Company Name: G4S Government Services

Contract Number: HSCEOP-07-D-00006 (HSCEOP07D00006)

Order Number: HSCEOP-07-J-00677 (HSCEOP07J00677)

Requisition/Reference Number: DRO-07-RQ5048

Latest Modification Processed: P00005

Period of Performance: 9/25/2007 through 9/24/2009

Services Provided:

Provides enhanced supervision and reporting for the Intensive Supervision Appearance Program (ISAP).

			ORI	DER F	OR SU	PPLIES OR SERV	ICES		*a			PAGE C	OF PAGES	
IMPORTANT:	Mark all	packages	and papers with	contrac	t and/or	order numbers.	<u> </u>					1		2
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ORDER FOR SUPPLIES OR SERVICES SCHEDULE - CONTINUATION

IMPORTANT: Mark all packages and papers with contract and/or order numbers.

PAGE OF PAGES

DATE OF ORDER CONTRACT NO. ORDER NO. HSCEOP-07-D-00006 09/25/2007 HSCEOP-07-J-00677 ITEM NO. SUPPLIES/SERVICES QUANTITY UNIT UNIT AMOUNT QUANTITY ORDERED PRICE ACCEPTED (A) (D) (C) (E) (F) (G) Period of Performance: 09/25/2007 to 09/24/2008 0001 8,000,000.00 Enhanced Supervision/Reporting Program (ESR) Services. For the base year: 09/25/2007 - 09/24/2008. This includes CLINs 0001A - 0027F as defined in section B-2 of the basic contract HSCEOP-07-D-00006. The not-to-exceed (NTE) price is \$8,000,000.00 You are hereby authorized to prepare your staff, and facilities for contract performance. However, you shall not begin performing supervision services until you have received written notification by the contracting officer. INVOICE INSTRUCTIONS: Please submit 1 original invoice to the applicable ESR location COTR. The ESR COTR must verify that the goods and services have been received/accepted prior to invoice processing by the Dallas Finance Center. The total amount of award: \$8,000,000.00. The obligation for this award is shown in box 17(i).

AMENDMENT OF SOLICITATIO	N/MODIFICATION O	F CONTRACT		1. CONTRACT ID CODE		PAGE OF PAGES			
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Washington DC 20536				n: Patryk Drozd					
8. NAME AND ADDRESS OF CONTRAC	TOR (No., street, county, Stat	e and ZIP Code)		hington DC 20536 A. AMENDMENT OF SOLICITATION NO.					
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E. IMPORTANT: Contractor	⊠is not. ☐ is requi	red to sign this document a	and return	0 copies to the issui	ng office.				
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Except as provided herein, all terms and o 5A. NAME AND TITLE OF SIGNER (Typ		referenced in Item 9A or 1		eretofore changed, remains unchanged and NAME_AND TITLE OF CONTRACTING OF					
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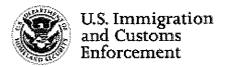
NSN 7540-01-152-8070 Previous edition unusable STANDARD FORM 30 (REV. 10-83) Prescribed by GSA FAR (48 CFR) 53.243

REFERENCE NO. OF DOCUMENT BEING CONTINUED PAGE **CONTINUATION SHEET** HSCEOP-07-D-00006/HSCEOP-07-J-00677/P00001 2 2

ITEM NO.	SUPPLIES/SERVICES	QUANTITY		UNIT PRICE	AMOUNT
(A)	(B)	(C)	(D)	(E)	(F)
	3) This modification issues a notice to proceed				
	for the following three additional locations.				
	Contract Line Items(CLINs) X00XA-X00XF apply for				
	the following ICE field offices:				
	1) El Dece My OLTM- V00102 V0010E	-			
	1) El Paso TX, CLINS X0010A - X0010F.				
	2) Newark NJ, CLINS X0015A - X0015F.				
	3) San Francisco CA, CLINs X0025A - X0025F.				
	4) Additional notices to proceed will be				
	authorized in writing by the Contracting Officer				
	for each of the remaining 12 offices as they are				
	approved to be operational and take on a full				·
	level of service under the ESR Case Management				
	and Supervision Contract. The CLINs for those				
	locations cannot be billed until that time.				
	5) All other terms and conditions remain in full				
	force and effect.				
	Dominal of Douglasses and to the second				
	Period of Performance: 09/25/2007 to 09/24/2008				
	ATTACHMENTS:				
	Attachment A: EM-only notice to proceed letter dated December 11, 2007				
-	Attachment B: Full Service notice to proceed letter for 12 ESR locations dated January 31, 2008				
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Attachment A: EM-only notice to proceed, December 11, 2007

U.S. Department of Homeland Security Immigration and Customs Enforcement Office of Acquisition 425 I Street, NW Washington, D.C. 20472



December 11, 2007

G4S Government Services 30201 Aventura Rancho Santa Margarita, CA 92688

Subject:

Contract Number HSCEOP-07-D-00006, Task Order HSCEOP-07-J-00677

Dear Ms. Walters:

This letter is to inform you that your company, G4S Government Services, has been authorized to proceed with transferring the participant population from the EMP contract, HSCEOP-07-F-00706, to the subject task order. You are authorized only for the Electronic Monitoring (EM) component of this order. Contract Line Item Numbers (CLINs) X000B – X000F apply for all 27 nationwide locations. You should begin transferring the new EM equipment and technology in all the field offices, in accordance to your submitted EM transition plan.

Additional notice to proceed will be authorized in writing by the Contracting Officer for each of the 27 offices as they are approved to be operational and take on a full level of service under the ESR Case Management and Supervision CLIN (X000A). These CLINs cannot be billed until that time:

Should you have any questions or comments, please do not hesitate to contact Patryk Drozd at 202-305 b6

Sincerely,

Anthony M. Gomez Jr.

Tatomir Jone

Contracting Officer

Attachment B: Full Service notice to proceed for 12 ESR locations, January 31, 2008



U.S. Department of Homeland Security Immigration and Customs Enforcement Office of Acquisition Management 425 I Street, NW Washington, D.C. 20472

January 31, 2008

Ms. Fiona Walters G4S Government Services, Inc. 2000 River Edge Parkway NW, Suite GL 100 Atlanta, GA 30328

Re: Contract HSCEOP-07-D-00006, task order HSCEOP-07-J-00677

Dear Ms. Walters:

This letter is to inform you that your company G4S Government Services, Inc. has been authorized to proceed with accepting participants under a full level of service at the following 12 ESR locations. Contract Line Items (CLINs) X00XA – X00XF apply for the following ICE field offices:

	Location	CLINs
1	Atlanta, GA	X001A - X001F
2	Charlotte, NC	X005A - X005F
3	Chicago, IL	X006A - X006F
4	Dallas, TX	X007A – X007F
5	Denver, CO	X008A - X008F
6	Hartford, CT	X011A - X011F
7	Houston, TX	X012A - X012F
8	Los Angeles, CA	X013A - X013F
9	Miami, FL	X014A – X014F
10	New Orleans, LA	X016A – X016F
11	Orlando, FL	X018A – X018F
12	San Antonio, TX	X023A - X023F

Additional notice to proceed will be authorized in writing by the Contracting Officer for each of the remaining 15 offices as they are approved to be operational and take on a full level of service under the ESR Case Management and Supervision. These CLINs cannot be billed until that time.

Should you have any questions or comments, please do not hesitate to contact me at 202-305

Sincerely,

Patryk Drozd

Contracting Officer

2. AMERICANDATION NO. D. SEPECTIVE DATE A. REQUISITIONS VIDEOR PROJECT S. PROJECT NO. (If Applications and Project	AMENDM	ENT OF SOLICITATION/MODI	FICATION OF CONTRACT		1. CONTRACT ID CODE	ľ	PAGE OF PAGES
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B. THE ABDVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b). C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: D. OTHER (Specify type of modification and authority) E. IMPORTANT: Contractor		· · · · · · · · · · · · · · · · · · ·			4		
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E.IMPORTANT: Contractor	X		•			ges in payir	ng office,
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible) DUNS Number: 968689901 The purpose of this modification is to issue notices to proceed to the locations identified below: 1.) This modification issues a notice to proceed for the following eight additional locations. Contract Line Items (CLINs) X00XA-X00XF apply for the following ICE field befices: 1.) Buffelo NY, CLINs X0004A - X0004F. 2.) Detroit MI, CLINs X0009A - X0009F. 3.) New York NY, CLINs X0017A - X0017F. Continued Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect. 15A. NAME AND TITLE OF SIGNER (Type or print) Patryk Drozd 15B. CONTRACTOR/OFFEROR 15C. DATE SIGNED 15C. DATE SIGNED 16B. UNITED STATES OF AMERICA 16C. DATE SIGNED 15C. DATE SIGNED		D. OTHER (Specify type of modifical	tion and authority)				· · · · · · · · · · · · · · · · · · ·
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Locations. Contract Line Items (CLINs) X00XA-X00XF apply for the following ICE field offices: (a) Buffelo NY, CLINs X0004A - X0004F. (b) Detroit MI, CLINs X0009A - X0009F. (c) Detroit MI, CLINs X0017A - X0017F. (c) Continued (except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect. (a) Instruction of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect. (b) Instruction of Signature of Person authorized to sign) (Signature of Person authorized to sign)	DUNS Nu	mber: 968689901			•	·	cions identified
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Prescribed by GSA FAR (48 CFR) 53.243

 CONTINUATION SHEET
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	4) Philadelphia PA, CLINs X0019A - X0019F.		П		
	5) Phoenix AZ, CLINs X0020A - X0020F.				
	6) Saint Paul MN, CLINs X0021A - X0021F.				
	7) Seattle WA, CLINS X0026A - X0026F.				
	8) Washington DC, CLINs X0027A - X0027F.				
	2) Additional notices to proceed will be				
	authorized in writing by the Contracting Officer				
	for each of the remaining 4 offices as they are		1		<u> </u>
	approved to be operational and take on a full				
:	level of service under the ESR Case Management				
	and Supervision Contract. The CLINs for those				
	locations cannot be billed until that time.		`		
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	3) All other terms and conditions remain in full force and effect.				•
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15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED		UNITED STATES OF AMERICA		16C. DATE SIGNED			
(Signature of person authorized to sign)			(Signature of Contracting Officer)		- 13/15/08			
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CONTINUATION SHEET

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	to perform full service under the ESR Case Management and Supervision Contract. The CLINs for those locations cannot be billed until that time.			-		
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ITEM NO.	SUPPLIES/SERVICES	QUANTIT	YINUY	UNIT PRICE	AMOUNT
(A)	(B)	(C)	(D)	(E)	(F)
	perform full service under the ESR Case Management and Supervision Contract. The CLINs for those locations cannot be billed until that time and full service is being provided.				
	3) All other terms and conditions remain in full force and effect.			·	
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1) Baltimore MD, CLINS X0002 2) San Diego CA, CLINS X002									
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TEM NO.	SUPPLIES/SERVICES	QUANTITY		UNIT PRICE	AMOUNT
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	are approved to perform full service under the ESR Case Management and Supervision Contract.				
	3) All other terms and conditions remain in full force and effect.				
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U.S. Department of Homeland Security 425 I Street, NW Washington, DC 20536



SUBJECT: ICE OAQ Response to letter submitted by G4S on January 15, 2008.

Dear Ms. Walters:

In response to the letter dated January 15, 2008, the Office of Acquisition (OAQ) would like to assist in coming to an expedited resolution to these mentioned issues and roadblocks. However, we are concerned that the timeline that G4S provided for an EM only transition has passed and G4S has not come forward with revised dates. As the first step, please provide a status update to the EM-only transition and milestones. Include discrepancies and corrective actions to meet original project schedule. It would also be beneficial if you were to include a narrative on the transition.

Second, please provide a complete transition plan that includes the complete transition from EMP to ESR. This should include a narrative description and an attached ghent chart.

We need to have a defined path forward, before we can issue the notices to proceed you have requested. Please provide both transitions plans mentioned above as soon as possible but not later then Thursday January 24, 2008. Once submitted we would like to call a meeting to discuss these issues in person.

Please find below responses to your questions and comments:

G4S Question #1: G4S in December 2007 was given authorization to transition equipment within the EMP. G4S has been attempting to communicate with COTRs and DRO Case Officers over the past few weeks in each of the 27 DRO Offices and 3 Sub-Offices. Roxann, as you are aware, per our e-mail correspondence, this has met with limited results. In some DRO offices we are moving forward and in others our Regional and Office Managers have yet to contact the local COTR. The lack of contact, partially, has been due to local and HQ COTRs holiday leave schedules (not provided to G4S) resulting in our G4S personnel placing calls that have gone unanswered. This has directly impacted G4S' ability to transition the EMP program in some offices. Additionally, COTRs that are contacted have been juggling their normal case loads, duties, training, and other priorities placed on them by their local offices along with the transition of the EMP. This has resulted in our officers being asked to wait weeks before a local COTR was able to meet and able to start the EMP transition. The ability of COTRS to validate and update the thousands of TR data files at this time is of concern because the review of TR and RF updates by COTRS is moving our program out several weeks. I would like to propose the following solutions:

a. G4S, EOD cleared, Supervision Specialists be temporarily assigned to the DRO Office where a significant number (to be determined) of TR cases still need to be reviewed,

SUBJECT: Response to G4S Letter

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updated, and validated. G4S (EOD) personnel will gain temporary access to ICE computer system holding the TR information and our G4S personnel will verify the information and update all active TR participant files.

-Or-

b. G4S will provide (EOD) cleared personnel (numbers to be determined) to work temporarily at the ICE HQ/ATD Unit and review, update, and validate all of the participant information for current TR cases.

ICE Response #1: On December 10, 2007, G4S submitted an "ESR EM Only Transition Plan." The accompanying e-mail from Fiona Walters stated that cleared G4S Supervision Specialists would "reach out to the COTRs/DOs to complete the gaps for the caseload that is transitioning over. This, as well as webinar training, is the primary requirement for DO participation in the transition. For the transition only we intend to have our Supervision Specialists actually do the equipment transfer with your agreement for the existing caseload whether the participants are inside or outside the 50 mile radius." G4S did not bring this problem to the attention of the ESR HQCOTR until this letter. On December 21, 2007, G4S wrote, "We have contacted COTR's or POC's in all 27 locations." On January 2, 2008, the ICE ESR TM for New York informed the HQCOTR that "due to construction delays G4S is not yet ready in the New York Field Office" to transition the EM cases. After the ESR HQCOTR requested transition status updates, G4S submitted their first status report on January 7, 2008. The status report showed the contacts that G4S had made and the next action. This was the first indication that G4S was having difficulty reaching two ICE ESR TMs who were not located in the city where the office was located (i.e., El Paso and St. Paul). The ESR HQCOTR provided alternate POC's for both locations on January 11, 2008. At no time has G4S provided the ESR HQCOTR with a detailed description of the necessary data updates for each office. G4S has not determined, as indicated in the question above, the number of TR cases still remaining to be reviewed, updated, and validated. G4S' proposed solutions above are not acceptable. G4S should submit the cases requiring updates to the ESR HQCOTR along with clear instructions.

G4S Question #2: G4S proposes an EMP/ESR transition team be developed at the HQ level. We recommend that our Compliance Manager and the DRO/COTR head up this transition team. This reduces the lack of communication and the misunderstandings that are inherent in the start up of a program of this size where telephonic/electronic communication is the sole source of communicating. The transition team is instrumental in moving forward and creating a seamless transition between EMP and ESR.

<u>ICE Response #2</u>: G4S has not effectively communicated to the ESR HQCOTR the issues surrounding the EM-only transition. Telephonic and electronic communication are effective tools if they are utilized.

G4S Question #3: On December 21, 2007, our Compliance Manger (Timothy Isenhart) determined that e-mail messages originating from G4S were being blocked from delivery to ICE/HQ ATD and other ICE DRO Field Offices. CM Isenhart has been in constant communication with both the ICE Help Desk (Ticket #3154848), Dan Feda, Systems Engineer, ICE Active Directory and Messaging Management, (303-404 and the United States Coast Guard, who actually oversees the ICE domain to resolv significant communications issue. G4S has been unsuccessful and solicits HQ's assistance in resolving this issue.

SUBJECT: Response to G4S Letter

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Currently, our G4S Supervision Specialists, Office and Regional Managers are not able to communicate with ICE via e-mail. We ask that you expedite or lend any assistance possible to this problem.

ICE Response #3: G4S provided TR/RF webinar training for DRO personnel on December 14, 17, 18, 19 and January 4. G4S informed the webinar attendees that they would receive access to Web Patrol II after completing the webinars. The ESR HQCOTR requested access from Tim Eisenhart on 12/18/07. Other attendees also requested access directly from Tim Eisenhart. These e-mails went unanswered. Due to G4S' e-mail issues Tim Eisenhart and other G4S staff could not send e-mails to ICE. This issue affected G4S' ability to communicate with all 27 ICE office locations. To this date, no ICE personnel have received access to G4S' systems after completing the webinars. The ESR HQCOTR completed the G4S Officer Enrollment Form and submitted it to Tim Eisenhart on December 26, 2007 with no response from G4S. G4S informed the ESR HQCOTR of the e-mail problem around this time. The ESR HQCOTR suggested G4S contact the ICE Helpdesk. On January 16, 2008, the U.S. Coast Guard resolved G4S' e-mail issue. G4S' Tim Eisenhart confirmed e-mail capability with the ESR HQCOTR.

G4S Question #4: What is the number of TR/RF/GPS allocated for each ICE Office/sub-Office? At every meeting with local COTR we have been asked about the "budget" for this program and "who" is paying for this? Please advise what answer we may give to local ICE COTRs.

<u>ICE Response #4</u>: The allocated full service levels for each ICE office are delineated in Appendix 1 of the contract. The EM-only levels are not restricted.

<u>G4S Question #5</u>: G4S requests a complete listing of the names, phone numbers, and office addresses of all ICE COTRs and Case Officers that are currently handling EMP cases that are being transitioned to ESR.

ICE Response #5: On December 19, 2007, ICE provided a complete listing of the 27 assigned ESR Task Monitors. ICE provided G4S with two replacement ESR TMs on January 11, 2008. The ESR TMs can provide G4S with the contact information for officers with EMP cases outside of their office. ICE can provide an updated list.

G4S Question #6: G4S would like to know the communication profile that will be utilized by HQ/COTR to keep number 5 (above) current as we understand that case officers, unlike COTRs may change more often.

<u>ICE Response #6</u>: The ESR HQCOTR will provide updated points of contact as they become known.

G4S Question #7: In a document entitled "ESR Reporting Elements" received from your office ICE requested G4S to provide immigration court compliance rates: EOIR Hearings Scheduled, EOIR Hearing Attended, % of Compliance, Hearings of Final Decision (while participants are active), Hearings of Final Decision Ordered in Absentia (while participants are active), and % Attendance at Hearings of Final Decisions (while participants are active). The report should show both matrix and verbal descriptions of the above items. How will ICE

SUBJECT: Response to G4S Letter

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provide the information required for the EOIR reporting elements as G4S currently does not have access to retrieve this information?

<u>ICE Response #7</u>: G4S can obtain this information by monitoring the aliens on full service ESR.

G4S Question #8: G4s has been very focused on the hiring process and to that end we have hired several employees who have recently retired from ICE who have an extensive working knowledge of the Central Index System (CIS) and DACS that are used by your DRO Officers to provide participant information for this contract. G4S believes that ICE and G4S can improved the quality and submission time for participant intake information by allowing G4S Supervision Specialists access (view only) to DACS and the Central Index System (CIS). The access to DACS and CIS will allow G4S personnel the ability to update participant information on a real time basis with little or no assistance of the DRO/COTR or Case Officer. The COTR and Case Offices will be freed up to work other investigative priorities. The access by G4S cleared personnel will greatly reduce the time required between a request for information from a local COTR and submission of the requested information to G4S. G4S request access to DACS for all cleared (Full Suitability) Supervision Specialists.

<u>ICE Response #8</u>: Access to DACS and CIS is limited to use on government premises. ICE is not providing government space for use with this contract.

<u>G4S Question #9</u>: G4S Regional Managers and Office Managers have been approached by local COTRs who are requesting to change the TR notification profiles from monthly or bimonthly in some cases to 6 months. What is HQ position on this? What should our response be to local COTRs?

ICE Response #9: Please coordinate the HQ COTR.

G4S Question #10: G4S has learned that DACS is being replaced with new case management system. Will the new case management system have any impact on the current TR/RF/GPS process or case management?

ICE Response #10: No.

G4S Question #11: Web Patrol II access. What level of access do you require for the DRO Case Officer, COTR, HQ/COTR/CO? These levels need to be discussed.

<u>ICE Response #11</u>: ICE requires "Officer" level access for DRO Case Officer, "Manager" level access for ESR COTRs/TMs, and "Administrator" access for HQATD.

<u>G4S Question #12</u>: The format for daily, weekly, monthly, and yearly reporting elements will be in Excel format. This will allow for archiving and immediate access by ICE for ad hoc reports. Please advise your concurrence with this report.

<u>ICE Response #12</u>: G4S should submit these reporting elements for approval. ICE will review the format and provide feedback or concurrence at that time.