REQUEST FOR INFORMATION (RFI)

IMMIGRATION AND CUSTOMS ENFORCEMENT (ICE)

ENFORCEMENT AND REMOVAL OPERATIONS (ERO)

287(g) Program National Call Center

PURPOSE OF REQUEST FOR INFORMATION

THIS IS A REQUEST FOR INFORMATION (RFI) ONLY. The Department of Homeland Security (DHS), U.S. Immigration and Customs Enforcement (ICE) Enforcement is conducting market research for a 287(g) Program National Call Center. As part of its market research, ICE is issuing this RFI to determine the estimated number of interested vendors capable of meeting this requirement. The government may use the responses to this RFI for information and planning purposes.

BACKGROUND

DHS ICE has an immediate need to establish and maintain a 287(g) National Call Center (NCC) using data-enabled technology to receive and process 6,000 to 7,000 calls per day for the purpose of supporting 287(g) partner encounters in the field, integrating and leveraging 287(g) resources focused on locating Unaccompanied Alien Children (UAC), and integrating 287(g) resources along with technology to reduce the Non-Detained Docket backlog. The 287(g) NCC will be a physical location where all plant, labor, equipment, and services will be provided by an industry partner; federal employee presence will be minimal and limited to tasks that are inherently governmental or require Title 8 authority.

287(g) National Call Center (NCC) Construct

The NCC is planned to be located in the greater Nashville, TN metro area and would require on-site full-time industry partner staff. The primary function of the NCC is to receive electronic and telephonic inquiries from 287(g) partners in the field, analyze data, perform database cross-checks, and confirm enforcement actions in the field. The NCC will be organized around three eight-hour shifts and a seven-day work week. Other functions residing at the NCC will require a 40-hour-per-week cycle.

Key NCC Sub-Functions

287(g) Partner Support Call Center Cell

- Maintain 24/7/365 operations to support receiving telephonic as well as electronic calls from 287(g) partners.
- Qualifying information received and providing confirmation for appropriate enforcement actions
- Coordinate with other NCC Cells and local law enforcement to integrate 287(g) resources enhanced efficacy.

Integration and Location Cell - Unaccompanied Children

- Provide 287(g) partners and Field Offices with UAC targeting focus and material.
- Track 287(g) partner UAC location results and reporting.
- Liaison with Juvenile and Family Management Division.

Integration and Automation Cell – Non-Detained Docket Reduction

- Develop implementation strategy for using 287(g) resources to Reduce the Non-Detained Docket size.
- Provide 287(g) partners and Field Offices with Non-Detained Docket Reduction targeting focus and material.
- Track 287(g) partner non-Detained Docket Reduction results and reporting.
- Liaison with Non-Detained HQ Division.
- Apply technology to reduce the Non-Detained Docket.

287(g) Agreement Support Cell:

- Provide support to ICE Contracting Officers, Contracting Officers Representatives (CORs), ERO 287(g) Division, and HQ Budget to manage the 287(g) agreements.
- Tracking 287(g) programmatic results and maintain reporting products and dashboards.
- Review invoice submission for accuracy and completeness in accordance with the appropriate agreement and advise CORs in order to assist with payment processing.
- Provide technical assistance to program managers, Contracting Officers, CORs, and partners in processing new agreements, agreement modifications, and agreement terminations.
- Provide audit support to Program Managers and CORs in applying management controls to ensure agreements are in compliance with law, policy, and regulation.

Technology Innovation and Rapid Fielding Cell

- Identify emerging technologies that would increase the efficacy of the 287(g) Program.
- Rapidly develop strategies for fielding emerging use cases to 287(g) partners and Field Offices.
- Track 287(g) Technology Innovation and Rapid Fielding results and reporting.

- Liaison with Law Enforcement Systems and Analysis (LESA) HQs Division.

Assumptions

- Initial Operational Capability (IOC) will be achieved by the end of Q2FY26 (March) by having a building with key support functions leased and the: 287(g) Partner Support Call Center Cell operating 24/7, the Integration and Location Cell, Integration and Automation Cell – Non-Detained Docket Reduction and 287(g) Agreement Support Cells operating 40 hrs / week.
- Full Operational Capability will be achieved by the end of Q3FY26 (June) with robust building functions and leases (e.g., IT, cafeteria) fully operating, and all cells operational (including the Technology Innovation Cell) with a 40 hr work week.

RESPONSE REQUIREMENTS

Prospective vendors are requested to submit the following information for ICE's review:

1. Please provide your capability and a brief summary of your solution to provide the above described requirements.
2. Provide an estimated milestone schedule to reach IOC by March 2026.
3. What enabling technology would you suggest to integrate partner and alien data with our systems to maximize call efficiency and reduce call time.

QUESTIONS

Questions shall be directed to the Contracting Officer, Shayla Wray, via e-mail at shayla.b.wray@ice.dhs.gov, and the Contract Specialist, Jason Boudreaux, via e-mail at jason.boudreaux@ice.dhs.gov. Questions must be received **no later than November 7th, 2025, by 2:00 pm Eastern Time (ET).** Verbal questions or requests will NOT be accepted. Questions and requests for additional information may be answered/addressed by publicly posting the government's responses. Accordingly, questions and requests for additional information shall NOT contain proprietary or classified information. The government will strive to provide responses to questions. However, due to the short suspense, the government will likely not post responses to questions and vendors are expected to submit their responses to this RFI without waiting for government response to questions. The government may not provide response to every question or request received. Additionally, questions and requests received after the submission deadline may be answered at the discretion of the government.

RESPONSE INSTRUCTIONS

Responses shall be in either Word or PDF format and submitted via e-mail to the Contracting Officer, Shayla Wray, via e-mail at shayla.b.wray@ice.dhs.gov, and the Contract Specialist, Jason Boudreaux, via e-mail at jason.boudreaux@ice.dhs.gov. The submission must be received **no later than November 12th, 2025, by 2:00 pm ET.** Late submissions may be considered at the discretion of the government.

Additionally, submissions must:

- Address all items outlined in the Response Requirements section.
- Provide any question, comments, or feedback relating to the requirements.
- Include a Cover Letter which contains the following information:
  - Date submitted.
  - Company name, mailing address, and website address.
  - Company's System for Award Management (SAM) registration status. All respondents must register on the SAM located at http://www.sam.gov/.
  - Company Unique Entity Identifier (UEI) number.
  - Company's SAM size and socio-economic status information for NAICS codes relating to this requirement.
  - List of any and all applicable procurement vehicles your company is an awardee under (e.g. Blanket Purchase Agreements, Indefinite-Delivery, Indefinite-Quantity contracts, etc.) and the administering Federal agency (GSA, DHS, etc.).
  - Contracting Point of Contact(s) (Name, title, email, and phone number)
  - Technical Point of Contact(s) (Name, title, email, and phone number) who has the authority and knowledge to clarify responses with government representatives.
- Be a maximum of twenty (20) pages inclusive of the cover letter.
- Not include proprietary information. Submissions containing sensitive or proprietary information are highly discouraged unless excluding such information would inhibit the vendor's ability to provide a complete submission. Any submitted proprietary information must be clearly marked. Only unclassified submissions will be accepted.

REQUEST FOR INFORMATION CONDITIONS AND NOTICES

This RFI is issued solely for information and planning purposes, it does not constitute a Request for Proposal (RFP) or a promise to issue an RFP in the future. This request for information does not commit the Government to contract for any supply or service whatsoever. Furthermore, ICE is not at this time seeking proposals and will not accept unsolicited proposals. Vendors are advised that the U.S. Government will not pay for any information or administrative costs incurred in response to this RFI. All costs associated with responding to this RFI will be solely at the interested party's expense. Not responding to this RFI does not preclude participation in any future RFP, if any is issued.

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The information provided in this RFI is subject to change and is not binding on the government. All submissions become government property and will not be returned. The government reserves the right to use information provided by respondents for any purpose deemed necessary and legally appropriate. Unless advised or indicated on the responses to this RFI, all information furnished will be considered non-proprietary.

The Government reserves the right to hold one-on-one meetings as a result of responses received from this RFI as part of its market research. Meetings may be held in particular with vendors who provide comprehensive responses to the questions posed. In addition, there may be a need to seek further clarification from those respondent(s) identified as capable. This clarification may be requested in the form of brief verbal communication by telephone; written communication; electronic communication; or a request for a presentation of the response. The Government reserves the right to seek additional information from those vendors identified with unique solutions that are determined to be beneficial to the Government.

If a solicitation is released, information will be posted to the SAM.gov Contract Opportunities website. It is the responsibility of potential vendors to monitor SAM.gov for additional information pertaining to this requirement.