

**PORT ISABEL DETENTION CENTER SITE VISIT**

**Solicitation HSCEDM-14-R-00003**

**ICE Responses to**

**Site Visit Questions Received in Accordance with Solicitation Instructions**

**Note: Questions are arranged in the order of the site visit tour stops, where possible.**

| <b>Question 1</b>  |                  |
|--|------------------|
| <b>Area within Facility (i.e., Housing Unit Bravo, Kitchen, Admin. Bldg, etc.):</b>  | Visitation Lobby |
| <b>Question:</b> A separate room just inside the lobby area is manned by a contract detention officer. What is the name of that post? Is it considered part of the lobby entrance staff or a sub control post? |                  |
| <b>ICE Response:</b> <b>Lobby 1. It is considered part of the lobby entrance staff.</b>  |                  |

| <b>Question 2</b>  |       |
|--|-------|
| <b>Area within Facility (i.e., Housing Unit Bravo, Kitchen, Admin. Bldg, etc.):</b>  | Lobby |
| <b>Question:</b> There is an armed officer monitoring the metal detector in the lobby, there is an additional officer in an enclosed booth just beyond the metal detector, does the officer in the booth represent the Lobby 2 post as listed in the staffing ladder in the RFP? |       |
| <b>ICE Response:</b> <b>The officer in the booth is the Lobby 1 and the one at the metal detector is the Lobby 2.</b>  |       |

| <b>Question 3</b>  |             |
|--|-------------|
| <b>Area within Facility (i.e., Housing Unit Bravo, Kitchen, Admin. Bldg, etc.):</b>                                  | Admin. Bldg |
| <b>Question:</b> Will ICE maintain a presents in the compliance unit or is this the contractors sole responsibility? |             |

**ICE Response: ICE will maintain a presence in the compliance unit.**

| <b>Question 4</b>  |             |
|--|-------------|
| <b>Area within Facility (i.e., Housing Unit Bravo, Kitchen, Admin. Bldg, etc.):</b>  | Admin. Bldg |
| <b>Question:</b> In the admin building past the metal detector and through the “card reader” controlled doorway to the left is a “Grievance Officer” workstation. Is this post/position a government employee or a contractor provided employee? |             |
| <b>ICE Response: The Grievance Officer position is a government employee.</b>  |             |

| <b>Question 5</b>  |            |
|--|------------|
| <b>Area within Facility (i.e., Housing Unit Bravo, Kitchen, Admin. Bldg, etc.):</b>  | Admin Bldg |
| <b>Question:</b> During the site visit, we made a stop at the control room and were told that it was currently being manned with a total of 9 posts (4D-3S-2G) however, the staffing table in the RFP calls for 8 posts. How many posts are necessary to effectively operate the control room? |            |
| <b>ICE Response: Offerors are instructed to follow the staffing table provided in the RFP.</b>   |            |

| <b>Question 6</b>   |            |
|---|------------|
| <b>Area within Facility (i.e., Housing Unit Bravo, Kitchen, Admin. Bldg, etc.):</b>   | Admin Bldg |
| <b>Question:</b> With regard to the Quality Control, during the site visit we saw 1-2 contractor personnel and 2-3 ICE personnel in the Quality Control unit. Is the current contract changing or is it now calling for the contractor to fully staff Quality Control unit based on the staffing table provided in the RFP? |            |
| <b>ICE Response: Please refer to the ICE response to Question 5.</b>  |            |

| Question 7   |                |
|--|----------------|
| Area within Facility (i.e., Housing Unit Bravo, Kitchen, Admin. Bldg, etc.):   | Control Center |
| Question: The security cameras and the related monitors? Who owns the equipment? Who is responsible for repairs and maintenance? |                |
| ICE Response: <b>The equipment is ICE owned. ICE has two electronic techs that do repair and maintance.</b>                      |                |

| Question 8  |            |
|---|------------|
| Area within Facility (i.e., Housing Unit Bravo, Kitchen, Admin. Bldg, etc.):  | Processing |
| Question: What gate at the facility are the detainees transferred in through? Is this the same gate they are transferred out? If no, what gate are the detainees transferred out? |            |
| ICE Response: <b>All detainees are transferred in and out through the Sally Port Gate.</b>  |            |

| Question 9  |            |
|---|------------|
| Area within Facility (i.e., Housing Unit Bravo, Kitchen, Admin. Bldg, etc.):                                | Processing |
| Question: Does the government supply the detainee hygiene items such as shampoo, soap, tooth brushes, ect.? |            |
| ICE Response: <b>ICE provides detainees with basic hygiene supplies.</b>                                    |            |

| Question 10  |            |
|--|------------|
| Area within Facility (i.e., Housing Unit Bravo, Kitchen, Admin. Bldg, etc.): | Processing |

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| <b>Question: Does processing desk 5 officer coordinate the facility beds and manage the bed count?</b> |  |
| <b>ICE Response: Yes</b>   |  |

| <b>Question 11</b>   |                           |
|--|---------------------------|
| <b>Area within Facility (i.e., Housing Unit Bravo, Kitchen, Admin. Bldg, etc.):</b>      | Detainee Property Storage |
| <b>Question: Is the detainee property storage system government or contractor owned?</b> |                           |
| <b>ICE Response: Government Owned</b>  |                           |

| <b>Question 12</b>  |         |
|---|---------|
| <b>Area within Facility (i.e., Housing Unit Bravo, Kitchen, Admin. Bldg, etc.):</b>   | Kitchen |
| <b>Question: Does the government or the contractor pay for food? The RFP mentions perishables as a contractor cost if the Government pays for food what would make up perishables for food service?</b> |         |
| <b>ICE Response: The Contractor is responsible for the ordering and purchasing of food supplies.</b>  |         |

| <b>Question 13</b>   |         |
|--|---------|
| <b>Area within Facility (i.e., Housing Unit Bravo, Kitchen, Admin. Bldg, etc.):</b>  | Kitchen |
| <b>Question: Hot meals were being loaded onto trucks and other type vehicles for transport to the detainee housing units, who owns these vehicles and how many are required?</b> |         |

**ICE Response: The hot meals (carts / trays) are loaded onto a contractor owned truck. This vehicle conducts multiple runs to deliver hot meals and pick up empty trays/food carts.**

**Question 14**

**Area within Facility (i.e., Housing Unit Bravo, Kitchen, Admin. Bldg, etc.):** Kitchen

**Question: Please explain the government’s expectations for ordering food supplies and clarify who will be responsible for food supply costs.**

**ICE Response: This is addressed throughout the RFP. Please refer to the ICE response to Question 12 and solicitation HSCEDM-14-R-00003.**

**Question 15**

**Area within Facility (i.e., Housing Unit Bravo, Kitchen, Admin. Bldg, etc.):** Kitchen

**Question: Sanitation requires the Contractor to use “air curtains.” Are those Contractor or government furnished equipment?**

**ICE Response: Air Curtains are government furnished equipment and will continue to repair and replace equipment as needed.**

**Question 16**

**Area within Facility (i.e., Housing Unit Bravo, Kitchen, Admin. Bldg, etc.):** Kitchen

**Question: Will ICE provide a list of Government Furnished Equipment in the food service area?**

**ICE Response: Stoves, ovens, grills, fryers, automatic dishwashers, garbage disposals, trash compactor, Ice machines, steam kettles are Government Furnished Equipment.**

| Question 17  |              |
|--|--------------|
| <b>Area within Facility (i.e., Housing Unit Bravo, Kitchen, Admin. Bldg, etc.):</b>  | Food Service |
| <p><b>Question:</b> What Government property will be provided that is associated with the food service? Please indicate the number of cooking trays, cooking utensils, pots, prep tables, lifts, floor scrubbers, cash register, vault/safe, computers, etc. so that all bidders will know the extent of additional cookware and utility equipment required to be included in the bid.</p> <p>Will the government replace these items once they have reached their useful life due to normal usage?</p>  |              |
| <p><b>ICE Response:</b> As stated in response to Question 16, stoves, ovens, grills, fryers, automatic dishwashers, garbage disposals, trash compactor, Ice machines, steam kettles are Government Furnished Equipment. ICE will repair and/or replace Government Furnished Equipment in accordance with solicitation HSCEDM-14-R-00003, Section 6.4.13.</p> <p>The following list of Contractor provided equipment is not exhaustive and Offerors are expected to provide all food service equipment not specifically identified as Government Furnished Equipment. For additional information, refer to solicitation HSCEDM-14-R-00003, Section C.6.4.</p> <ol style="list-style-type: none"> <li>1. Vehicle box truck equipped with lift or ramp system for loading and unloading food carts.</li> <li>2. Hot and cold insulated carts (19 in total) with electrical and security package for use in detention setting.</li> <li>3. Complete hot and cold covered tray system.</li> <li>4. Ten-gallon insulated beverage cambros (19 in total) for delivery juice to dorm</li> <li>5. Ten-gallon insulated beverage cambros (19 in total) for delivery of coffee.</li> <li>6. General office equipment e.g. file folders, pens, etc., computers and software as needed to preform inventory, ordering of rations, etc.</li> </ol> |              |

| Question 18  |              |
|--|--------------|
| <b>Area within Facility (i.e., Housing Unit Bravo, Kitchen, Admin. Bldg, etc.):</b>  | Food Service |
| <p><b>Question:</b> Please describe the in place food service cooking and cleaning equipment ( Stoves, ovens, grills, automatic dishwashers, disposals, trash compactors).</p> |              |

**ICE Response: Stoves, ovens, grills, fryers, automatic dishwashers, garbage disposals, trash compactor, Ice machines, steam kettles.**

**Question 19**

**Area within Facility (i.e., Housing Unit Bravo, Kitchen, Admin. Bldg, etc.):** Food Service

**Question:** Please describe dry and cold storage is available in terms of dimensions and if shelving is included.

**ICE Response: Food service: 1 dry storage, 6 walk-in coolers and 2 Freezers along with shelving and dunnage racks.**

**Question 20**

**Area within Facility (i.e., Housing Unit Bravo, Kitchen, Admin. Bldg, etc.):** Food Service

**Question:** Please describe dry and cold storage in terms of dimensions and if shelving is included.

**ICE Response: Please refer to the ICE response to Question 19.**

**Question 21**

**Area within Facility (i.e., Housing Unit Bravo, Kitchen, Admin. Bldg, etc.):** Food Service

**Question:** What office space is included for the Food Service?

**ICE Response: Two offices:**

- 1. Food service manager / COR office**
- 2. Tool Control / Dept. Operations office**

| Question 22   |              |
|---|--------------|
| Area within Facility (i.e., Housing Unit Bravo, Kitchen, Admin. Bldg, etc.):                          | Food Service |
| <b>Question:</b> Does the government have a food inventory system that can be used by the contractor? |              |
| <b>ICE Response:</b> <b>Food inventory is to be controlled by the Contractor.</b>                     |              |

| Question 23  |              |
|--|--------------|
| Area within Facility (i.e., Housing Unit Bravo, Kitchen, Admin. Bldg, etc.):                           | Food Service |
| <b>Question:</b> Will the government be responsible for food waste and trash containment and disposal? |              |
| <b>ICE Response:</b> <b>This is addressed in Section C 6.4.9 (Sanitation) of the solicitation.</b>     |              |

| Question 24   |              |
|---|--------------|
| Area within Facility (i.e., Housing Unit Bravo, Kitchen, Admin. Bldg, etc.):                      | Food Service |
| <b>Question:</b> Please specifically identify what food service equipment is government provided. |              |
| <b>ICE Response:</b> <b>Please refer to the ICE response to Question 16.</b>                      |              |

| Question 25   |              |
|---|--------------|
| Area within Facility (i.e., Housing Unit Bravo, Kitchen, Admin. Bldg, etc.):                      | Food Service |
| <b>Question:</b> Please specifically identify what food service equipment is contractor provided. |              |



**ICE Response: Please refer to the ICE response to Question 17.**

**Question 26**

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|---|--------------|
| <b>Area within Facility (i.e., Housing Unit Bravo, Kitchen, Admin. Bldg, etc.):</b> | Food Service |
|---|--------------|

**Question:** Are the bake ovens contractor or government owned property? If they are government owned, will they carry over to the next contractor for use?

**ICE Response: Current double stack ovens are government owned. Ovens are operational and will carry over for next contractor to use.**

**Question 27**

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|---|--------------|
| <b>Area within Facility (i.e., Housing Unit Bravo, Kitchen, Admin. Bldg, etc.):</b> | Food Service |
|---|--------------|

**Question:** Is there currently a forklift in use at the food service warehouse? If so, is the forklift contractor or government owned?

**ICE Response: No forklift is used or needed in Food Service Department. ICE has a forklift available located at the Fleet department and utilized by ICE Maintenance Department.**

**Question 28**

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|---|------------------------|
| <b>Area within Facility (i.e., Housing Unit Bravo, Kitchen, Admin. Bldg, etc.):</b> | Housing – Food Service |
|---|------------------------|

**Question:** It appears from the number of beds that there are more detainees than seating spaces for service of meals. Is it expected for the contractor to serve meals in shifts for each dormitory?

**ICE Response: No, each pod has four folding tables that sit 12 persons per table, total 48 ct. Please note: Not all detainees are in their dorms for feeding. Some are sent to Court hearings, lawyer visits, medical appointments, work details, etc.**

| Question 29  |                       |
|--|-----------------------|
| Area within Facility (i.e., Housing Unit Bravo, Kitchen, Admin. Bldg, etc.):   | Staff Dining Facility |
| <p><b>Question:</b> The day of the site visit the staff was being served cheeseburgers, French fries, and a full condiment bar with lettuce, tomatoes, pickles, cheese, etc. Detainees were being served a cold sandwich, chips, and fruit. Will the government provide a sample menu for the expected staff meals that are to be served/sold at a price not to exceed the facility's average meal cost for the Meal Ticket Program?</p> |                       |
| <p><b>ICE Response:</b> Staff is served dinner menu meals during the lunch feeding hours and facility Detainees are served and consume the same meal during their dinner feeding.</p>  |                       |

| Question 30   |         |
|---|---------|
| Area within Facility (i.e., Housing Unit Bravo, Kitchen, Admin. Bldg, etc.):  | Laundry |
| <p><b>Question:</b> Is the Contractor responsible for the laundry operation?</p>  |         |
| <p><b>ICE Response:</b> Yes, the Contractor shall be responsible for laundry operations based on established schedules at the facility.</p> |         |

| Question 31   |                                   |
|---|-----------------------------------|
| Area within Facility (i.e., Housing Unit Bravo, Kitchen, Admin. Bldg, etc.):                              | Outdoor Recreation – Soccer Field |
| <p><b>Question:</b> What are the periods of time the outdoor recreation field is expected to be used?</p> |                                   |
| <p><b>ICE Response:</b> Day light hours (0800hrs – 1100hrs) (1300hrs – 1400hrs)</p>                       |                                   |

| Question 32   |                                   |
|---|-----------------------------------|
| Area within Facility (i.e., Housing Unit Bravo, Kitchen, Admin. Bldg, etc.):  | Outdoor Recreation – Soccer Field |
| <p><b>Question:</b> Is the outdoor recreation – soccer field shut down during meal times or for any period of time between 0800 – 1600 when it is open for use?</p> |                                   |

ICE Response: **Yes shut down between (1100hrs – 1300hrs)**

**Question 33**

**Area within Facility (i.e., Housing Unit Bravo, Kitchen, Admin. Bldg, etc.):** Law Library

**Question:** Are the computers and equipment utilized by detainees government owned and maintained?

**ICE Response:** **Yes**

**Question 34**

**Area within Facility (i.e., Housing Unit Bravo, Kitchen, Admin. Bldg, etc.):** Law Library

**Question:** Is the copy machine used for detainee copies and printing government owned and maintained or is the contractor expected to price a copy machine, supplies, and maintenance?

**ICE Response:** **The Law Library copy machine is government owned and maintained.**

**Question 35**

**Area within Facility (i.e., Housing Unit Bravo, Kitchen, Admin. Bldg, etc.):** Housing - Dormitories

**Question:** The current number of beds assigned to each housing area exceeds the minimum standards identified within American Correction Association – Adult Local Detention Standards – 4<sup>th</sup> edition. Does ICE anticipate this will continue throughout the life of the contract?

**ICE Response:** **Yes**

| Question 36   |               |
|---|---------------|
| Area within Facility (i.e., Housing Unit Bravo, Kitchen, Admin. Bldg, etc.):  | Housing units |
| <b>Question:</b> Is all outdoor recreation conducted at the large recreation yard behind the laundry building or is there outdoor recreation yards adjacent to each housing unit? |               |
| <b>ICE Response:</b> <b>There are other recreation yards adjacent to the housing units.</b>   |               |

| Question 37   |           |
|---|-----------|
| Area within Facility (i.e., Housing Unit Bravo, Kitchen, Admin. Bldg, etc.):  | Main Gate |
| <b>Question:</b> The Main Gate entrance to the facility is generally a two-man security post. Is this expected to be fully manned by the contractor or will ICE always have at least one ICE Agent/Officer assigned to that post? |           |
| <b>ICE Response:</b> <b>Please refer to the ICE response to Question 5.</b>   |           |

| Question 38  |                 |
|--|-----------------|
| Area within Facility (i.e., Housing Unit Bravo, Kitchen, Admin. Bldg, etc.):   | Inner Perimeter |
| <b>Question:</b> At least two inner gates appear to have contract detention officers on post. Are these the only two inner gate posts? What hours are they manned? |                 |
| <b>ICE Response:</b> <b>These are the only two gates that have a detention officer posted. (Gate 3A is manned 24/7) &amp; (Gate Eagle 3 is manned 24/7).</b>       |                 |

| Question 39  |           |
|--|-----------|
| Area within Facility (i.e., Housing Unit Bravo, Kitchen, Admin. Bldg, etc.): | Perimeter |

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| <b>Question:</b> There are numerous gates in the perimeter fence line constituting the hard line of the facility. Not all gates are manned. Can the government provide more specifics as to which gates are required to be manned by the contractor and during what hours? |  |
| <b>ICE Response:</b> <b>Gate3A, Gate Eagle 3, &amp; Sally Port Gate. They are manned 24/7</b>  |  |

| Question 40   |                          |
|---|--------------------------|
| <b>Area within Facility (i.e., Housing Unit Bravo, Kitchen, Admin. Bldg, etc.):</b>   | Camp wide/transportation |
| <b>Question:</b> Please provide the technical spec requirements for the two way radios such as HRZ and any other ICE compatibility requirements and if repeaters are required? If repeaters are necessary are they in place already and government property or will the contractor need to supply them? |                          |
| <b>ICE Response:</b> <b>The contractor must have their own FCC license and required equipment to communicate via two way radios. ICE does not share any radio frequencies with the contractor equipment or radios. There are no repeaters in place for the contractor.</b>                              |                          |

| Question 41  |                |
|--|----------------|
| <b>Area within Facility (i.e., Housing Unit Bravo, Kitchen, Admin. Bldg, etc.):</b>                                      | Transportation |
| <b>Question:</b> Will the government provide vans and buses? If not, will ICE furnish a minimum required number of each? |                |
| <b>ICE Response:</b> <b>ICE will not provide vans or busses. Minimum <u>Zero</u> busses and <u>Nine Vans</u></b>         |                |

*\*Note: The following questions were identified only as 'Facility' questions:*

| Question 42   |          |
|---|----------|
| <b>Area within Facility (i.e., Housing Unit Bravo, Kitchen, Admin. Bldg, etc.):</b>   | Facility |
| <b>Question:</b> What functions does the building 77 Rover Post from the staffing ladder fulfill or perform? We do not see a building 77 on the site map or the site visit. |          |

**ICE Response: This officer is responsible for roving duties at building 77 (Detainee Services Building). This building houses the Barbershop, Religious Services, Law Library, Library, Commissary, and TB overflow unit.**

**Question 43**

**Area within Facility (i.e., Housing Unit Bravo, Kitchen, Admin. Bldg, etc.):** Facility

**Question: Will the contractor be obligated to staff any off site posts, such as hospital or airports?**

**ICE Response: Yes**

**Question 44**

**Area within Facility (i.e., Housing Unit Bravo, Kitchen, Admin. Bldg, etc.):** Facility

**Question: Are the forms for detainee tracking, out processing and other management GFE or Contractor developed/provided?**

**ICE Response: GFE**

**Question 45**

**Area within Facility (i.e., Housing Unit Bravo, Kitchen, Admin. Bldg, etc.):** Facility

**Question: Is there an armory and or gun lockers for on duty staff on camp?**

**ICE Response: The contractor must provide an Armory (Gun Safe) and gun lockers for its on duty staff.**

| Question 46   |          |
|---|----------|
| Area within Facility (i.e., Housing Unit Bravo, Kitchen, Admin. Bldg, etc.):  | Facility |
| Question: Will adequate space be provided for the contractor to place a large floor type gun safe outside of the Hard Line on the PIDC grounds? |          |
| ICE Response: <b>Yes</b>  |          |

| Question 47   |          |
|---|----------|
| Area within Facility (i.e., Housing Unit Bravo, Kitchen, Admin. Bldg, etc.):                      | Facility |
| Question: Will you publish a list of site visit attendees?  |          |
| ICE Response: <b>No, this is source selection sensitive information and will not be provided.</b> |          |

| Question 48   |          |
|---|----------|
| Area within Facility (i.e., Housing Unit Bravo, Kitchen, Admin. Bldg, etc.):  | Facility |
| Question: Are there any PIDC or San Antonio Field Office policies which may affect Contractor performance that can be provided to offerors? |          |
| ICE Response: <b>Applicable policies are mentioned throughout the RFP.</b>  |          |

| Question 49                 |          |
|-----------------------------|----------|
| Area within Facility (i.e., | Facility |

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| <b>Housing Unit Bravo, Kitchen, Admin. Bldg, etc.):</b>  |  |
| <b>Question: Are detainees allowed to carry money? If so, how is it controlled?</b>  |  |
| <b>ICE Response: Yes detainees are allowed to have \$100.00 in their possession at this time. Money in excess of \$100.00 is deposited by detainees with ICE in return for a receipt. If a detainee exhausts funds in their possession they may request to withdraw funds deposited via the receipt they have and issued a new receipt for remaining funds or closing of detainee account if all funds have been exhausted. Offerors should again note that this information reflects the current procedure. Offerors are instructed to refer to solicitation HSCEDM-14-R-00003, Section C.20.8 (Funds Management) for specific information related to Government expectations in proposals.</b> |  |

| <b>Question 50</b>  |          |
|---|----------|
| <b>Area within Facility (i.e., Housing Unit Bravo, Kitchen, Admin. Bldg, etc.):</b>   | Facility |
| <b>Question: Are there any existing physical plant/policy issues which will preclude the Contractor from meeting optimum PBNDS?</b> |          |
| <b>ICE Response: PIDC operates at PBNDS 2011 optimal levels.</b>  |          |

| <b>Question 51</b>  |          |
|---|----------|
| <b>Area within Facility (i.e., Housing Unit Bravo, Kitchen, Admin. Bldg, etc.):</b> | Facility |
| <b>Question: What is the percentage of criminals, (level 1, 2, 3, breakdown)?</b>   |          |
| <b>ICE Response: 10% (Level 1 = 90%, Level 2 = 9%, Level 3 = 1%)</b>                |          |

**(End)**