



REQUEST FOR INFORMATION (RFI)

IMMIGRATION AND CUSTOMS ENFORCEMENT (ICE)

ENFORCEMENT AND REMOVAL OPERATIONS (ERO)

SKIP TRACING / PROCESS SERVING

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 Skip Tracing and Process Serving. 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 for Skip Tracing and Process Serving Services using Government furnished case data with identifiable information, commercial data verification, and physical observation services, to verify alien address information, investigate alternative alien address information, confirm the new location of aliens, and deliver materials/documents to aliens as appropriate. See Appendix A, Statement of Work, for specific requirements.

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. Due to the size of the docket, the Government is contemplating awarding contracts to multiple vendors. Do you have feedback on that approach?

3. The Government is contemplating an indefinite delivery indefinite quantity contract type with task orders. Do you have feedback on that approach?
4. The Government is exploring an incentive based pricing structure (see Appendix B, Incentive Structure). Do you have feedback on the contemplated incentives? What would you recommend be adjusted, deleted, or added to the listed incentives?
5. A rough cost estimate for the requirements listed in Appendix A, Statement of Work, assuming a base period of 12 months and four (4), 12-month option periods for an initial docket size of 10,000 and increments of 10,000 up to 1,000,000. What pricing structure does your firm recommend?
6. A rough milestone schedule for the requirements listed in Appendix A, Statement of Work, assuming a base period of 12 months and four (4), 12-month option periods for a docket size of 10,000 and increments of 10,000 up to 1,000,000.

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 3rd, 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 5th, 2025, by 5:00 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.

Appendix A – Statement of Work

1.0 Background

The Department of Homeland Security (DHS), Immigration and Customs Enforcement (ICE), Office of Enforcement and Removals (ERO) has an immediate need for Skip Tracing and Process Serving Services using Government furnished case data with identifiable information, commercial data verification and physical observation services, as described further below, to verify alien address information, investigate alternative alien address information, confirm the new location of fugitive aliens to ERO, and deliver materials/documents to undocumented aliens as appropriate.

The data used by the vendor to conduct their research should include but is not limited to:

- Case Data provided by the government with identifiable information
- Enhanced location research, which entails automated and manual real-time skip tracing, extensive research on public records, social media, search engines or applications, as determined in the vendor's discretion;
- A collection of photos and documents verifying the alien's residence and/or place of employment. The vendor should prioritize the alien's residence but failing that will attempt to verify place of employment.

The vendor will be given a caseload of approximately 10,000 aliens with information residing in an area of the United States. There is the potential to receive further increments of 10,000 aliens. After the vendor verifies the accuracy of the provided address and/or a new location, they may be asked to deliver and serve official government documents to the alien for an additional fee detailed in the incentive structure.

The vendor shall:

- Verify that the address provided is accurate
- If the address provided by the government is not accurate, provide new location data to the government that can allow the government to easily locate the individual. That data can include addresses, phone numbers, work addresses, vehicle information, real property information, social media information.
- The vendor will provide a collection of photos and documents verifying the alien's residence and/or place of employment to the government.
- The government will respond to the verification by either closing the case or requesting document delivery.

2.0 Definitions

“Attempted” means that the vendor visually observed and/or physically visited a location that, based on available information (including available information following enhanced location research), the vendor believed to be the location of residence or employment of the

alien, and: (1) located the individual if required; (2) confirmed that the location was the location of residence or employment of the Alien; (3) confirmed that the location was not the previously provided residence/workplace of the alien; or (4) determined that the physical visit to the location provided inconclusive information as to the whereabouts of the alien.

“Visit” means an attempted physical, in-person surveillance and verification effort to validate that a location is the actual residence or employment address of the alien.

“Verify” means that the vendor visually observed and/or physically visited a location that, based on available information (including available information following enhanced location research), the vendor believed to be the location of residence or employment of the alien, and: (1) located the individual if required; (2) confirmed that the location was the location of residence or employment of the Alien; (3) confirmed that the location was not the previously provided residence/workplace of the alien; or (4) determined that the physical visit to the location provided inconclusive information as to the whereabouts of the alien.

3.0 Required Services

Skip-Tracing

Prior to any physical, in-person surveillance and verification, the vendor should use all technology systems available to identify and validate the most recent addresses of the individuals provided by the Government. Technology can be COTS and the Government will accept the recommendations of the Vendor. Multiple verification sources are recommended to achieve a high confidence level.

To achieve a higher level of confidence, the vendor may, physically verify the alien’s location and presence, preferably confirming their home or work location. The vendor will then report the physical location to the Government or inform the Government that it is not able to locate the alien, and any additional visits would be fruitless. The vendor should prioritize locating the home address and only resort to employment location, failing that.

The vendor will document each visit by providing a written description of the visit (including the amount of time spent travelling to and from the location and the amount of time spent at the location, and the outcome of the visit) and by providing time-stamped photographs of the location or an explanation of why obtaining photographic evidence was not appropriate in the circumstances.

During attempts to locate an alien, the vendor will not discuss the nature of the case with any other party.

The vendor will return the verification information to the government as soon as possible but no later than within ninety (90) days of receipt.

If the government determines that document delivery is required, they will inform the vendor and provide the documents accordingly.

Process Serving:

If document delivery is warranted, the vendor will hand deliver the documents to the Alien (or someone over the age of 18 within the residence) and obtain signature. If the Alien refuses to sign the documents, the vendor will provide the government with a report of the encounter and time/date information.

The documents should be served within five (5) days of government request.

All Vendor personnel accessing DHS/ICE IT systems will be required to hold/obtain a Public Trust Security Clearance and handle PII.

The vendor may be required to use DHS IT case management systems. Where required, the government will provide vendor personnel with immediate access to case file information from or within DHS/ICE systems (EARM/EID, ENFORCE, IDENT/HART, ATLAS, NCIC, etc.) and other approved law enforcement systems. Such access may be through file transfers, downloads, or user accounts/permissions.

4.0 Other Terms

The vendor shall ensure that the provision of these services is done in accordance with all applicable federal, state, and local law, with high standards of conduct, and with the use of qualified individuals with suitable training, education, experience, and skills to perform the services.

Appendix B – Incentive Structure

1. Performance-Based Incentives

- Monetary bonuses or fee adjustments based on the vendor's success rate in verifying alien addresses and delivering documents. For example:
 - A higher incentive for cases where the vendor successfully verifies the alien's residence or employment location on the first attempt.
 - Additional incentives for timely delivery of verification reports (e.g., within 48 hours of receipt).
 - Bonuses for achieving a high percentage of successful document deliveries (e.g., obtaining signatures or providing detailed reports on refusals).
- **Rationale:** This encourages the vendor to prioritize accuracy, efficiency, and professionalism in their operations.

2. Volume-Based Incentives

- Tiered incentives based on the number of successful verifications and document deliveries completed within the agreed-upon timeframe. For example:
 - Incentives for completing 90% or more of the caseload within the designated period.
 - Additional compensation for exceeding the caseload requirements while maintaining high-quality standards.
- **Rationale:** This motivates the vendor to maximize productivity while maintaining compliance with the SOW.

3. Quality Assurance Incentives

- Incentives tied to qualitative performance metrics, such as:
 - Positive feedback from government reviews of vendor reports (e.g., detailed documentation, clear photographs, and comprehensive observations).
 - Minimal errors or discrepancies in the data provided to the government.

- Compliance with all legal and ethical standards during the verification and delivery process.
- **Rationale:** This ensures the vendor maintains high standards of conduct and professionalism, as outlined in the SOW.