department of Justice (DOJ) Executive Office for Immigration Review (EOIR) appearances, United States Citizenship and Immigration Services (USCIS) adjudications, enforcement actions, or removal.

- a. Assist ICE Office of Principal Legal Advisor (OPLA) in obtaining criminal history checks and other supporting documentation as needed prior to court
- b. Prepare, review, and manage case files for detained and non-detained dockets, ensuring accuracy and completeness in all documentation
- c. Maintain up-to-date case status records, court scheduling details, and case tracking logs
- d. Assist with docket coordination for EOIR hearing schedules and ensure all appropriate documentation has been filed with EOIR
- e. Assist with docket coordination for USCIS adjudications and ensure all appropriate documentation has been submitted to USCIS
- f. Review appropriate paperwork for filing an Application for Stay of Deportation/ Removal, Order of Supervision (OSUP) or Own Recognizance (OR) reporting, Bond applications, or other documentation for completeness and accuracy
- g. Ensure all administrative applications are reviewed, A-files are updated, and docket officers timely notified for appropriate law enforcement action

Task 3: Data Entry & Records Management

- a. Accurately enter data into ICE systems, ensuring compliance with agency protocols and data integrity requirements
- b. Coordinate with ICE to address data quality and integrity issues
- c. Maintain and update electronic and paper-based case files, ensuring compliance with federal privacy laws
- d. Retrieve, compile, and organize county, state, and federal court records, conviction documents, and supporting case materials from multiple databases, including NCIC, PACER, and other government sources
- e. Generate case status reports and compliance monitoring dashboards for Field Offices

Task 4: Non-Detained Compliance Tracking, Technical Assistance, and Reporting

4.1 Non-Detained Docket Management

The contractor shall provide personnel to assist officers and agents with the compiling of information for targeted enforcement actions. This includes all administrative duties, including reporting schedules

at ICE or contractor offices, to ensure non-detained aliens are compliant with their release conditions and are assigned to the appropriate monitoring program through interviews in the alien's primary language, file and database review, and criminal history checks.

- a. Conduct regular case file audits to verify completeness and adherence to ICE standards
- b. Monitor and verify compliance with hearing dates and release conditions for non-detained aliens
- c. Providing research material and information including queries from ICE databases and other systems to identify the alien's place of residence, employment, or analyze patterns of life activities, and provide a comprehensive dossier, and other relevant information
- d. Should the contractor determine through case/A-file reviews or criminal history checks associated with reporting requirements that a non-detained alien's status should be reconsidered, the contractor shall provide ERO officers with case profile mapping for priority based on public threats and border security initiatives.
- e. Review EARM, NCIC, or other applicable databases and make recommendations for revising case status based on relevant changes in circumstances
- f. Notify ICE officers within 24 hours of identifying any non-compliant individuals and provide supporting documentation
- g. Assist with compiling information for targeted enforcement actions, including checking ICE systems and other databases for updated alien records

4.2 Alternatives to Detention (ATD)

The contractor shall manage administrative facets of ERO's ATD program including enrollment, monitoring, de-escalation, and prepare absconder/violator case profiles for Deportation Officers and enforcement decisions or actions.

- a. Support tracking and documentation for ATD programs, including monitoring compliance and reporting violations
- b. Recommend modification to reporting conditions based on established Multi-Aspect Removal Verification Initiative (MARVIN) parameters for ATD compliance and cost effectiveness

Task 5: Staff-Detainee Communication

The contractor shall provide methods and tools for detained aliens to communicate with ICE for general questions, case updates, or resolve issues regarding their cases. Communication with all aliens will be in the alien's primary language.

- a. Schedule and coordinate interviews between detainees and ICE officers, consulates, and legal representatives
- b. Receive and respond to detainee communication sheets (kites), grievances, or other communications directed to ICE custody

Task 6: Removal Management Assistance

6.1 Pre-Removal

In preparation for alien removal, transfer, or release from ICE custody, the contractor shall:

- a. Manage administrative aspects of detained case management for immigration hearings, file updates and data entry
- b. Organize and prepare removal documents and coordinate with ICE Air Operations and the Juvenile and Family Management Division for scheduling removal and staging flights
- c. Ensure aliens scheduled for removal have the necessary documentation in A-files, i.e. Immigration Judge (IJ) order, I-205 prepared with photograph, and all removal package

documentation is assembled per specific field office instructions

- d. Ensure I-216, property receipts, I-203s and other release, removal, or transfer documentation is prepared and accurate
- e. Ensure travel information, ICE Air scheduling and manifest(s) are completed, detention center release forms are prepared, and property inventories/receipts are ready on the scheduled time and day of departure
- f. Ensure detainees have necessary legal paperwork, seven-day supply of medications, property, and valuables before transfer or removal, including obtaining and verifying travel documents

6.2 Post Removal

- a. Collect, review for completeness and accuracy, and file signed Form I-205 Warrant of Removal/Deportation departure verifications in A-file
- b. Ensure case is closed in EARM and file is transferred to the National Record Center for storage

Task 7: Support for ICE Field Operations

- a. Provide trained personnel at ICE Field Offices to support daily administrative functions, to include targeting support
- b. Assist in consolidating information for targeted enforcement. Information will include checks of ICE and other systems to identify aliens' location and other information as needed
- c. Receive and respond to incoming phone calls or Detention Reporting and Information Line (DRIL) line inquiries, emails, and in-person check-ins for non-detained aliens to ensure proper case status of aliens, i.e. proper location for check, parole/OSUP/ATD, or non-detained status
- d. Respond to inquiries from detainees, legal representatives, and other stakeholders in their primary language
- e. Maintain detailed logs of daily interactions, service requests, and case developments for reporting to ICE leadership

5. CONTRACTOR OFFICE SITES (C-SITES) PROVISION AND MANAGEMENT

The contractor shall work with the local ICE Field Office Directors to determine the requisite need to staff and maintain office space required to accomplish the mission at each location. Once identified, the contractor shall provide and manage office space and will be responsible for supplying suitable office accommodations, facilities management, and related support services adequate for their personnel, vehicles, and equipment at each of its designated C-site operational locations under this contract.

The contractor should have the potential to expand to additional locations over time if ICE determines a need for additional C-Sites dependent on workload and ICE operational requirements.

5.1 Site Requirements

- a. Upon Government request, provide adequate square footage of space at needed locations
- b. Ensure the space is compliant with all relevant health, safety, and accessibility standards
- c. Parking made available for contractor staff, ICE officers and the COR on an as-needed basis

5.2 Staffing

- a. The C-site offices staff shall include at minimum, one site manager and site supervisors relative to contractor staff to meet the contractual requirements and needs of ICE.

- b. The site manager for each office shall ensure that the C-site has appropriate coverage at all times to fulfill all requirements of this contract.
- c. C-Site staffing ratios shall be based on the active ICE operations and populations of reporting aliens utilizing a 30-day moving average based on written data provided by the COR/A-CORs when requested by the contractor.

5.3 Facilities Management

- a. Ensure regular maintenance and repair of the office space, including HVAC, plumbing, and electrical systems
- b. Provide janitorial services for common areas and individual offices
- c. Manage waste disposal and recycling programs

5.4 Utilities and Amenities

- a. Provide all necessary utilities, including electricity, water, and internet services
- b. Designate a point of contact for day-to-day operations and to resolve any issues that may arise
- c. Establish a process for reporting and resolving maintenance or facility-related concerns

5.5 Emergencies

The contractor shall create an emergency preparedness plan that will include:

- a. Written evacuation and alternate staging procedures for use in event of fire, flood, severe weather or any other similar emergency, or should a C-site facility become unfit for its intended use for any period of time
- b. 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 collaborate with the local fire marshal and the COR/ACORs, as well as ensuring awareness of the plan and procedures by the staff.
- d. The contractor shall establish a written procedure for the site manager to follow during an emergency and notification to the field office director or designee, of an emergency immediately or within one (1) hour of the incident.

5.6 Other Requirements

- a. The contractor shall provide the COR with written certification that the C-Site office space complies with state and local emergency and safety codes prior to beginning work under this contract.
- b. If temporary structures are used, i.e. soft-sided facilities, contractor will ensure International Building Code (IBC) sections dedicated to temporary structure requirements for structural integrity, fire safety, egress, and accessibility, and local ordinances and codes are met.
- c. When accessing information and applications behind the DHS and ICE firewalls, the contractor shall ensure that its operations under the ICE contract comply with all applicable DHS and ICE Office of the Chief Information Officer (OCIO) requirements.
- d. The contractor shall affirmatively demonstrate through appropriate documentation that occupancy meets all applicable Federal, state and local licensing requirements.

6. DELIVERABLES & PERFORMANCE METRICS

The contractor shall provide the following deliverables to ICE:

Staffing Readiness and Reports	Required personnel onboarded within 90 days of contract award. Monthly update of recruitment efforts, onboarding progress, staff retention rates, and vacancy tracking
Case Processing Reports	Monthly reports detailing case completions, pending cases, compliance status, and processing backlogs
Compliance Monitoring Logs	Real-time tracking and reporting of non-compliance cases, including escalations and resolutions.
Monthly Impact Reports	Monthly summary of internal QC audits with a pass/fail accuracy metric Monitor and collect project status, performance, issues and risks Deliver useful status updates and operational reports tailored to program requirements
Training & Certification Records	Documentation of staff training completion, including courses on data security, privacy, and ICE operational policies
Quarterly Performance Assessments	Reports assessing contractor performance, identifying operational improvements, and addressing ICE concerns. Sample Performance Metrics: Timely Data Entry: Case entries completed within 24 hours of receipt Compliance Reporting: Non-compliance cases reported to ICE within 24 hours Case Processing Efficiency: Immigration cases processed within ICE-mandated timelines
ODCs	A list of all ODCs identified as equipment or materials needed by the contractor with descriptions as to how it will be used will be provided.

7. SECURITY & COMPLIANCE REQUIREMENTS

- a. All contractor personnel must undergo a DHS Public Trust background investigation and obtain ICE security clearance approval prior to accessing sensitive case information.
- b. The contractor shall comply with ICE and DHS security and privacy policies governing access to Personally Identifiable Information (PII) and Sensitive PII (SPII).
- c. All personnel shall complete mandatory training on data privacy and handling of sensitive information per DHS training requirements.

8. GOVERNMENT-FURNISHED EQUIPMENT (GFE)

ICE will provide required laptops for personnel that need to access ICE's systems, access to government IT systems. The contractor shall ensure that personnel use these systems in accordance with ICE security and compliance standards.

9. QUALITY CONTROL PLAN The contractor shall implement a Quality Control Plan (QCP) to ensure compliance with ICE requirements and applicable laws and regulations. The QCP shall include:

- a. **Random File Audits:** Regular contractor-assessment reviews to verify adherence to ICE documentation and data integrity standards
- b. **Quarterly Performance Reviews:** Evaluations of staffing levels, case processing efficiency, and compliance monitoring effectiveness
- c. **Issue Resolution Mechanism:** A structured process for addressing performance deficiencies and implementing corrective actions

10. PERIOD OF PERFORMANCE & PLACE OF PERFORMANCE

Period of Performance: 6-month base period (includes a 3-month ramp-up/transition period), with two 3-month option periods.

Place of Performance: 25 ICE ERO Field Offices, ICE detention centers, and contractor-provided facilities (as required).

--- End of PWS ---