

REQUEST FOR INFORMATION

Non-citizen Communications Services (NCS)

1. Description

The Department of Homeland Security, U.S. Immigration and Customs Enforcement (ICE) seeks information about industry capabilities to provide non-citizens with telephone services, which includes but is not limited to phones, tablets and free telephone access through a pro bono network for approximately 12,000 non-citizens in ICE custody at Contract Detention Facilities (CDF), ICE-owned Services Processing Centers (SPC), Dedicated Intergovernmental Service Agreement (D-IGSA) facilities, state and local facilities operating under intergovernmental service agreements (IGSA), and temporary holding facilities.

1.1 This is a Request for Information (RFI) Only. In accordance with Federal Acquisition Regulation (FAR) provision 52.215-3, this RFI is solely for information and planning purposes – it does not constitute as a Request for Proposal (RFP) nor does it restrict the Government to any acquisition approach. This RFI does not commit the Government to contract for any supply or service. Further, the Government is not at this time seeking proposals and will not accept unsolicited proposals. The Government will not reimburse interested sources for any costs incurred in the preparation of a response to this notice and submittals will not be returned to the sender. No award will be made from the RFI. At its discretion, the Government may conduct additional exchanges with industry in accordance with FAR 15.201.

2. Purpose

The purpose of this RFI is to identify sources that can provide non-citizen communication services at all thirty-seven (37) ICE Primary Detention Facilities (DFCs/SPCs), approximately three hundred (300) Secondary Detention Facilities (IGSAs), and approximately 64 Tertiary facilities (Holding Facilities).

At primary facilities, NCS will also provide intrastate and interstate debit, collect and pre-paid collect calls and debit international calls via traditional stainless-steel phones as well as tablets.

The pro bono network transmits calls made by non-citizens free of charge to ICE identified entities (e.g., embassies, consulates, pro bono attorneys, immigration court etc.) by utilizing access numbers associated to the corresponding authorized numbers. This is a fixed-price incentive contract action. Revenue generated from debit, collect, and pre-paid collect calls, and tablet usage at primary facilities and tertiary facilities will be the incentive to the contractor.

The services must comply with all Federal, State and local Regulatory requirements (e.g., FCC regulations, State PUC requirements), and ICE/ERO Detention Standards for Telephone Access (Performance Based National Detention Standards PBNDS 2011 with 2016 Revisions if applicable), and the American Correctional Association (ACA) Standards. Additionally, all proposed fees for domestic calls at primary facilities shall not exceed the “safe harbor rates” outlined in the FCC order on Rates for Interstate Inmate Calling Services, 78 Fed. Reg. 67956 (November 13, 2013) or any future updates to the Order.

The Government anticipates an initial period of performance of one year, with option years.

3. Requested Information

Available service providers are requested to respond to this RFI with a capabilities statement describing their approach to cover the service requirements described above and contained in the attached draft statement of objective, and provide an estimated service timeline.

Service Providers should address the following, at a minimum:

1. Wireless tablet system requirements (a secure, private Wi-Fi network within facilities and make use of applications)
2. Wireless tablets system specifications (for example: calling on the tablet and use the same prepaid fund account as the telephone)
3. Tablet hardware and accessory capabilities
4. Availability of a data management system to track and monitor non-citizen with services and activities provided.
5. Resident access to telephones and/or video communication devices (i.e. tablets).
6. Provide your company's DUNS, business size and GSA Schedule Contract number (if applicable)
7. A plan to provide or sub-contract. Can you perform the work as a prime or would you need a subcontractor?
8. List any similar contracts, performed as a prime or subcontractor, within the last three (3) years, including:
 - a. Name of the Agency
 - b. Contract Name
 - c. Contract Number
 - d. Total Awarded Amount (Contract Value with Options)

3.1 Submissions. The capabilities statement shall be formatted using Microsoft Office (version 2013 only) and be not more than five pages, with a 10-pt font size or larger. A coversheet is excluded from the page limitation.

All submissions shall be provided via email to the Government point of contact: Natasha T. Nguyen, contracting officer, at Natasha.T.Nguyen@ice.dhs.gov. **Submissions are due no later than 3:00pm ET on January 26, 2022.** The subject line of the email should read: **“RFI: Noncitizen Communication Services.”** Extraneous materials such as brochures will not be considered.

In addition to capabilities information, interested parties shall provide their point of contact (including email, regular mail address, and telephone number(s)), DUNS Number, Small Business Classification or other status (E.g., non-governmental, non-profit organization), any relevant contract numbers and the applicable NAICS and Product Service Codes.

4. Questions

Questions shall be submitted in written form via email only to Natasha.T.Nguyen@ice.dhs.gov by **January 19, 2022**. Responses to inquiries is at the Government's discretion. Telephone inquiries will not be addressed.

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