



**U.S. Immigration
and Customs
Enforcement**

Office of Acquisition Management
U.S. Department of Homeland Security
500 12th Street, SW
Washington, DC 20536

TO: GENERAL SERVICES ADMINISTRATION
VETS2 GOVERNMENTWIDE ACQUISITION CONTRACT HOLDERS

SUBJECT: REQUEST FOR QUOTATION # 70CMSD25Q00000007 FOR TITLE III AND
LINGUISTS UNIT (T3ILU) COMMUNICATIONS ASSISTANCE FOR LAW
ENFORCEMENT ACT (CALEA) NETWORK AND INTERCEPT
OPERATION SUPPORT SERVICES

DATE: June 27, 2025

The Department of Homeland Security (DHS), U.S. Immigration and Customs Enforcement (ICE), Office of Acquisition Management (OAQ), Investigative and Operations Support Division is issuing the subject Request for Quotation (RFQ) for the subject requirement.

This RFQ is issued against the U.S. General Services Administration (GSA) Veterans Technology Services (VETS) 2 contract. **This RFQ is solicited as a 100% set aside for Service-Disabled Veteran Owned Small Business (SDVOSB) in accordance with FAR 16.505 procedures.** Only quotes submitted by VET2 SDVOSB concerns will be accepted by the government. Any quote that is submitted by a Quoter that is not a VETS 2 SDVOSB will not be considered for award. Listed below are the four (4) attachments associated with this RFQ:

- Terms and Conditions
- Statement of Work (SOW)
- Pricing Template – Excel Document
- Corporate Experience Worksheet

This document provides the **Instructions to Quoters** and **Evaluation Factors for Award**.

Note: Funding is not currently available for this requirement; however, there is a reasonable expectation that funding will be available prior to award. In accordance with HSAM 3032.702-71, if funding is not available at the time of contract award, the Contracting Officer shall not make award.

1.0 SECTION I: INSTRUCTIONS, CONDITIONS AND NOTICES TO QUOTERS

1.1 GENERAL INFORMATION

ICE anticipates awarding a single award task order resulting from this RFQ.

Task Order Type:

Task order will contain a mix of firm fixed price and reimbursable travel CLINs.

Task Order Duration:

The Task Order shall consist of a 12-month Base Year and four (4) 12-month Option Years.

Including any options to extend their VETS2 contract, the VETS2 Contract Holder shall possess a VETS2 contract with a Period of Performance sufficient to provide the Government with a continuous five (5) year period of performance for the Task Order. The VETS2 Contract Holder is required to immediately notify the Contracting Officer (CO), in writing, if at any time the VETS2 Contract, upon which the Task Order is based, is no longer an active and valid contract.

The NAICS code applicable to this requirement is 541512. The PSC code is DH01.

1.2 RFQ INSTRUCTIONS

Information requested within this RFQ shall be prepared in accordance with the instructions provided and shall conform to all aspects of this RFQ and Attachments. To aid in evaluation, responses submitted shall be clearly and concisely written, and shall be neat, indexed and logically assembled. Quotes must clearly demonstrate how the Quoter intends to accomplish the work required and must include convincing rationale and substantiation of all claims. Quoters shall assume that the Government has no prior knowledge of their experience and will base its evaluation on the information presented in the quote. Each Quoter shall submit a response to the RFQ consisting of the items described below. The Government reserves the right to eliminate Quoters from the competition for not adhering to the RFQ preparation instructions.

ICE/OAQ is releasing this RFQ in electronic format only. The Government will not be obligated to pay any cost incurred by a contractor in the preparation and submission of a quote in response to this RFQ.

1.2.1 Points of Contact (POC).

All correspondence in conjunction with this RFQ shall be directed solely to the Government Contracting Officer and Contract Specialist identified below:

Contracting Officer's Name: Greg M. Hermesen, gregory.m.hermesen@ice.dhs.gov

1.2.2 Multi-Phased Procurement

The Government intends to conduct this procurement through a multi-phased submission and evaluation process.

An **estimated** schedule for this procurement is below:

Event	Date
Phase I Quotes Due	July 11, 2025 at 3:00pm (EST)
Advisory Down Select Notice Sent	July 22, 2025
Phase II Quotes Due	2 weeks after notification
Estimated Award	To be determined

1.2.3 Quote Submissions, Questions, and Due Dates

All written submissions shall be submitted electronically via e-mail to the POCs identified in Section 1.2.1. Submission shall be made on or before the submission due date. All electronic copies shall be forwarded with file names that are consistent with the structure of the Quote. Individual file sizes shall not exceed 5 MB and the submission must include the RFQ 70CMSD25Q00000007 in the subject line of the e-mail. See Section 1.3 of this document for formatting requirements.

1.2.3.1 Solicitation Questions

The cutoff date for questions is July 2, 2025 at 10:00 AM (EST). Quoters must email all questions to the Points of Contact identified in Section 1.2.1. The Contracting Officer is not obligated, but reserves the right, to answer questions received after the cutoff date or during Phase II of the solicitation. Please be advised that the Government reserves the right to transmit questions and answers of common interest to all prospective Quoters. As such, quoters shall refrain from providing proprietary information in their questions.

1.2.3.2 Phase I Submission Due Date

Phase I written quote submissions must be received by the Points of Contact identified in Section 1.2.1 of these Instructions no later than 3:00 PM (EST) on July 11, 2025. Quoters are responsible for submitting their quotes to the Government no later than 3:00 PM (EST) on July 11, 2025. Late submissions will be handled in accordance with FAR 52.212-1(f). The exact due date for Phase II submissions will be provided to Quoters during the advisory down select notification period.

1.2.3.3 Phase II Submission Due Date

See Section 1.5, Advisory Notification.

1.3 QUOTE DOCUMENTS

1.3.1 Page Limitations

The cover letter, title page, table of contents, table of figures, list of tables and glossary of abbreviations & acronyms do not count against page count limitations. Quote contents that exceed the stated page limitations will be removed by the Contracting Officer prior to evaluation and will not be considered. See Section 1.3.3 for the applicable page limits.

1.3.2 Format

Text shall be single-spaced, on 8½” x 11” pages (except as specifically noted), with a minimum one-inch margin all around. Pages shall be numbered consecutively. Font shall be of a minimum 12-point font size. Bolding, underlining, and italics may be used to identify topic demarcations or points of emphasis. Graphic presentations, including tables, while not subject to the same font size and spacing requirements, shall have spacing and text that is easily readable.

For Attachment # 4 – Corporate Experience Worksheet, Quoters may use no less than size 11-point font. The margins are already pre-set in the table found in Attachment #4 and should not be updated.

1.3.3 Volumes and Organization

The following are further descriptions of the information that shall be provided with the quote.

Quoters shall supply all information in the sequence and format specified in the table below. Any response in which material information requested is not furnished, or where indirect or incomplete answers or information are provided, may be considered non-compliant and removed from further consideration.

Any requested information placed outside of the designated Evaluation Factor (Factor) section will not be considered or evaluated under that Factor, regardless of whether it is located somewhere else in the quote.

Volume / Tab / Phase	Title	Factor	Format and Page Limits
Volume 1: Tab A Phase I	Cover Letter	Pro Forma Documentation	Microsoft Word or PDF; 1 Page Maximum
Volume 1: Tab B Phase I	Corporate Experience	Factor 1	Shall fill-in Attachment # 4: Corporate Experience and Capability Worksheet (Microsoft Word or PDF) 5 Pages Maximum. Supplemental attachments do not count toward 5-page limit, but attachment (i.e. reference) shall not be more than 1 page. Letters of commitment do not count toward any page limit. Completed Attachment # 4 and supplemental

			attachments shall be combined into one document.
ADVISORY DOWN SELECT			
Volume 2: Tab C Phase II	Management Approach & Staffing Plan	Factor 2	PDF (searchable) 15 Pages Maximum
Volume 2: Tab D Phase II	Technical Approach	Factor 3	PDF (searchable) 15 Pages Maximum
Volume 2: Tab E Phase II	Acknowledgement of Amendments and Provision / Clause Fill-Ins	Pro Forma Documentation	Microsoft Word or PDF; No Page Limit
Volume 2: Tab F Phase II	Pricing	Factor 4	Shall fill-in Attachment 3: Pricing Template in Microsoft Excel. Microsoft Word or PDF, 2 Page Maximum for Narrative Pricing Information

1.4 VOLUME I / PHASE I – EVALUATION FACTORS AND INSTRUCTIONS

1.4.1 Tab A – Phase I: Cover Letter

The Quote shall include the following:

- RFQ Number & Title.
- Name and address of vendor.
- Name, telephone number & e-mail address of main point-of-contact.
- Name of your contract administration office.
- Date of submission.
- Name, title and signature of authorized representative.
- General Services Administration VETS 2 GWAC Number (as it appears in FPDS-NG).
- Company Unique Identifier Number and CAGE Code.
- The validity period of the Quote – Contractors should indicate in writing that their Quotes are valid for 120 days from the date of submission.

1.4.2 Tab B, Phase I – Factor 1: Corporate Experience

Quoters shall complete Attachment 4 – Corporate Experience Worksheet.

Quoters shall describe one (1), but no more than three (3) contract(s)/project(s) similar in size, scope, and complexity to the subject requirement. The project(s) provided must have been completed during the past three (3) years and the duration of the project(s) provided must have been for a period of at least twelve (12) months. Note that one project may be used to demonstrate multiple areas within the

worksheet.

The Quoter shall also provide a supplemental attachment with the following information for any contracts referenced while answering Attachment 4 – Corporate Experience Worksheet:

- Place and period of performance.
- Customer name, address, telephone number, and email (e.g., name, telephone number of the Contracting Officer and Contracting Officer's Technical Representative or the Program Manager). As well as an alternate point of contact.
- Contract number (if applicable).
- Contract type (if applicable).
- Total Contract/Project value (in dollars) and dollar value of the work performed to date.
- Description of work performed, including scope and responsibilities. Provide a description of the scope and clearly explain the relevance of each project to performance of this requirement and how that experience demonstrates the Quoter's ability to accomplish the tasks outlined in the SOW. Detail the extent to which the scope of work for each work experience cited was self-performed, i.e., Quoters shall identify whether they were a prime or subcontractor and clearly explain the approximate portion of the total project they performed and their specific contribution. A Quoter's proposed subcontractor's experience may be used, however a Quoter's direct experience is preferred.

The following definitions are applicable for the completion of Attachment 4 – Corporate Experience Worksheet:

Law Enforcement: *The department of people who enforce laws, investigate crimes, and make arrests.*

Law Enforcement Agency: *A law enforcement agency is a government agency statutorily authorized to enforce federal, state, and/or local law. Law enforcement agencies can operate at different levels, such as local, state, or federal, and have different functions. Law enforcement agencies aim to prevent and detect crime, maintain public order and safety, and arrest and detain suspects.*

If a Quoter wishes to submit the Corporate Experience of a subcontractor or teaming partner, the Quoter must submit a letter of commitment to use the proposed firm on the project, signed both by the subcontractor/teaming partner and the Quoter. The letter of commitment must be submitted even if the subcontractor/teaming partner is in some way affiliated with the Quoter (for example, the subcontractor/teaming partner is a subsidiary of a joint venture partner, or a subsidiary of a firm to which the joint venture partner is also a subsidiary). Include the subcontractor/teaming partner letters of commitment in Volume 1, Tab B. The subcontractor/teaming partner letters of commitment does not count towards the page limit.

If submitting Corporate Experience as a joint venture, the joint venture must have its own VETS2 contract and be classified as a Service-Disabled Veteran Owned Small Business (SDVOSB).

Note: Consistent with the VETS2 GWAC, VETS 2 industry partners are required to perform at least 50 percent of the cost of personnel for master contract performance with their own employees or subcontract employees from a similarly situated entity. See FAR 52.219-14, Limitations on Subcontracting for additional information.

1.5 ADVISORY NOTIFICATION

After the Government completes evaluation of Phase I, Quoters will receive an Advisory Down Select notification via e-mail from the Contracting Officer (CO). This notification will advise the Quoter of the Government's advisory recommendation to proceed or not to proceed with its Phase II submission. The Government intends to provide **no more than three (3) Quoters** with an advisory notification to proceed (although a lesser or greater number may be selected). Quoters who are rated most highly for Factor 1 and most likely to be viable competitors in Phase II will be advised to proceed to Phase II of the quote submission process. Quoters who were not among the most highly rated will be advised that they are unlikely to be viable competitors, along with the general basis for the Government's advisory recommendation. The intent of this advisory recommendation is to minimize quote development costs for those Quoters with little to no chance of receiving an award. However, those Quoters who are advised not to proceed may elect to continue their participation in the procurement. The Government does not intend to provide brief explanations or debriefings after the completion of the advisory down select notifications.

Those Quoters that receive an advisory notification not to proceed to Phase II, but choose to proceed to Phase II, shall send an email to the CO no later than 4:30pm (EST) the next business day after receipt of the advisory recommendation not to proceed, indicating their intent to participate in Phase II. After the CO receives notice from the Quoter stating its intent to participate in Phase II despite the Government's advisory notification not to proceed, the CO will notify the Quoter and other Phase II participants of the due date for Phase II submissions.

The Government's Phase II notification will be made three (3) business days after Phase I notification, which will include the due date for Phase II written submissions.

Failure to participate in Phase II of the procurement precludes further consideration of a Quoter. Quoter submissions for Phase II will not be accepted from Quoters who have not submitted Phase I quotes by the due date and time stated in this solicitation.

The Government recommends Quoters begin preparation of Phase II quotations only after receipt of the Phase II notification.

1.6 VOLUME II / PHASE II – EVALUATION FACTORS AND INSTRUCTIONS

1.6.1 Tab C, Phase II – Factor 2: Management Approach and Staffing Plan

The Management Approach and Staffing Plan shall describe the proposed staffing approach and appropriate labor mix capable of performing the work contained in the SOW. The staffing approach and labor mix shall be reflective of and fully support the Quoter's technical approach. At a minimum, the Quoter's Management Approach and Staffing Plan shall comprehensively address the following:

- The Quoter's approach to managing and accomplishing performance as outlined in the SOW, including processes for gathering, sharing, and controlling information to meet ICE/HSI objectives.
- The Quoter's policies for managing personnel and financial resources, including the organizational structure, scheduling, and training of personnel to meet SOW requirements.

- The Quoter's ability to resolve issues related to SOW requirements, drawing on experience from similar projects, and ensuring effective communication with Subcontractors/Consultants for work distribution and collaboration.
- The Quoter's Staffing Plan, demonstrating resource allocation, cross-training for peak/emergency situations, and ensuring personnel are equipped to meet SOW tasks.

1.6.2 Tab D, Phase II – Factor 3: Technical Approach

The Quoter shall provide a clear, concise and complete description of the Quoter's understanding of SOW requirements as well as a sound, practical, and feasible approach for accomplishing them. The Quote shall demonstrate:

- The Quoter's understanding of acceptable methods for ensuring the quality of deliverables;
- The Quoter's understanding of network support requirements which includes system administration, systems engineering support, and virtual environment support.
- The Quoter's understanding of the operational support requirements which includes storage administration support and architecture support; and
- The Quoter's understanding of inventory management in an Information Technology network operating environment.

1.6.3 Tab E, Phase II: Acknowledgement of Amendments and Provision / Clause Fill-Ins

Quoters shall provide acknowledgement of all amendments.

Quoters shall respond to provisions/clauses from the RFQ terms and conditions that require the Quoter's response.

The Quoter shall list all price related assumptions and exceptions (if any) under this section. Assumptions identified in other areas of the quote will not be considered. Taking exception to the RFQ may render the Quoter ineligible for award.

1.6.4 Tab F, Phase II: Factor 4: Price

Pricing Narrative: Quoters shall provide a narrative explaining the methodology for the pricing estimates in the Pricing Template. Quoters shall identify the rationale for the labor mix quoted, cross referencing with the Staffing Plan.

Price Template: Quoters shall fill in and complete the Attachment 4 - Pricing Template in Microsoft Excel format in accordance with the following:

- Quoters must input (1) their proposed rates, (2) the rates on their contract for the same or comparable labor categories, (3) the proposed discount off the Quoter's GSA VETS 2 (herein VETS2) contract price represented in dollars, (4) the same discount represented as a percentage, and (5) Contract Access Fee (CAF) percentage.
- If the Quoter is proposing labor categories different from those suggested within the Pricing Template, then the Quoter must identify their proposed alternate VETS2 contract labor categories by typing them into the same cell or adding additional cells. Deviations

from the proposed labor categories must be explained in the Staffing Plan. If the Quoter proposes alternate labor categories than those specified by the Government, the Quoter must provide the qualifications proposed.

- Quoters are strongly encouraged to propose discounted pricing from established prices in its VETS2 Contract. The Government will not establish a Task Order where the basis of pricing uses hourly rates exceeding the pricing listed on its VETS2 Contract.
- All rates shall reflect total compensation for the services in accordance with the Quoter's VETS2 contract.
- Firm Fixed Price (FFP) Order – The Task Order is anticipated to be awarded as an FFP order with cost reimbursable line items. Quoter shall utilize the pricing template to show the build out of the FFP with the labor mix and rates.
- Allowable travel costs will be reimbursed in accordance with Federal Travel Regulations (FTR). For consistency among quotes, a figure of \$50,000.00 has been added to the pricing template. Quoters shall keep this travel figure in the pricing template.

Additional information for Pricing Template:

- All prices shall be rounded to two (2) decimal places, with rounding occurring in individual cells not at the end of calculations. Calculations shall be evenly divisible to the nearest cent by the quantities reflected in the schedule which is considered the unit of issue (i.e., monthly, each, etc.).
- Quoters shall not hide or lock cells in the template.
- Price volumes failing to meet or comply with price quote instructions may be deemed noncompliant. Quoters shall leave the Price Quote Template as an Excel spreadsheet when submitting their price quote.

Note: To assist in the development of the quote, the Government provided the estimated FTE in the pricing template. This is an estimate only and deviations are allowed but should be supported by the staffing approach.

While the Government expects that this Task Order will be awarded based upon adequate price competition, in order to determine that prices are fair and reasonable, the Government reserves the right to request additional information to support proposed prices from the apparent awardee.

2.0 SECTION II: EVALUATION FACTORS AND BASIS OF AWARD

2.1 EVALUATION METHODOLOGY

For evaluation purposes, the Government will assign a confidence rating for Phase I, Factor 1: Corporate Experience, Phase II, Factor 2: Management Approach and Staffing Plan and Phase II, Factor 3: Technical Approach using the following ratings and definitions:

Ratings	Definitions
High Confidence	The Government has high confidence that the Quoter understands the requirement and will be successful in performing the Task Order with little or no Government intervention.
Some Confidence	The Government has some confidence that the Quoter understands the requirement and will be successful in performing the Task Order with some Government intervention.
Low Confidence	The Government has low confidence that the Quoter understands the requirement and will be successful in performing the Task Order with even with Government intervention.

2.1.1 Phase I, Factor 1: Corporate Experience

The Government will evaluate the Quoter's Volume 1: Tab B, Phase I submission to determine if the Quoter demonstrates relevant experience that is comparable to this requirement and if the Quoter's experience will increase or decrease the Government's confidence in the Quoter's ability to successfully perform this requirement.

The Government will consider quotes that demonstrate a greater breadth and depth of experience related to similar projects as indicators increasing the likelihood of successful contract performance. Quoters that demonstrate relevant experience held as a prime may be rated more highly than a Quoter with relevant as a subcontractor.

2.1.2 Phase II, Factor 2: Management Approach and Staffing Plan

The Government will evaluate the Quoter's Volume 2: Tab C, Phase II submission to determine if the quoted approach will increase or decrease the Government's confidence in the Quoter's ability to successfully perform this requirement..

2.1.3 Phase II, Factor 3: Technical Approach

The Government will evaluate the Quoter's Volume 2: Tab D, Phase II submission to determine if the quoted approach will increase or decrease the Government's confidence in the Quoter's ability to successfully perform this requirement.

2.1.4 Phase II, Factor 4: Price

The Government expects to receive price competition through several quotes. The "total evaluated price" for the Task Order will be evaluated for price reasonableness through comparison with other quoted prices and may include FAR 15.404-1 proposal analysis technique methodologies. The Government will establish a "total evaluated price" based on the Attachment 4 – Pricing Template completed by the Quoter. Except when it is determined in accordance with FAR 17.206(b) not to be in the Government's best interests, the Government will evaluate offers or quotations for award purposes by adding the total price for all options to the total price for the basic requirement to determine the total evaluated price. This includes options under FAR 52.217-8, Option to Extend Services, which applies to this solicitation. Evaluation of options will not obligate the Government to exercise the option(s).

Price volumes failing to meet or comply with price Quote instructions may be deemed noncompliant.

Evaluation and Use of Options under FAR 52.217-8. To account for the option periods possible under FAR 52.217-8 (maximum of six months), the Government will evaluate the option to extend services by adding six months of the offeror's final option period price to the offeror's total price. This amount will be the total evaluated price. The Government may choose to exercise the Option to Extend Services at the end of any performance period (base or option periods). Prices for the base and option periods, including the 6-month option available under FAR 52.217-8, will be evaluated to ensure that they are fair and reasonable for performance of the requirements established in the solicitation and as proposed in the technical submission. The price for the effort associated with FAR 52.217-8 will not be included in the total awarded value at contract award. If, at the end of the contract's/order's period of performance (the end of the base period or any option period) and within the time period established in the clause, the Government chooses to exercise this option, the pricing will be pursuant to the rates specified in the contract for the preceding performance period.

2.2 BASIS FOR AWARD

The Government intends to make award to the responsible Quoter whose Quote conforms to the RFQ and represents the best value to the Government, price and non-price factors considered. The Government will make this determination based on the evaluation criteria herein described.

Award may be made to other than the Quoter with the lowest priced Quote, if the Government determines that a price premium is justified by technical merit that exceeds that of the lower priced Quoter. The Government may also award to other than the highest technically rated Quote, if it determines that the price premium is not justified by the degree of technical merit, i.e., the value added by relatively greater technical merit, is not enough to justify the price premium.

2.3 STREAMLINED ORDERING

The procedures of FAR subpart 15.3 shall not apply to this acquisition. The Government does not intend to establish a competitive range, conduct discussions, request Quote revisions, or use any other source selection technique associated with FAR subpart 15.3. Note that the rules regarding vendor communications described in FAR Part 15.3 shall not apply to this acquisition. ICE reserves the right to contact any Quoter at any point to request additional information regarding their Quotes. Once the Government determines the Quoter that is the best-suited (i.e., the apparent successful Quoter), the Government reserves the right to communicate with only that Quoter to address any remaining issues, if necessary, and finalize a Task Order with that Quoter. These issues may include technical and price. If the parties cannot successfully address any remaining issues, as determined pertinent at the sole discretion of the Government, the Government reserves the right to communicate with the next best-suited Quoter based on the original analysis and address any remaining issues. Such interchanges would not be considered negotiations as contemplated under FAR subpart 15.3. Contractors are strongly encouraged to submit their best technical and price Quotes.

2.4 EVALUTION PROCESS

ICE will use the trade-off methodology to determine best value through a two-phased approach for this procurement. ICE will use the following evaluation factors:

Phase I

- Factor 1: Corporate Experience

Phase II

- Factor 2: Management and Staffing Plan
- Factor 3: Technical Approach
- Factor 4: Price

For evaluation purposes, Phase I is more important than Phase II and Phase II's non-price factors are equal to price. All non-price factors, when combined, are significantly more important than Factor 4, Price.

Non-price factors in both Phase I and Phase II will be evaluated using confidence ratings. The confidence ratings to be used are High Confidence, Some Confidence and Low Confidence.

The ratings for Corporate Experience under Phase I evaluation will not be re-evaluated in Phase II, but the ratings assigned to Corporate Experience in Phase I will carry forward for consideration into the Phase II award decision.

A single Task Order will be awarded to the Quoter that presents the overall best value to the Government utilizing a trade-off approach, non-price and price factors considered.