

QUALITY ASSURANCE SURVEILLANCE PLAN

1. INTRODUCTION

ICE's Quality Assurance Surveillance Plan (QASP) is based on the premise that the Contractor, and not the Government, is responsible for the day-to-day operation of the Facility and all the management and quality control actions required to meet the terms of the Agreement. The role of the Government in quality assurance is to ensure performance standards are achieved and maintained. The Contractor shall develop a comprehensive program of inspections and monitoring actions and document its approach in a Quality Control Plan (QCP). The Contractor's QCP, upon approval by the Government, will be made a part of the resultant Agreement.

This QASP is designed to provide an effective surveillance method to monitor the Contractor's performance relative to the requirements listed in the Agreement. The QASP illustrates the systematic method the Government (or its designated representative) will use to evaluate the services the Contractor is required to furnish.

This QASP is based on the premise the Government will validate that the Contractor is complying with ERO-mandated quality standards in operating and maintaining detention facilities. Performance standards address all facets of detainee handling, including safety, health, legal rights, facility and records management, etc. Good management by the Contractor and use of an approved QCP will ensure that the Facility is operating within acceptable quality levels.

2. DEFINITIONS

Performance Requirements Summary (Attachment 11A): The Performance Requirements Summary (PRS) communicates what the Government intends to qualitatively inspect. The PRS is based on the American Correctional Association (ACA) Standards for Adult Local Detention Facilities (ALDF) and ICE Performance Based National Detention Standards (PBNDs). The PRS identifies performance standards grouped into nine functional areas, and quality levels essential for successful performance of each requirement. The PRS is used by ICE when conducting quality assurance surveillance to guide them through the inspection and review processes.

Functional Area: A logical grouping of performance standards.

Contracting Officer's Technical Representative (COTR): The COTR interacts with the Contractor to inspect and accept services/work performed in accordance with the technical standards prescribed in the Agreement. The Contracting Officer issues a written memorandum that appoints the COTR. Other individuals may be designated to assist in the inspection and quality assurance surveillance activities.

Performance Standards: The performance standards are established in the ERO ICE PBNDs at <http://www.ice.gov/partners/dro/PBNDs/index.htm>, as well as the ACA standards for ALDF. Other standards may also be defined in the Agreement.

Measures: The method for evaluating compliance with the standards.

Acceptable Quality Level: The minimum level of quality that will be accepted by ICE to meet the performance standard.

Withholding: Amount of monthly invoice payment withheld pending correction of a deficiency. See Attachment 11A for information on the percentages of an invoice amount that may be withheld for each functional area. Funds withheld from payment are recoverable (See Sections 7 and 8) if the COTR and Contracting Officer confirm resolution or correction, and should be included in the next month's invoice.

Deduction: Funds may be deducted from a monthly invoice for an egregious act or event, or if the same deficiency continues to occur. The Contractor will be notified immediately if such a situation arises. The Contracting Officer in consultation with the ERO will determine the amount of the deduction. Amounts deducted are not recoverable.

4. QUALITY CONTROL PLAN

The Contractor shall develop, implement, and maintain a Quality Control Plan (QCP) that illustrates the methods it will use to review its performance to ensure it conforms to the performance requirements. (See Attachment 11A for a summary list of performance requirements.) Such reviews shall be performed by the Contractor to validate its operations, and assure ICE that the services meet the performance standards.

The Contractor's QCP shall include monitoring methods that ensure and demonstrate its compliance with the performance standards. This includes inspection methods and schedules that are consistent with the regular reviews conducted by ERO. The reports and other results generated by the Contractor's QCP activities should be provided to the COTR as requested.

The frequency and type of the Contractor's reviews should be consistent with what is necessary in order to ensure compliance with the performance standards, but no less frequent than what is described in the Government's monitoring instrument/worksheets (See Attachment 11B).

The Contractor is encouraged not to limit its inspection to only the processes outlined in the PBNDS; however, certain key documents shall be produced by the Contractor to ensure that the services meet the performance standards. Some of the documentation that shall be generated and made available to the COTR for inspection is listed below. The list is intended as illustrative and is not all-inclusive. The Contractor shall develop and implement a program that addresses the specific requirement of each standard and the means it will use to document compliance.

- Written policies and procedures to implement and assess operational requirements of the standard
- Documentation and record keeping ensuring ongoing operational compliance with the standards (i.e: inventories, logbooks, register of receipts, reports, etc.)
- Staff training records
- Contract Discrepancy Reports (CDRs)
- Investigative reports
- Medical records
- Records of investigative actions taken
- Equipment inspections
- System tests and evaluation

5. METHODS OF SURVEILLANCE

ICE will inspect the Contractor's facility and operations using worksheets it developed for this purpose. All facilities will be subject to an annual full facility review. The Government's annual full facility reviews will use the monitoring instruments embedded in the standards.

Facilities with 500 beds or more have an on-site COTR and/or designees who will perform regular and more frequent inspections using the worksheet in Attachment 11B. This worksheet, which distills some 600 review areas included in the standards, will help the COTR or designee assess overall performance, by reviewing specific items within the 9 functional areas on a daily, weekly, monthly, and/or quarterly basis. Both annual and routine inspections will include a review of the Contractor's QCP activities including the reports and results generated by them.

The COTR or designee will evaluate the Contractor's performance by (a) conducting site visits to assess the Facility and detainee conditions, (b) reviewing documentation, and (c) interviewing the Contractor's personnel and/or detainees. NOTE: For day-to-day activities, the Government will conduct its surveillance using the worksheets created for this purpose, along with the Contract Discrepancy Reports (See Attachment 11C) and the "Compliance Monitoring Tool" set forth in Attachment 11B. Where ICE/ERO standards are referenced for annual review purposes, the "Monitoring Instruments" and "Verification Sources" identified in the ERO standard will be used.

5.1 Site Visits: Site visits are used to observe actual performance and to conduct interviews to determine the extent of compliance with performance standards, and to ensure any noted defects are effectively addressed and corrected as quickly as possible. Sites with 500+ beds will have an on-site COTR designee. Routine reviews may involve direct observation of the Contractor personnel performing tasks, interacting with detainees and other staff members, and/or reviewing documentation that demonstrates compliance with the ERO standards. On-site inspections may be performed by the COTR or by other parties designated as representatives of ICE. Inspections may be planned (e.g., annual inspections and the regular inspections identified in Attachment 11B) or ad-hoc.

5.2 Ad-Hoc: These inspections are unscheduled and will be conducted as a result of special interests arising from routine monitoring of the Contractor's QCP, an unusual occurrence pertaining to the Agreement or other ICE concerns. These inspections may also be used as a follow-up to a previous inspection. Inspection findings will be provided to the Contractor as appropriate.

When visiting a site, either the COTR or a designated third party may conduct their own inspections of Contractor performance activities, or accompany the Contractor's designated Quality Control Inspector (QCI) on scheduled inspections. The COTR may also immediately inspect the same area as soon as the QCI has completed the quality control inspection to determine if any surveillance areas were overlooked. The COTR may also inspect an area prior to the QCI and compare results. The COTR will record all findings; certain deficiencies noted will be provided in writing and shall be corrected within a reasonable amount of time (See Attachment 11B).

5.3 Review of Documentation: The Contractor shall develop and maintain all documentation as prescribed in the PBNDS (e.g., post logs, policies, and records of corrective actions). In addition to the documentation prescribed by the standards, the Contractor shall also develop and maintain

documentation that demonstrates the results of its own inspections as prescribed in its QCP. The COTR will review both forms of documentation to affirm that the facility conditions, policies/procedures, and handling of detainees all conform to the performance standards stated herein. When reviewing the Contractor’s documentation, the Government may review 100% of the documents, or a representative sample. Documentation may be reviewed during a site visit, or at periodic points throughout the period of performance.

5.4 Interviews and Other Feedback: The COTR may interview key members of the Contractor’s staff, detainees and other Government personnel to ascertain current practices and the extent of compliance with the performance standards.

6. FUNCTIONAL PERFORMANCE AREAS AND STANDARDS

To facilitate the performance review process, the required performance standards are organized into nine functional areas. Each functional area represents a proportionate share (i.e., weight) of the monthly invoice amount payable to the Contractor based on meeting the performance standards. Payment withholdings will be based on these percentages and weights applied to the overall monthly invoice.

ICE may, consistent with the scope the Agreement, unilaterally change the functional areas and associated standards affiliated with a specific functional area. The Contracting Officer will notify the Contractor at least 30 calendar days in advance of implementation of the new standard(s). If the Contractor is not provided with the notification, adjustment to the new standard shall be made within 30 calendar days after notification. If any change affects pricing, the Contractor may submit a request for equitable price adjustment in accordance with the “Changes” clause. ICE reserves the right to develop and implement new inspection techniques and instructions at any time during performance without notice to the Contractor, so long as the standards are not more stringent than those being replaced.

7. FAILURE TO MEET PERFORMANCE STANDARDS

Performance of services in conformance with the PRS standards is essential for the Contractor to receive full payment as identified in the Agreement. The Contracting Officer may take deductions against the monthly invoices for unsatisfactory performance documented through surveillance of the Contractor’s activities gained through site inspections, reviews of documentation (including monthly QCP reports), interviews and other feedback. As a result of its surveillance, the Contractor will be assigned the following rating relative to each performance standard:

Rating	Description
Acceptable	Based on the measures, the performance standard is demonstrated.
Deficient	Based on the measures, compliance with most of the attributes of the performance standard is demonstrated or observed with some area(s) needing improvement. There are no critical areas of unacceptable performance
At-Risk	Based on the performance measures, the majority of a performance standard’s attributes are not met.

Using the above standards as a guide, the Contracting Officer will implement adjustments to the Contractor's monthly invoice as prescribed in Attachment 11A

Rather than withholding funds until a deficiency is corrected, there may be times when an event or a deficiency is so egregious that the Government *deducts* (versus "withholds") amounts from the Contractor's monthly invoice. This may happen when an event occurs, such as sexual abuse, when a particular deficiency is noted 3 or more times without correction, or when the Contractor has failed to take timely action on a deficiency about which he was properly and timely notified. The amount deducted will be consistent with the relative weight of the functional performance area where the deficiency was noted. The deduction may be a one-time event, or may continue until the Contractor has either corrected the deficiency, or made substantial progress in the correction.

Further, a deficiency found in one functional area may tie into another. If a detainee escaped, for example, a deficiency would be noted in "Security," but may also relate to a deficiency in the area of "Administration and Management."

8. NOTIFICATIONS

- (a) Based on the inspection of the Contractor's performance, the COTR will document instances of deficient or at-risk performance (e.g., noncompliance with the standard) using the CDR located at Attachment 11C. To the extent practicable, issues should be resolved informally, with the COTR and Contractor working together. When documentation of an issue or deficiency is required, the procedures set forth in this section will be followed.
- (b) When a CDR is required to document performance issues, it will be submitted to the Contractor with a date when a response is due. Upon receipt of a CDR, the Contractor shall immediately assess the situation and either correct the deficiency as quickly as possible or prepare a corrective action plan. In either event, the Contractor shall return the CDR with the action planned or taken noted. After the COTR reviews the Contractor's response to the CDR including its planned remedy, the COTR will either accept the plan or correction or reject the correction or plan for revision and provide an explanation. This process should take no more than one week. The CDR shall not be used as a substitute for quality control by the Contractor.
- (c) The COTR, in addition to any other designated ICE official, shall be notified immediately in the event of all emergencies. Emergencies include, but are not limited to the following: activation of disturbance control team(s); disturbances (including gang activities, group demonstrations, food boycotts, work strikes, work-place violence, civil disturbances, or protests); staff use of force including use of lethal and less-lethal force (includes detainees in restraints more than eight hours); assaults on staff or detainees resulting in injuries requiring medical attention (does not include routine medical evaluation after the incident); fights resulting in injuries requiring medical attention; fires; full or partial lock down of the Facility; escape; weapons discharge; suicide attempts; deaths; declared or non-declared hunger strikes; adverse incidents that attract unusual interest or significant publicity; adverse weather (e.g., hurricanes, floods, ice or snow storms, heat waves, tornadoes); fence damage; power outages; bomb threats; significant environmental problems that impact the Facility operations; transportation accidents resulting in injuries, death or property damage; and

sexual assaults. Note that in an emergency situation, a CDR may not be issued until an investigation has been completed.

- (d) If the COTR concludes that the deficient or at-risk performance warrants a withholding or deduction, the COTR will include the CDR in its monthly report, with a copy to the Contracting Officer. The CDR will be accompanied by the COTR's investigation report and written recommendation for any withholding. The Contracting Officer will consider the COTR's recommendation and forward the CDR along with any relevant supporting information to the Contractor in order to confirm or further discuss the prospective cure, including the Government's proposed course of action. As described in section 7 above, portions of the monthly invoice amount may be withheld until such time as the corrective action is completed, *or* a deduction may be taken.
- (e) Following receipt of the Contractor's notification that the correction has been made, the COTR may re-inspect the Facility. Based upon the COTR's findings, he or she will recommend that the Contracting Officer continue to withhold a proportionate share of the payment until the correction is made, or accept the correction as final and release the full amount withheld for that issue.
- (f) If funds have been withheld and either the Government or the Contractor terminates the Agreement, those funds will not be released. The Contractor may only receive withheld payments upon successful correction of an instance of non-compliance. Further, the Contractor is not relieved of full performance of the required services hereunder; the Agreement may be terminated upon adequate notice from the Government based upon any once instance, or failure to remedy deficient performance, even if a deduction was previously taken for any inadequate performance.
- (g) The COTR will maintain a record of all open and resolved CDRs.

9. DETAINEE OR MEMBER OF THE PUBLIC COMPLAINTS

The detainee and the public are the ultimate recipients of the services identified in this Agreement. Any complaints made known to the COTR will be logged and forwarded to the Contractor for remedy. Upon notification, the Contractor shall be given a pre-specified number of hours after verbal notification from the COTR to address the issue. The Contractor shall submit documentation to the COTR regarding the actions taken to remedy the situation. If the complaint is found to be invalid, the Contractor shall document its findings and notify the COTR.

10. ATTACHMENTS

- 11.A. Performance Requirements Summary
- 11.B. Compliance Monitoring Tool
- 11.C. Sample Contract Discrepancy Report

HSCEDM-11-R-00002 - Attachment 11A
Performance Requirements Summary

FUNCTIONAL AREA/ WEIGHT	PERFORMANCE STANDARD (NDS, ICE POLICIES, PWS)	PERFORMANCE MEASURE	METHOD OF SURVEILLANCE	ACCEPTABLE QUALITY LEVEL	WITHHOLDING CRITERIA
<p>Safety (20%) (Addresses a safe work environment for staff, volunteers, contractors and detainees)</p>	<p>PBND References: Part 1 - SAFETY 1) Emergency Plans; 2) Environmental Health and Safety; 3) Transportation (by Land).</p>	<p>Performance measures are reflected in the monitoring instrument that accompanies each standard or in the supplemental performance monitoring tool issued by the COTR</p> <p>Annual review of facility using Detention Management Control Program (DMCP) procedures and based upon the performance standard</p> <p>Periodic reviews in accordance with the contract performance monitoring tool (see attached)</p>	<ul style="list-style-type: none"> • Annual review of facility using Detention Management Control Program (DMCP) procedures and based upon the performance standard • Periodic reviews in accordance with the attached performance monitoring tool • Monthly review of corrective action plan results • Ad-hoc reviews as needed • CDRs 	<p>Performance fully complies with all elements of standard at a level no less than acceptable (see Section 6 of the QASP)</p>	<p>A Contract Discrepancy Report that cites violations of cited PBNDs and PWS (contract) sections that provide a safe work environment for staff, volunteers, contractors and detainees, permits the Contract Officer to withhold or deduct up to 20% of a monthly invoice until the Contract Officer determines there is full compliance with the standard or section.</p>
<p>Security (20%) (Addresses protect the community, staff, contractors, volunteers, and detainees from harm)</p>	<p>PBND References: Part 2 - SECURITY 4) Admission and Release; 5) Classification System; 6) Contraband; 7) Facility Security and Control; 8) Funds and Personal Property; 9) Hold Rooms in Detention Facilities; 10) Key and Lock Control; 11) Population Counts; 12) Post Orders; 13) Searches of Detainees; 14) Sexual Abuse and Assault Prevention and Intervention; 15) Special Management Units; 16) Staff-Detainee Communication; 17) Tool Control; 18) Use of Force and Restraints.</p> <p>Weapons Control 4-ALDF-2B-04, 4-ALDF-2B-08, 4-ALDF-7B-14</p> <p>Sexual Assault 4-ALDF-4D-22-8</p> <p>Permanent Logs 4-ALDF-2A-11</p>	<p>Performance measures are reflected in the monitoring instrument that accompanies each standard or in the supplemental performance monitoring tool issued by the COTR</p> <p>Annual review of facility using Detention Management Control Program (DMCP) procedures and based upon the performance standard</p> <p>Periodic reviews in accordance with the contract performance monitoring tool (see attached)</p>	<ul style="list-style-type: none"> • Annual review of facility using Detention Management Control Program (DMCP) procedures and based upon the performance standard • Periodic reviews in accordance with the attached performance monitoring tool • Monthly review of corrective action plan results • Ad-hoc reviews as needed • CDRs 	<p>Performance fully complies with all elements of standard at a level no less than acceptable (see Section 6 of the QASP)</p>	<p>A Contract Discrepancy Report that cites violations of PBNDs and PWS (contract) sections that protect the community, staff, contractors, volunteers, and detainees from harm, permits the Contract Officer to withhold or deduct up to 20% of a monthly invoice until the Contract Officer determines there is full compliance with the standard or section.</p>

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Performance Requirements Summary

FUNCTIONAL AREA/ WEIGHT	PERFORMANCE STANDARD (NDS, ICE POLICIES, PWS)	PERFORMANCE MEASURE	METHOD OF SURVEILLANCE	ACCEPTABLE QUALITY LEVEL	WITHHOLDING CRITERIA
<p style="text-align: center;">Order (10%)</p> <p>(Addresses contractor responsibility to maintain an orderly environment with clear expectations of behavior and systems of accountability)</p>	<p>PBND Reference: Part 3 - ORDER 19) Disciplinary System.</p> <p>Diversity Training 4-ALDF-6A-08, 4-ALDF-7B-10</p>	<p>Performance measures are reflected in the monitoring instrument that accompanies each standard or in the supplemental performance monitoring tool issued by the COTR</p> <p>Annual review of facility using Detention Management Control Program (DMCP) procedures and based upon the performance standard</p> <p>Periodic reviews in accordance with the contract performance monitoring tool (see attached)</p>	<ul style="list-style-type: none"> • Annual review of facility using Detention Management Control Program (DMCP) procedures and based upon the performance standard • Periodic reviews in accordance with the attached performance monitoring tool • Monthly review of corrective action plan results • Ad-hoc reviews as needed • CDRs 	<p>Performance fully complies with all elements of standard at a level no less than acceptable (see Section 6 of the QASP)</p>	<p>A Contract Discrepancy Report that cites violations of PBNDs and PWS (contract) sections that maintain an orderly environment with clear expectations of behavior and systems of accountability permits the Contract Officer to withhold or deduct up to 10% of a monthly invoice until the Contract Officer determines there is full compliance with the standard or section.</p>
<p style="text-align: center;">Care (20%)</p> <p>(Addresses contractor responsibility to provide for the basic needs and personal care of detainees)</p>	<p>PBND References: Part 4 - CARE 20) Food Service; 21) Hunger Strikes; 22) Medical Care; 23) Personal Hygiene; 24) Suicide Prevention and Intervention; 25) Terminal Illness, Advanced Directives, and Death.</p> <p>Experimental Research 4-ALDF-4D-18 Communicable Disease 4-ALDF-4C-14</p>	<p>Performance measures are reflected in the monitoring instrument that accompanies each standard or in the supplemental performance monitoring tool issued by the COTR</p> <p>Annual review of facility using Detention Management Control Program (DMCP) procedures and based upon the performance standard</p> <p>Periodic reviews in accordance with the contract performance monitoring tool (see attached)</p>	<ul style="list-style-type: none"> • Annual review of facility using Detention Management Control Program (DMCP) procedures and based upon the performance standard • Periodic reviews in accordance with the attached performance monitoring tool • Monthly review of corrective action plan results • Ad-hoc reviews as needed • CDRs 	<p>Performance fully complies with all elements of standard at a level no less than acceptable (see Section 6 of the QASP)</p>	<p>A Contract Discrepancy Report that cites violations of PBNDs and PWS(contract) sections that provide for the basic needs and personal care of detainees, permits the Contract Officer to withhold or deduct up to 20% of a monthly invoice until the Contract Officer determines there is full compliance with the standard or section.</p>

HSCEDM-11-R-00002 - Attachment 11A
Performance Requirements Summary

FUNCTIONAL AREA/ WEIGHT	PERFORMANCE STANDARD (NDS, ICE POLICIES, PWS)	PERFORMANCE MEASURE	METHOD OF SURVEILLANCE	ACCEPTABLE QUALITY LEVEL	WITHHOLDING CRITERIA
<p>Activities (10%)</p> <p>(Addresses contractor responsibilities to reduce the negative effects of confinement)</p>	<p>PBND References: Part 5 - ACTIVITIES</p> <p>26) Correspondence and Other Mail; 27) Escorted Trips for Non-Medical Emergencies; 28) Marriage Requests; 29) Recreation; 30) Religious Practices; 31) Telephone Access; 32) Visitation; 33) Voluntary Work Program.</p>	<p>Performance measures are reflected in the monitoring instrument that accompanies each standard or in the supplemental performance monitoring tool issued by the COTR</p> <p>Annual review of facility using Detention Management Control Program (DMCP) procedures and based upon the performance standard</p> <p>Periodic reviews in accordance with the contract performance monitoring tool (see attached)</p>	<ul style="list-style-type: none"> • Annual review of facility using Detention Management Control Program (DMCP) procedures and based upon the performance standard • Periodic reviews in accordance with the attached performance monitoring tool • Monthly review of corrective action plan results • Ad-hoc reviews as needed • CDRs 	<p>Performance fully complies with all elements of standard at a level no less than acceptable (see Section 6 of the QASP)</p>	<p>A Contract Discrepancy Report that cites violations of PBNDs and PWS (contract) sections that reduce the negative effects of confinement permits the Contract Officer to withhold or deduct up to 10% of a monthly invoice until the Contract Officer determines there is full compliance with the standard or section.</p>
<p>Justice (5%)</p> <p>(Addresses contractor responsibilities to treat detainees fairly and respect their legal rights-At this Contract Detention Facility, performance of the applicable PBNDs are the responsibility of ICE and are not the responsibility of the Contractor)</p>	<p>PBND References: Part 6 - JUSTICE</p> <p>34) Detainee Handbook; 35) Grievance System; 36) Law Libraries and Legal Materials; 37) Legal Rights Group Presentations.</p>	<p>Performance measures are reflected in the monitoring instrument that accompanies each standard or in the supplemental performance monitoring tool issued by the COTR</p>	<ul style="list-style-type: none"> • Annual review of facility using Detention Management Control Program (DMCP) procedures and based upon the performance standard • Periodic reviews in accordance with the attached performance monitoring tool • Monthly review of corrective action plan results • Ad-hoc reviews as needed • CDRs 	<p>Performance fully complies with all elements of standard at a level no less than acceptable (see Section 6 of the QASP)</p>	<p>A Contract Discrepancy Report that cites violations of PBNDs and PWS sections that treat detainees fairly and respect their legal rights, permits the Contract Officer to withhold or deduct up to 5% of a monthly invoice until the Contract Officer determines there is full compliance with the standard or section.</p>

HSCEDM-11-R-00002 - Attachment 11A
Performance Requirements Summary

FUNCTIONAL AREA/ WEIGHT	PERFORMANCE STANDARD (NDS, ICE POLICIES, PWS)	PERFORMANCE MEASURE	METHOD OF SURVEILLANCE	ACCEPTABLE QUALITY LEVEL	WITHHOLDING CRITERIA
<p>Administration and Management (5%)</p> <p>(Addresses contractor responsibilities to administer and manage the facility in a professional and responsible manner consistent with legal requirements)</p>	<p>PBNDs References: Part 7 - ADMIN & MANAGEMENT 38) Detention Files; 39) News Media Interviews and Tours; 40) Staff Training; 41) Transfer of Detainees;</p> <p>Policy Development and Monitoring 4-ALDF-7D-06</p> <p>Contractor Quality Control/ Assurance Program (Contract) 4-ALDF-7D-02</p> <p>Accommodations for the Disabled, 4-ALDF-6B-04, 4-ALDF-6B-07</p>	<p>Performance measures are reflected in the monitoring instrument that accompanies each standard or in the supplemental performance monitoring tool issued by the COTR</p>	<ul style="list-style-type: none"> • Annual review of facility using Detention Management Control Program (DMCP) procedures and based upon the performance standard • Periodic reviews in accordance with the attached performance monitoring tool • Monthly review of corrective action plan results • Ad-hoc reviews as needed • CDRs 	<p>Performance fully complies with all elements of standard at a level no less than acceptable (see Section 6 of the QASP)</p>	<p>A Contract Discrepancy Report that cites violations of PBNDs and PWS sections that require the Contractor's administration and management of the facility in a professional and responsible manner consistent with legal requirements, permits the Contract Officer to withhold or deduct up to 5% of a monthly invoice until the Contract Officer determines there is full compliance with the standard or section.</p>
<p>Workforce Integrity (5%)</p> <p>(Addresses the adequacy of the detention/correctional officer hiring process, staff training and licensing/certification and adequacy of systems to report and address staff misconduct)</p>	<p>Staff Background and Reference Checks (Contract) 4-ALDF-7B-03</p> <p>Staff Misconduct 4-ALDF-7B-01</p> <p>Staffing Pattern Compliance within 10% of required (Contract) 4-ALDF-2A-14</p> <p>Staff Training, Licensing, and Credentialing (Contract) 4-ALDF-4D-05, 4-ALDF-7B-05, 4-ALDF-7B-08</p>	<p>Performance measures are reflected in the monitoring instrument that accompanies each standard or in the supplemental performance monitoring tool issued by the COTR</p>	<ul style="list-style-type: none"> • Annual review of facility using Detention Management Control Program (DCMP) procedures and based upon the performance standard • Periodic reviews in accordance with the attached contract performance monitoring tool • Monthly review of corrective action plan results. • Ad-hoc reviews as needed • CDRs 	<p>Performance fully complies with all elements of standard at a level no less than acceptable (See section 7 of the QASP)</p>	<p>A rating of Deficient on any three of the standards will result in a 5% withholding in the monthly invoiced per-diem day rate until compliance with the standard is established.</p> <p>A rating of At-Risk on any of the standards will result in a 5% withholding in the monthly invoiced per-diem day rate until compliance with the standard is established.</p>

HSCEDM-11-R-00002 - Attachment 11A
Performance Requirements Summary

FUNCTIONAL AREA/ WEIGHT	PERFORMANCE STANDARD (NDS, ICE POLICIES, PWS)	PERFORMANCE MEASURE	METHOD OF SURVEILLANCE	ACCEPTABLE QUALITY LEVEL	WITHHOLDING CRITERIA
<p style="text-align: center;">Detainee Discrimination (5%)</p> <p>(Addresses the adequacy of policies and procedures to prevent discrimination against detainees based on their gender, race, religion, national origin, or disability)</p>	<p>Discrimination Prevention 4-ALDF-6B-02-03</p>	<p>Performance measures are reflected in the monitoring instrument that accompanies each standard or in the supplemental performance monitoring tool issued by the COTR</p>	<ul style="list-style-type: none"> • Annual review of facility using Detention Management Control Program (DCMP) procedures and based upon the performance standard • Periodic reviews in accordance with the attached performance monitoring tool (see attached) • Monthly review of corrective action plan results. • Ad-hoc reviews as needed • CDRs 	<p>Performance fully complies with all elements of standard at a level no less than acceptable (see Section 7 of the QASP)</p>	<p>A rating of Deficient on the standards will result in a 5% withholding in the monthly invoiced per-diem day rate until compliance with the standard is established.</p> <p>A rating of At-Risk on any of the standards will result in a 5% withholding in the monthly invoiced per-diem day rate until compliance with the standard is established.</p>

Attachment 11.B.
Enforcement and Removal Operations
Compliance Monitoring Tool



U.S. Immigration
and Customs
Enforcement

Facility Name:

Month/Year:

Frequency				PERFORMANCE MONITORING MEASURE	Rating A/D/R/NA	Corrective Action Required / Comments	Due Date
D	W	M	Q				
				1. Emergency Plans			
				A. Staff trained, and able to identify signs of detainee unrest			
				B. Written plans locate emergency shut off valves and switches			
				C. Evacuation routes primary and secondary			
				D. A complete set of emergency plans is available			
				E. Facility conducts mock emergency exercises throughout the year to test specific plans			
				F. Staff work stoppage plan is available			
				G. The facility meets annually with local, state, & federal officials to discuss MOUs and cooperative contingency plans			
				2. Environmental Health and Safety			
				A. System for storing/issuing/maintaining hazardous materials			
				B. Complete inventories of hazardous materials maintained			
				C. A complete list of MSDS readily accessible to staff and detainees			
				D. Fire prevention/control/evacuation plan			
				E. Conduct fire/evacuation drills according to schedule/standard			
				F. Staff trained to prevent contact with blood and bodily fluids			
				G. Emergency generators are tested bi-weekly			
				H. Every employee and detainee using flammable, toxic, or caustic materials receives advance training in their use, storage, and disposal			
				I. Safety Office (or officer) maintains files of inspection reports; Including corrective actions taken			
				J. Facility appears clean and well maintained			
				K. All flammable and combustible materials (liquid and aerosol) are stored and used according to label recommendations			

Attachment 11.B.
Enforcement and Removal Operations
Compliance Monitoring Tool



U.S. Immigration
and Customs
Enforcement

Facility Name:

Month/Year:

Frequency				PERFORMANCE MONITORING MEASURE	Rating A/D/R/NA	Corrective Action Required / Comments	Due Date
D	W	M	Q				
				3. Transportation (By Land)			
				A. Documentation indicating safety repairs are completed immediately and vehicles are not used until they have been repaired and inspected, is available for review			
				B. Officers use a checklist during every vehicle inspection			
				C. Transporting officers limit driving time to 10 hours in any 15 hour period when transporting detainees			
				D. Two officers with valid Commercial Drivers Licenses, (CDL's) required in any bus transporting detainees			
				E. Policies and procedures are in place addressing the use of restraining equipment on transportation vehicles			
				F. Vehicles have 2 way radios, cellular telephones, equipment boxes in accordance with the Use of Force standard			
				G. Vehicles have written contingency plans on board			
				4. Admission and Release			
				A. ICE information is available for initial classification			
				B. Medical screening taking place within timeframes			
				C. Inventory detainee personal effects			
				D. Accountability in place for admin/release			
				E. All visual searches documented and are not routine in procedure			
				F. Appropriate clothing and bedding issued			
				G. Orientation material in English, Spanish or most prevalent second language			
				5. Classification System			
				A. All detainees classified appropriately upon arrival			
				B. Reassessment and reclassification process in place			
				C. Housing assignments are based upon classification			

Attachment 11.B.
Enforcement and Removal Operations
Compliance Monitoring Tool



U.S. Immigration
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Facility Name:

Month/Year:

Frequency				PERFORMANCE MONITORING MEASURE	Rating A/D/R/NA	Corrective Action Required / Comments	Due Date
D	W	M	Q				
				D. Work assignments are based upon classification system			
				E. Detainees are assigned color coded uniforms/wrist bands to reflect classification level			
				6. Contraband			
				A. Policy in place for handling contraband			
				B. Contraband disposed of properly and documented			
				C. Facility staff make a concerted effort to control contraband			
				7. Facility Security and Control			
				A. Staff are required to conduct security check of assigned areas			
				B. All visitors officially recorded in a visitor log book			
				C. Front entrance staff inspect ID of everyone entering/exiting			
				D. Maintain a log of all incoming and departing vehicles			
				E. Housing unit searches occur at irregular times			
				F. Area searches documented in log book			
				G. Daily/Monthly fence checks completed and logged			
				H. Facility administrator or designee and department heads visit housing units and activity areas weekly			
				I. Comprehensive staffing analysis determines staffing needs and plans			
				J. Essential posts and positions are filled with qualified personnel			
				K. Officers monitor all vehicular traffic entering and leaving the facility			
				L. The facility has a written policy and procedures to prevent the introduction of contraband into the facility or any of its components			

Attachment 11.B.
Enforcement and Removal Operations
Compliance Monitoring Tool



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Facility Name:

Month/Year:

Frequency					PERFORMANCE MONITORING MEASURE	Rating A/D/R/NA	Corrective Action Required / Comments	Due Date
D	W	M	Q					
				M.	Security officer posts located in or immediately adjacent to detainee living areas to permit officers to see or hear and respond promptly to emergency situations. Personal contact and interaction between staff and detainees is required and facilitated			
				N.	Daily procedures include: perimeter alarm system tests; physical checks of the perimeter fence; documenting the results			
				O.	Tools taken into the secure area of the facility are inspected and inventoried before entering and prior to departure			
				P.	The facility has in place a procedure and practice to gather, analyze and utilize intelligence information to include areas such as STGs, narcotics trafficking, financial info, telephone surveillance, high profile detainees, visiting room activities, etc			
				Q.	The facility shares intelligence information with ICE			
					8. Funds and Personal Property			
				A.	Inventory personal property/funds is maintained			
				B.	Funds/valuables documented on receipt			
				C.	Detainees property searched for contraband			
				D.	Staff forward arriving detainees medication to medical staff			
				E.	Detainee funds are deposited into the cash box			
				F.	Staff secure every container used to store property with a tamper-proof numbered strap			
				G.	Quarterly audits of detainee baggage & luggage are conducted, verified, and logged			
					9. Hold Rooms in Detention Facilities			
				A.	Detainees are not held in hold rooms longer than 12 hours			
				B.	All detainees pat searched prior to placement in hold room			
				C.	Maintain detention log for each detainee in hold room			

Attachment 11.B.
Enforcement and Removal Operations
Compliance Monitoring Tool



U.S. Immigration
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Facility Name:

Month/Year:

Frequency					PERFORMANCE MONITORING MEASURE	Rating A/D/R/NA	Corrective Action Required / Comments	Due Date
D	W	M	Q					
				D.	Written evacuation plan posted for each hold room			
				E.	Hold rooms contain sufficient seating for the number of detainees held			
				F.	The maximum occupancy for the hold room will be posted			
				G.	No bunks/cots/beds or other related make shift sleeping apparatuses are permitted inside hold rooms			
				H.	Male and females are segregated from each other at all times			
				I.	Detainees are provided with basic personal hygiene items such as water, soap, toilet paper, cups for water, feminine hygiene items, diapers and wipes			
				J.	Officers closely supervise the detention hold rooms. Hold rooms are irregularly monitored every 15 minutes			
					10. Key and Lock Control			
				A.	Maintain inventories of all keys/locks/locking devices			
				B.	Emergency keys are available for all areas of the facility			
				C.	Chit system used to issue security equip./keys/radios			
				D.	Policy regarding restricted keys present and followed by staff			
				E.	Facility has a key accountability policy and procedures to ensure key accountability. The keys are physically counted daily			
				F.	Locks and locking devices are continually inspected, maintained, and inventoried			
					11. Population Counts			
				A.	Staff conduct formal count at least once per 8 hour shift/ 3x per day			
				B.	At least two officers participate in count for each area			
				C.	Recount conducted when incorrect count is reported			
				D.	Face to photo count conducted			
				E.	Each detainee positively identified during count			

Attachment 11.B.
Enforcement and Removal Operations
Compliance Monitoring Tool



U.S. Immigration
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Facility Name:

Month/Year:

Frequency					PERFORMANCE MONITORING MEASURE	Rating A/D/R/NA	Corrective Action Required / Comments	Due Date
D	W	M	Q					
					12. Post Orders			
				A.	Every post has a post order, current & signed by the facility administrator			
				B.	Housing unit officers record all detainee activity in a log			
				C.	Supervisor visits each housing area once per shift			
				D.	Staff sign post orders, regardless of whether the assignment is temporary, permanent, or due to an emergency			
				E.	Anyone assigned to an armed post qualifies with the post weapons before assuming post duty			
					13. Searches of Detainees			
				A.	Unit shakedown are conducted			
				B.	Random shakedowns conducted & documented			
				C.	The facility employs a schedule to insure that all areas of the facility are routinely searched			
				D.	Canines are not used for force, intimidation, or control of detainees.			
					14. Sexual Abuse and Assault Prevention and Intervention			
				A.	The facility has a Sexual Abuse and Assault Prevention and Intervention Program			
				B.	Detainees are advised of the program			
				C.	All staff are trained, initially and in annual refresher training, in the prevention and intervention areas			
				D.	Sexual Assault Awareness Notice is posted on all housing unit bulletin boards			
					15. Special Management Units			
				A.	Written order accompany detainee placed in SMU			
				B.	SMU reviews are conducted in a timely manner (3,7,14,30,60)			
				C.	Admin SMU detainees enjoy same privileges as general population			

Attachment 11.B.
Enforcement and Removal Operations
Compliance Monitoring Tool



U.S. Immigration
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Facility Name:

Month/Year:

Frequency				PERFORMANCE MONITORING MEASURE	Rating A/D/R/NA	Corrective Action Required / Comments	Due Date
D	W	M	Q				
				D. Detainees in SMU have access to legal materials			
				E. Detainees in SMU retain visiting privileges			
				F. Maintain a permanent log regarding detainee related activities			
				G. Written order accompany detainee placed in disciplinary SMU			
				H. Detainees in disciplinary SMU have access to legal materials			
				I. Detainees in disciplinary SMU retain visiting privileges			
				J. Disciplinary SMU phone access limited to legal/consular calls			
				K. Detainees in SMUs may shave and shower three times weekly and receive other basic services (laundry, hair care, barbering, clothing, bedding, linen) on the same basis as the general population			
				L. The facility administrator (or designee) visits each SMU daily			
				M. A health care provider visits every detainee in a SMU at least 3x week, and detainees are provided any medications prescribed for them			
				N. Detainees in the SMU are offered at least one hour of recreation per day, scheduled at a reasonable time. Where cover is not provided to mitigate inclement weather, detainees are provided weather-appropriate equipment and attire			
				O. When a detainee has been held in Admin Segregation for more than 30 days, the facility administrator notifies the Field Office Director, who notifies the ICE/DRO Deputy Assistant Director, DMD			
				16. Staff-Detainee Communication			
				A. Housing unit rounds conducted daily by security staff			
				B. Housing unit rounds conducted daily by Deportation Staff			
				C. Detainee requests answered within 72 hours			
				D. ICE SDC visit schedules are posted in housing unit			
				E. Request forms are available to detainees			
				F. There is a secure box available for detainees to place requests in for			

Attachment 11.B.
Enforcement and Removal Operations
Compliance Monitoring Tool



U.S. Immigration
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Facility Name:

Month/Year:

Frequency				PERFORMANCE MONITORING MEASURE	Rating A/D/R/NA	Corrective Action Required / Comments	Due Date
D	W	M	Q				
				ICE staff that is checked on a daily basis			
				G. Unannounced ICE staff housing unit visits occur weekly			
				H. Visiting staff observe, document and communicate current climate and conditions of confinement			
				17. Tool Control			
				A. Tool inventories conducted as specified			
				B. Tools marked and readily identifiable			
				C. Procedures for issuance of tools to staff and detainees			
				D. Inventory made of all tools by contractors prior to enter and exit			
				E. There is an individual who is responsible for developing a tool control procedure and an inspection system to insure accountability			
				F. A metal or plastic chit is taken in exchange for all tools issued, and when a tool is issued from a shadow board the receipt chit shall be visible on the shadow board			
				G. Broken or worn out tools are surveyed and disposed of in an appropriate and secure manner			
				H. Department heads are responsible for implementing proper tool control procedures as described in the standard			
				18. Use of Physical Force and Restraints			
				A. Policy governing immediate/calculated use of force			
				B. All use of force incidents documented and reviewed			
				C. Video tapes of incidents preserved/catalogued for 2 1/2 yrs			
				D. Detainee is seen by medical immediately after incident			
				E. Facility subscribes to prescribed confrontation avoidance procedures			
				F. Staff trained in use of force techniques			
				G. Appropriate procedures in place for using 4 and/or 5 point restraints			
				H. Medical staff consulted prior to deploying OC spray in calculated use			

Attachment 11.B.
Enforcement and Removal Operations
Compliance Monitoring Tool



U.S. Immigration
and Customs
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Facility Name:

Month/Year:

Frequency				PERFORMANCE MONITORING MEASURE	Rating A/D/R/NA	Corrective Action Required / Comments	Due Date
D	W	M	Q				
				of force situations			
				I. All electronic stun devices inventoried and used by facility must be approved by ICE National Firearms and Tactical Training Unit			
				19. Disciplinary System			
				A. Rules of conduct/sanctions provided in writing			
				B. Incident reports investigated within 24 hours			
				C. Disciplinary panel adjudicate infractions			
				D. Disciplinary sanctions are in accordance with standards			
				E. Staff representation available			
				20. Food Service			
				A. Appropriate security measures for sharps are in place			
				B. Appropriate food temperatures are maintained for both hot and cold food			
				C. Food Service department maintained at a high level of sanitation			
				D. Detainees receive safety and appropriate equipment training prior to beginning work in department			
				E. A minimum of two hot meals served daily			
				F. Facility has a standard 35 day cycle menu			
				G. A registered dietician conducts nutritional analysis			
				H. All menu changes documented			
				I. Common fare menu for authorized detainees			
				J. Weekly inspections conducted and documented			
				21. Hunger Strikes			
				A. Procedures for referring detainee to medical if verbally refused or observed refusing to eat beyond 72 hours			
				B. Staff receive training in identification of hunger strike			
				C. Process for determining reason for hunger strike			

Attachment 11.B.
Enforcement and Removal Operations
Compliance Monitoring Tool



U.S. Immigration
and Customs
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Facility Name:

Month/Year:

Frequency				PERFORMANCE MONITORING MEASURE	Rating A/D/R/NA	Corrective Action Required / Comments	Due Date
D	W	M	Q				
				22. Medical Care			
				A. Intake process includes medical and mental health screening			
				B. Sick call procedures established			
				C. Adequate medical staff available proportionate to population			
				D. Pharmaceuticals stored in a secure area			
				E. All detainees receive physical examination/assessment within 14 days of arrival			
				F. Sick call slips available in English, Spanish and/or most prevalent second language			
				G. The facility has a written plan for 24 hour emergency health care when no medical staff are on-duty or when immediate outside medical attention is required			
				H. Medical records are available and transferred with the detainee			
				I. Records are maintained of medication distribution			
				J. All sharps are under strict control and accountability			
				K. A sharps container is used to dispose of used sharps			
				L. The medical department is maintained at a high level of sanitation			
				23. Personal Hygiene			
				A. Clothing provided upon intake and exchanged weekly			
				B. Sheets and towels exchanged weekly			
				C. Climate appropriate clothing issued and maintained in good repair			
				D. Facility provides and replenishes personal hygiene items as needed, at no cost to detainee			
				E. Showers operate between 100 degrees and 120 degrees			
				F. Showers meet ADA standards and requirements			
				G. Food Service detainee volunteers exchange garments daily			

Attachment 11.B.
Enforcement and Removal Operations
Compliance Monitoring Tool



U.S. Immigration
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Facility Name:

Month/Year:

Frequency					PERFORMANCE MONITORING MEASURE	Rating A/D/R/NA	Corrective Action Required / Comments	Due Date
D	W	M	Q					
					24. Suicide Prevention and Intervention			
			R	A.	The facility has a written suicide prevention and intervention program approved and signed by the health authority and facility administrator which is reviewed annually			
			R	B.	At Every new staff member receives suicide-prevention training. Suicide prevention training occurs during the employee orientation program and annually thereafter			
			R	C.	The facility has a designated and approved isolation room for evaluation and treatment			
	D			D.	Staff observes and documents the status of a suicide-watch detainee at least once every 15 minutes			
					25. Terminal Illness, Advanced Directives, and Death			
			R	A.	Detainees who are chronically or terminally ill are transferred to an appropriate off-site facility			
			R	B.	The facility has written plans for addressing organ donations			
			R	C.	There is a policy addressing Do Not Resuscitate Orders			
			R	D.	The facility has written procedures detailing the proper notifications			
					26. Correspondence and Other Mail			
		M		A.	Incoming mail screened and delivered daily			
		M		B.	Outgoing mail screened for contraband			
		M		C.	Legal mail opened in front of detainee			
		M		D.	Incoming funds processed properly			
	D			E.	Rules for correspondence and other mail posted in housing unit or common areas, and detainee handbook			
		M		F.	Facility has a system for detainees to purchase stamps			
		M		G.	SMU has same correspondence privileges as general population			
					27. Escorted Trips for Non-Medical Emergencies			

Attachment 11.B.
Enforcement and Removal Operations
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U.S. Immigration
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Facility Name:

Month/Year:

Frequency					PERFORMANCE MONITORING MEASURE	Rating A/D/R/NA	Corrective Action Required / Comments	Due Date
D	W	M	Q					
				A.	The Field Office Director considers and approves, on a case-by-case basis, trips to visit an immediate family member in accordance with standards			
					28. Marriage Requests			
				A.	Marriage written requests approved by FOD			
					29. Recreation			
				A.	Outdoor/indoor recreation is provided			
				B.	Access to recreation activities			
				C.	Staff conduct daily searches of recreation areas			
				D.	In unit sedentary activities are available			
					30. Religious Practices			
				A.	Detainees are allowed to engage in religious services			
				B.	Authorized religious items are allowed in detainee possession			
					31. Telephone Access			
				A.	Upon intake, detainees are made aware of phone policies			
				B.	Out of order phones reported to Contractor			
				C.	Telephones inspected by staff			
				D.	Telephone access rules posted in each housing unit			
				E.	The number for the ICE OIG is posted in housing units			
				F.	The pro bono list is posted in housing units			
				G.	Emergency phone call messages delivered to detainees			
				H.	Special access calls are available to detainees			
				I.	Notification of telephone monitoring posted by unit phones			
					32. Visitation			
				A.	Written visitation schedule posted and accessible to the public			
				B.	General visitation log book maintained			

Attachment 11.B.
Enforcement and Removal Operations
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U.S. Immigration
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Facility Name:

Month/Year:

Frequency					PERFORMANCE MONITORING MEASURE	Rating A/D/R/NA	Corrective Action Required / Comments	Due Date
D	W	M	Q					
				C.	Visitor dress code enforced			
				D.	Visitation available 7 days a week			
				E.	Facility complies with visitation schedule			
				F.	Visitors are searched and identified per standards			
				G.	Current list of Pro Bono services posted in detainee housing			
					33. Voluntary Work Program			
				A.	Facility has a voluntary work program			
				B.	Maintain a written chart with work assignments/classification level			
				C.	Facility complies with work hour and pay requirements for detainees			
				D.	Detainees are medically screened to participate			
				E.	Detainees receive proper training and safety equipment			
				F.	Detainee housekeeping meets standards for neatness, cleanliness and sanitation			
					34. Detainee Handbook			
				A.	Staff aware of handbook contents and follow procedures			
				B.	Available in both English and Spanish and/or second most prevalent language			
				C.	Handbook is updated as necessary			
				D.	Orientation material available to illiterate detainees			
					35. Grievance System			
				A.	Grievance procedures in place			
				B.	Staff awareness of procedures for emergency grievances			
				C.	Grievance log is utilized			
				D.	Staff forward any grievances that include staff misconduct to ICE			
				E.	Informal resolution to a detainee grievance documented in detention file			
					36. Law Libraries and Legal Material			

Attachment 11.B.
Enforcement and Removal Operations
Compliance Monitoring Tool



U.S. Immigration
and Customs
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Facility Name:

Month/Year:

Frequency				PERFORMANCE MONITORING MEASURE	Rating A/D/R/NA	Corrective Action Required / Comments	Due Date
D	W	M	Q				
				A. Adequate equipment is available for detainees			
				B. Legal materials/law library current and available for detainees			
				C. Detainee access provided to include SMU			
				D. Denials documented			
				E. Schedule for use implemented 10 hours weekly per detainee			
				F. Access to legal material within 24 hours of written request			
				G. Indigent detainees provided free stamps/envelopes for legal matters			
				37. Legal Rights Group Presentations			
				A. ICE/DRO approved videos played for all incoming detainees			
				B. Posters announcing presentation appear in common areas at least 48 hours prior to presentation			
				C. Detainees in SMU receive separate presentation			
				D. Facility ensures adequate presentations so all detainees wanting to attend have the opportunity			
				38. Detention Files			
				A. Detention file created for each new arrival			
				B. Detention files contain documents generated during custody			
				C. Detention files maintained in a secure area			
				39. News Media Interviews and Tours			
				A. The facility has a procedure to address news media interview and tours in accordance with NDS			
				40. Staff Training			
				A. The facility conducts appropriate orientation, initial training, and annual training for all staff, contractors, and volunteers			
				B. Staff training is conducted according to a regular schedule with sufficient classes to maintain pre-service and in-service training hour compliance			

Attachment 11.B.
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Facility Name:

Month/Year:

Frequency				PERFORMANCE MONITORING MEASURE	Rating A/D/R/NA	Corrective Action Required / Comments	Due Date
D	W	M	Q				
				41. Transfer of Detainees			
				A. Detainee provided with detainee transfer notification form			
				B. Health records/transfer summary accompany detainee			
				C. Funds and personal property accompany detainee			
				D. A-File/work folder accompany detainee			

Contract Discrepancy Report

CONTRACT DISCREPANCY REPORT		1. CONTRACT NUMBER	
Report Number:		Date:	
2. TO: (Contractor and Manager Name)		3. FROM: (Name of COTR)	
DATES			
CONTRACTOR NOTIFICATION	CONTRACTOR RESPONSE DUE BY	RETURNED BY CONTRACTOR	ACTION COMPLETE
4. DISCREPANCY OR PROBLEM <i>(Describe in Detail: Include reference in PWS / Directive: Attach continuation sheet if necessary.)</i>			
5. SIGNATURE OF CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE (COTR)			
6. TO: (COTR)		7. FROM: (Contractor)	
8. CONTRACTOR RESPONSE AS TO CAUSE, CORRECTIVE ACTION AND ACTIONS TO PREVENT RECURRENCE. ATTACH CONTINUATION SHEET IF NECESSARY. <i>(Cite applicable Q.A. program procedures or new A.W. procedures.)</i>			
9. SIGNATURE OF CONTRACTOR REPRESENTATIVE			10. DATE
11. GOVERNMENT EVALUATION OF CONTRACTOR RESPONSE/RESOLUTION PLAN: <i>(Acceptable response/plan, partial acceptance of response/plan, rejection: attach continuation sheet if necessary)</i>			
12. GOVERNMENT ACTIONS <i>(Payment withholding, cure notice, show cause, other.)</i>			
CLOSE OUT			
	NAME AND TITLE	SIGNATURE	DATE
CONTRACTOR NOTIFIED			
COTR			
CONTRACTING OFFICER			