

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

1. DATE OF ORDER 11/29/2010	2. CONTRACT NO (if any) HSHQDC-09-D-00020	6. SHIP TO. a. NAME OF CONSIGNEE Department of Homeland Security
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3. ORDER NO HSSCCG-11-J-00016	4. REQUISITION/REFERENCE NO. SCO-11-008	b. STREET ADDRESS U.S. Citizenship & Immigration Svcs Service Center Operations 20 Massachusetts Avenue, NW, 2nd Fl
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5. ISSUING OFFICE (Address correspondence to) USCIS Contracting Office Department of Homeland Security 70 Kimball Avenue South Burlington VT 05403		c. CITY Washington	d. STATE DC	e. ZIP CODE 20529
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7. TO.	f. SHIP VIA
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a. NAME OF CONTRACTOR LONGVIEW - FEDCONSULTING JV LLC	8. TYPE OF ORDER
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b. COMPANY NAME	<input type="checkbox"/> a. PURCHASE	<input checked="" type="checkbox"/> b. DELIVERY
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c. STREET ADDRESS 11767 ROCKVILLE PIKE		REFERENCE YOUR:	Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.
d. CITY ROCKVILLE	e. STATE MD	f. ZIP CODE 208522701	

9. ACCOUNTING AND APPROPRIATION DATA See Schedule		10. REQUISITIONING OFFICE
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11. BUSINESS CLASSIFICATION (Check appropriate box(es))				12. F.O.B. POINT Destination
<input type="checkbox"/> a. SMALL	<input type="checkbox"/> b. OTHER THAN SMALL	<input type="checkbox"/> c. DISADVANTAGED	<input checked="" type="checkbox"/> d. SERVICE-DISABLED VETERAN-OWNED	
<input type="checkbox"/> e. WOMEN-OWNED	<input type="checkbox"/> f. HUBZone	<input type="checkbox"/> g. EMERGING SMALL BUSINESS		

13. PLACE OF		14. GOVERNMENT B/L NO.	15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date)	16. DISCOUNT TERMS Net 30
a. INSPECTION Destination	b. ACCEPTANCE Destination			

17. SCHEDULE (See reverse for Rejections)

ITEM NO. (a)	SUPPLIES OR SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	DUNS Number: This Task Order is issued under DHS PACTS IDIQ Contract Specified in Block Number 2, Functional Category 2 - Administrative Services. Accounting Info: Continued ...					

18. SHIPPING POINT	19. GROSS SHIPPING WEIGHT	20. INVOICE NO.	17(h) TOTAL (Cont pages) 7(i) GRAND TOTAL
21. MAIL INVOICE TO:			
a. NAME See Invoicing Instructions (b)(4)			
b. STREET ADDRESS (or P.O. Box) on Page 202			
c. CITY	d. STATE	e. ZIP CODE	

22. UNITED STATES OF AMERICA BY (Signature) 	23. NAME (Typed) Ned R. Ross TITLE CONTRACTING/ORDERING OFFICER
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**ORDER FOR SUPPLIES OR SERVICES
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ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
0001	<p>SCDATA0 000 EX 20-02-00-000 26-00-0000-00-00-00-00 GE-25-76-00 0000</p> <p>TRANSITION - Provide transition services as described in the Performance Work Statement (PWS) at section 4.7, in accordance with the Labor Hour Schedule on pages 32 - 33.</p> <p>This CLIN includes all costs incurred by the contractor in the period between contract award and the notice to proceed date of the initial task order. It is expected that this period of performance will not exceed 60 days. (Not Separately Priced)</p>					(b)(4)
0001AA	<p>TRANSITION - Provide transition services as described in the Performance Work Statement (PWS) at section 4.7, in accordance with the Labor Hour Schedule on pages 32 - 33.</p> <p>This CLIN includes all costs incurred by the contractor in the period between contract award and the notice to proceed date of the initial task order. It is expected that this period of performance will not exceed 60 days.</p>					
0001AB	<p>TRANSITION - Provide transition services as described in the Performance Work Statement (PWS) at section 4.7, in accordance with the Labor Hour Schedule on pages 32 - 33.</p> <p>This CLIN includes all costs incurred by the contractor in the period between contract award and the notice to proceed date of the initial task order. It is expected that this period of performance will not exceed 60 days.</p>					
0001AC	<p>TRANSITION - Provide transition services as described in the Performance Work Statement (PWS) at section 4.7, in accordance with the Labor Hour Schedule on pages 32 - 33. Continued ...</p>					

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ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	This CLIN includes all costs incurred by the contractor in the period between contract award and the notice to proceed date of the initial task order. It is expected that this period of performance will not exceed 60 days.					(b)(4)
0002	PROGRAM MANAGEMENT - Provide services described in the PWS at section 4.8. Monthly break-out as described on page 33. (Not Separately Priced)					
0002AA	PROGRAM MANAGEMENT - Provide services at the California Service Center described in the PWS at section 4.8. Monthly break-out as described on page 33.					
0002AB	PROGRAM MANAGEMENT - Provide services at the Vermont Service Center described in the PWS at section 4.8. Monthly break-out as described on page 33.					
0002AC	PROGRAM MANAGEMENT - Provide services at Headquarters described in the PWS at section 4.8. Monthly break-out as described on page 33.					
0002BA	Base Option Period - PROGRAM MANAGEMENT - Provide services at the California Service Center described in the PWS at section 4.8. Monthly break-out as described on page 33. Amount: [redacted] (Option Line Item) Anticipated Exercise Date:					
0002BB	Base Option Period - PROGRAM MANAGEMENT - Provide services at the Vermont Service Center described in the PWS at section 4.8. Monthly break-out as described on page 33. Amount: [redacted] (Option Line Item) Anticipated Exercise Date:					
	Continued ...					

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ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
0002BC	Base Option Period - PROGRAM MANAGEMENT - Provide services at Headquarters described in the PWS at section 4.8. Monthly break-out as described on page 33. Amount: [redacted] (Option Line Item). Anticipated Exercise Date:					(b)(4)
0003	MAIL OPERATIONS SUPPORT - Provide Mail Operations Support in accordance with the PWS at section 4.2. Per piece pricing as provided in schedule on pages 33 - 34. (Not Separately Priced)					
0003AA	MAIL OPERATIONS SUPPORT - Provide Mail Operations Support at the California Service Center in accordance with the PWS at section 4.2. Per piece pricing as provided in schedule on pages 33 - 34.					
0003AB	MAIL OPERATIONS SUPPORT - Provide Mail Operations Support at the Vermont Service Center in accordance with the PWS at section 4.2. Per piece pricing as provided in schedule on pages 33 - 34.					
0003BA	Base Option Period - MAIL OPERATIONS SUPPORT - Provide Mail Operations Support at the California Service Center in accordance with the PWS at section 4.2. Per piece pricing as provided in schedule on pages [redacted] (Option Line Item). Anticipated Exercise Date:					
0003BB	Base Option Period - MAIL OPERATIONS SUPPORT - Provide Mail Operations Support at the Vermont Service Center in accordance with the PWS at section 4.2. Per piece pricing as provided in schedule on pages 33 - 34. Amount: [redacted] (Option Line Item). Anticipated Exercise Date:					
0004	DATA COLLECTION SUPPORT - Provide Data Continued ...					
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ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	Collection Support Services as described in the PWS at section 4.3. Unit pricing as provided in the schedule on pages 34 - 35. (Not Separately Priced)					(b)(4)
0004AA	DATA COLLECTION SUPPORT - Provide Data Collection Support Services at the California Service Center as described in the PWS at section 4.3. Unit pricing as provided in the schedule on pages 34 - 35.					
0004AB	DATA COLLECTION SUPPORT - Provide Data Collection Support Services at the Vermont Service Center as described in the PWS at section 4.3. Unit pricing as provided in the schedule on pages 34 - 35.					
0004BA	Base Option Period - DATA COLLECTION SUPPORT - Provide Data Collection Support Services at the California Service Center as described in the PWS at section 4.3. Unit pricing as provided in the schedule on pages 34 - 35. Amount <input type="text"/> Option Line Item) Anticipated Exercise Date:					
0004BB	Base Option Period - DATA COLLECTION SUPPORT - Provide Data Collection Support Services at the Vermont Service Center as described in the PWS at section 4.3. Unit pricing as provided in the schedule on pages 34 - 35. Amount <input type="text"/> Option Line Item) Anticipated Exercise Date:					
0005	FEE COLLECTION SUPPORT - Provide Fee Collection Support as described in the PWS at section 4.4. Unit Pricing in accordance with the schedule on page 35. (Not Separately Priced)					
0005AA	FEE COLLECTION SUPPORT - Provide Fee Continued ...					

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ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	Collection Support at the California Service Center as described in the PWS at section 4.4. Unit Pricing in accordance with the schedule on page 35.					
0005AB	FEE COLLECTION SUPPORT - Provide Fee Collection Support at the Vermont Service Center as described in the PWS at section 4.4. Unit Pricing in accordance with the schedule on page 35.					(b)(4)
0005BA	Base Option Period - FEE COLLECTION SUPPORT - Provide Fee Collection Support at the California Service Center as described in the PWS at section 4.4. Unit Pricing in accordance with the schedule on page 35. Amount [redacted] (Option Line Item) Anticipated Exercise Date:					
0005BB	Base Option Period - FEE COLLECTION SUPPORT - Provide Fee Collection Support at the Vermont Service Center as described in the PWS at section 4.4. Unit Pricing in accordance with the schedule on page 35. Amount [redacted] (Option Line Item) Anticipated Exercise Date:					
0006	FILE OPERATIONS SUPPORT - Provide File Operations Support as described in the PWS at section 4.5 and in accordance with the labor hour schedule on page 36. (Not Separately Priced)					
0006AA	FILE OPERATIONS SUPPORT - Provide File Operations Support at the California Service Center as described in the PWS at section 4.5 and in accordance with the labor hour schedule on page 36.					
0006AB	FILE OPERATIONS SUPPORT - Provide File Operations Support at the Vermont Service Center as described in the PWS at section 4.5 and in accordance with the labor hour schedule on page 36. Continued ...					

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ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
0006BA	Center as described in the PWS at section 4.5 and in accordance with the labor hour schedule on page 36. Base Option Period - FILE OPERATIONS SUPPORT - Provide File Operations Support at the California Service Center as described in the PWS at section 4.5 and in accordance with the labor hour schedule on page 36. Amount: [REDACTED] Option Line Item) Anticipated Exercise Date:					(b)(4)
0006BB	Base Option Period - FILE OPERATIONS SUPPORT - Provide File Operations Support at the Vermont Service Center as described in the PWS at section 4.5 and in accordance with the labor hour schedule on page 36. Amount: [REDACTED] Option Line Item) Anticipated Exercise Date:					
0007	FDNS DATA COLLECTION SUPPORT FOR CFDO - Provide FDNS Data Collection Support for CFDO in accordance with the PWS at section 4.6.1. Unit pricing in accordance with the pricing schedule on page 37. (Not Separately Priced)					
0007AA	FDNS DATA COLLECTION SUPPORT FOR CFDO - Provide FDNS Data Collection Support at the California Service Center for CFDO in accordance with the PWS at section 4.6.1. Unit pricing in accordance with the pricing schedule on page 37.					
0007AB	FDNS DATA COLLECTION SUPPORT FOR CFDO - Provide FDNS Data Collection Support at the Vermont Service Center for CFDO in accordance with the PWS at section 4.6.1. Unit pricing in accordance with the pricing schedule on page 37.					
	Continued ...					

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ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
0007BA	Base Option Period - FDNS DATA COLLECTION SUPPORT FOR CFDO - Provide FDNS Data Collection Support at the California Service Center for CFDO in accordance with the PWS at section 4.6.1. Unit pricing in accordance with the pricing schedule on page 37. Amount [redacted] (Option Line Item) Anticipated Exercise Date:					(b)(4)
0007BB	Base Option Period - FDNS DATA COLLECTION SUPPORT FOR CFDO - Provide FDNS Data Collection Support at the Vermont Service Center for CFDO in accordance with the PWS at section 4.6.1. Unit pricing in accordance with the pricing schedule on page 37. Amount [redacted] (Option Line Item) Anticipated Exercise Date:					
0008	FDNS FILE OPERATIONS SUPPORT FOR CFDO - Provide FDNS File Operation Support for CFDO in accordance with the PWS at section 4.6.2 and in accordance with the labor hour schedule on page 37. (Not Separately Priced)					
0008AA	FDNS FILE OPERATIONS SUPPORT FOR CFDO - Provide FDNS File Operation Support at the California Service Center for CFDO in accordance with the PWS at section 4.6.2 and in accordance with the labor hour schedule on page 37.					
0008AB	FDNS FILE OPERATIONS SUPPORT FOR CFDO - Provide FDNS File Operation Support at the Vermont Service Center for CFDO in accordance with the PWS at section 4.6.2 and in accordance with the labor hour schedule on page 37.					
0008BA	Base Option Period - FDNS FILE OPERATIONS SUPPORT FOR CFDO - Provide FDNS File Continued ...					
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ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
0008BB	<p>Operation Support at the California Service Center for CFDO in accordance with the PWS at section 4.6.2 and in accordance with the labor hour schedule on page 37. Amount [redacted] (Option Line Item) Anticipated Exercise Date:</p> <p>Base Option Period - FDNS FILE OPERATIONS SUPPORT FOR CFDO - Provide FDNS File Operation Support at the Vermont Service Center for CFDO in accordance with the PWS at section 4.6.2 and in accordance with the labor hour schedule on page 37. (b)(4) Amount [redacted] (Option Line Item) Anticipated Exercise Date:</p>					
0009	<p>FDNS DATA COLLECTION SUPPORT FOR ASVVP - Provide FDNS Data Collection Support for ASVVP in accordance with the PWS at section 4.6.1. Unit pricing in accordance with the pricing schedule on page 38. (Not Separately Priced)</p>					
0009AA	<p>FDNS DATA COLLECTION SUPPORT FOR ASVVP - Provide FDNS Data Collection Support for the California Service Center for ASVVP in accordance with the PWS at section 4.6.1. Unit pricing in accordance with the pricing schedule on page 38.</p>					
0009AB	<p>FDNS DATA COLLECTION SUPPORT FOR ASVVP - Provide FDNS Data Collection Support at the Vermont Service Center for ASVVP in accordance with the PWS at section 4.6.1. Unit pricing in accordance with the pricing schedule on page 38.</p>					
0009BA	<p>Base Option Period - FDNS DATA COLLECTION SUPPORT FOR ASVVP - Provide FDNS Data Collection Support at the California Service Center for ASVVP in accordance with the PWS at section 4.6.1. Unit pricing in accordance with the pricing schedule on page 38. Continued ...</p>					

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ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	Amount [redacted] Option Line Item) Anticipated Exercise Date:					
0009BB	Base Option Period - FDNS DATA COLLECTION SUPPORT FOR ASVVP - Provide FDNS Data Collection Support at the Vermont Service Center for ASVVP in accordance with the PWS at section 4.6.1. Unit pricing in accordance with the pricing schedule on page 38. Amount [redacted] Option Line Item) Anticipated Exercise Date: (b)(4)					
0010	FDNS FILE OPERATIONS SUPPORT FOR ASVVP - Provide FDNS File Operation Support for ASVVP in accordance with the PWS at section 4.6.2 and in accordance with the labor hour schedule on pages 38 and 39. (Not Separately Priced)					
0010AA	FDNS FILE OPERATIONS SUPPORT FOR ASVVP - Provide FDNS File Operation Support at the California Service Center for ASVVP in accordance with the PWS at section 4.6.2 and in accordance with the labor hour schedule on pages 38 and 39.					
0010AB	FDNS FILE OPERATIONS SUPPORT FOR ASVVP - Provide FDNS File Operation Support at the Vermont Service Center for ASVVP in accordance with the PWS at section 4.6.2 and in accordance with the labor hour schedule on pages 38 and 39.					
0010BA	Base Option Period - FDNS FILE OPERATIONS SUPPORT FOR ASVVP - Provide FDNS File Operation Support at the California Service Center for ASVVP in accordance with the PWS at section 4.6.2 and in accordance with the labor hour schedule on pages 38 and 39. Amount [redacted] Option Line Item) Anticipated Exercise Date:					
0010BB	Base Option Period - FDNS FILE OPERATIONS Continued ...					
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ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	SUPPORT FOR ASVVP - Provide FDNS File Operation Support at the Vermont Service Center for ASVVP in accordance with the PWS at section 4.6.2 and in accordance with the labor hour schedule on pages 38 and 39. Amount: [redacted] (Option Line Item) Anticipated Exercise Date:					
0011	TRANSITION OUT - Upon completion of the authorized period of performance for this task order, including exercise of options, the Contracting Officer may issue a modification to authorize, establish, price, and fund the transition activity of the outgoing Contractor under this CLIN, in accordance with FAR 52.237-3, "Continuity of Services." The activities will include the requirements stated in the Performance Work Statement (PWS) and those required by FAR 52.237-3. (Not Separately Priced) (b)(4)					
1002	OPTION YEAR 1 - CORP HEADQUARTERS PROGRAM MANAGEMENT - Provide services described in the PWS at section 4.8. Monthly break-out as described on page 39. Amount: [redacted] (Option Line Item) Anticipated Exercise Date: 10/31/2011 (Not Separately Priced)					
1002AA	OPTION YEAR 1 - PROGRAM MANAGEMENT - Provide services at the California Service Center described in the PWS at section 4.8. Monthly break-out as described on page 39. Amount: [redacted] (Option Line Item) Anticipated Exercise Date:					
1002AB	OPTION YEAR 1 - PROGRAM MANAGEMENT - Provide services at the Vermont Service Center described in the PWS at section 4.8. Monthly break-out as described on page 39. Amount: [redacted] (Option Line Item) Anticipated Exercise Date:					
	Continued ...					

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ITEM NO. (e)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
1002AC	OPTION YEAR 1 - PROGRAM MANAGEMENT - Provide services at Headquarters described in the PWS at section 4.8. Monthly break-out as described on page 39. Amount: [REDACTED] Option Line Item) Anticipated Exercise Date:					
1003	OPTION YEAR 1 - MAIL OPERATIONS SUPPORT - Provide Mail Operations Support in accordance with the PWS at section 4.2. Per piece pricing as provided in schedule on page 39. (b)(4) Amount: [REDACTED] Option Line Item) Anticipated Exercise Date:10/31/2011 (Not Separately Priced)					
1003AA	OPTION YEAR 1 - MAIL OPERATIONS SUPPORT - Provide Mail Operation Support at the California Service Center in accordance with the PWS at section 4.2. Per piece pricing as provided in schedule on page 39. Amount: [REDACTED] Option Line Item) Anticipated Exercise Date:					
1003AB	OPTION YEAR 1 - MAIL OPERATIONS SUPPORT - Provide Mail Operation Support at the Vermont Service Center in accordance with the PWS at section 4.2. Per piece pricing as provided in schedule on page 39. Amount: [REDACTED] Option Line Item) Anticipated Exercise Date:					
1004	OPTION YEAR 1.- DATA COLLECTION SUPPORT - Provide Data Collection Support Services as described in the PWS at section 4.3. Unit pricing as provided in the schedule on pages 39 - 40. Amount: [REDACTED] Option Line Item) Anticipated Exercise Date:10/31/2011 (Not Separately Priced)					
1004AA	OPTION YEAR 1 - DATA COLLECTION SUPPORT - Provide Data Collection Support Services at Continued....					

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ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	the California Service Center as described in the PWS at section 4.3. Unit pricing as provided in the schedule on pages 39 - 40. Amount: [redacted] Option Line Item) Anticipated Exercise Date:					
1004AB	OPTION YEAR 1 - DATA COLLECTION SUPPORT - Provide Data Collection Support Services at the Vermont Service Center as described in the PWS at section 4.3. Unit pricing as provided in the schedule on pages 39 - 40. Amount: [redacted] Option Line Item) (b)(4) Anticipated Exercise Date:					
1005	OPTION YEAR 1 - FEE COLLECTION SUPPORT - Provide Fee Collection Support as describe in the PWS at section 4.4. Unit Pricing in accordance with the schedule on page 40. Amount: [redacted] Option Line Item) Anticipated Exercise Date:10/31/2011 (Not Separately Priced)					
1005AA	OPTION YEAR 1 - FEE COLLECTION SUPPORT - Provide Fee Collection Support at the California Service Center as described in the PWS at section 4.4. Unit Pricing in accordance with the schedule on page 40. Amount: [redacted] Option Line Item) Anticipated Exercise Date:					
1005AB	OPTION YEAR 1 - FEE COLLECTION SUPPORT - Provide Fee Collection Support at the Vermont Service Center as described in the PWS at section 4.4. Unit Pricing in accordance with the schedule on page 40. Amount: [redacted] Option Line Item) Anticipated Exercise Date:					
1006	OPTION YEAR 1 - FILE OPERATIONS SUPPORT - Provide File Operations Support as described in the PWS at section 4.5 and in accordance with the labor hour schedule on page 41. Amount: [redacted] Option Line Item) Continued ...					

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ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	Anticipated Exercise Date:10/31/2011 (Not Separately Priced)					
1006AA	OPTION YEAR 1 - FILE OPERATIONS SUPPORT - Provide File Operations Support at the California Service Center as described in the PWS at section 4.5 and in accordance with the labor hour schedule on page 41. Amount: [REDACTED] Option Line Item) Anticipated Exercise Date: (b)(4)					
1006AB	OPTION YEAR 1 - FILE OPERATIONS SUPPORT - Provide File Operations Support at the Vermont Service Center as described in the PWS at section 4.5 and in accordance with the labor hour schedule on page 41. Amount: [REDACTED] Option Line Item) Anticipated Exercise Date:					
1007	OPTION YEAR 1 - FDNS DATA COLLECTION SUPPORT FOR CFDO - Provide FDNS Data Collection Support for CFDO in accordance with the PWS at section 4.6.1. Unit pricing in accordance with the pricing schedule on page 42. Amount [REDACTED] Option Line Item) Anticipated Exercise Date:10/31/2011 (Not Separately Priced)					
1007AA	OPTION YEAR 1 - FDNS DATA COLLECTION SUPPORT FOR CFDO - Provide FDNS Data Collection Support at the California Service Center for CFDO in accordance with the PWS at section 4.6.1. Unit pricing in accordance with the pricing schedule on page 42 Amount [REDACTED] Option-Line Item) Anticipated Exercise Date:					
1007AB	OPTION YEAR 1 - FDNS DATA COLLECTION SUPPORT FOR CFDO - Provide FDNS Data Collection Support at the Vermont Service Center for CFDO in accordance with the PWS at section 4.6.1. Unit pricing in Continued ...					

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**ORDER FOR SUPPLIES OR SERVICES
SCHEDULE - CONTINUATION**

PAGE NO

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

DATE OF ORDER 11/29/2010	CONTRACT NO. HSHQDC-09-D-00020	ORDER NO. HSSCCG-11-J-00016
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ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	accordance with the pricing schedule on page 42. Amount: [redacted] (Option Line Item) Anticipated Exercise Date: (b)(4)					
1008	OPTION YEAR 1 - FDNS FILE OPERATIONS SUPPORT FOR CFDO - Provide FDNS File Operations Support for CFDO in accordance with the PWS at section 4.6.2 and in accordance with the labor hour schedule on page 42. Amount: [redacted] (Option Line Item) Anticipated Exercise Date: 10/31/2011 (Not Separately Priced)					
1008AA	OPTION YEAR 1 - FDNS FILE OPERATIONS SUPPORT FOR CFDO - Provide FDNS File Operations Support at the California Service Center for CFDO in accordance with the PWS at section 4.6.2 and in accordance with the labor hour schedule on page 42. Amount: [redacted] (Option Line Item) Anticipated Exercise Date:					
1008AB	OPTION YEAR 1 - FDNS FILE OPERATIONS SUPPORT FOR CFDO - Provide FDNS File Operations Support at the Vermont Service Center for CFDO in accordance with the PWS at section 4.6.2 and in accordance with the labor hour schedule on page 42. Amount: [redacted] (Option Line Item) Anticipated Exercise Date:					
1009	OPTION YEAR 1 - FDNS DATA COLLECTION SUPPORT FOR ASVVP - Provide FDNS Data Collections Support for ASVVP in accordance with the PWS at section 4.6.1. Unit pricing in accordance with the pricing schedule on pages 42 - 43. Amount: [redacted] (Option Line Item) Anticipated Exercise Date: 10/31/2011 (Not Separately Priced)					
1009AA	OPTION YEAR 1 - FDNS DATA COLLECTION SUPPORT FOR ASVVP - Provide FDNS Data Collections Support at the California Continued ...					

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**ORDER FOR SUPPLIES OR SERVICES
SCHEDULE - CONTINUATION**

PAGE NO

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

DATE OF ORDER 11/29/2010	CONTRACT NO. HSHQDC-09-D-00020	ORDER NO. HSSCCG-11-J-00016
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ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	Service Center for ASVVP in accordance with the PWS at section 4.6.1. Unit pricing in accordance with the pricing schedule on pages 42 - 43. Amount: [REDACTED] (Option Line Item) Anticipated Exercise Date:					(b)(4)
1009AB	OPTION YEAR 1 - FDNS DATA COLLECTION SUPPORT FOR ASVVP - Provide FDNS Data Collections Support at the Vermont Service Center for ASVVP in accordance with the PWS at section 4.6.1. Unit pricing in accordance with the pricing schedule on pages 42 - 43. Amount: [REDACTED] (Option Line Item) Anticipated Exercise Date:					
1010	OPTION YEAR 1 - FDNS FILE OPERATIONS SUPPORT FOR ASVVP - Provide FDNS File Operations Support for ASVVP in accordance with the PWS at section 4.6.2 and in accordance with the labor hour schedule on page 43. Amount: [REDACTED] (Option Line Item) Anticipated Exercise Date: 10/31/2011 (Not Separately Priced)					
1010AA	OPTION YEAR 1 - FDNS FILE OPERATIONS SUPPORT FOR ASVVP - Provide FDNS File Operations Support at the California Service Center for ASVVP in accordance with the PWS at section 4.6.2 and in accordance with the labor hour schedule on page 43. Amount: [REDACTED] (Option Line Item) Anticipated Exercise Date:					
1010AB	OPTION YEAR 1 - FDNS FILE OPERATIONS SUPPORT FOR ASVVP - Provide FDNS File Operations Support for ASVVP at the Vermont Service Center in accordance with the PWS at section 4.6.2 and in accordance with the labor hour schedule on page 43. Amount: [REDACTED] (Option Line Item) Anticipated Exercise Date:					
	Continued ...					

TOTAL CARRIED FORWARD TO 1ST PAGE (ITEM 17(H))

**ORDER FOR SUPPLIES OR SERVICES
SCHEDULE - CONTINUATION**

PAGE NO

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

DATE OF ORDER 11/29/2010	CONTRACT NO. HSHQDC-09-D-00020	ORDER NO. HSSCCG-11-J-00016
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ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED (g)
1011	<p>OPTION YEAR 1 - TRANSITION OUT - Upon completion of the authorized period of performance for this task order, including exercise of options, the Contracting Officer may issue a modification to authorize, establish, price, and fund the transition activity of the outgoing Contractor under this CLIN, in accordance with FAR 52.237-3, "Continuity of Services." The activities will include the requirements stated in the Performance Work Statement (PWS) and those required by FAR 52.237-3.</p> <p>Amount: [redacted] (Option Line Item) Anticipated Exercise Date: 10/31/2011 (Not Separately Priced) (b)(4)</p>					
2002	<p>OPTION YEAR 2 - PROGRAM MANAGEMENT - Provide services described in the PWS at section 4.8. See Schedule on page 44. Amount: [redacted] (Option Line Item) Anticipated Exercise Date: 10/31/2012 (Not Separately Priced)</p>					
2002AA	<p>OPTION YEAR 2 - PROGRAM MANAGEMENT - Provide services at the California Service Center described in the PWS at section 4.8. See Pricing Schedule on page 44. Amount: [redacted] (Option Line Item) Anticipated Exercise Date:</p>					
2002AB	<p>OPTION YEAR 2 - PROGRAM MANAGEMENT - Provide services at the Vermont Service Center described in the PWS at section 4.8. See Pricing Schedule on page 44. Amount: [redacted] (Option Line Item) Anticipated Exercise Date:</p>					
2002AC	<p>OPTION YEAR 2 - PROGRAM MANAGEMENT - Provide services at Headquarters described in the PWS at section 4.8. See Pricing Schedule on page 44. Amount: [redacted] (Option Line Item) Continued ...</p>					

TOTAL CARRIED FORWARD TO 1ST PAGE (ITEM 17(H))

**ORDER FOR SUPPLIES OR SERVICES
SCHEDULE - CONTINUATION**

PAGE NO

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

DATE OF ORDER 11/29/2010	CONTRACT NO. HSHQDC-09-D-00020	ORDER NO. HSSCCG-11-J-00016
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ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	Anticipated Exercise Date:					
2003	OPTION YEAR 2 - MAIL OPERATIONS SUPPORT - Provide Mail Operations Support in accordance with the PWS at section 4.2. Per piece pricing as provided in schedule on page 44. Amount: [redacted] Option Line Item) Anticipated Exercise Date:10/31/2012 (Not Separately Priced)					
2003AA	OPTION YEAR 2 - MAIL OPERATIONS SUPPORT - Provide Mail Operations Support at the California Service Center in accordance with the PWS at section 4.2. Per piece pricing as provided in schedule on page 44. Amount: [redacted] Option Line Item) Anticipated Exercise Date: (b)(4)					
2003AB	OPTION YEAR 2 - MAIL OPERATIONS SUPPORT - Provide Mail Operation Support at the Vermont Service Center in accordance with the PWS at section 4.2. Per piece pricing as provided in schedule on page 44. Amount: [redacted] Option Line Item) Anticipated Exercise Date:					
2004	OPTION YEAR 2 - DATA COLLECTION SUPPORT - Provide Data Collection Support Services as described in the PWS at section 4.3. Unit pricing as provided in the schedule on pages 44 - 45. Amount: [redacted] Option Line Item) Anticipated Exercise Date:10/31/2012 (Not Separately Priced)					
2004AA	OPTION YEAR 2 - DATA COLLECTION SUPPORT - Provide Data Collection Support Services at the California Service Center as described in the PWS at section 4.3. Unit pricing as provided in the schedule on pages 44 - 45. Amount: [redacted] Option Line Item) Anticipated Exercise Date: Continued ...					

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**ORDER FOR SUPPLIES OR SERVICES
SCHEDULE - CONTINUATION**

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

DATE OF ORDER 11/29/2010	CONTRACT NO. HSHQDC-09-D-00020	ORDER NO. HSSCCG-11-J-00016
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ITEM NO. (e)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
2004AB	OPTION YEAR 2 - DATA COLLECTION SUPPORT - Provide Data Collection Support Services at the Vermont Service Center as described in the PWS at section 4.3. Unit pricing as provided in the schedule on pages 44 - 45. Amount: [redacted] Option Line Item) Anticipated Exercise Date:					
2005	OPTION YEAR 2 - FEE COLLECTION SUPPORT - Provide Fee Collection Support as described in the PWS at section 4.4. Unit Pricing in accordance with the schedule on pages 45 - 46. Amount: [redacted] Option Line Item) Anticipated Exercise Date:10/31/2012 (Not Separately Priced) (b)(4)					
2005AA	OPTION YEAR 2 - FEE COLLECTION SUPPORT - Provide Fee Collection Support at the California Service Center as described in the PWS at section 4.4. Unit Pricing in accordance with the schedule on pages 45 - 46. Amount: [redacted] Option Line Item) Anticipated Exercise Date:					
2005AB	OPTION YEAR 2 - FEE COLLECTION SUPPORT - Provide Fee Collection Support at the Vermont Service Center as described in the PWS at section 4.4. Unit Pricing in accordance with the schedule on pages 45 - 46. Amount: [redacted] Option Line Item) Anticipated Exercise Date:					
2006	OPTION YEAR 2 - FILE OPERATIONS SUPPORT - Provide File Operations Support as described in the PWS at section 4.5 and in accordance with the labor hour schedule on pages 46 - 47. Amount: [redacted] Option Line Item) Anticipated Exercise Date:10/31/2012 (Not Separately Priced)					
Continued ...						
TOTAL CARRIED FORWARD TO 1ST PAGE (ITEM 17(H))						

ORDER FOR SUPPLIES OR SERVICES
SCHEDULE - CONTINUATION

PAGE NO

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

DATE OF ORDER 11/29/2010	CONTRACT NO. HSHQDC-09-D-00020	ORDER NO. HSSCCG-11-J-00016
-----------------------------	-----------------------------------	--------------------------------

ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
2006AA	<p>OPTION YEAR 2 - FILE OPERATIONS SUPPORT Provide File Operations Support at the California Service Center as described in the PWS at section 4.5 and in accordance with the labor hour schedule on pages 46 47. Amount [redacted] Option Line Item) Anticipated Exercise Date:</p>					
2006AB	<p>OPTION YEAR 2 - FILE OPERATIONS SUPPORT Provide File Operations Support at the Vermont Service Center as described in the PWS at section 4.5 and in accordance with the labor hour schedule on pages 46 - 47 Amount [redacted] Option Line Item) Anticipated Exercise Date: (b)(4)</p>					
2007	<p>OPTION YEAR 2 - FDNS DATA COLLECTION SUPPORT FOR CFDO - Provide FDNS Data Collection Support for CFDO in accordance with the PWS at section 4.6.1. Unit price in accordance with the pricing schedule on page 47 Amount [redacted] Option Line Item) Anticipated Exercise Date:10/31/2012 (Not Separately Priced)</p>					
2007AA	<p>OPTION YEAR 2 - FDNS DATA COLLECTION SUPPORT FOR CFDO - Provide FDNS Data Collection Support at the California Service Center for CFDO in accordance with the PWS at section 4.6.1. Unit pricing in accordance with the pricing schedule on page 47 Amount [redacted] Option Line Item) Anticipated Exercise Date:</p>					
2007AB	<p>OPTION YEAR 2 - FDNS DATA COLLECTION SUPPORT FOR CFDO - Provide FDNS Data Collection Support at the Vermont Service Center for CFDO in accordance with the PWS at section 4.6.1. Unit pricing in accordance with the pricing schedule on page 47. Continued ...</p>					

TOTAL CARRIED FORWARD TO 1ST PAGE (ITEM 17(H))

**ORDER FOR SUPPLIES OR SERVICES
SCHEDULE - CONTINUATION**

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

DATE OF ORDER 11/29/2010	CONTRACT NO. HSHQDC-09-D-00020	ORDER NO. HSSCCG-11-J-00016
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ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
2008	Amount: [redacted] (Option Line Item) Anticipated Exercise Date: [redacted] OPTION YEAR 2 - FDNS FILE OPERATIONS SUPPORT FOR CFDO - Provide FDNS File Operations Support for CFDO in accordance with the PWS at section 4.6.2 and in accordance with the labor hour schedule on page 47. Amount: [redacted] (Option Line Item) Anticipated Exercise Date: 10/31/2012 (Not Separately Priced) (b)(4)					
2008AA	OPTION YEAR 2 - FDNS FILE OPERATIONS SUPPORT FOR CFDO - Provide FDNS File Operations Support at the California Service Center for CFDO in accordance with the PWS at section 4.6.2 and in accordance with the labor hour schedule on page 47. Amount: [redacted] (Option Line Item) Anticipated Exercise Date: [redacted]					
2008AB	OPTION YEAR 2 - FDNS FILE OPERATIONS SUPPORT FOR CFDO - Provide FDNS File Operations Support at the Vermont Service Center for CFDO in accordance with the PWS at section 4.6.2 and in accordance with the labor hour schedule on page 47. Amount: [redacted] (Option Line Item) Anticipated Exercise Date: [redacted]					
2009	OPTION YEAR 2 - FDNS DATA COLLECTION SUPPORT FOR ASVVP - Provide FDNS Data Collection Support for ASVVP in accordance with the PWS at section 4.6.1. Unit pricing in accordance with the pricing schedule on page 48. Amount: [redacted] (Option Line Item) Anticipated Exercise Date: 10/31/2012 (Not Separately Priced)					
2009AA	OPTION YEAR 2 - FDNS DATA COLLECTION SUPPORT FOR ASVVP - Provide FDNS Data Collection Support at the California Service Center for ASVVP in accordance with the PWS at section 4.6.1. Unit pricing in Continued ...					

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**ORDER FOR SUPPLIES OR SERVICES
SCHEDULE - CONTINUATION**

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

DATE OF ORDER 11/29/2010	CONTRACT NO. HSHQDC-09-D-00020	ORDER NO. HSSCCG-11-J-00016
-----------------------------	-----------------------------------	--------------------------------

ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
2009AB	<p>accordance with the pricing schedule on page 48. Amount: [REDACTED] (Option Line Item) Anticipated Exercise Date:</p> <p>OPTION YEAR 2 - FDNS DATA COLLECTION SUPPORT FOR ASVVP - Provide FDNS Data Collection Support at the Vermont Service Center for ASVVP in accordance with the PW at section 4.6.1. Unit pricing in accordance with the pricing schedule on page 48. Amount: [REDACTED] (Option Line Item) Anticipated Exercise Date: (b)(4)</p>					
2010	<p>OPTION YEAR 2 - FDNS FILE OPERATIONS SUPPORT FOR ASVVP - Provide FDNS File Operations Support for ASVVP in accordance with the PWS at section 4.6.2 and in accordance with the labor hour schedule on page 48. Amount: [REDACTED] (Option Line Item) Anticipated Exercise Date: 10/31/2012 (Not Separately Priced)</p>					
2010AA	<p>OPTION YEAR 2 - FDNS FILE OPERATIONS SUPPORT FOR ASVVP - Provide FDNS File Operations Support at the California Service Center for ASVVP in accordance with the PWS at section 4.6.2 and in accordance with the [REDACTED] schedule on page 48. Amount: [REDACTED] (Option Line Item) Anticipated Exercise Date:</p>					
2010AB	<p>OPTION YEAR 2 - FDNS FILE OPERATIONS SUPPORT FOR ASVVP - Provide FDNS File Operations Support at the Vermont Service Center for ASVVP in accordance with the PW at section 4.6.2 and in accordance with the labor hour schedule on page 48. Amount: [REDACTED] (Option Line Item) Anticipated Exercise Date:</p>					
2011	<p>OPTION YEAR 2 - TRANSITION OUT - Upon completion of the authorized period of performance for this task order, including Continued ...</p>					

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**ORDER FOR SUPPLIES OR SERVICES
SCHEDULE - CONTINUATION**

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

DATE OF ORDER
11/29/2010

CONTRACT NO.
HSHQDC-09-D-00020

ORDER NO.
HSSCCG-11-J-00016

ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	exercise of options, the Contracting Officer may issue a modification to authorize, establish, price, and fund the transition activity of the outgoing Contractor under this CLIN, in accordance with FAR 52.237-3, "Continuity of Services." The activities will include the requirements stated in the Performance Work Statement (PWS) and those required by FAR 52.237-3. Amount: [redacted] (Option Line Item) Anticipated Exercise Date: 10/31/2012 (Not Separately Priced)					
3002	OPTION YEAR 3 - PROGRAM MANAGEMENT - Provide services described in the PWS at section 4.8. For Pricing See Schedule at page 49. Amount: [redacted] (Option Line Item) Anticipated Exercise Date: 10/31/2013 (Not Separately Priced)		(b) (4)			
3002AA	OPTION YEAR 3 - PROGRAM MANAGEMENT - Provide services at the California Service Center as described in the PWS at section 4.8. For Pricing See Schedule at page 49. Amount: [redacted] (Option Line Item) Anticipated Exercise Date:					
3002AB	OPTION YEAR 3 - PROGRAM MANAGEMENT - Provide services at the Vermont Service Center as described in the PWS at section 4.8. For Pricing See Schedule at page 49. Amount: [redacted] (Option Line Item) Anticipated Exercise Date:					
3002AC	OPTION YEAR 3 - PROGRAM MANAGEMENT - Provide services at Headquarters as described in the PWS at section 4.8. For Pricing See Schedule at page 49. Amount: [redacted] (Option Line Item) Anticipated Exercise Date:					
	Continued ...					

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**ORDER FOR SUPPLIES OR SERVICES
SCHEDULE - CONTINUATION**

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

DATE OF ORDER 11/29/2010	CONTRACT NO. HSHQDC-09-D-00020	ORDER NO. HSSCCG-11-J-00016
-----------------------------	-----------------------------------	--------------------------------

ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
3003	OPTION YEAR 3 - MAIL OPERATIONS SUPPORT - Provide Mail Operation Support at the California Service Center in accordance with the PWS at section 4.2.- Per piece pricing as provided in schedule on pages 49. Amount: [redacted] Option Line Item) Anticipated Exercise Date:10/31/2012 (Not Separately Priced)				[redacted]	
3003AA	OPTION YEAR 3 - MAIL OPERATIONS SUPPORT - Provide Mail Operations Support at the California Service Center in accordance with the PWS at section 4.2. Per piece pricing as provided in schedule on page 49. Amount: [redacted] Option Line Item) Anticipated Exercise Date:10/31/2012			(b)(4)		
3003AB	OPTION YEAR 3 - MAIL OPERATIONS SUPPORT - Provide Mail Operations Support at the Vermont Service Center in accordance with the PWS at section 4.2. Per piece pricing as provided in schedule on page 49. Amount: [redacted] Option Line Item) Anticipated Exercise Date:10/31/2012					
3004	OPTION YEAR 3 - DATA COLLECTION SUPPORT - Provide Data Collection Support Services as described in the PWS at section 4.3. Unit pricing as provided in the schedule on pages 49 - 50. Amount: [redacted] Option Line Item) Anticipated Exercise Date:10/31/2013 (Not Separately Priced)					
3004AA	OPTION YEAR 3 - DATA COLLECTION SUPPORT - Provide Data Collection Support Services at the California Service Center as described in the PWS at section 4.3. Unit pricing as provided in the schedule on pages 49 - 50. Amount: [redacted] Option Line Item) Anticipated Exercise Date:10/31/2013					
3004AB	OPTION YEAR 3 - DATA COLLECTION SUPPORT - Continued ...					
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**ORDER FOR SUPPLIES OR SERVICES
SCHEDULE - CONTINUATION**

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

DATE OF ORDER 11/29/2010	CONTRACT NO. HSHQDC-09-D-00020	ORDER NO. HSSCCG-11-J-00016
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ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	Provide Data Collection Support Services at the Vermont Service Center as described in the PWS at section 4.3. Unit pricing as provided in the schedule on pages 49 - 50. Amount [redacted] Option Line Item) Anticipated Exercise Date:10/31/2013					
3005	OPTION YEAR 3 - FEE COLLECTION SUPPORT - Provide Fee Collection Support as described in the PWS at section 4.4. Unit Pricing in accordance with the schedule on page 50. Amount [redacted] Option Line Item) Anticipated Exercise Date:10/31/2013 (Not Separately Priced) (b)(4)					
3005AA	OPTION YEAR 3 - FEE COLLECTION SUPPORT - Provide Fee Collection Support at the California Service Center as described in the PWS at section 4.4. Unit Pricing in accordance with the schedule on page 50. Amount [redacted] Option Line Item) Anticipated Exercise Date:10/31/2013					
3005AB	OPTION YEAR 3 - FEE COLLECTION SUPPORT - Provide Fee Collection Support at the Vermont Service Center as described in the PWS at section 4.4. Unit Pricing in accordance with the schedule on page 50. Amount [redacted] Option Line Item) Anticipated Exercise Date:10/31/2013					
3006	OPTION YEAR 3 - FILE OPERATIONS SUPPORT - Provide File Operations Support as described in the PWS at section 4.5 and in accordance with the labor hour schedule on page 51. Amount [redacted] Option Line Item) Anticipated Exercise Date:10/31/2013 (Not Separately Priced)					
3006AA	OPTION YEAR 3 - FILE OPERATIONS SUPPORT - Provide File Operations Support at the California Service Center as described in the PWS at section 4.5 and in accordance with the labor hour schedule on page 51. Continued ...					
TOTAL CARRIED FORWARD TO 1ST PAGE (ITEM 17(H))						

**ORDER FOR SUPPLIES OR SERVICES
SCHEDULE - CONTINUATION**

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

DATE OF ORDER 11/29/2010	CONTRACT NO. HSHQDC-09-D-00020	ORDER NO. HSSCCG-11-J-00016
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ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	Amount: [redacted] Option Line Item) Anticipated Exercise Date:10/31/2013					
3006AB	OPTION YEAR 3 - FILE OPERATIONS SUPPORT - Provide File Operations Support at the Vermont Service Center as described in the PWS at section 4.5 and in accordance with the latest pricing schedule on page 51. Amount: [redacted] Option Line Item) Anticipated Exercise Date:10/31/2013					
3007	OPTION YEAR 3 - FDNS DATA COLLECTION SUPPORT FOR CFDO - Provide FDNS Data Collection Support for CFDO in accordance with the PWS at section 4.6.1. Unit pricing in accordance with the pricing schedule on page 52 Amount: [redacted] Option Line Item) Anticipated Exercise Date:10/31/2013 (Not Separately Priced)					
3007AA	OPTION YEAR 3 - FDNS DATA COLLECTION SUPPORT FOR CFDO - Provide FDNS Data Collection Support at the California Service Center for CFDO in accordance with the PWS at section 4.6.1. Unit pricing in accordance with the pricing schedule on page 52 Amount: [redacted] Option Line Item) Anticipated Exercise Date:10/31/2013					
3007AB	OPTION YEAR 3 - FDNS DATA COLLECTION SUPPORT FOR CFDO - Provide FDNS Data Collection Support at the Vermont Service Center for CFDO in accordance with the PWS at section 4.6.1. Unit pricing in accordance with the pricing schedule on page 52 Amount: [redacted] Option Line Item) Anticipated Exercise Date:10/31/2013					
3008	OPTION YEAR 3 - FDNS FILE OPERATIONS SUPPORT FOR CFDO - Provide FDNS File Operations Support for CFDO in accordance Continued ...					

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**ORDER FOR SUPPLIES OR SERVICES
SCHEDULE - CONTINUATION**

PAGE NO

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

DATE OF ORDER 11/29/2010	CONTRACT NO. HSHQDC-09-D-00020	ORDER NO. HSSCCG-11-J-00016
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ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
3008AA	<p>with the PWS at section 4.6.2 and in accordance with the labor hour schedule on page 52. Amount: [redacted] Option Line Item) Anticipated Exercise Date:10/31/2013 (Not Separately Priced)</p> <p>OPTION YEAR 3 - FDNS FILE OPERATIONS SUPPORT FOR CFDO - Provide FDNS File Operations Support at the California Service Center for CFDO in accordance with the PWS at section 4.6.2 and in accordance with the labor hour schedule on pages 52 - 53. Amount: [redacted] Option Line Item) (b)(4) Anticipated Exercise Date:10/31/2013</p>					
3008AB	<p>OPTION YEAR 3 - FDNS FILE OPERATIONS SUPPORT FOR CFDO - Provide FDNS File Operations Support at the Vermont Service Center for CFDO in accordance with the PWS at section 4.6.2 and in accordance with the labor hour schedule on pages 52 - 53. Amount: [redacted] Option Line Item) Anticipated Exercise Date:10/31/2013</p>					
3009	<p>OPTION YEAR 3 - FDNS DATA COLLECTION SUPPORT FOR ASVVP - Provide FDNS Data Collection Support for ASVVP in accordance with the PWS at section 4.6.1. Unit pricing in accordance with the pricing schedule on pages 53. Amount: [redacted] Option Line Item) Anticipated Exercise Date:10/31/2013 (Not Separately Priced)</p>					
3009AA	<p>OPTION YEAR 3 - FDNS DATA COLLECTION SUPPORT FOR ASVVP - Provide FDNS Data Collection Support at the California Service Center for ASVVP in accordance with the PWS at section 4.6.1. Unit pricing in accordance with the pricing schedule on page 53. Amount: [redacted] Option Line Item) Anticipated Exercise Date:10/31/2013</p>					

TOTAL CARRIED FORWARD TO 1ST PAGE (ITEM 17(H))

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**ORDER FOR SUPPLIES OR SERVICES
SCHEDULE - CONTINUATION**

PAGE NO.
28

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

DATE OF ORDER 11/29/2010	CONTRACT NO. HSHQDC-09-D-00020	ORDER NO. HSSCCG-11-J-00016
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ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT	QUANTITY ACCEPTED (g)
3009AB	OPTION YEAR 3 - FDNS DATA COLLECTION SUPPORT FOR ASVVP - Provide FDNS Data Collection Support at the Vermont Service Center for ASVVP in accordance with the PW at section 4.6.1. Unit pricing in accordance with the pricing schedule on page 53. Amount: [redacted] (Option Line Item) Anticipated Exercise Date:10/31/2013					
3010	OPTION YEAR 3 - FDNS FILE OPERATIONS SUPPORT FOR ASVVP - Provide FDNS File Operations Support for ASVVP in accordance with the PWS at section 4.6.2 and in accordance with the labor hour schedule on page 53. Amount: [redacted] (Option Line Item) Anticipated Exercise Date:10/31/2013 (Not Separately Priced) (b)(4)					
3010AA	OPTION YEAR 3 - FDNS FILE OPERATIONS SUPPORT FOR ASVVP - Provide FDNS File Operations Support at the California Service Center for ASVVP in accordance with the PWS at section 4.6.2 and in accordance with the labor hour schedule on page 53. Amount: [redacted] (Option Line Item) Anticipated Exercise Date:10/31/2013					
3010AB	OPTION YEAR 3 - FDNS FILE OPERATIONS SUPPORT FOR ASVVP - Provide FDNS File Operations Support at the Vermont Service Center for ASVVP in accordance with the PW at section 4.6.2 and in accordance with the labor hour schedule on page 53. Amount: [redacted] (Option Line Item) Anticipated Exercise Date:10/31/2013					
3011	OPTION YEAR 3 - TRANSITION OUT - Upon completion of the authorized period of performance for this task order, including exercise of options, the Contracting Officer may issue a modification to authorize, establish, price, and fund the transition activity of the outgoing Contractor under this CLIN, in accordance Continued ...					

TOTAL CARRIED FORWARD TO 1ST PAGE (ITEM 17(H))

**ORDER FOR SUPPLIES OR SERVICES
SCHEDULE - CONTINUATION**

PAGE NO

29

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

DATE OF ORDER
11/29/2010

CONTRACT NO.
HSHQDC-09-D-00020

ORDER NO.
HSSCCG-11-J-00016

ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
(b)(4)	<p>with FAR 52.237-3, "Continuity of Services." The activities will include the requirements stated in the Performance Work Statement (PWS) and those required by FAR 52.237-3 (Option Line Item)</p> <p>Amount </p> <p>Anticipated Exercise Date: 10/31/2013 (Not Separately Priced)</p> <p>The total amount of award: \$147,787,458.70. The obligation for this award is shown in box 17(i).</p>					

TOTAL CARRIED FORWARD TO 1ST PAGE (ITEM 17(H))

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U.S. Citizenship and Immigration Services
Service Center Operations Support Services (SCOSS)
HSSCCG-11-J-00016

SCHEDULE OF SERVICES

This Schedule of Services for Task Order HSSCCG-11-J-00015 under the Department of Homeland Security (DHS) Program Management, Administrative, Clerical, and Technical services Functional Category 2 contract (PACTS FC2) with LongView-FedConsulting JV (Longview) describes fixed unit price and labor hour Contract LiCA Item Numbers (CLINs). Full contract performance will not begin until satisfactory personCAI employment suitability clearances have been received and successfully processed by the USCIS Office of Security and Integrity (OSI) and a written Notice to Proceed is issued by the Contracting Officer. Exercise of the option periods is the sole prerogative of the Government.

TRANSITION IN (CLIN 0001)

Perform Task Order Transition Services in accordance with the PWS, Paragraph 4.7. This Labor Hour CLIN is expected to begin immediately upon award and continue in accordance with the approved Transition Plan and until the Contractor receives a Notice to Proceed with full performance from the Contracting Officer. The Transition Period is not expected to exceed 60 days.

PROGRAM MANAGEMENT (CLINs 0002, 1002, 2002 & 3002)

Perform Program Management in accordance with the PWS, Paragraph 4.8. This fixed price per month CLIN includes all costs, by sub CLIN, incurred for the management of each service center, plus any program management services provided for USCIS Headquarters.

MAIL OPERATIONS SUPPORT (CLINs 0003, 1003, 2003 & 3003)

Perform Mail Operations Support in accordance with the PWS, Paragraph 4.1 & 4.2. Mail Operations Support is priced on a fixed unit price basis per piece of mail processed to include incoming and outgoing mail and incoming and outgoing files from Lockbox, other service centers, or any other sources external to the specific service center in question.

DATA COLLECTION SUPPORT (CLINs 0004, 1004, 2004 & 3004)

Perform Data Collection Support in accordance with the PWS, Paragraph 4.1 & 4.3. Data Collection Support is priced on a fixed unit price basis per Form Tier for specific ranges of volume. The Tiers represent the number of fields to be completed on the form (See PWS Attachment 9.4 for Form Types per Tier). If the number of forms processed fits into the Range 1 quantity (expected), that particular price will be paid for the total number of forms processed. If the number of forms processed exceeds the Range 1 quantity and fits into the Range 2 quantity, the price paid for forms 30,001 – 60,000 will be that for Range 2. The sub CLIN extended estimated pricing reflects Range 1 (Expected Range) x 6 months (base period) or 5 months (base period option), as appropriate. This is doCA for Tier 1, Tier 2 and Manual Rejects. The sub CLIN

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extended annual estimated price for the option years shall reflect Range 1 (Expected Range) x 12 months.

FEE COLLECTION (CLINs 0005, 1005, 2005 & 3005)

Perform Fee collection in accordance with the PWS, Paragraph 4.1 & 4.4. Fee Collection is priced on a fixed unit price per fee instrument processed.

FILE OPERATIONS SUPPORT (CLINs 0006, 1006, 2006 & 3006)

Perform File Operations Support in accordance with the PWS, paragraph 4.1 & 4.5. File Operations Support is priced on a Labor Hour basis.

CENTER FOR FRAUD DETECTION OPERATION (CFDO) AND ADMINISTRATIVE SITE VISIT AND VERIFICATION PROGRAM (ASVVP) DATA COLLECTION SUPPORT FOR THE FRAUD DETECTION AND NATIONAL SECURITY DIRECTORATE OF USCIS (CLINs 0007, 1007, 2007 & 3007 for CFDO and CLINs 0009, 1009, 2009 & 3009 for ASVVP)

Perform CFDO and ASVVP data collection support in accordance with the PWS, Section 4.6. Data collection support is priced on a fixed unit price basis per form tier for specific ranges of volume. Description and example of data collection support identified above, applies to this category as well.

CENTER FOR FRAUD DETECTION OPERATION (CFDO) AND ADMINISTRATIVE SITE VISIT AND VERIFICATION PROGRAM (ASVVP) FILE OPERATIONS SUPPORT FOR THE FRAUD DETECTION AND NATIONAL SECURITY DIRECTORATE OF USCIS (CLINs 0008, 1008, 2008, 3008 for CFDO and CLINs 0010, 1010, 2010, & 3010 for ASVVP)

Perform CFDO and ASVVP file operations support in accordance with the PWS, Section 4.6. File operations support is priced on a Labor Hour basis.

TRANSITION OUT (CLIN 0011, 1011, 2011 3011)

Upon completion of the authorized period of performance for this task order including exercised options, the Contracting Officer may issue a modification to authorize, establish, price, and fund the transition activity of the outgoing Contractor under this CLIN, in accordance with FAR 52.237-3, "Continuity of Services." The activities will include the requirements stated in the Performance Work Statement and those required by FAR 52.237-3.

Period of Performance: The period of performance shall commence upon the date specified in the Award Document. Full Performance shall commence upon the date specified in the Contracting Officer's written Notice to Proceed. The Base Period will include Transition of 30 days and Full Performance of 6 months. The Base Period includes optional CLINs for an additional 5 months of full performance. Each of the three Option Periods will be for 12 months.

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GROUP B: California Service Center & Vermont Service Center

Base Year

CLIN	DESCRIPTION	QTY	EXTENDED PRICE
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0001 Transition
 California, Vermont & Headquarters

PACTS FC 2 Labor Category CALIFORNIA 0001AA	Estimated Hours	Proposed Rate	Estimated Price (Est. Hours x Proposed Rate)									
(b)(4)												
				Total Price (NTE)								
				PACTS FC 2 Labor Category VERMONT 0001AB								
				(b)(4)								
								Total Hours (NTE)				
								Total Price 0001AB				
								PACTS FC 2 Labor Category HEADQUARTERS 0001AC				
								(b)(4)				
												Task Order Project

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Total Hours (NTE)		
Total Price (NTE)		
TOTAL CLIN 0001AA PRICE		
TOTAL CLIN 0001AB PRICE		
TOTAL CLIN 0001AC PRICE		
TOTAL CLIN 0001 PRICE		

(Combined California, Vermont, and Headquarters)

(b)(4)

0002 PROGRAM MANAGEMENT FOR CALIFORNIA, VERMONT, and CORPORATE HEADQUARTERS

CLIN	Description	QTY	PRICE
0002AA	CA Service Center	7 Months	
0002AB	VT Service Center	7 Months	
0002AC	Headquarters	7 Months	
0002BA	CA Service Center	4 Months	
0002BB	VT Service Center	4 Months	
0002BC	Headquarters	4 Months	
TOTAL CLIN 0002 PRICE			

(Combined California, Vermont & Headquarters)

0003 MAIL OPERATIONS SUPPORT FOR CALIFORNIA and VERMONT

0003AA	California Service Center	ESTIMATED QTY 6 MTHS	Unit Price	Price
	Incoming Mail	600,000		
	Outgoing Mail	1,200,000		
	Incoming Files	500,000		
	Outgoing Files	500,000		
TOTAL CLIN 0003AA EXTENDED PRICE				

0003AB	Vermont Service Center	ESTIMATED QTY 6 MTHS	Unit Price	Price
	Incoming Mail	600,000		

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Outgoing Mail 1,200,000
 Incoming Files 500,000
 Outgoing Files 500,000

6 Months

TOTAL CLIN 0003AB EXTENDED PRICE

TOTAL CLIN 0003AA & 0003AB PRICE
 (Combined California & Vermont)

0003BA California Service Center	ESTIMATED QTY 5 MTHS	Unit Price	Price
Incoming Mail	500,000		
Outgoing Mail	1,000,000		
Incoming Files	416,667		
Outgoing Files	416,667		

TOTAL CLIN 0003BA EXTENDED ESTIMATED PRICE

0003BB Vermont Service Center	ESTIMATED QTY 5 MTHS	Unit Price	Price
Incoming Mail	500,000		
Outgoing Mail	1,000,000		
Incoming Files	416,667		
Outgoing Files	416,667		

(b)(4)

TOTAL CLIN 0003BB EXTENDED ESTIMATED PRICE

TOTAL CLIN 0003BA & 0003BB PRICE
 (Combined California & Vermont)

5 Months

TOTAL CLIN 0003 PRICE (11 Months)

0004 DATA COLLECTION SUPPORT FOR CALIFORNIA and VERMONT

	Description	Tier Level & Fields Per Form	Price Per Form Range 1 Qty Per Month	Price Per Form Range 2 Qty Per Month
0004AA 0004BA	California Service Center		1 - 40,000	40,001 - 60,000
		Tier 1 1-30 Fields		
	California Service Center		1 - 20,000	20,001 - 60,000
		Tier 2 Over 30 Fields		

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	California Service Center		1 - 3,000	3,001 -10,000
		Manual Rejects, all Forms	[Redacted]	
0004AA Extended Annual Estimated Price for 7 Months				
0004BA Extended Annual Estimated Price for 4 Months				
0004AB 0004BB	Vermont Service Center		1 - 40,000	40,001 - 80,000
		Tier 1 1-30 Fields	[Redacted]	
	Vermont Service Center		1 - 20,000	20,001 - 40,000
		Tier 2 Over 30 Fields	[Redacted] (b)(4)	
	Vermont Service Center		1 - 3,000	3,001 - 10,000
		Manual Rejects, all Forms	[Redacted]	
0004AB Extended Annual Estimated Price for 7 Months				
0004BB Extended Annual Estimated Price for 4 Months				
TOTAL CLIN 0004 PRICE (11 Months)				

CLIN	Description	EST. QTY	UNIT PRICE	EXTENDED EST. PRICE
0005	FEE COLLECTION SUPPORT	Per Fee Instrument		
0005AA	California Service Center	233,333.31/7 Months		[Redacted]
0005BA	California Service Center	133,333.32/4 Months		
0005AB	Vermont Service Center	233,333.31/7 Months		
0005BB	Vermont Service Center	133,333.31/4 Months		
TOTAL CLIN 0005 EXTENDED ESTIMATED PRICE (Combined California & Vermont)			11 Months	[Redacted]

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0006 FILE OPERATIONS SUPPORT

0006AA and 0006 BA California Service Center

PACTS FC2 Labor Category	Estimated Hours per Month	Hourly Rate
[Redacted]		
Total Hours (NTE) per Month		
0006AA (NTE) Price for 7 Months		
0006BA (NTE) Price for 4 Months		

(b)(4)

0006AB and 0006BB Vermont Service Center

PACTS FC2 Labor Category	Estimated Hours per Month	Hourly Rate
[Redacted]		
Total Hours (NTE) per Month		
0006AB (NTE) Price for 7 Months		
0006BB (NTE) Price for 4 Months		
TOTAL CLIN 0006 EXTENDED ESTIMATED PRICE (Combined California & Vermont)		11 Months

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0007 FDNS DATA COLLECTION SUPPORT for CFDO

0007AA & 0007BA	Description	Tier Level & Fields Per Form	Qty Per Month	Price
			1 - 700	Price Per Form
	California Service Center	Tier 2 Over 30 Fields		
0007AA Extended Price (based on 700/MTH for 7 Months)				
0007BA Extended Price (based on 700/MTH for 4 Months)				
0007AB & 0007BB	Description	Tier Level & Fields Per Form	Qty Per Month	Price
			1 - 700	Price Per Form
	Vermont Service Center	Tier 2 Over 30 Fields		
0007AB Extended Price (based on 700/MTH for 7 Months)				
0007BB Extended Price (based on 700/MTH for 4 Months)				

(b)(4)

TOTAL CLIN 0007 EXTENDED ESTIMATED PRICE 11 Months

(Combined California & Vermont)

0008 FDNS FILE OPERATIONS SUPPORT for CFDO

0008AA and 0008BA California Service Center

PACTS FC2 Labor Category	Estimated Hours per Month	Hourly Rate
Total Hours (NTE) per Month		
0008AA (7 Months) Price		
0008BA (4 Months) Price		

0008AB and 0008BB Vermont Service Center

PACTS FC2 Labor Category	Estimated Hours per Month	Hourly Rate
Total Hours (NTE) per Month		
0008AB (7 Months) Price		
0008BB (4 Months) Price		

TOTAL CLIN 0008 EXTENDED ESTIMATED PRICE 11 Months

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(Combined California & Vermont)

0009 FDNS DATA COLLECTION SUPPORT for ASVVP

0009AA & 0009BA	Description	Tier Level & Fields Per Form	Qty Per Month	Price
			1 - 1040	Price Per Form
	California Service Center	Tier 2 Over 30 Fields		
0009AA Extended Price (based on 1040/MTH for 7 Months)				
0009BA Extended Price (based on 1040/MTH for 4 Months)				
0009AB & 0009BB	Description	Tier Level & Fields Per Form	Qty Per Month	Price
			1 - 1040	Price Per Form
	Vermont Service Center	Tier 2 Over 30 Fields		
0009AB Extended Price (based on 1040/MTH for 7 Months)				
0009BB Extended Price (based on 1040/MTH for 4 Months)				

TOTAL CLIN 0009 EXTENDED ESTIMATED PRICE 11 Months
 (Combined California & Vermont)



0010 FDNS FILE OPERATIONS SUPPORT for ASVVP

0010AA and 0010BA California Service Center

PACTS FC2 Labor Category	Estimated Hours per Month	Hourly Rate
Total Hours (NTE) per Month		
0010AA (7 Months) Price		
0010BA (4 Months) Price		

0010AB and 0010BB Vermont Service Center

PACTS FC2 Labor Category	Estimated Hours per Month	Hourly Rate
Total Hours (NTE) per Month		
0010AB (7 Months) Price		
0010BB (4 Months) Price		

(b)(4)

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TOTAL CLIN 0010 EXTENDED ESTIMATED PRICE 11 Months
 (Combined California & Vermont)

0011 TRANSITION OUT – NOT SEPARATELY PRICED OPTION

OPTION YEAR 1:

1002 PROGRAM MANAGEMENT FOR CALIFORNIA, VERMONT, and CORPORATE HEADQUARTERS

CLIN	Description	QTY	UNIT	PRICE
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1002AA	CA Service Center	12	Months	
1002AB	VT Service Center	12	Months	
1002AC	Headquarters	12	Months	

TOTAL CLIN 1002 PRICE
 (Combined California, Vermont & Headquarters)

(b)(4)

CLIN	DESCRIPTION	EST ANNUAL QTY	PRICE
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1003 MAIL OPERATIONS SUPPORT FOR CALIFORNIA and VERMONT Per Piece

1003AA California Service Center			
Incoming Mail	1,200,000		
Outgoing Mail	2,400,000		
Incoming Files	1,000,000		
Outgoing Files	1,000,000		

TOTAL CLIN 1003AA EXTENDED ESTIMATED PRICE

1003AB Vermont Service Center			
Incoming Mail	1,200,000		
Outgoing Mail	2,400,000		
Incoming Files	1,000,000		
Outgoing Files	1,000,000		

TOTAL CLIN 1003AB EXTENDED ESTIMATED PRICE

1004 DATA COLLECTION SUPPORT FOR CALIFORNIA and VERMONT

	Description	Tier Level & Fields Per Form	Price Per Form Range 1 Qty Per Month	Price Per Form Range 2 Qty Per Month
1004AA	California		1 - 40,000	40,001 - 60,000

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	Service Center			
		Tier 1 1-30 Fields		
	California Service Center		1 - 20,000	20,001 - 60,000
		Tier 2 Over 30 Fields		
	California Service Center		1 - 3,000	3,001 - 10,000
		Manual Rejects, all Forms		
1004AA Extended Annual Estimated Price				
1004AB	Vermont Service Center		1 - 40,000	40,001 - 80,000
		Tier 1 1-30 Fields		
	Vermont Service Center		1 - 20,000	20,001 - 40,000
		Tier 2 Over 30 Fields		
	Vermont Service Center		1 - 3,000	3,001 - 10,000
		Manual Rejects, all Forms		
1004AB Extended Annual Estimated Price				

(b)(4)

<u>CLIN</u>	<u>Description</u>	<u>QTY</u>	<u>PRICE</u>	<u>EST. PRICE</u>
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1005	FEE COLLECTION SUPPORT	Per Fee Instrument		
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1005AA	California Service Center	400,000/Yr		
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1005AB	Vermont Service Center	400,000/Yr		
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TOTAL CLIN 1005 EXTENDED ESTIMATED ANNUAL PRICE
 (Combined California & Vermont)



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CLIN	Description	QTY	UNIT
1006	FILE OPERATIONS SUPPORT CALIFORNIA and VERMONT	12	Month

(b)(4)

1006AA California Service Center

PACTS FC2 Labor Category	Estimated Hours per Month	Hourly Rate
Total Hours (NTE) per Month		
1006AA (NTE) Annual Price		

1006AB Vermont Service Center

PACTS FC2 Labor Category	Estimated Hours per Month	Hourly Rate
Total Hours (NTE) per Month		

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1006AB (NTE) Annual Price

(b)(4)

1007 FDNS DATA COLLECTION SUPPORT for CFDO

1007AA	Description	Tier Level & Fields Per Form	Qty Per Month	Price
			1 - 700	Price Per Form
	California Service Center	Tier 2 Over 30 Fields		
1007AA Extended Price (based on 700/MTH for 12 Months)				
			1 - 700	
	Vermont Service Center	Tier 2 Over 30 Fields		
1007AB Extended Price (based on 700/MTH for 12 Months)				
			1 - 700	

1008 FDNS FILE OPERATIONS SUPPORT for CFDO CALIFORNIA and VERMONT

1008AA California Service Center

PACTS FC2 Labor Category	Estimated Hours per Month	Hourly Rate
Total Hours (NTE) per Month		
0008AA (12 Months) Price		

1008AB Vermont Service Center

PACTS FC2 Labor Category	Estimated Hours per Month	Hourly Rate
Total Hours (NTE) per Month		
0008AB (12 Months) Price		

1009 FDNS DATA COLLECTION SUPPORT for ASVVP

1009AA	Description	Tier Level & Fields Per	Qty Per Month	Price
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		Form			
			1 - 1040	Price Per Form	
	California Service Center	Tier 2 Over 30 Fields			
1009AA Extended Price (based on 1040/MTH for 12 Months)					
1009AB	Description	Tier Level & Fields Per Form	Qty Per Month		Price
			1 - 1040	Price Per Form	
	Vermont Service Center	Tier 2 Over 30 Fields			
1009AB Extended Price (based on 1040/MTH for 12 Months)					

1010 FDNS FILE OPERATIONS SUPPORT for ASVVP

1010AA California Service Center

PACTS FC2 Labor Category	Estimated Hours per Month	Hourly Rate		(b)(4)
Total Hours (NTE) per Month				
1010AA (12 Months) Price				

1010AB Vermont Service Center

PACTS FC2 Labor Category	Estimated Hours per Month	Hourly Rate	
Total Hours (NTE) per Month			
1010AB (12 Months) Price			

1011 TRANSITION OUT - NOT SEPARATELY PRICED OPTION

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OPTION YEAR 2:

2002 PROGRAM MANAGEMENT FOR CALIFORNIA, VERMONT, and CORPORATE HEADQUARTERS

<u>CLIN</u>	<u>Description</u>	<u>QTY</u>	<u>UNIT</u>	<u>PRICE</u>
2002AA	CA Service Center	12	Months	
2002AB	VT Service Center	12	Months	
2002AC	Headquarters	12	Months	
TOTAL CLIN 2002 PRICE (Combined California, Vermont & Headquarters)				

(b)(4)

2003 MAIL OPERATIONS SUPPORT FOR CALIFORNIA and VERMONT

<u>CLIN</u>	<u>Description</u>	<u>ESTIMATED ANNUAL QTY</u>	<u>UNIT PRICE</u>	
2003AA	California Service Center		Per Piece	
	Incoming Mail	1,200,000		
	Outgoing Mail	2,400,000		
	Incoming Files	1,000,000		
	Outgoing Files	1,000,000		
TOTAL CLIN 2003AA EXTENDED ESTIMATED PRICE				
2003AB	Vermont Service Center			
	Incoming Mail	1,200,000		
	Outgoing Mail	2,400,000		
	Incoming Files	1,000,000		
	Outgoing Files	1,000,000		
TOTAL CLIN 2003AB EXTENDED ESTIMATED PRICE				

2004 DATA COLLECTION SUPPORT FOR CALIFORNIA and VERMONT

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	Description	Tier Level & Fields Per Form	Price Per Form Range 1 Qty Per Month	Price Per Form Range 2 Qty Per Month
2004AA	California Service Center		1 - 40,000	40,001 - 60,000
		Tier 1 1-30 Fields		
	California Service Center			
		Tier 2 Over 30 Fields		
	California Service Center			
		Manual Rejects, all Forms		
	2004AA Extended Annual Estimated Price			
2004AB	Vermont Service Center		1 - 40,000	40,001 - 80,000
		Tier 1 1-30 Fields		
	Vermont Service Center			
		Tier 2 Over 30 Fields		
	Vermont Service Center			
		Manual Rejects, all Forms		
	2004AB Extended Annual Estimated Price			

(b)(4)

CLIN	Description	ANNUAL EST. QTY	UNIT PRICE	EXTENDED EST. PRICE
2005	FEE COLLECTION SUPPORT	Per Fee Instrument		
2005AA	California Service Center	400,000/yr		
2005AB	Vermont Service Center	400,000/yr		

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TOTAL CLIN 2005 EXTENDED ANNUAL ESTIMATED PRICE
 (Combined California & Vermont)



CLIN	DESCRIPTION	QTY	UNIT
2006	FILE OPERATIONS SUPPORT CALIFORNIA and VERMONT	12	Month

(b)(4)

2006AA California Service Center

PACTS FC2 Labor Category	Estimated Hours per Month	Hourly Rate
Total Hours (NTE) per Month		
2006AA (NTE) Annual Price		

2006AB Vermont Service Center

PACTS FC2 Labor Category	Estimated Hours per Month	Hourly Rate
Total Hours (NTE) per Month		

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2006AB (NTE) Annual Price

2007 FDNS DATA COLLECTION SUPPORT for CFDO

2007AA	Description	Tier Level & Fields Per Form	Qty Per Month	Price
			1 - 700	Price Per Form
	California Service Center	Tier 2 Over 30 Fields		
2007AA Extended Price (based on 700/MTH for 12 Months)				
2007AB	Description	Tier Level & Fields Per Form	Qty Per Month	Price
			1 - 700	Price Per Form
	Vermont Service Center	Tier 2 Over 30 Fields		
2007AB Extended Price (based on 700/MTH for 12 Months)				

(b)(4)

2008 FDNS FILE OPERATIONS SUPPORT for CFDO CALIFORNIA and VERMONT

2008AA California Service Center

PACTS FC2 Labor Category	Estimated Hours Per Month	Hourly Rate
Total Hours (NTE) per Month		
2008AA (12 Months) Price		

2008AB Vermont Service Center

PACTS Labor Category	Estimated Hours per Month	Hourly Rate
Total Hours (NTE) per Month		
2008AB (12 Months) Price		

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2009 FDNS DATA COLLECTION SUPPORT for ASVVP

2009AA	Description	Tier Level & Fields Per Form	Qty Per Month	Price	
			1 - 1040	Price Per Form	
	California Service Center	Tier 2 Over 30 Fields			
2009AA Extended Price (based on 1040/MTH for 12 Months)					
2009AB	Description	Tier Level & Fields Per Form	Qty Per Month		Price
			1 - 1040	Price Per Form	
	Vermont Service Center	Tier 2 Over 30 Fields			
2009AB Extended Price (based on 1040/MTH for 12 Months)					

(b)(4)

2010 FDNS FILE OPERATIONS SUPPORT for ASVVP

2010AA California Service Center

PACTS FC2 Labor Category	Estimated Hours per Month	Hourly Rate
Total Hours (NTE) per Month		
2010AA (12 Months) Price		

2010AB Vermont Service Center

PACTS FC2 Labor Category	Estimated Hours per Month	Hourly Rate
Total Hours (NTE) per Month		
2010AB (12 Months) Price		

2011 TRANSITION OUT – NOT SEPARATELY PRICED OPTION

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OPTION YEAR 3:

3002 PROGRAM MANAGEMENT FOR CALIFORNIA, VERMONT, and CORPORATE HEADQUARTERS

CLIN	Description	QTY	UNIT	PRICE
3002AA	CA Service Center	12	Months	
3002AB	VT Service Center	12	Months	
3002AC	Headquarters	12	Months	
TOTAL CLIN 3002 PRICE (Combined California, Vermont & Headquarters)				

3003 MAIL OPERATIONS SUPPORT FOR CALIFORNIA and VERMONT

CLIN	Description	ESTIMATED ANNUAL QTY	UNIT PRICE	(b)(4)
Per Piece				
3003AA	California Service Center			
	Incoming Mail	1,200,000		
	Outgoing Mail	2,400,000		
	Incoming Files	1,000,000		
	Outgoing Files	1,000,000		
TOTAL CLIN 3003AA EXTENDED ESTIMATED PRICE				

3003AB	Vermont Service Center			
	Incoming Mail	1,200,000		
	Outgoing Mail	2,400,000		
	Incoming Files	1,000,000		
	Outgoing Files	1,000,000		
TOTAL CLIN 3003AB EXTENDED ESTIMATED PRICE				

3004 DATA COLLECTION SUPPORT FOR CALIFORNIA and VERMONT

	Description	Tier Level & Fields Per Form	Price Per Form Range 1 Qty Per Month	Price Per Form Range 2 Qty Per

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			Month	
3004AA	California Service Center		1 - 40,000	40,001 - 60,000
		Tier 1 1-30 Fields	[Redacted]	
	California Service Center			
		Tier 2 Over 30 Fields	[Redacted]	
	California Service Center			
			1 - 3,000	3,001 - 10,000
		Manual Rejects, all Forms	[Redacted]	
3004AA Extended Annual Estimated Price			[Redacted]	
3004AB	Vermont Service Center		1 - 40,000	40,001 - 80,000
		Tier 1 1-30 Fields	[Redacted]	
	Vermont Service Center			
		Tier 2 Over 30 Fields	[Redacted]	
	Vermont Service Center			
			1 - 3,000	3,001 - 10,000
		Manual Rejects, all Forms	[Redacted]	
3004AB Extended Annual Estimated Price			[Redacted]	

(b)(4)

CLIN	DESCRIPTION	ANNUAL EST. QTY	UNIT PRICE
3005	FEE COLLECTION SUPPORT		Per Fee Instrument
3005AA	California Service Center	400,000/yr	[Redacted]
3005AB	Vermont Service Center	400,000/yr	
TOTAL CLIN 3005 EXTENDED ANNUAL ESTIMATED PRICE (Combined California & Vermont)			[Redacted]

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<u>CLIN</u>	<u>Description</u>	<u>QTY</u>	<u>UNIT</u>	<u>PRICE</u>
3006	FILE OPERATIONS SUPPORT CALIFORNIA and VERMONT	12	Month	

3006AA California Service Center

PACTS FC2 Labor Category	Estimated Hours per Month	Hourly Rate
Total Hours (NTE) per Month		
3006AA (NTE) Annual Price		

(b)(4)

3006AB Vermont Service Center

PACTS FC2 Labor Category	Estimated Hours per Month	Hourly Rate
Total Hours (NTE) per Month		
3006AB (NTE) Annual Price		

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CLIN Description

3007 FDNS DATA COLLECTION SUPPORT for CFDO

3007AA	Description	Tier Level & Fields Per Form	Qty Per Month	Price
			1 - 700	Price Per Form
	California Service Center	Tier 2 Over 30 Fields		
3007AA Extended Price (based on 700/MTH for 12 Months)				
3007AB	Description	Tier Level & Fields Per Form	Qty Per Month	Price
			1 - 700	Price Per Form
	Vermont Service Center	Tier 2 Over 30 Fields		
3007AB Extended Price (based on 700/MTH for 12 Months)				

(b)(4)

CLIN Description

3008 FDNS FILE OPERATIONS SUPPORT for CFDO CALIFORNIA and VERMONT

3008AA California Service Center

PACTS FC2 Labor Category	Estimated Monthly Hours	Hourly Rate
Total Hours (NTE) per Month		
3008AA (12 Months) Price		
3008AB Vermont Service Center Hours per Month		

PACTS FC2 Labor Category	Estimated Monthly Hours	Hourly Rate
Total Hours (NTE) per Month		

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3008AB (12 Months) Price

3009 FDNS DATA COLLECTION SUPPORT for ASVVP

3009AA	Description	Tier Level & Fields Per Form	Qty Per Month	Price
			1 - 1040	Price Per Form
	California Service Center	Tier 2 Over 30 Fields		
3009AA Extended Price (based on 1040/MTH for 12 Months)				
3009AB	Description	Tier Level & Fields Per Form	Qty Per Month	Price
			1 - 1040	Price Per Form
	Vermont Service Center	Tier 2 Over 30 Fields		
3009AB Extended Price (based on 1040/MTH for 12 Months)				

(b)(4)

3010 FDNS FILE OPERATIONS SUPPORT for ASVVP

3010AA California Service Center

PACTS FC2 Labor Category	Estimated Hours per Month	Hourly Rate
Total Hours (NTE) per Month		
3010AA (12 Months) Price		

3010AB Vermont Service Center

PACTS FC2 Labor Category	Estimated Hours per Month	Hourly Rate
Total Hours (NTE) per Month		
3010AB (12 Months) Price		

3011 TRANSITION OUT - NOT SEPARATELY PRICED OPTION

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Group B totals as shown below:

Base Period Total

Option Period 1 Total

Option Period 2 Total

Option Period 3 Total

Total Task Order



(b)(4)

Time and Materials (T&M) Price (NTE)

T&M Price for Base Period (NTE)

T&M Price for Option Period 1 (NTE)

T&M Price for Option Period 2 (NTE)

T&M Price for Option Period 3 (NTE)

Total Task Order T&M Ceiling Price (NTE)



CLINs 0001, 0006, 0008 & 0010)

CLINs 1006, 1008 & 1010)

CLINs 2006, 2008 & 2010)

CLINs 3006, 3008 & 3010)

**U.S. Citizenship and Immigration Services
Service Center Operations**

**Performance Work Statement for
Service Center Operations Support Services
(SCOSS)**



U.S. Citizenship and Immigration Services
20 Massachusetts Avenue, N.W.
Washington, D. C. 20529

July 12, 2010

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1.0 INTRODUCTION

The U.S. Citizenship and Immigration Services (USCIS) needs to acquire records management and processing services for its Service Centers. The objective of this task order is to provide comprehensive records management services at the Service Centers in California and Vermont in a manner that ensures efficient and effective adjudication, financial responsibility, and excellent customer service. USCIS is the customer of services under this task order.

This Performance Work Statement (PWS) provides the requirements for records management services at the USCIS Service Centers in California and Vermont. The primary purposes of this task order include but are not limited to file operations, data collection, fee collection, and mail operations at the California and Vermont Service Centers. Most of the workload formerly performed at the service centers in data collection and fee collection has been transitioned to lockbox operations, but some of these functions will continue for the foreseeable future.

The mission of USCIS is to secure America's promise as a nation of immigrants by providing accurate and useful information to our customers, granting immigration and citizenship benefits, promoting an awareness and understanding of citizenship, and ensuring the integrity of our immigration system.

2.0 BACKGROUND

USCIS administers the Immigration and Nationality laws of the United States. USCIS operates District Offices throughout the United States and in various foreign countries. In the past, aliens eligible to apply for benefits under the immigration and nationality laws would submit their applications and/or petitions to one of the Districts. In 1986, to introduce greater efficiencies and improved productivity, a Direct Mail Program was initiated and four Service Centers were established in:

- California Service Center (CSC), Laguna Niguel, California;
- Nebraska Service Center (NSC), Lincoln, Nebraska;
- Texas Service Center (TSC), Dallas, Texas; and
- Vermont Service Center (VSC), St. Albans, Vermont.

The USCIS Service Centers were established to handle the data entry, fee collection, file, mail, and adjudication operations of most applications and/or petitions for immigration services and benefits. Those forms are now, for the most part, mailed to USCIS Lockboxes, and the processed applications are forwarded to the Service Centers for adjudicating. Service Centers are not staffed to handle walk-in applications or answer questions. While some Centers have sole jurisdiction of specific application types, currently many applications are mailed based on geographical boundaries.

The forms adjudicated by each Service Center are listed in Attachment 9.3 and are described in detail on the USCIS.GOV web site. The forms adjudicated by each Service Center are subject to change.

Currently, USCIS processes approximately 5 million applications and petitions at the four Service Centers each year. Based on experience over the past few years, USCIS estimates that application/petition receipt levels could increase or decrease from 0.2 million to 2 million forms

per year over the course of the task order period of performance. It is possible the volume of receipt levels could increase by as much as 12 million forms per year. Workload in the Service Centers may increase or decrease during these task orders based on a number of factors, including changes brought about by technological advances, USCIS reorganizations, implementation of new laws and policies, changes in United States Government administration, and/or changing global events.

The Contractor duties are broad and multi-faceted. Support is rendered to a number of different directorates, offices, and projects. While the bulk of the duties are similar in nature, each Service Center has inherent operational variances in how work is processed. For example, each directorate or office may have a number of unique tasks that are performed only in the directorate or office. Most of the work is performed during the normal hours of operation of 6:00 a.m. to 11:30 p.m., Monday through Friday, except Federal holidays. However, due to the nature of USCIS mission, some work is performed and must be supported outside of normal hours of operation and/or on weekends. Should the volume of receipts increase by 12 million forms it may be necessary to extend operating hours to as much as 24 hours per day.

3.0 GENERAL SCOPE OF WORK

The services in this PWS include administrative and technical functions in support of records management for the USCIS Service Center operations. In the performance of these services the Contractor shall gather information and present facts to USCIS employees for review and decision. However, the Contractor shall not make official policy or decisions on behalf of USCIS. While the Contractor employees may handle funding and accounting records, they may not make decisions that are inherently governmental in nature nor do they have USCIS signature authority.

Except for items and services specified in this PWS as Government provided property or services, the Contractor shall provide all personnel, equipment, tools, materials, supervision, and other items and services necessary to perform the requirements of the task order.

It is anticipated that the services and products required under these task orders shall be provided primarily at each of the following Service Centers:

- California Service Center (CSC), Laguna Niguel, California. This Service Center is currently located in a single building. *Note: Location subject to change within surrounding area.*
- Vermont Service Center (VSC), St. Albans, Vermont. This Service Center is currently located in four buildings. Three buildings are within approximately ½ mile of each other in St. Albans and one building is located approximately 25 miles from the others, in Essex Junction. *Note: Locations subject to change within surrounding area.*

The Contractor is expected to accomplish the required tasks during normal hours of operation. Additional work requirements that arise may require specific Government-directed file operations outside normal hours of operation. All travel and training are the responsibility of the Contractor.

3.1 Lockbox Overview

Lockboxes will have an impact on the service centers workload. Through a Memorandum of Understanding (MOU) with the Department of the Treasury, USCIS established lockbox operations. Beginning in 2007, forms formerly mailed by the public to the service centers instead began to be directed to lockboxes located in Chicago, Dallas and Phoenix.

Applications filed by the public are receipted and data entered before their file is assembled at the lockboxes after which, the file is shipped to a service center for final preparation prior to adjudication.

Some forms are not scheduled to be processed by lockboxes; instead they will continue to be direct filed by the public to the service centers or be sent from other government offices. The most common forms that will continue to be processed at the service centers at the beginning of the task order include:

Form Number	Fee Associated	Originates from	Scheduled to Transition to Lockboxes
EOIR-29	Yes	Public	TBD
I-129	Yes	Public	TBD
I-129CW	Yes	Public	TBD
I-129S	No	Public	TBD
I-181	No	Government Offices	TBD
I-191	Yes	Public	TBD
I-192	Yes	Public	TBD
I-193	Yes	Public	TBD
I-212	Yes	Public	TBD
I-290B	Yes	Public	Tentatively 2011
I-407	No	Government Offices	TBD
I-485 EOIR	Yes	Public	TBD
I-589	No	Public	TBD
I-589 EOIR	No	Public	TBD
I-612	Yes	Public	TBD
I-730	No	Public	TBD
I-751 MFAS	Yes	Public	2 nd quarter 2011
I-829	Yes	Public	TBD
I-864 (in IV Packet)	No	Government Offices	TBD
I-865	No	Public	TBD
I-881	Yes	Public	TBD
I-89	No	Government Offices	TBD

I-907	Yes	Public	2 nd quarter 2011
I-914&I-914A	No	Public	TBD
I-918&I-918A	No	Public	TBD
I-929	Yes	Public	TBD
N-400 (Military)	No	Public	TBD
N-565	Yes	Public	2 nd quarter 2011
N-600	Yes	Public	2 nd quarter 2011
N-600K	Yes	Public	2 nd quarter 2011
N-644	No	Public	TBD
DS-230 (IV Packet)	No	Government Offices	TBD

However it is expected that small numbers of forms normally receipted at the lockboxes will continue to be processed at the service centers for varying reasons.

3.2 Transformation Overview

Transformation will also have an impact on the service centers' workload. Since 2006 USCIS has had an ongoing modernization of its business processes designated as "Transformation." Broadly defined, transformation involves moving the agency from the current business processes, which are largely based on paper files, forms, and documents, to business processes that are generally conducted electronically.

Many service center business processes are still completed using paper files, forms, and documents. As transformation modernizes these processes, the current workload will likely be impacted over the anticipated four year period of performance of this task order. Among the changes anticipated during this period are:

- Possible ending of depositing paper fee instruments;
- Possible increase in scanning documents;
- Probable continued reduction in manual data entry in all areas;
- Probable continued reduction in the use of paper files and increased use of electronic files.

3.3 Workload Balancing Overview

The requirements of USCIS may include the transfer of existing files or re-direction of incoming files or applications, from one service center to another or from the lockboxes to different service centers. This may include transfers between centers in Group A to those in Group B or vice versa. The overriding priority of USCIS is maximizing customer service. Any consequential net addition or net loss of workload at a particular center or pair of centers is a normal condition of USCIS operations. Offerors should be aware that future workloads may vary as a result.

4.0 CONTRACTOR TASKS/REQUIREMENTS

The requirements identified in this PWS will be performed in accordance with the USCIS Records Operations Handbook (ROH), and local and national policies and procedures.

4.1 General Requirements

Background.	The normal hours of operation at the Service Centers are 6:00 a.m. - 11:30 p.m., Monday through Friday, excluding federal holidays, or at the direction of the Service Center Director. Should the volume of incoming files from the lockboxes increase by twelve million it may be necessary to extend operating hours to as much as 24 hours per day. However, due to the nature of USCIS mission, some file operations are performed and must be supported outside of normal hours of operation and/or on weekends. The Contractor shall obtain written approval of the COTR for work schedules different from the normal hours of operation one (1) week prior to the commencement of the schedule. The Contractor shall actively manage its workforce to perform all the requirements of the task order.
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- 4.1.1 The Contractor shall provide onsite management and implement appropriate management systems to assure the quality, reliability, accuracy, and timeliness of all services and products provided to USCIS. In addition, the Contractor shall keep the onsite COTRs updated on operational status and plans.
- 4.1.2 The Contractor shall comply with USCIS policies, procedures, user guides, and regulations in effect during the performance of the task order.
- 4.1.3 The Contractor shall provide reports required in the task order or contained in service center policies and procedures.
- 4.1.4 The Contractor shall immediately report suspected fraud, waste, and abuse to the COTR and CO.
- 4.1.5 The Contractor shall require Contractor personnel to sign nondisclosure statements affirming that they will not disclose data they encounter in the performance of the task order to any unauthorized entity.
- 4.1.6 The Contractor shall not make any unauthorized disclosures of Personal Identifiable Information (PII).
- 4.1.7 The Contractor shall maintain accounting of 45-day supply of consumables, or whatever period of supply is standard at a specific center, including mail supplies available through the United States Postal Service (USPS) and courier companies, to meet all requirements of the task order. The Contractor shall provide sufficient notice to the COTR of the need for additional consumables to enable timely replenishment.
- 4.1.8 The Contractor shall operate and perform basic user maintenance on government provided equipment in accordance with Original Equipment Manufacturer (OEM) and service center instructions and as directed by the COTR. This may include, but is not limited to, making necessary adjustments

to equipment to accommodate various size letters and correspondence, clearing paper jams, and changing toner cartridges, etc.

- 4.1.9 The Contractor shall provide notification to the COTR within one (1) hour (measured during normal hours of operation) of government provided equipment malfunctions or failure.
- 4.1.10 The Contractor shall obtain the written approval of the COTR for work schedules that are different from the normal hours of operation one (1) week prior to the commencement of the schedule.
- 4.1.11 The Contractor shall actively manage its workforce to maintain operational flexibility to perform the requirements of the task order at all times, regardless of variation of the workload at any specific processing areas within the records management lifecycle.
- 4.1.12 The Contractor shall maintain the capability to accommodate spikes in workload volumes that occur from time to time and that are predicted at least 45 calendar days in advance of the anticipated sudden increase in workload volumes. These spikes may be attributable to the beginning of an application period, anticipated changes in fees to be charged, or other phenomena.
- 4.1.13 The Contractor shall maintain the capability to accommodate surges in data collection volume of up to 25% above the daily average received volume for the previous 20 business days. In the event the data collection volume exceeds 125% of the rolling daily average for the previous 20 business days, the Contractor is only held responsible for meeting the timeliness performance requirements for 125% of the rolling daily average; the balance may be processed on the next business day and may be considered – for the purposes of surge management only – as part of the data collection for the next day. If the surge extends beyond one day, then the Contractor shall continue to perform under the same rule for as long as the surge lasts, recalculating the rolling daily average data collection volume and the 125% volume each day based on the previous 20 business days.
- 4.1.14 On Mondays and the first business day after federal holidays, the Contractor shall maintain the capability to accommodate surges in data collection of up to 50% above the daily average received volume for the previous 20 business days. In the event the data collection volume exceeds 150% of the rolling daily average for the previous 20 business days, the Contractor is only held responsible for meeting the timeliness performance requirements for 150% of the rolling daily average; the balance may be processed on the next business day and may be considered – for the purposes of surge management only – as part of the data collection for the next day.
- 4.1.15 The Contractor shall be familiar with Continuity of Operations Plans (COOP) and security plans applicable at the service centers and shall adhere to the requirements to perform contained within these plans.

- 4.1.16 The Contractor shall report, and after release, process all suspicious packages.
- 4.1.17 The Contractor shall pick up mail a minimum of once per day from each USPS facility serving the Service Center Monday through Friday (excluding federal holidays), unless otherwise directed by the COTR, using Contractor provided transportation. The COTR may require additional pickups on certain days, as deemed necessary.
- 4.1.18 The Contractor shall process all outgoing third party courier mail in accordance with the courier's delivery system.
- 4.1.19 The Contractor shall return non conforming mail to USCIS for guidance or disposition within two business days.
- 4.1.20 The Contractor may be required to expedite special file requests by accurately identifying, locating, retrieving, and delivering the requested files to the requestor within four hours of the emergency request, during business and non-business hours.
- 4.1.21 The Contractor shall create and maintain temporary holding areas within the service centers for files pending further action (e.g., receipt of payment, fingerprints, or evidence).
- 4.1.22 The Contractor shall submit separate invoices for FDNS work to the FDNS COTR which includes: ASVVP and CFDO data collection and file operations work to the following address: 111 Massachusetts Ave. NW; Mail Stop 2274; Washington, DC 20529

4.2 Mail Operations Support (Priced under CLINs 0003, 1003, 2003 & 3003):

Background	The Contractor shall perform all tasks necessary for, or incidental to, the receiving, processing, securing, and delivery of incoming and outgoing mail for all components in the Service Centers and for the USCIS Regional Headquarters for the Western Region (co-located within the Federal Building housing the California Service Center in Laguna Niguel, CA). This function includes the proper handling, securing, and delivery of registered mail, which is an authorized means of transmitting classified information at the Secret level. All personnel handling or transporting registered mail must possess a security clearance at the Secret level (DD Form 254).
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- 4.2.1 The Contractor shall endorse incoming fees immediately upon opening the envelope.

Standard	Incoming fees are immediately endorsed upon opening the envelope.
Measure	Periodic Observation & Validated Customer Complaints

4.2.2 The Contractor shall route, process, and account for all mail, including but not limited to USPS mail, courier service packages, etc., to and from sources external to the service center, in a manner that optimizes proper file management and security, expedites data collection, maintains financial accountability, and maximizes throughput.

Standard	Route, process, and account for mail.
Measure	Periodic Observation & Validated Customer Complaints

4.2.3 The Contractor shall stage and maintain a daily count of all mail for pickup by presort Contractor.

Standard	Stage and maintain a daily count of all mail for pickup by presort Contractor.
Measure	Periodic Observation & Validated Customer Complaints

4.2.4 The Contractor shall receive all mail delivered by the USPS, any approved third party couriers, and/or authorized government agencies during normal hours of operation.

Standard	Receive all mail delivered by the USPS, approved third party couriers, and/or authorized government agencies during normal hours of operation.
Measure	Periodic Observation & Validated Customer Complaints

4.2.5 All mail (excluding certain exceptions) shall be opened, sorted, date stamped, properly handled, and timely processed and routed by the Contractor, in the assigned mail area.

Standard	All mail received is opened, sorted, date stamped, properly handled, and routed in time for processing and receipting within the same day.
Measure	Periodic Observation & Validated Customer Complaints

4.2.6 The Contractor shall log registered mail, certified mail, and any other mail that may be designated by the COTR.

Standard	Registered and certified mail is logged. All other mail designated by the COTR is logged.
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Measure	Periodic Observation & Validated Customer Complaints
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4.2.7 The Contractor shall receive and account for Post Office Non-Deliverable Securities (PONDS) in a prepared daily manifest.

Standard 4.2.7-1	PONDS mail is accurately processed
Measure	Periodic Observation & Validated Customer Complaints
Standard 4.2.7-2	PONDS mail is received and accounted for in a prepared daily manifest.
Measure	Periodic Observation & Validated Customer Complaints

4.2.8 The Contractor shall correctly prepare, seal, and meter outgoing mail to USPS or designated third parties.

Standard 4.2.8-1	Outgoing mail is metered by the daily scheduled time for the presort Contractor.
Measure	Random Sampling
Standard 4.2.8-2	Outgoing mail has the appropriate affixed postage for the weight and class.
Measure	Random Sampling
Standard 4.2.8-3	Outgoing mail is properly prepared for mailing with accurate, complete, and visible delivery addresses and billing information.
Measure	Random Sampling
Standard 4.2.8-4	Outgoing mail includes inserts or fliers when required.
Measure	Random Sampling

4.2.9 The Contractor shall deliver outgoing mail to USPS or designated third parties.

Standard	Outgoing mail is delivered to USPS or to designated third parties at a minimum of once per business day, Monday through Friday (excluding federal holidays), on the same date the mail was metered.
Measure	Random Sampling

4.3 Data Collection Support (Priced under CLINs 0004, 1004, 2004 & 3004):

Background	The accuracy of data collection is critical to the USCIS mission and includes, but is not limited to, keying fields such as A-file number, date of birth, name and alias(es), social security number, address, attorney name and address, monetary amount, corrections, updates to applicant/petitioner information, and other pertinent information. The Contractor is required to verify the accuracy of the information they enter into USCIS systems. Accurate data entry may require the Contractor to search for valid
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	<p>data within source documents when entering information from specific forms. Contractor should anticipate occasional IT system outages in order to direct work efforts to other activities.</p> <p>Data Collection Support does not include system updates for previously existing records. These updates include address changes, name changes, correcting errors, adding or changing an attorney of record, and recording incoming and outgoing correspondence such as Request for Evidence, RAP Sheets, and similar documents.</p>
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4.3.1 The Contractor shall accurately assemble forms, to include supporting documents and other materials.

Standard	The Contractor accurately assembles forms, to include supporting documents and other materials.
Measure	Random Sampling

4.3.2 The Contractor shall review applications/petitions and supporting documents for completeness, jurisdiction, signature, and correct fee, and process those compliant and non-compliant applications/petitions.

Standard	The application/petition and supporting document is correctly identified as compliant (acceptable) or non-compliant (reject).
Measure	Periodic Observation and Validated Customer Complaints

4.3.3 The Contractor shall collect information from forms and source documents and correctly input data into various formatted screens within established processing timeframes. Accuracy is defined as no data entry errors on the entire form or document.

Standard 4.3.3-1	Data collection of all fee-related forms not in CLAIMS 4 must be completed by close of the working day (11:30 p.m.) on the day received at the service center.
Measure	Random Sampling
Standard 4.3.3-2	Data collection of any CLAIMS 4 form must be completed by close of the working day (11:30 p.m.) on the next business day after being received at the service center.
Measure	Random Sampling
Standard 4.3.3-3	Data collection of non-fee related forms must be completed by close of the working day (11:30 p.m.) on the next business day after being received at the service center.
Measure	Random Sampling
Standard 4.3.3-4	Complete and accurate data collection of all fee and non-fee related forms and source documents completed accurately within

	established processing timeframes.
Measure	Random Sampling

4.3.4 The Contractor shall appropriately and correctly prepare and affix processing identifiers.

Standard	Processing identifiers are appropriately and correctly prepared and affixed to applications, petitions, processing worksheets, and file jackets.
Measure	Periodic Observation & Validated Customer Complaints

4.3.5 The Contractor shall generate and interfile screen prints, as required.

Standard	Screen prints specified in the forms' Standard Operating Procedure (SOP) are generated and interfiled.
Measure	Periodic Observation & Validated Customer Complaints

4.3.6 The Contractor shall accurately scan materials and, as required, perform cropping, scaling, and adjusting of contrast and brightness necessary to achieve an acceptable quality image for document production.

Standard 4.3.6-1	Necessary adjustments are made to the system data equipment to achieve an acceptable quality image for document production.
Measure	Periodic Observation & Validated Customer Complaints
Standard 4.3.6-2	Materials are scanned by the close of business two business days after the materials are received at the service center or upon request from USCIS.
Measure	Periodic Observation & Validated Customer Complaints

4.3.7 The Contractor shall scan, process, and verify fingerprint cards (FD-258) for submission to the Federal Bureau of Investigation (FBI).

Standard 4.3.7-1	Fingerprint submissions are accurately scanned, processed, and verified.
Measure	Periodic Observation & Validated Customer Complaints
Standard 4.3.7-2	Non-orphan or non-adoption fingerprints are submitted by close of the second business day following being received at the service center.
Measure	Periodic Observation & Validated Customer Complaints
Standard 4.3.7-3	Orphan and adoption cards are processed and submitted by close of business the next business day following being received at the service center.
Measure	Periodic Observation & Validated Customer Complaints

4.3.8 The Contractor shall create files during data collection.

Standard 4.3.8-1	Fee-related forms requiring an A-File, T-File, or a receipt file (as appropriate) shall have a file created by close of working day (11:30 p.m.) on the day received at the service center.
Measure	Periodic Observation & Validated Customer Complaints
Standard 4.3.8-2	Non fee-related forms requiring either an A-File, T-File, or receipt file (as appropriate) shall have a file created by close of working day (11:30 p.m.) on the next business day following being received at the service center.
Measure	Periodic Observation & Validated Customer Complaints
Standard 4.3.8-3	No duplicate A-file records are created.
Measure	Periodic Observation & Validated Customer Complaints
Standard 4.3.8-4	The appropriate file types, A-file, T-file, or receipt files are accurately created.
Measure	Periodic Observation & Validated Customer Complaints

4.3.9. The Contractor shall accurately process manually rejected applications and petitions within established time frames.

Standard 4.3.9-1	Manually rejected applications/petitions are accurately processed and ensure that any USCIS stamps appearing on the back of incoming fees are voided, that the wording provided in the rejected letter documents the correct reason for rejection, and that processing employee codes are noted on all returned applications and petitions.
Measure	Random Sampling
Standard 4.3.9-2	Random Sampling Manually rejected applications/petitions, and any received fees are accurately data collected into a formatted system.
Measure	Random Sampling
Standard 4.3.9-3	The manually rejected application/petition, reject letter, and any associated fees are returned to the applicant by close of the third business day following being received in the service center.
Measure	Random Sampling

4.4 Fee Collection (Priced under CLINs 0005, 1005, 2005 & 3005):

Background	The accuracy and timeliness of fee collection and deposit is instrumental to the success of the USCIS mission and includes, but is not limited to, collecting, reviewing, endorsing, and depositing fees (negotiable items). To complete this, the Contractor shall collect fees, review fees (negotiable instruments) for acceptability, and process fees by accurately preparing and timely depositing all fees on the next business day after the fees are received in the Service Center. The Contractor is also responsible for accurately
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	reconciling and reporting deposits on a daily basis.
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4.4.1 The Contractor shall review receipted fees for acceptability and ensure the fee is endorsed in accordance with the Treasury Financial Manual.

Standard	Receipted fees are reviewed for acceptability and endorsed in accordance with the Treasury Financial Manual.
Measure	Periodic Observation & Validated Customer Complaints

4.4.2 The Contractor shall prepare a daily deposit ticket accurately reflecting the total of all endorsed receipted fees. The Contractor shall complete the daily deposit not later than the scheduled depository pick up on the next business day after the fees were received at the service center. The Contractor shall accurately complete and include in each daily deposit packet any supporting documentation (line-off sheets, void sheets, etc.) used to support the deposit amount.

Standard 4.4.2-1	The prepared deposit ticket reflects an accurate total of the days' endorsed receipted fees.
Measure	Periodic Observation & Validated Customer Complaints
Standard 4.4.2-2	The daily deposit is completed prior to the depository pick up time.
Measure	Periodic Observation & Validated Customer Complaints
Standard 4.4.2-3	All supporting documentation is completed accurately and is included with the daily deposit packet.
Measure	Periodic Observation & Validated Customer Complaints

4.4.3 The Contractor shall submit a report showing individual clerk and individual system deposit totals to USCIS on a daily basis or as required.

Standard	All deposits are accurately generated, prepared, reconciled, and reported daily.
Measure	Periodic Observation & Validated Customer Complaints

4.4.4 The Contractor shall monitor and safeguard all fees at all times while within the Contractor's custody.

Standard	All fees are monitored and safeguarded at all times when in the custody of the Contractor.
Measure	Periodic Observation & Validated Customer Complaints

4.5 File Operations Support (Priced under CLINs 0006, 1006, 2006 & 3006):

Background	Successful performance of File Operations Support is critical to
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	the success of this task order and to the USCIS mission. The Contractor is required to receive, store, retrieve, maintain, and distribute files and internal mail in a timely, complete, and accurate manner. File content is dictated by documentation requirements imposed by law, regulation, or public policy. Files may be in paper, electronic, or digitized formats. The Contractor is also required to update USCIS tracking systems, annotate appropriate actions on case processing worksheets, manifest cases and documents being transferred as required, perform and follow-up File Transfer Requests (FTR), Manual Search Requests (MSR), and perform file sorts and file pulls as requested.
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4.5.1 The Contractor shall create all files when required during file operations.

Standard 4.5.1-1	Files required by USCIS are created by close of the next business day following request from USCIS.
Measure	Periodic Observation & Validated Customer Complaints
Standard 4.5.1-2	No duplicate A-file records are created.
Measure	Periodic Observation & Validated Customer Complaints
Standard 4.5.1-3	Files are accurately created.
Measure	Periodic Observation & Validated Customer Complaints

4.5.2 The Contractor shall accurately request required files from external sources, such as other centers, district offices, the National Records Center (NRC), etc. within established timeframes.

Standard 4.5.2-1	Contractor accurately requests required files from external sources.
Measure	Periodic Observation & Validated Customer Complaints
Standard 4.5.2-2	Required external file requests are completed by close of the next business day following the request by USCIS.
Measure	Periodic Observation & Validated Customer Complaints

4.5.3 The Contractor shall fulfill internal (within the center) and external (originating from other centers, district offices, the NRC, etc) file requests for information by identifying, locating, retrieving, and delivering the correct file(s) within the established timeframes.

Standard 4.5.3-1	Contractor responds to USCIS file requests by retrieving the correct file(s).
Measure	Periodic Observation & Validated Customer Complaints
Standard 4.5.3-2	Files are delivered (internal requests) or mailed (external requests) by close of the next business day (or within other designated timeframes) following request.
Measure	Periodic Observation & Validated Customer Complaints

4.5.4 The Contractor shall accurately perform file sorts.

Standard	Files are accurately segregated, filed, and routed.
Measure	Periodic Observation & Validated Customer Complaints

4.5.5 The Contractor shall file and re-file records.

Standard 4.5.5-1	Unless otherwise directed by the COTR, newly received applications and/or petitions are filed by close of the next business day following receipting at the service center.
Measure	Periodic Observation & Validated Customer Complaints
Standard 4.5.5-2	Other incoming files are re-filed by close of the next business day following being received at the service center.
Measure	Periodic Observation & Validated Customer Complaints

4.5.6 The Contractor shall track and update files in the National File Transfer System (NFTS) upon movement or as requested by USCIS. The Contractor shall accurately update data in various USCIS systems (C3, C4, etc.).

Standard 4.5.6-1	Files are correctly updated in USCIS systems.
Measure	Periodic Observation & Validated Customer Complaints
Standard 4.5.6-2	Files are tracked in NFTS upon movement.
Measure	Periodic Observation & Validated Customer Complaints
Standard 4.5.6-3	Data is accurately updated in USCIS systems.
Measure	Periodic Observation & Validated Customer Complaints
Standard 4.5.6-4	Tracking and updating functions are completed within established timeframes or as designated by the COTR.
Measure	Periodic Observation & Validated Customer Complaints

4.5.7 The Contractor shall reconcile and resolve issues identified through system generated error and recurring reports.

Standard	The Contractor reconciles and resolves issues identified through system generated error and recurring reports as required.
Measure	Periodic Observation & Validated Customer Complaints

4.5.8 The Contractor shall accurately consolidate files, physically, and electronically, within established timeframes.

Standard 4.5.8-1	Files are accurately consolidated, both physically and
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	electronically.
Measure	Periodic Observation & Validated Customer Complaints
Standard 4.5.8-2	The consolidated process is completed by close of the third working day following being received by the Contractor.
Measure	Periodic Observation & Validated Customer Complaints

4.5.9 The Contractor shall maintain a tracking process for files held in temporary holding areas. The Contractor moves files maintained in the temporary holding areas to the next stage of the process.

Standard 4.5.9-1	The Contractor maintains a tracking process that accurately identifies the expiration of files held in temporary holding areas.
Measure	Periodic Observation & Validated Customer Complaints
Standard 4.5.9-2	The Contractor moves files maintained in temporary holding areas to the next stage of the process when required.
Measure	Periodic Observation & Validated Customer Complaints

4.5.10 The Contractor shall accurately interfile, connect, and route all correspondence or Request for Evidence (RFE) with corresponding file(s) and update systems within established timeframes.

Standard 4.5.10-1	Evidence is connected by close of the third business day following being received at the service center.
Measure	Periodic Observation & Validated Customer Complaints
Standard 4.5.10-2	Interfiling is completed by close of the fifth business day.
Measure	Periodic Observation & Validated Customer Complaints
Standard 4.5.10-3	Files are routed to the adjudicating officer by close of the next business day following requested evidence being connected to the file.
Measure	Periodic Observation & Validated Customer Complaints
Standard 4.5.10-4	Interfiling/evidence are connected and affixed to the correct file.
Measure	Periodic Observation & Validated Customer Complaints
Standard 4.5.10-5	Received evidence is updated in USCIS systems on the same day received in the service center.
Measure	Periodic Observation & Validated Customer Complaints.

4.5.11 The Contractor shall maintain files.

Standard	File maintenance is performed.
Measure	Periodic Observation & Validated Customer Complaints

4.5.12 The Contractor shall review and prepare files for shipment to the National Records Center (NRC), or other locations. Additionally, the Contractor shall

verify that closed files are noted as closed within the physical file before preparing the file for storage.

Standard 4.5.12-1	Files are reviewed to ensure that each file is properly prepared and shipped to the NRC or other locations.
Measure	Periodic Observation & Validated Customer Complaints
Standard 4.5.12-2	Files noted as closed are physically reviewed to ensure the file is noted as closed.
Measure	Periodic Observation & Validated Customer Complaints

4.5.13 The Contractor shall accurately prepare, verify, and retain a copy of manifests going from the service center and retain a copy of all manifests received at the service center, including E-filing reports.

Standard 4.5.13-1	Outgoing manifests are accurately prepared and verified to contain current supporting information.
Measure	Periodic Observation & Validated Customer Complaints
Standard 4.5.13-2	Incoming manifests are verified to match manifest against contents.
Measure	Periodic Observation & Validated Customer Complaints
Standard 4.5.13-3	Electronic copies of manifests are properly maintained at the service center.
Measure	Periodic Observation & Validated Customer Complaints
Standard 4.5.13-4	Report inconsistencies on incoming manifests within one business day to USCIS.
Measure	Periodic Observation & Validated Customer Complaints

4.5.14 The Contractor shall perform system queries and searches in USCIS systems, and places a screen print(s) of the search result(s) in the file, when required.

Standard 4.5.14-1	The Contractor accurately performs all system queries and searches.
Measure	Periodic Observation & Validated Customer Complaints
Standard 4.5.14-2	Screen prints are printed and placed in the corresponding file within the established timeframe.
Measure	Periodic Observation & Validated Customer Complaints
Standard 4.5.14-3	Screen prints shall be attached in accordance with the centers SOP for the form in question.
Measure	Periodic Observation & Validated Customer Complaints

4.5.15 The Contractor shall accurately scan materials and, as required, perform cropping, scaling, and adjusting of contrast and brightness necessary to achieve an acceptable quality image for document production.

Standard 4.5.15-1	Necessary adjustments are made to the system data equipment to
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	achieve an acceptable quality image for document production.
Measure	Periodic Observation & Validated Customer Complaints
Standard 4.5.15-2	Materials are scanned by close of business day that the materials are received at the service center or request from USCIS.
Measure	Periodic Observation & Validated Customer Complaints

4.5.16 The Contractor shall correctly assemble E-filed applications and petitions into files.

Standard 4.5.16-1	E-filed forms are accurately assembled.
Measure	Periodic Observation & Validated Customer Complaints
Standard 4.5.16-2	E-filed forms are assembled by the close of the next business day following the receipt of the application/petition by the Contractor.
Measure	Periodic Observation & Validated Customer Complaints

4.5.17 The Contractor shall ensure that files are "adjudication ready" when they are sent to an adjudication division within the service center.

Standard	Files forwarded to an adjudication division for adjudication are complete and ready to be adjudicated in accordance with the Standard Operating Procedures (SOP) for the form in question.
Measure	Periodic Observation & Validated Customer Complaints

4.5.18 The Contractor shall pick up, continuously sort, and deliver for internal distribution printouts and files between mail stops within the service center as established by the COTR. The Contractor picks up mail, printouts, and files no less than twice daily as scheduled by the COTR.

Standard 4.5.18-1	Scheduled internal mail is picked up twice daily at each designated mail stop.
Measure	Periodic Observation & Validated Customer Complaints
Standard 4.5.18-2	Internal mail is delivered to its designated mail stop no later than close of business on the next business day.
Measure	Periodic Observation & Validated Customer Complaints

4.5.19 The Contractor shall photocopy application and petition-related documents when required.

Standard 4.5.19-1	Application and petition-related documents are photocopied accurately and completely.
Measure	Periodic Observation & Validated Customer Complaints
Standard 4.5.19-2	Photocopies are produced by the Contractor when required.
Measure	Periodic Observation & Validated Customer Complaints

4.5.20 The Contractor shall generate required USCIS approved letters, notices, and messages, including e-mail, text messages, and faxes.

Standard	Generates required USCIS approved letters, notices, and messages, including e-mail, text messages, and faxes.
Measure	Periodic Observation & Validated Customer Complaints

4.5.21 The Contractor shall accurately create I-512 documents within established timeframes.

Standard 4.5.21-1	The Contractor accurately creates required I-512 documents.
Measure	Periodic Observation & Validated Customer Complaints
Standard 4.5.21-2	The Contractor creates required I-512 documents by close of business the next business day after the I-131 file returns from adjudication.
Measure	Periodic Observation & Validated Customer Complaints

4.5.22. The Contractor shall process documents received from district, port of entry, or consulate offices.

Standard 4.5.22-1	Records received that do not require system relocation are processed by the close of the next business day after being received at the service center.
Measure	Periodic Observation & Validated Customer Complaints
Standard 4.5.22-2	Records that require system relocation are processed by the close of the fifth business day after being received at the service center.
Measure	Periodic Observation & Validated Customer Complaints
Standard 4.5.22-3	Documents, other than records, are processed by the close of the third business day after being received at the service center.
Measure	Periodic Observation & Validated Customer Complaints

4.5.23 The Contractor shall complete an audit of the physical location of each file in accordance with the Records Operation Handbook (ROH) and accurately reconciles files to system generated reports.

Standard	The Contractor completes an audit of the physical location of each file in accordance with the ROH requirement of one year.
Measure	Per results of annual INSITE audit.

4.5.24 The Contractor shall track, secure, and be accountable for all issued empty pre-printed A-File jackets in their possession.

Standard	The Contractor tracks, secures, and is accountable for all issued empty pre-printed A-File jackets in their possession.
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Measure	Periodic Observation & Validated Customer Complaints
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4.5.25 The Contractor shall timely identify and prepare materials for destruction when required in accordance with the ROH and /or as directed by the COTR

Standard	Materials needing to be destroyed are timely identified and prepared for USCIS review in accordance with the ROH and/or as directed by the COTR.
Measure	Periodic Observation & Validated Customer Complaints

4.5.26 The Contractor shall schedule biometric appointments as required.

Standard	Biometrics appointments are scheduled as required.
Measure	Periodic Observation & Validated Customer Complaints

4.5.27 This task currently only applies to the Nebraska Service Center but is included in this PWS for information purposes. The Contractor shall provide the necessary support needed to process Re-Entry Permit (REP) and Refugee Travel Document (RTD) booklets within one business day of receiving the booklets from the Integrated Card Production System (ICPS).

Standard 4.5.27-1	Booklets going to consulates have the applicant's foreign address affixed to the I-797 Approval Notice.
Measure	Periodic Observation & Validated Customer Complaints
Standard 4.5.27-2	The I-797 Approval Notice is wrapped around the booklet and secured with staples.
Measure	Periodic Observation & Validated Customer Complaints
Standard 4.5.27-3	Data on each booklet (name, COB, DOB, etc.) is compared to the data from the application. If any discrepancies are noted, the booklet is returned to USCIS.
Measure	Periodic Observation & Validated Customer Complaints
Standard 4.5.27-4	Booklet is ready to be mailed no later than one business day after receiving it from ICPS.
Measure	Periodic Observation & Validated Customer Complaints

4.6 Fraud Detection and National Security:

Background The Office of Fraud Detection and National Security (FDNS) is a directorate within USCIS. FDNS was created in 2004 to protect national security and the integrity of the legal immigration system. FDNS develops policies and procedures designed to detect fraud and implements programs that eliminate vulnerabilities in the immigration, petition and application process. FDNS is USCIS' primary conduit of information to other law enforcement and intelligence agencies, providing accurate information to external partners on fraud trends and patterns discovered in the course of agency operations. FDNS provides quality, customer focused services to all immigrants who are entitled to a benefit and who request them legally.

The FDNS Fraud Detection Branch (FDB) is tasked with implementation and oversight of anti-fraud operations. This branch develops fraud related policies that systematically identify possible fraudulent activity and indicators of potential fraud. To this end, the Administrative Site Visit and Verification Program (ASVVP) was developed and implemented in 2008 to assist FDNS in its effort to verify the existence of petitioner organizations and beneficiaries who have applied to USCIS for a benefit. Inspections and interviews are conducted to verify the physical existence of petitioner organizations, employers, jobs, salaries, places of worship and beneficiaries. Verified information is captured and recorded on worksheets by inspectors and is transmitted to USCIS for update in FDNS-DS (FDNS' case management system).

4.6.1 ASVVP and CFDO Data Collection Support (Priced under CLINs 0007, 1007, 2007 & 3007, as well as 0009, 1009, 2009 & 3009):

Background ASVVP data collection and entry into FDNS-DS is performed at the CSC and the VSC. Specific pre and post adjudication forms for employment based and religious worker petitions (i.e. I-129 and I-360) are randomly selected by the Center Fraud Detection Operations (CFDO) Units from submitted petitions and applications awaiting shipment to storage.

New records will be created in FDNS-DS. The Contractor shall be required to enter accurate information into FDNS-DS system. Accurate data entry may require the Contractor to search for valid data within source documents when entering information from specific forms. Contractor shall anticipate occasional IT system outages in order to direct work efforts to other activities.

The Contractor shall perform all data collection work during first shift, from 6AM – 2:30PM. FDNS-DS data collection is described as the entry of any new record where a receipt number, petitioner, petitioner organization, attorney or beneficiary does not already exist in the system.

The exact number of data entry fields is based on form type, number of forms and whether the entry is for a new record or for updates, which are to be classified and worked as part of file operations. ASVVP data entry will be split evenly between CSC and VSC only. NSC and TSC are not involved with the ASVVP Program.

CFDO data collection operates at all four of the SCOPS operations centers. CFDO is the recipient of potential leads and fraud case data that require data collection and entry into FDNS-DS aside from information entered for ASVVP purposes. CFDO receives leads in the form of consular returns, floor referrals, tip letters, and attorney cases, to be data entered into FDNS-DS at all four service centers.

Input into FDNS-DS is significantly different than input into CLAIMS3. A time in motion study was performed on FDNS-DS from April to July 2009 to determine data input speeds and the amount of time required to input new cases to the system. For ASVVP input, vendors should anticipate that 2-3 forms can be entered per hour on average into FDNS-DS at VSC and 1.5-2 forms per hour on average at CSC. Time zone differences, service center work shift impact, and system downtime were acknowledged in the study. FDNS data entry should anticipate 5 forms per hour on average.

4.6.1.1 The Contractor shall collect information for the ASVVP requirement from forms, petitions and source documents and correctly input data into various formatted tabs and sub-tabs. Accuracy is defined as no data entry errors on the entire form or document.

Standard 4.6.1.1-1	Complete and accurate data collection of all forms and source documents into FDNS-DS System.
Measure	Periodic Observation and Validated Customer Complaints
Standard 4.6.1.1-2	Data collection of all forms and source documents are completed within established timeframes or as designated by the COTR.
Measure	Periodic Observation and Validated Customer Complaints
Standard 4.6.1.1-3	No duplicate records are created.
Measure	Periodic Observation and Validated Customer Complaints

4.6.1.2 The Contractor shall collect information for the CFDO requirement from forms, petitions and source documents and correctly input data into various formatted tabs and sub-tabs. Accuracy is defined as no data entry errors on the entire form or document.

Standard 4.6.1.2-1	Complete and accurate data collection of all forms and source documents into FDNS-DS System.
Measure	Periodic Observation and Validated Customer Complaints
Standard 4.6.1.2-2	Data collection of all forms and source documents are completed within established timeframes or as designated by the COTR.
Measure	Periodic Observation and Validated Customer Complaints
Standard 4.6.1.2-3	No duplicate records are created.
Measure	Periodic Observation and Validated Customer Complaints

4.6.2 ASVVP and CFDO File Operations Support (Priced under CLINs 0008, 1008, 2008 & 3008, as well as 0010, 1010, 2010 & 3010):

Background	<p>ASVVP and CFDO file operations is described as updates of any forms or source data to FDNS-DS where a record already exists. The Contractor shall perform record updates on records that already exist in FDNS-DS. Cases, Leads, RFA's, and BFA's/CR's) must be updated continuously to include, consular returns, tip/snitch letters, ICE RFA's, Fraud referrals from Exams and Adjudications, Administrative Appeals Office (AAO) and HQ-Refugee Affairs. Also included are large conspiracy cases requiring multiple receipt inputs, people, addresses and organizational fields in existing records. Prosecution cases, statement of findings input and updates. File operation shall comprise of approximately 50% of the work at NSC and TSC.</p> <p>Periodic quality checks of Contractor work will be performed by CFDO and/or USCIS personnel to assure accuracy and timeliness of Contractor performance. Performance will be measured by periodic observation and validated customer complaints to assess adherence to standards.</p>
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4.6.2.1 The Contractor shall update information obtained from site visits into FDNS-DS system for immigration casework.

Standard 4.6.2.1-1	Information obtained from site visits is updated in FDNS-DS.
Measure	Periodic Observation & Validated Customer Complaints.
Standard 4.6.2.1-2	Updates are completed within established timeframes or as designated by the COTR.
Measure	Periodic Observation and Validated Customer Complaints

4.6.2.2 The Contractor shall track and update files in NFTS systems upon movement or as requested by USCIS. The Contractor shall accurately update data in FDNS-DS.

Standard 4.6.2.2-1	Files are correctly updated in FDNS-DS.
Measure	Periodic Observation & Validated Customer Complaints
Standard 4.6.2.2-2	Files are tracked in NFTS upon movement.
Measure	Periodic Observation & Validated Customer Complaints
Standard 4.6.2.2-3	Tracking and updating functions are completed within established timeframes or as designated by the COTR.
Measure	Periodic Observation & Validated Customer Complaints

4.7 Task Order Transition (Priced under CLIN 0001)

The Contractor shall complete the transition from predecessor contracts in 60 days after the starting date of this task order. This transition includes, but is not limited to, the processes of:

- Hiring initial staff
- Executing a plan for retention of existing staff
- Relocating key management personnel
- Rapid creation and submittal of security clearance packages
- Formalizing any subcontracts
- Establishing a temporary working site in close proximity to each service center for conducting interviews and meetings.

Upon completion of the authorized period of performance for this task order including exercised options, the Contracting Officer may issue a modification to authorize, establish price and fund the transition activity of the outgoing Contractor through a "Task Order Expiration Transition Task" in accordance with FAR 52.237-3, "Continuity of Services". The activities will include the requirements above and those required by FAR 52.237-3.

4.8 Program Management (Priced under CLINs 0002, 1002, 2002 & 3002)

The Contractor Program Management staff performing under this task order shall apply both to the Contractor's management of the task order as a program as well as the Contractor's performance of projects to be performed as specified in the PWS. During the period of

performance of this task order, the Government will require the Contractor to conduct certain program management activities needed to support SCOSS.

USCIS expects that the Contractor's program management activities/proposal will include:

- A Project Manager and qualified key personnel (i.e. Human Resources, Quality Control);
- Experienced, knowledgeable and capable points of contact for USCIS contract and task management. They shall be available for both ad hoc and regularly-scheduled meetings at the Government site, if necessary;
- Operational and task order-specific financial information as both scheduled and ad-hoc deliverables;
- Active pursuit of solutions to correct deficiencies;
- All reports and other deliverables as detailed in this PWS;
- Cost of vehicles;
- Cost of travel;
- Cost of office space used outside the service centers; and
- Any other direct costs required by the program management team, including IT resources.

4.8.1 Quality Control

- 4.8.1.1 The Contractor shall be responsible for exercising quality control of the processes called for in the performance work statement.
- 4.8.1.2 The Contractor shall develop, maintain, and manage all quality control measures to ensure compliance with the standards of the performance requirements.
- 4.8.1.3 The Contractor shall analyze trends and identify cost-saving approaches and productivity improvements to maintain performance while operating within budget constraints.

5.0 SECURITY REQUIREMENTS

5.1 GENERAL

U.S. Citizenship & Immigration Services (USCIS) has determined that performance of the task order requires that the Contractor, subcontractor(s), vendor(s), etc. (herein known as Contractor), have access to classified National Security Information (herein known as classified information). Classified information is Government information that requires protection in accordance with Executive Order 12958, Classified National Security Information, and supplementing directives.

The Contractor will abide by the requirements set forth in the DD Form 254, Contract Security Classification Specification, included in the task order, and the National Industrial Security

Program Operating Manual (NISPO) for the protection of classified information at its cleared facility, if applicable, as directed by the Defense Security Service. If the Contractor has access to classified information at a USCIS or other Government Facility, it will abide by the requirements set forth by the agency.

5.2 SUITABILITY DETERMINATION

USCIS shall have and exercise full control over granting, denying, withholding, or terminating access of unescorted Contractor employees to government facilities and/or access of Contractor employees to sensitive but unclassified information, based upon the results of a background investigation. USCIS may, as it deems appropriate, authorize and make a favorable entry on duty (EOD) decision based on preliminary security checks. The favorable EOD decision would allow the employees to commence work temporarily prior to the completion of the full investigation. The granting of a favorable EOD decision shall not be considered an assurance that a full employment suitability authorization will follow as a result thereof. The granting of a favorable EOD decision or a full employment suitability determination shall in no way prevent, preclude, or bar the withdrawal or termination of any such access by USCIS at any time during the term of the task order. No employee of the Contractor shall be allowed unescorted access to a Government facility without a favorable EOD decision or suitability determination by the Office of Security & Integrity (OSI).

5.3 BACKGROUND INVESTIGATIONS

Contract employees (to include applicants, temporaries, part-time, and replacement employees) that need access to sensitive but unclassified information shall undergo a position sensitivity analysis based upon the duties, outlined in the Position Designation Determination (PDD) for Contractor Personnel, that each individual will perform on the task order. The results of the position sensitivity analysis shall identify the appropriate background investigation to be conducted. All background investigations will be processed through OSI. Prospective Contractor employees shall submit the following completed forms to OSI through the COTR no less than 30 days before the starting date of the task order or 30 days prior to entry on duty of any employees, whether a replacement, addition, subcontractor employee, or vendor:

1. Standard Form 85P, "Questionnaire for Public Trust Positions"
2. DHS Form 11000-6, "Conditional Access to Sensitive But Unclassified Information Non-Disclosure Agreement"
3. FD Form 258, "Fingerprint Card" (2 copies)
4. Form DHS-11000-9, "Disclosure and Authorization Pertaining to Consumer Reports Pursuant to the Fair Credit Reporting Act"
5. Position Designation Determination for Contract Personnel Form
6. Foreign National Relatives or Associates Statement

Required forms will be provided by USCIS at the time of award of the task order. Only complete packages will be accepted by OSI. Specific instructions on submission of packages will be provided upon award of the task order.

Be advised that unless an applicant requiring access to sensitive but unclassified information has resided in the U.S. for three of the past five years, OSI may not be able to complete a satisfactory background investigation. In such cases, USCIS retains the right to deem an applicant as ineligible due to insufficient background information.

The use of Non-U.S. citizens, including Lawful Permanent Residents (LPRs), is not permitted in the performance of the task order for any position that involves access to or development of any DHS IT system. USCIS will consider only U.S. Citizens for employment on the task order. USCIS will not approve LPRs for employment on the task order in any position that requires the LPR to access or assist in the development, operation, management, or maintenance of DHS IT systems. By signing the task order, the Contractor agrees to this restriction. In those instances where other non-IT requirements contained in the task order can be met by using LPRs, those requirements shall be clearly described.

5.4 EMPLOYMENT ELIGIBILITY

The Contractor must agree that each employee working on the task order will have a Social Security Card issued and approved by the Social Security Administration. The Contractor shall be responsible to USCIS for acts and omissions of his own employees and for any acts or omissions of Subcontractor(s) and their employees, to include financial responsibility for all damage or injury to persons or property.

Subject to existing law, regulations, and/or other provisions of this task order, illegal or undocumented aliens will not be employed by the Contractor or be employed under the task order. The Contractor will ensure that this provision is expressly incorporated into any and all Subcontracts or subordinate agreements issued in support of this task order.

5.5 CONTINUED ELIGIBILITY

If a prospective employee is found to be ineligible for access to USCIS facilities or information, the COTR will advise the Contractor that the employee shall not continue to work or to be assigned to work under the task order.

The Security Office may require drug screening for probable cause at any time and/or when the Contractor independently identifies circumstances where probable cause exists.

USCIS reserves the right and prerogative to deny and/or restrict the facility and information access of any Contractor employee whose actions are in conflict with the standards of conduct, 5 CFR 2635 and 5 CFR 3801, or whom USCIS determines to present a risk of compromising sensitive but unclassified information to which he or she would have access under the task order.

The Contractor will report any adverse information coming to their attention concerning contract employees under the task order to USCIS OSI. The subsequent termination of employment of an

employee does not obviate the requirement to submit this report. The report shall include the employee's name and social security number, along with the adverse information being reported.

OSI must be notified of all terminations/ resignations within five days of occurrence. The Contractor will return any expired USCIS issued identification cards and building passes, or those of terminated employees, to the COTR. If an identification card or building pass is not available to be returned, a report must be submitted to the COTR referencing the pass or card number, name of individual to whom issued, and the last known location and disposition of the pass or card.

5.6 SECURITY MANAGEMENT

The Contractor shall appoint a senior official to act as the Corporate Security Officer. The individual will interface with the Security Office through the COTR on all security matters, to include physical, personnel, and protection of all Government information and data accessed by the Contractor.

The COTR and the Security Office shall have the right to inspect the procedures, methods, and facilities utilized by the Contractor in complying with the security requirements under the task order. Should the COTR determine that the Contractor is not complying with the security requirements of the task order, the Contractor will be informed in writing by the Contracting Officer of the proper action to be taken in order to effect compliance with such requirements.

5.7 COMPUTER AND TELECOMMUNICATIONS SECURITY REQUIREMENTS

5.7.1 Security Program Background

The DHS has established a department wide IT security program based on the following Executive Orders (EO), public laws, and national policy:

- Public Law 107-296, Homeland Security Act of 2002.
- Federal Information Security Management Act (FISMA) of 2002, November 25, 2002.
- Public Law 104-106, Clinger-Cohen Act of 1996 [formerly, Information Technology Management Reform Act (ITMRA)], February 10, 1996.
- Privacy Act of 1974, As Amended. 5 United States Code (U.S.C.) 552a, Public Law 93-579, Washington, D.C., July 14, 1987.
- Executive Order 12829, *National Industrial Security Program*, January 6, 1993.
- Executive Order 12958, *Classified National Security Information*, as amended.
- Executive Order 12968, *Access to Classified Information*, August 2, 1995.
- Executive Order 13231, *Critical Infrastructure Protection in the Information Age*, October 16, 2001.
- National Industrial Security Program Operating Manual (NISPOM), February 2001.
- DHS *Sensitive Systems Policy Publication 4300A* v2.1, July 26, 2004
- DHS *National Security Systems Policy Publication 4300B* v2.1, July 26, 2004
- Homeland Security Presidential Directive 7, *Critical Infrastructure Identification, Prioritization, and Protection*, December 17, 2003.
- Office of Management and Budget (OMB) Circular A-130, *Management of Federal Information Resources*.
- National Security Directive (NSD) 42, *National Policy for the Security of National Security Telecommunications and Information Systems* (U), July 5, 1990, CONFIDENTIAL.

- 5 Code of Federal Regulations (CFR) §2635, Office of Government Ethics, *Standards of Ethical Conduct for Employees of the Executive Branch*.
- DHS SCG OS-002 (IT), National Security IT Systems Certification & Accreditation, March 2004.
- Department of State 12 Foreign Affairs Manual (FAM) 600, *Information Security Technology*, June 22, 2000.
- Department of State 12 FAM 500, *Information Security*, October 1, 1999.
- Executive Order 12472, *Assignment of National Security and Emergency Preparedness Telecommunications Functions*, dated April 3, 1984.
- Presidential Decision Directive 67, *Enduring Constitutional Government and Continuity of Government Operations*, dated October 21, 1998.
- FEMA Federal Preparedness Circular 65, *Federal Executive Branch Continuity of Operations (COOP)*, dated July 26, 1999.
- FEMA Federal Preparedness Circular 66, *Test, Training and Exercise (TT&E) for Continuity of Operations (COOP)*, dated April 30, 2001.
- FEMA Federal Preparedness Circular 67, *Acquisition of Alternate Facilities for Continuity of Operations*, dated April 30, 2001.
- Title 36 Code of Federal Regulations 1236, *Management of Vital Records*, revised as of July 1, 2000.
- National Institute of Standards and Technology (NIST) Special Publications for computer security and FISMA compliance.

5.7.2 GENERAL

Due to the sensitive nature of USCIS information, the Contractor is required to develop and maintain a comprehensive Computer and Telecommunications Security Program to address the integrity, confidentiality, and availability of sensitive but unclassified (SBU) information during collection, storage, transmission, and disposal. The Contractor's security program shall adhere to the requirements set forth in the DHS Management Directive 4300 IT Systems Security Pub Volume 1 Part A and DHS Management Directive 4300 IT Systems Security Pub Volume I Part B. This shall include conformance with the DHS Sensitive Systems Handbook, DHS Management Directive 11042 Safeguarding Sensitive but Unclassified (For Official Use Only) Information and other DHS or USCIS guidelines and directives regarding information security requirements. The Contractor shall establish a working relationship with the USCIS IT Security Office, headed by the Information Systems Security Program Manager (ISSM).

5.7.3 IT SYSTEMS SECURITY

In accordance with DHS Management Directive 4300.1 "Information Technology Systems Security", USCIS Contractors shall ensure that all employees with access to USCIS IT Systems are in compliance with the requirement of this Management Directive. Specifically, all Contractor employees with access to USCIS IT Systems meet the requirement for successfully completing the annual "Computer Security Awareness Training (CSAT)." All Contractor employees are required to complete the training within 60-days from the date of entry on duty (EOD) and are required to complete the training yearly thereafter.

CSAT can be accessed at the following: <http://otcd.uscis.dhs.gov/EDvantage.Default.asp> or Via remote access from a CD which can be obtained by contacting uscisitsecurity@dhs.gov.

5.7.4 IT SECURITY IN THE SYSTEMS DEVELOPMENT LIFE CYCLE (SDLC)

The USCIS SDLC Manual documents all system activities required for the development, operation, and disposition of IT security systems. Required systems analysis, deliverables, and security activities are identified in the SDLC manual by lifecycle phase. The Contractor shall assist the appropriate USCIS ISSO with development and completion of all SDLC activities and deliverables contained in the SDLC. The SDLC is supplemented with information from DHS and USCIS Policies and procedures as well as the National Institute of Standards Special Procedures related to computer security and FISMA compliance. These activities include development of the following documents:

- *Sensitive System Security Plan (SSSP)*: This is the primary reference that describes system sensitivity, criticality, security controls, policies, and procedures. The SSSP shall be based upon the completion of the DHS FIPS 199 workbook to categorize the system of application and completion of the RMS Questionnaire. The SSSP shall be completed as part of the System or Release Definition Process in the SDLC and shall not be waived or tailored.
- *Privacy Impact Assessment (PIA) and System of Records Notification (SORN)*. For each new development activity, each incremental system update, or system recertification, a PIA and SORN shall be evaluated. If the system (or modification) triggers a PIA the Contractor shall support the development of PIA and SORN as required. The Privacy Act of 1974 requires the PIA and shall be part of the SDLC process performed at either System or Release Definition.
- *Contingency Plan (CP)*: This plan describes the steps to be taken to ensure that an automated system or facility can be recovered from service disruptions in the event of emergencies and/or disasters. The Contractor shall support annual contingency plan testing and shall provide a Contingency Plan Test Results Report.
- *Security Test and Evaluation (ST&E)*: This document evaluates each security control and countermeasure to verify operation in the manner intended. Test parameters are established based on results of the RA. An ST&E shall be conducted for each Major Application and each General Support System as part of the certification process. The Contractor shall support this process.
- *Risk Assessment (RA)*: This document identifies threats and vulnerabilities, assesses the impacts of the threats, evaluates in-place countermeasures, and identifies additional countermeasures necessary to ensure an acceptable level of security. The RA shall be completed after completing the NIST 800-53 evaluation, Contingency Plan Testing, and the ST&E. Identified weakness shall be documented in a Plan of Action and Milestone (POA&M) in the USCIS Trusted Agent FISMA (TAF) tool. Each POA&M entry shall identify the cost of mitigating the weakness and the schedule for mitigating the weakness, as well as a POC for the mitigation efforts.
- *Certification and Accreditation (C&A)*: This program establishes the extent to which a particular design and implementation of an automated system and the facilities housing that system meet a specified set of security requirements, based on the RA of security features and other technical requirements (certification), and the management authorization and approval of a system to process sensitive but unclassified information (accreditation). As appropriate the Contractor shall be granted access to the USCIS TAF and Risk Management System (RMS) tools to support C&A and its annual assessment

requirements. Annual assessment activities shall include completion of the NIST 800-26 Self Assessment in TAF, annual review of user accounts, and annual review of the FIPS categorization. C&A status shall be reviewed for each incremental system update and a new full C&A process completed when a major system revision is anticipated.

5.7.5 SECURITY ASSURANCES

DHS Management Directives 4300 requires compliance with standards set forth by NIST, for evaluating computer systems used for processing Sensitive but Unclassified (SBU) information. The Contractor shall ensure that requirements are allocated in the functional requirements and system design documents to security requirements are based on the DHS policy, NIST standards and applicable legislation and regulatory requirements. Systems shall offer the following visible security features:

- *User Identification and Authentication (I&A)* – I&A is the process of telling a system the identity of a subject (for example, a user) (*I*) and providing that the subject is who it claims to be (*A*). Systems shall be designed so that the identity of each user shall be established prior to authorizing system access, each system user shall have his/her own user ID and password, and each user is authenticated before access is permitted. All system and database administrative users shall have strong authentication, with passwords that shall conform to established DHS standards. All USCIS Identification and Authentication shall be done using the Password Issuance Control System (PICS) or its successor. Under no circumstances will Identification and Authentication be performed by other than the USCIS standard system in use at the time of a systems development.
- *Discretionary Access Control (DAC)* – DAC is a DHS access policy that restricts access to system objects (for example, files, directories, devices) based on the identity of the users and/or groups to which they belong. All system files shall be protected by a secondary access control measure.
- *Object Reuse* – Object Reuse is the reassignment to a subject (for example, user) of a medium that previously contained an object (for example, file). Systems that use memory to temporarily store user I&A information and any other SBU information shall be cleared before reallocation.
- *Audit* – DHS systems shall provide facilities for transaction auditing, which is the examination of a set of chronological records that provide evidence of system and user activity. Evidence of active review of audit logs shall be provided to the USCIS IT Security Office on a monthly basis, identifying all security findings including failed log in attempts, attempts to access restricted information, and password change activity.
- *Banner Pages* – DHS systems shall provide appropriate security banners at start up identifying the system or application as being a Government asset and subject to government laws and regulations. This requirement does not apply to public facing internet pages, but shall apply to intranet applications.

5.7.6 DATA SECURITY

SBU systems shall be protected from unauthorized access, modification, and denial of service. The Contractor shall ensure that all aspects of data security requirements (i.e., confidentiality, integrity, and availability) are included in the functional requirements and system design, and

ensure that they meet the minimum requirements as set forth in the DHS Sensitive Systems Handbook and USCIS policies and procedures. These requirements include:

- **Integrity** – The computer systems used for processing SBU shall have data integrity controls to ensure that data is not modified (intentionally or unintentionally) or repudiated by either the sender or the receiver of the information. A risk analysis and vulnerability assessment shall be performed to determine what type of data integrity controls (e.g., cyclical redundancy checks, message authentication codes, security hash functions, and digital signatures, etc.) shall be used.
- **Confidentiality** – Controls shall be included to ensure that SBU information collected, stored, and transmitted by the system is protected against compromise. A risk analysis and vulnerability assessment shall be performed to determine if threats to the SBU exist. If it exists, data encryption shall be used to mitigate such threats.
- **Availability** – Controls shall be included to ensure that the system is continuously working and all services are fully available within a timeframe commensurate with the availability needs of the user community and the criticality of the information processed.
- **Data Labeling**. – The Contractor shall ensure that documents and media are labeled consistent with the DHS *Sensitive Systems Handbook*.

Safeguarding Classified Information Within Industry

(a) Executive Order 12829, January 6, 1993 (58 FR 3479, January 8, 1993), entitled “National Industrial Security Program” (NISP), establishes a program to safeguard Federal Government classified information that is released to Contractors, licensees, and grantees of the United States Government. Executive Order 12829 amends Executive Order 10865, February 20, 1960 (25 FR 1583, February 25, 1960), entitled “Safeguarding Classified Information Within Industry,” as amended by Executive Order 10909, January 17, 1961 (26 FR 508, January 20, 1961).

(b) The National Industrial Security Program Operating Manual (NISPOM) incorporates the requirements of these Executive orders. The Secretary of Defense, in consultation with all affected agencies and with the concurrence of the Secretary of Energy, the Chairman of the Nuclear Regulatory Commission, and the Director of Central Intelligence, is responsible for issuance and maintenance of this Manual. The following DoD publications implement the program:

(1) National Industrial Security Program Operating Manual (NISPOM) (DoD 5220.22-M).

(2) Industrial Security Regulation (ISR) (DoD 5220.22-R).

(c) Procedures for the protection of information relating to foreign classified contracts awarded to U.S. industry, and instructions for the protection of U.S. information relating to classified contracts awarded to foreign firms, are prescribed in Chapter 10 of the NISPOM.

(d) Part 27—Patents, Data, and Copyrights, contains policy and procedures for safeguarding classified information in patent applications and patents.

5.8 USCIS-ISSUED CREDENTIALS

All Contract Employees performing under this Task Order will require USCIS-issued credentials. Work may not be performed by Contract Employees until credentials are issued.

5.8.1 Credential Criteria and Use

Credentials will be issued only to Contract Employees who will be performing under this Task Order and who are officially authorized by USCIS. These credentials remain Government property and are not transferable. Credentials shall not be photocopied, altered, or modified in any way.

5.8.2 Credentials Accountability Report

The Contractor shall submit an initial credentials accountability report to the COTR. This report shall account for each credential issued up to that point by USCIS. For each credential, the report shall include the Contract Employee's name, credential number, date of credential issuance, and expiration date of the credential. The names of all Contract Employees who have terminated their work under the Task Order (including disposition/location of their credentials if not yet sent to USCIS) should also be included in the report. The Contractor shall update this information monthly, and any changes to this initial list should be noted and sent to the COTR on a monthly basis. The COTR, at any time, may require a complete written account of the status of all credentials issued.

5.8.3 Control/Security

Credentials must be strictly controlled and protected by the Contractor and the Contract Employees from unauthorized use or loss. The loss or theft of credentials shall be reported within 1 hour of discovery to the COTR. The Contractor shall report any other inability to account for credentials of Contract Employees (e.g., as a result of a Contract Employee's unexplained absence, death, deployment overseas with the military, etc.), whether temporary or permanent within 1 hour of the Contractor's discovery. Anyone who falsely makes, forges, counterfeits, alters, reproduces, or tampers with a USCIS credential is subject to possible criminal sanctions, in accordance with Title 18, U.S.C.A., Sections 499, 50, and 701.

5.8.4 Liability

The Contractor is liable for any and all injury of any kind which results from the misuse of credentials by the Contractor, its heirs, successors and assigns, the Contractor's employees, sub-Contractors, consultants, or others whose possession of the credentials is reasonably foreseeable to the Contractor. The Contractor is liable for any and all costs of the Government in recovering credentials in the event that the Contractor is unable to do so, including but not limited to any and all litigation and court costs reasonably associated with the Government's recovery efforts and costs associated with the recovery of credentials by Federal, state, or local law enforcement agencies.

5.8.5 Return Procedure

Returned USCIS credentials shall be accepted in only one of two ways: either hand-delivered by Contractor personnel or shipped by Registered and/or Certified United States Postal Service Mail, United States Postal Service Express Mail, or an equivalent service approved by USCIS. All mailed credential Packages are to be signed by the recipient.

If credentials are pulled from Contractor personnel for any reason, the personnel cannot perform any work under this Task Order. When Contract Employees are removed or suspended from the Task Order, the Contractor must be in possession of all credentials within five days.

Should the Contractor be unable to return credentials within 5 days the Contractor shall immediately notify the COTR in writing of the circumstances preventing the return of the credentials in the specified timeframe and shall describe in writing when the Contractor reasonably expects to be able to return the credentials or those circumstances which prevent the return of the credentials impossible. This notice shall include a description of all efforts made by the Contractor to recover the credentials from the personnel and to return the credentials to the Government, and should include the full name, credential number, current and/or last known address and telephone number of the Contract Employee whose credentials are at issue, and any other information which is requested by COTR, as well as information which the Contractor in good faith believes may facilitate the recovery of the credentials, should recovery of the credentials by the Government become necessary. Only USCIS will have the authority to destroy credentials. The Contractor shall be responsible for reimbursing the Government \$105 per set of lost or un-returnable credentials.

6.0 DELIVERABLES

6.1 Headquarters Deliverables

6.1.1 The Monthly Records Operations Workload Activity Report (G-23)

This report, generated in the Performance Analysis System (PAS), is used for preservation of the agency's historical records, management of electronic files, life cycle of paper files, data entries, fee and mail processing, oversight and evaluation of contracted services, certification of records and verification of information from those records. PAS is the official reporting system for the USCIS.

The G-23 Report captures figures and data from both government and Contractor operations. All reported data must be performed in accordance with Department of Treasury guidelines, the ROH, and USCIS policies and procedures. The Contractor shall develop procedures to consolidate the G-23 data from the service centers and report the results on a consolidated monthly report to the COTR. The Contractor shall provide one G-23 for each of the two centers on the task order and a consolidated G-23 covering both of the centers no later than close of business on the tenth business day of the following month.

G23 Report for: Vermont

SITE: Vermont	October	November	December	January	February	March	April	May	June	July	August	September	Fiscal YTD
6.1.1 Files Created													
A-Files Created													
(a) Pending Beginning of Period	609												609
(b) Completed	6,003												6,003
(c) Pending End of Period	654												654
(d) Received	6,048	0	0	0	0	0	0	0	0	0	0	0	6,048
T-Files Created													
(a) Pending Beginning of Period	360												360
(b) Completed	12,541												12,541
(c) Pending End of Period	185												185
(d) Received	12,366	0	0	0	0	0	0	0	0	0	0	0	12,366
Receipt Files Created													
(a) Pending Beginning of Period	2,377												2,377
(b) Completed	88,647												88,647
(c) Pending End of Period	1,809												1,809
(d) Received	88,079	0	0	0	0	0	0	0	0	0	0	0	88,079
6.1.2 File Movement													
File Movement													
(a) Pending Beginning of Period	109,267												109,267
(b) Completed	458,412												458,412
(c) Pending End of Period	67,588												67,588
(d) Received	456,733	0	0	0	0	0	0	0	0	0	0	0	456,733
6.1.3 Files Requests													
File Requests - Routine													
(a) Pending Beginning of Period	0												0
(b) Completed	120,321												120,321
(c) Pending End of Period	0												0
(d) Received	120,321	0	0	0	0	0	0	0	0	0	0	0	120,321
File Requests - Expedited													
(a) Pending Beginning of Period	0												0
(b) Completed	2,776												2,776
(c) Pending End of Period	0												0
(d) Received	2,776	0	0	0	0	0	0	0	0	0	0	0	2,776
6.1.4 Interaction with FRC													
Retire Files													
(a) Pending Beginning of Period	0												0
(b) Completed	0												0
(c) Pending End of Period	0												0
(d) Received	0	0	0	0	0	0	0	0	0	0	0	0	0
Request a Retired File													
(a) Pending Beginning of Period	0												0
(b) Completed	164												164
(c) Pending End of Period	0												0
(d) Received	164	0	0	0	0	0	0	0	0	0	0	0	164
6.1.5 Fee Processing													
Fee Processing													
(a) Pending Beginning of Period	0												0
(b) Completed	54,291												54,291
(c) Pending End of Period	0												0
(d) Received	54,291	0	0	0	0	0	0	0	0	0	0	0	54,291
6.1.6 Data Entry													

6.1.2 Daily Workload Activity Report

The Daily Activity Report, referred to as the DAAG shall include the same information as what is contained in a G-23, and be in the format shown in figure below. The report shall be submitted electronically to the COTR and the COTRs' designees no later than close of business on the next business day following the reported day.

A DAAG Glossary is provided that defines the requirements for each line of the DAAG (see Attachment 9.5).

Daily (Weekly or Monthly) Report for:							
Process/Form	Beginning Pending	Received	Processed	Pending Adjust	Current Pending	Oldest Pending	Pending Value
Mail Operations							
Incoming Mail - Regular Handling							
Incoming Mail - Special Handling							
Incoming Files - Regular Handling							
Incoming Files - Special Handling							
Incoming Mail - Administrative							
Incoming Other Mail - Case Related							
Outgoing Mail - Regular Handling							
Outgoing Mail - Special Handling							
Outgoing Files - Regular Handling							
Outgoing Files - Special Handling							
Mail Operations Total							
Informational Counts							
Returned Undeliverable - All non-PONDS mail							
Returned PONDS - I-766 cards							
Returned PONDS - I-551 cards							
Returned PONDS - I-512L Advance Parole							
Returned PONDS - Re-entry Permit							
Returned PONDS - Refugee Travel Document							
Data Collection Operations							
Biometrics Fee							
EOIR-29							
FD-258							
I-102							
I-129 (All Other)							
I-129 (H1B CAP)							
I-129 (H1B Master CAP)							
I-907/I-129 (Premium)							
I-907/I-129 (Premium H1B CAP)							
I-907/I-129 (Premium H1B Master CAP)							
I-129 SubTotal							
I-129CW							
I-129F							
I-129S							

Daily (Weekly or Monthly) Report for:

I-130									
I-131									
I-140									
I-907/I-140 (Premium)									
I-181									
I-191									
I-192									
I-193									
I-212									
I-290B									
I-290C									
I-360									
I-907/I-360 (Premium)									
I-407									
I-485									
I-485 (EOIR)									
I-526									
I-539									
I-589									
I-589 (EOIR)									
I-601									
I-612									
I-687									
I-690									
I-694									
I-698									
I-730									
I-751 (C3 GUI)									
I-751 (MFAS)									
I-765									
I-817									
I-821									
I-824									
I-829 (C3 GUI)									
I-829 MFAS									
I-864									
I-865									
I-881									
I-90									
I-905									
I-907 (I-129 Upgrade)									
I-907 (I-140 Upgrade)									
I-907 (I-360 Upgrade)									
I-914									
I-914A									
I-918									
I-918A									

Daily (Weekly or Monthly) Report for:

I-929									
N-400									
N-400 (Military)									
N-470									
N-565									
N-600									
N-600K									
N-644									
DS-230									
Scanning I-89 Biometrics									
Scanning I-765 Biometrics									
Data Collection Total									
Informational Counts									
Rejects, System									
Rejects, Manual									
A-File Creates I-140									
A-File Creates I-360									
A-File Creates I-485									
A-File Creates I-589									
A-File Creates I-730									
A-File Creates I-881									
A-File Creates Immigrant Visa Packets									
A-File Creates Other									
File Operations									
Address Changes - Returned Mail									
Address Changes - AR-11									
Address Changes - SRMT System									
Address Changes - All Other Sources									
Address Changes SubTotal									
A-File Creates I-129F									
A-File Creates I-130									
A-File Creates I-140									
A-File Creates I-360									
A-File Creates I-485									
A-File Creates Refugee & Asylee Visa Packets									
A-File Creates DS-156									
A-File Creates Other									
A-File Creates SubTotal									
Booklet Support									
CIS Corrections									
Connects - FD-258 Idents (Rap Sheets)									
Connects - I-72 Request for Evidence									
Connects - I-89									
Connects- Withdrawal Request Letters									
Consolidations									
Consulate Returns									

Daily (Weekly or Monthly) Report for:

Duplicate Notices									
E-Filed I-129									
E-Filed I-129/I-907 Premium									
E-Filed I-131									
E-Filed I-140									
E-Filed I-140/I-907 Premium									
E-Filed I-539									
E-Filed I-765									
E-Filed I-821									
E-Filed I-907/I-129 Upgrade									
E-Filed I-907/I-140 Upgrade									
E-Filed I-907/I-360 Upgrade									
E-Filings SubTotal									
Files Audited									
Files Prepared for NVC Shipment									
Files Requested From FRC									
Files Retired to FRC									
File Transfer Request - A-Files									
File Transfer Request - R-Files									
FTCs Received									
G-28 Individually Filed									
G-639 FOIA requests									
G-639 FOIA request pages									
Hold Shelf-HBG R-files									
Hold Shelf-NRC A-files									
I-512L production									
IBIS									
Interfiling									
Internal File Requests - Expedited									
Internal File Requests - Routine									
Maintain File Jackets									
Photocopies									
Refiles									
Report Reconciliations									
Scan & Email, or Fax, Miscellaneous									
Screenprints									
Searches - Lost File Circular									
Searches - Manual Search Requests									
Searches - Routine									
Shelf Re-Organization									
SNAP Scheduling									
Special File Pulls									
Special File Sorts									
T-File Creates									
Transferred-A/T File(FTI)(NFTS) - Expedited									
Transferred-A/T File(FTI)(NFTS) - Routine									
Transferred-R File(NFTS) - Expedited									

Daily (Weekly or Monthly) Report for:							
Transferred-R File(NFTS) - Routine							
File Operations Total							
Total Pending Value							
Total Funds Deposited							

6.1.3 Weekly Workload Activity Report

The Weekly Activity Report shall include the same information and same format as the daily reports. The report will include a summary narrative to explain weekly trends, progress, backlogs, accomplishments, issues/problems, proposed/implemented solutions, number of full time employees (FTEs) at the end of the week, continuous improvement, and upcoming plans. The report shall be submitted electronically to the COTR and the COTR's designee no later than close of business on the first business day of each week.

6.1.4 Monthly Workload Activity Report

The Monthly Activity Report shall include same information and same format as the daily and weekly reports. The report will include a summary narrative to explain monthly trends, progress, backlogs, accomplishments, issues/problems, proposed/implemented solutions, continuous improvement, and upcoming plans. The report shall be submitted electronically to the COTR and the COTR's designee no later than close of business on the third business day of the following month.

6.1.5 Quarterly Workload Activity Report

The Quarterly Activity Report shall include the same information in the same format as the daily weekly, and monthly reports. The report will include a summary narrative to explain quarterly trends, progress, backlogs, accomplishments, issues/problems, proposed/implemented solutions, continuous improvement, and upcoming plans. The report shall be submitted electronically to the COTR and the COTR's designee no later than close of business on the third business day of the following month.

6.1.6 Annual Workload Activity Report

The Contractor shall provide two Annual Workload Activity Reports to include the same information in the same format as the daily, weekly, monthly, and quarterly reports. The Contractor shall include a summary narrative to explain annual trends, progress, backlogs, accomplishments, issues/problems, and proposed/implemented solutions, continuous improvement and upcoming plans. The reports shall be submitted electronically to the COTR and the COTR's designee no later than close of business on the tenth business day of the following fiscal year and task order year. One report shall be for the twelve-month task order year and the other report for the Government's fiscal year.

6.1.7 Monthly Status Report

The Contractor shall prepare and submit a Contractor's Progress, Status, and Management Report electronically to the CO, COTR, and the COTR's designee. This report shall be required monthly and shall discuss, at a minimum, the following items:

- Current staffing chart for each center

- Task Order expenditures
- Problems in delivery of services
- Corrective actions
- Any new procedures being considered

A summary of the ongoing support that shall include:

- Statistical data on volume of mail, applications and records processed, and any difficulty or delays in meeting milestones.
- The Contractor's analysis of the success of the overall management of the program.
- Problems in delivery of services.
- Recommendations to refine the program.
- The report shall be submitted electronically to the Contracting Officer and the COTR.

Standard	Reports are submitted within 10 business days following the end of the required reporting period.
Measure	Contractor submits in format specified with transmittal letter

6.1.8 Continuity of Operations (COOP) plan

A COOP plan is due 45 days after award, and will adhere to and be in compliance with the governments plan. See Attachment 9.7 for detailed COOP plan requirements.

6.1.9 Quality Control Plan

A quality control plan will be incorporated into the task order award. See Instructions Section for the Proposal Preparation.

6.1.10 Work Breakdown Structure (WBS)

A WBS will be incorporated into the task order award. See Instructions Section for the Proposal Preparation. The WBS shall be broken down by each center and the program office. It shall be updated by the Contractor as needed by government request.

6.2 Service Center Deliverables

6.2.1 Report of Accident, Theft, or Robbery

The Contractor shall report each incident as soon as discovered to the COTR and provide a written report to the COTR and CO no later than the close of business on the next business day. Continuous status of the incident from inception through resolution shall be provided upon the request of the COTR.

6.2.2 Postage Transaction Report

The Contractor shall notify the Service Center COTR of the need to replenish postage meters whenever the balance falls below \$25,000. All postage meter transactions shall be reported to the Service Center COTR on the first business day of each month for the previous month.

6.2.3 Overnight Courier Report

The Contractor shall prepare a monthly report to the Service Center COTR on the amount spent for overnight courier services due no later than the first business day of each month for the previous month.

6.2.4 Daily Deposit Report

The Contractor shall generate and deliver daily deposit reports to the Service Center COTR by close of the business day in accordance with Department of Treasury and USCIS policies and procedures.

6.2.5 System Generated Reports

System generated reports are generated manually by entering a code or are automatically produced depending on which USICS system is being accessed. System generated reports need to be reconciled and monitored in accordance with USCIS guidance for each individual system to ensure accuracy of electronic records. These reports may require the Contractor to provide subsequent documentation. System generated reports can be categorized as one of the following:

- Informational - Reports generated when needed to verify data, get counts or monitor a process.
- Recurring - Reports generated on a daily, weekly, or monthly basis and require reconciliation to ensure the accuracy of system data. Most recurring reports will grow in size when not reconciled since these reports are cumulative.
- Error - Reports usually generated automatically or by the Office of Information Technology (OIT) when two USCIS systems try to interface and update data. When the data from one system does not match the data from the other system an error report is generated to show which records were not updated. These reports are usually daily and not cumulative.

Guidance about processing these reports can be found in the NFTS/CIS user's manuals, the ROH, and local SOPs.

Reports Guide

Report Type	Report Name	System	Report #
NFTS			
Informational	File Listing by Section or RPC Report	NFTS	060
Informational	File Listing by Status Code Report	NFTS	100
Recurring	Unaudited Files Report	NFTS	170
Recurring	A & T Report	NFTS	160
Recurring	Active Duplicate Files Report	NFTS	150
Recurring	Duplicate FRC/Active Files Report	NFTS	140
Recurring	Pending Files Report	NFTS	190
Recurring	Files in Transit Report	NFTS	200
Recurring	Search CIS Missing Files Report (Matched Missing Report)(Automated A-file Circular Report)	NFTS	220
Error Report	CIS-Transfer Confirmation Delete Error Report	NFTS	340
Error Report	CIS-Records Rejected by CIS	NFTS	350
Error Report	CIS Error Report	NFTS	
NFTS			
Recurring	CIS Pending Request Report	NFTS	230
Recurring	Outstanding Pending Report	NFTS	N/A
Error Report	CIS - Unsuccessful Transfer Request Process	NFTS	330
Error Report	CIS - CIS Mismatch Report	NFTS	N/A
Recurring	Pull Tickets	NFTS	N/A
Informational	Pending File Requests Report	NFTS	R006
CIS			
Error Report	CIS Batch File Transfer Error Report	CIS	RNPCIARE
CA			
Error Report	Adjustment of Status Pending Data		CIPBEVPR
Error Report	Claims 4.0 CIS/Claims Mismatch Report	C4	N/A
Recurring	Picklists		N/A
RNACS			
Error Report	Claims Upload Records Rejected by RNACS	RNACS	RNCLMERR
SEVIS			
Error Report	Claims Upload Records Rejected by SEVIS	SEVIS	
FAX			
Recurring	HBG Shipping Report		Via Fax

6.2.6 Service Center Generic Reports and Databases

Service Center generic reports are provided and maintained locally by the Contractor. These reports may require manipulating or inputting data, and/or monitoring and electronic or paper transmission of the data, and may require the information to be keyed and maintained in a database. Each report will have different processing times and maintenance requirements. Standard Operating Procedures for the Service Center reports will be maintained and provided by Service Center Records at each site. A listing of the reports appears below.

Time Center Audit Report

A report provided by the Contractor to validate the hours logged by employees conducting File Room Operation tasks against the hours billed in the Contractor's File Room Invoice. The report is requested from the Contractor via email and hard copy memo letter. The Contractor is provided four business days to supply the report for the randomly selected employees to compare the hours on the report to the billed File Room hours. This Report is provided to CPAU in Excel format electronically and contains the employee's name, employee number, tasks performed, date, production for the day, and time spent on the operation. The report includes all tasks completed in File Room, Data Entry, Fee Collection and Mailroom Operations. This includes meetings and training sessions.

Microsoft Excel CA Production 4/7/00												
File Edit View Format Insert Tools Data Window Help AutoCAD												
Type a question												
Yahoo												
E4												
A	D	U	V	W	X	Y	Z	AA	AB	AC	AD	
1	Supervisor:											
2		120500R										
3		Final Entry #	Final Entry Hrs	Mail Setup #	Mail Setup Hrs	Total Final Entry #	Total Final Entry Hrs	Average Final Entry	Total Mail Setup #	Total Mail Setup Hrs	Average Mail Setup	
4						0	1.50	0.000	0	0.00	0	
5	SP000409	*Training										
6	SP000409	Deposit - Fee Remittances	46	0.50	0	0.00	162	2.50	64,980	0	0.00	
7	SP000409	G-26	19	0.50	0	0.00	75	2.50	30,000	0	0.00	
8	SP000409	F-129 (HIS)	22	2.50	24	2.25	87	11.50	7,566	97	11.25	
9	SP000409	F-539	11	0.75	11	0.90	25	2.25	11,111	28	2.25	
10	SP000409	F-507/-129 (Promote)				1	0.25	4,000	0	0.00		
11	SP000409	Keying Items	5	0.25	0	0.00	39	1.50	25,000	0	0.00	
12	SP000409	Refills	33	0.25	0	0.00	113	1.25	90,400	0	0.00	
13	SP000409	F-765				1	0.25	4,000	1	0.25		
14	SP000409	M9 & I-765				1	0.25	4,000	0	0.00		
15	SP000409	*I-624 (Auto Adjusts)	0	0.00	0	0.00	0	0.00	0	0.00		
16	Supervisor:											
17		120500										
18		Final Entry #	Final Entry Hrs	Mail Setup #	Mail Setup Hrs	Total Final Entry #	Total Final Entry Hrs	Average Final Entry	Total Mail Setup #	Total Mail Setup Hrs	Average Mail Setup	
19						60	3.00	13,333	0	0.00	0	
20	SP000311	CU-99 To Print										
21	SP000311	Deposit - Fee Remittances	2	0.25	0	0.00	15	0.75	20,000	0	0.00	
22	SP000311	G-26				0	0.25	32,000	0	0.00		
23	SP000311	F-129P	2	0.50	2	0.50	19	3.00	6,333	15	2.00	
24	SP000311	Refills	30	0.25	0	0.00	218	2.00	109,000	0	0.00	
25	SP000311	Screenprints	12	0.25	0	0.00	72	1.00	72,000	0	0.00	
26	SP000311	Calculations	30	0.50	0	0.00	128	1.50	83,333	0	0.00	
27	SP000311	OS-230	15	2.00	11	2.00	64	6.00	9,000	46	6.50	
28	SP000311	H-64	20	0.50	0	0.00	82	3.50	22,479	0	0.00	
29	SP000311	H-99 & Equivalent Visa (OS-135A)	15	0.50	0	0.00	49	3.00	16,333	0	0.00	
30	SP000311	*Meetings				0	1.00	0.000	0	0.00		
31	SP000311	F-624				20	1.00	20,000	0	0.00		
32	SP000311	COIR-29	2	0.25	0	0.00	2	0.25	8,000	0	0.00	
33	SP000320	Candidate	16	0.25	0	0.00	69	1.25	53,200	0	0.00	
34	SP000320	Deposit - Fee Remittances	4	0.25	0	0.00	16	1.00	16,000	0	0.00	
35	SP000320	OS-200	16	1.25	0	0.00	69	4.75	14,526	24	2.50	
36	SP000320	F-2808	0	0.00	1	0.25	2	0.50	4,000	9	2.00	
37	SP000320	H-64	20	0.25	0	0.00	88	2.00	44,000	0	0.00	
38	SP000320	H-99 & Equivalent Visa (OS-135A)	16	1.25	0	0.00	69	6.00	11,500	0	0.00	
39	SP000320	NY RPT/CS/MP/TA Updates	16	0.25	0	0.00	69	1.25	63,200	0	0.00	
40	SP000320	Refills	4	0.50	4	0.75	13	2.25	3,778	21	3.25	
41	SP000320	Screenprints	40	0.75	0	0.00	145	3.50	41,429	0	0.00	
42	SP000320	*Meetings				0	1.00	0.000	0	0.00		
43	SP000320	COIR-29	2	0.75	5	0.75	6	2.25	2,667	15	2.75	
44	Supervisor:											
45		120500										
46		Final Entry #	Final Entry Hrs	Mail Setup #	Mail Setup Hrs	Total Final Entry #	Total Final Entry Hrs	Average Final Entry	Total Mail Setup #	Total Mail Setup Hrs	Average Mail Setup	
47												

Contractor Employee Timesheets Contractor Employees Timesheets are requested from the Contractor to validate the File room hours worked by employees against the File room Operation hours billed on the File room Invoice. The Timesheets are provided electronically to CPAU.

Entity Code: NCTS		Location: Laguna Niguel - 24000 Auto Rd		Validation: Passed									
Cost Center: CIS SSC STANLEY OH		Function: Default		Data/Trans: 03/27/2009 04:04 PM									
Employee Type: Hourly Full Time		Sample: No											
IS	TO	Work Code	Rate	Job Code	Shop Rate	SAT	SUN	MON	TUE	WED	THU	FRI	SAT
1	REG	TB174288	N/A	N/A	N/A								
REGULAR PAY - CA Oth Ty 1 Occ Adv File													
Week Beginning: 03/14/2009						0.00	0.00	0.00	0.00	0.00	0.00	0.00	46.00
Week Beginning: 03/21/2009						0.00	0.00	0.00	0.00	2.00	0.00	0.00	34.00
Total per Line:													74.00
2	VAC	N/A	N/A	N/A	N/A								
VACATION													
Week Beginning: 03/14/2009						0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Week Beginning: 03/21/2009						0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total per Line:													0.00
Totals for Week: 03/14/2009						0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Totals for Week: 03/21/2009						0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total per Timesheet:													00.00

Timesheet Summary	
Time Code	Total
REGI REGULAR PAY	74.00
VACI VACATION	0.00

Reject Log – Log all manually reject applications and petitions. Centers use both Access database and Excel spreadsheets to maintain this information.

Mailbox	Mailing Date	Tab #	Letter #	Reject Code	\$ Fee A	First Name	Middle	Last Name	Company Name	Address1	Address2
1	12/2/2009	A1	730-001 A	0							
2	12/2/2009	A1	730-001 B	0							
3	12/2/2009	A1	730-001 B	0							
4	12/2/2009	A1	730-001 B	0							
5	12/2/2009	A1	589-001 A,C,D	0							
6	12/2/2009	A1	589-001 A	0							
7	12/2/2009	A1	589-001 H,I	0							
8	12/2/2009	A1	589-001 A,D,I	0							
9	12/2/2009	A1	589-001 A,B,D,I	0							
10	12/2/2009	A1	589-001 A	0					Univ of Florida E		
11	12/2/2009	A1	589-001 A,C	0					The Law Office		
12	12/2/2009	A1	589-001 E,I	0							
13	12/2/2009	A1	589-001 A	0							
14	12/2/2009	A1	589-001 A	0							
15	12/2/2009	A1	589-001 A	0							
16	12/2/2009	A1	589-001 A	0							
17	12/2/2009	A1	589-001 A,H,I	0							
18	12/2/2009	A2	sys	0							
19	12/2/2009	A2	sys	0							
20	12/2/2009	A2	sys	0							
21	12/2/2009	A2	sys	0							
22	12/2/2009	A2	sys	1010					Law Offices of C		
23	12/2/2009	A2	sys	0							
24	12/2/2009	A2	sys	0							
25	12/2/2009	A2	sys	0							
26	12/2/2009	A2	sys	0							
27	12/2/2009	A2	sys	0							
28	12/2/2009	A2	907-005 C	1000					Fan Fitzpatrick		
29	12/2/2009	A2	907-005 C	1000					Siegel & Gross		
30	12/2/2009	A2	907-005 B	1000							
31	12/2/2009	A2	907-005 H	0					Arnold Law Offs		
32	12/2/2009	A2	486-001 A	930/101 E							
33	12/2/2009	A2	000-000 A	1010							

Deposit Log - Log of the different daily deposits.

	Quantity	Form Type	Dollar Amount	System	IP	HI
11/17/2009	321	ACVIAs	422,250.00	CLAIMS 3	363,000.00	59,250.00
	85	EOIR29s	9,350.00	CLAIMS 3	242	79
		H-1Bs		CLAIMS 3		
	17	I-102s	5,440.00	CLAIMS 3		
	700	I-129	224,000.00	CLAIMS 3		
	145	I-129Fs	65,975.00	CLAIMS 3	LF	LG
	370	I-129FFs	178,700.00	CLAIMS 3	176,000.00	2,700.00
	257	I-129PP	257,000.00	CLAIMS 3	352	18
		I-129Ss		CLAIMS 3		
	1	I-130s	355.00	CLAIMS 3		
	0	I-131s		CLAIMS 3		
	0	I-140s		CLAIMS 3		
	0	I-192		CLAIMS 3		
	0	I-212s		CLAIMS 3		
		I-290As		CLAIMS 3		
	62	I-290Bs	36,270.00	CLAIMS 3		
	29	I-485s	25,320.00	CLAIMS 3	3,000.00	22,320.00
	10	I-360s	3,750.00	CLAIMS 3	5	24
	2	I-526s	2,870.00	CLAIMS 3		
	323	I-539s	96,900.00	CLAIMS 3		
	2	I-601s	1,090.00	CLAIMS 3		
	0	I-612s		CLAIMS 3		
	0	I-690s		CLAIMS 3		
	0	I-694s		CLAIMS 3		
		I-698s		CLAIMS 3		
	437	I-765s	148,580.00	CLAIMS 3		
	7	I-817s	3,080.00	CLAIMS 3		
	0	I-821s		CLAIMS 3		
	74	I-824s	25,160.00	CLAIMS 3		
	0	I-90s		CLAIMS 3		
	24	IFRs	1,920.00	CLAIMS 3		
		MOTIC		CLAIMS 3		
		MOJIC		CLAIMS 3		
	0	N470s		CLAIMS 3		
	0	N565s		CLAIMS 3		
		N600s		CLAIMS 3		
		N643s		CLAIMS 3		
		I-690		CLAIMS 3		
		I-698s		CLAIMS 3		
	0	I-694s		CLAIMS 3		
	0	I-90As		CLAIMS 3		
Totals	2,866.00		1,508,010.00			
		I-589		RAPS		
	5	I-881	1425.00	CLAIMS 4		
	0	N-400		CLAIMS 4		
	5	IFR	400.00	CLAIMS 4		
	21		6,485.00	MANUAL	FD-258	I-751
	1617	I-751s	435,820.00	NATIONALS	65,680.00	370,140.00
	1	I-829	2,850.00	NATIONALS	821	796
	1649		446,980.00			
Total	1,954,990.00					

Fee Collection Report - A spreadsheet showing the deposit from C3 and C4 each day. It also lists the number of petitions keyed each day.

Microsoft Excel - August 09.xls																	
File Edit View Insert Format Tools Data Window Help (Type a selection for help)																	
Arial Narrow																	
Sheet1 Window																	
A17																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	
	Aug	FARES Deposit	CLAIMS 3 Deposit	CLAIMS 4 Deposit	Bank Total	Time deposit completed	Petitions Keyed into Claims 3	Fee Instruments Claims 3	Petitions Keyed into Claims 4	Fee Instruments Claims 4	Petitions Keyed into Fares	Fee Instruments Fares	Total Petitions Keyed at NSC	Total Fee Instruments Keyed at NSC	Total \$ Pending		
1																	
2	3	\$0.00	\$722,215.00	\$0.00	\$722,215.00	12:55 PM	1295	1826	70	0	0	0	1365	1826	\$0.00		
3	4	\$0.00	\$372,830.00	\$2,975.00	\$375,805.00	1:10 PM	863	863	15	5	0	0	678	868	\$0.00		
4	5	\$0.00	\$385,380.00	\$6,250.00	\$391,630.00	12:55 PM	765	937	51	11	0	0	817	948	\$0.00		
5	6	\$460.00	\$491,330.00	\$0.00	\$491,790.00	1:14 PM	905	1106	30	0	1	1	936	1107	\$0.00		
6	7	\$0.00	\$487,235.00	\$4,325.00	\$491,560.00	1:00 PM	899	1109	37	7	0	0	936	1116	\$0.00		
7	10	\$0.00	\$705,924.95	\$0.00	\$705,924.95	1:10 PM	1244	1707	63	0	0	0	1307	1707	\$0.00		
8	11	\$0.00	\$382,640.00	\$11,430.00	\$394,070.00	1:10 PM	779	926	34	18	0	0	813	974	\$0.00		
9	12	\$0.00	\$392,700.00	\$0.00	\$392,700.00	1:05 PM	766	937	27	0	0	0	793	937	\$0.00		
10	13	\$0.00	\$407,985.00	\$3,065.00	\$411,050.00	1:15 PM	809	1023	56	5	0	0	865	1028	\$0.00		
11	14	\$0.00	\$661,125.00	\$5,675.00	\$666,800.00	1:10 PM	1034	1310	45	9	0	0	1079	1319	\$0.00		
12	17	\$0.00	\$589,365.00	\$0.00	\$589,365.00	1:15 PM	1073	1386	51	0	0	0	1124	1386	\$0.00		
13	18												0	0			
14	19												0	0			
15	20												0	0			
16	21												0	0			
17	24												0	0			
18	25												0	0			
19	26												0	0			
20	27												0	0			
21	28												0	0			
22	31												0	0			
23																	
24	TOTAL	\$ 468.00	\$ 3,580,398.95	\$ 22,818.00	\$ 3,524,684.95		10227	13140	479	65	1	1	10707	13198			
25		** Daily Average \$ and Petitions Keyed				\$263,555.71		487		23		0		510			
26		* These numbers will not be accurate until															
27		File Edit View Insert Format Tools Data Window Help (Type a selection for help)															
28		Arial Narrow															
29		Sheet1 Window															
30																	

Incoming Mail Log – Log of the number of piece of mail received for the day.

INCOMING MAIL LOG							
DAY:							DATE:
	1st AM	1st AM	1st PM	1st PM	2nd PM	2nd PM	
Courier	Time	Count	Time	Count	Time	Count	Total
Post Office							
PO Express							
Airborne/DHL							
UPS							
FED EX							
Fed Ex Ground							
Gricebrook							
Other Couriers							
Administrative corner							
Other Mail							
RETURN MAIL							
INFO COUNT							
corner							
FTC'S -							

Mail Meter Log – Log of mail meter totals at the beginning and end of each day.

METER # 1

1 st Shift			2 nd Shift		
Date:			Date:		
	Beginning	Ending		Beginning	Ending
Funds Used			Funds Used		
Funds Available			Funds Available		
Total Pieces			Total Pieces		
Control Sum			Control Sum		
Batch Count			Batch Count		
Batch Value			Batch Value		
* 0 * TAPE TO SHOW CURRENT DATE AND NEXT DATE					
FOR SAME DAY			FOR SAME DAY		
CA #			CA #		

Expedite Mail Log – Log of expedited or express mail each day.

Special Package Request ~ Expedite ~ Classified Material ~ Requested

EXPEDITE!

Arrived via:

Fed Ex

DHL

UPS

USPS

Tracking # _____

EAC or A # _____

Attn: _____

Deliver to: _____

Mailroom Received **date** _____ **Signature** _____

Courier Pick Up **date** _____ **Signature** _____

POC Received (DE for processing) **date** _____ **Signature** _____

Certified Mail Log – Log of certified mail received by day with tracking numbers.

Microsoft Excel - Certified Mail Log 2010.xls

File Edit View Insert Format Tools Data Window Help

Type a question for help

ES9676

T	A	B	C	D	E	F	G	H	I	J
Date Sent	Certified Mail #			Undeliverable						
2	1/10/2008	70062150000232211343								
3	9/2/2000	7006060000126231681								
4	3/4/2007	7007302000066060111	ON							
5	2/12/2008	7001114000014012284								
6	2/12/2008	70070710000331149166								
7	2/14/2008	70011140000144038343								
8	2/14/2008	70011140000144038360								
9	2/14/2008	70011140000144038367								
10	2/14/2008	70011140000144038329								
11	2/14/2008	70011140000144038411								
12	2/14/2008	70011140000144038374								
13	2/14/2008	70011140000144038398								
14	2/14/2008	70011140000144038281								
15	2/14/2008	70011140000144038428								
16	2/14/2008	70011140000144038336								
17	2/14/2008	70011140000144038360								
18	2/14/2008	70011140000144038367								
19	2/14/2008	70011140000144038329								
20	2/14/2008	70011140000144038411								
21	2/14/2008	70011140000144038374								
22	2/14/2008	70011140000144038398								
23	2/14/2008	70011140000144038281								
24	2/14/2008	70011140000144038428								
25	2/14/2008	70011140000144038336								
26	2/14/2008	70051160000057362764								
27	2/14/2008	70051160000057362389								
28	2/14/2008	70051160000057362696								
29	2/14/2008	70051160000057362665								
30	2/14/2008	70051160000057362764								
31	2/14/2008	70051160000057362389								
32	2/14/2008	70051160000057362696								
33	2/14/2008	70051160000057362665								
34	2/14/2008	7005311000005673514								
35	2/14/2008	7005311000005667254								

Microsoft Office Word 2007

Microsoft Office Excel - Certified Mail Log 2010.xls

96209 3:55 PM

6.2.7.1 California Service Center Specific Reports and Databases

I-129 H1B CRIS (CAP Receipt Information System) Database was designed to aid the California Service Center (CSC) in the tracking and processing of H1B CAP cases. The CRIS database is an Access database that requires the Contractor to input the random number generator (RNG) number and/or receipt number of the respective H1B CAP case and input the H1B cap case data information such as petitioner, attorney and beneficiary name, address, DOB, COB, employee identification number (EIN) and reason for rejection when rejecting the H1B cap cases. CRIS information is also used to respond to inquiries from petitioners and their attorneys. The database has a search capability to search for a H1B cap case by CAP number, petitioner/beneficiary's name, and box number etc. The database has the capability to produce reject and/or acknowledgement letters.

CAP Receipt Information System (CRIS)

Clear Entries

Updates/Data Entry
Enter CAP Case Number to be updated below

Search

Database Queries

View Case Information Enter Case Number

List Case Numbers in a BOX Location Enter Box Location

Name/Company/EIN Search Enter Name/Company Use * for wildcard search

Tracking Number Search Enter Tracking number to search for

List Manual Reject Case Numbers List CLAIMS Reject Case Numbers List Selected Case Numbers List Cushion List

Generate Pick List Count/List Regular Cases Count/List Masters Cases Count/List Child Singapore

List data entered winners

Stanley Employee Information

CAP Receipt Information System
CRIS

Ver 1.0
Last Update: 03/31/10

Just in Time (JIT) Report was created to enable Adjudications management to view pending file counts on the file room shelves on a weekly or daily basis. The JIT report is an Access database that requires the Contractor to maintain RPC code descriptions of what is currently on the shelves and staging areas in the file room. The database will group RPC codes with like descriptions and produce a count.

JIT Report

Division	JIT Section	Receipt File Count	A-file Count	Total Elms	Aisle Location	RAFACS Range	SCOT Oldest	Oldest Case RPC
Div I	101 Hold Div I	1,114	23	1,137	A33, 34	UD9783 - UD9999, UL8000 - UL8199	N/A	N/A
	Co-pilot	1,171	0	1,171	ED 1	VN6481 - VN6999, VEB000 - VEB117	N/A	VN6481
	F129 AMC CNFC complete	153	0	153	A23	ED773 - ED785	N/A	N/A
	EP-101 Hold (Banking)	1,050	0	1,050	GL02	GA8000 - GA8119	N/A	N/A
	EP-HEG Hold (Approved)	7,132	0	7,132	G3, G4, G5, G6, G7	GA8110 - GA8999, GBN000 - GBN111	N/A	N/A
Div II	101 Hold Div II	2,033	28	2,111	A31, 32	UD845 - UD9999, UD0000 - UD9101, UD9111 - UD9151	N/A	N/A
	Division II Processing Hold	0	0	0	A48	UC9077 - UC 0118	N/A	UC9077
	FY70 - F129 HLD Hld - EP to gain CAP	120	0	120	A30	FV6777 - FV6801	04/07/09	FV6801
	IR-B CDR: AK				A48	UC9101 - UC 0101	N/A	N/A
	F103	29	0	29	A34	TD014 - TD018	07/20/09	TD017
	F129 CAP Empty C.O.S. & Adv. Degree	204	0	204	A33	TD0101 - TD0205	04/04/09	TD0214
	F129 E	403	0	403	A33	TD0209 - TD0192	07/20/09	TD0340
	F129 FY70 HLD CAP	6	0	6	A34	TD0343 - TD0343	07/20/09	TD0343
	F129 H1B H1C J	11,444	0	11,444	A30, A31	TD0177 - TD0784, TD0803 - TD0774	04/01/09	TD0401
	F129 H1A E-Field-Reference Awaiting the H	2	0	2	A34	TD0177 - TD0447	07/20/09	TD0417
	F129 H1D	7	0	7	A34	TD0383 - TD0404	07/20/09	TD0383
	F129 H3	31	0	31	A34	TD0711 - TD0711	04/01/09	TD0711
	F129 HBG 40-day Hold (Approved)	17,243	0	17,243	T5, T6, T7, T8, T9, T10	TD0117 - TD0599, TD0600 - TD0114	N/A	N/A
	F129 L Bunch	1,203	1	1,203	A33	TD0731 - TD0999, TD0000 - TD0000	N/A	TD0731
	F129 LL-A	241	0	241	A33	TD0737 - TD0933	07/13/09	TD0838
	F129 LL-B	244	0	244	A33	TD0934 - TD0999, TD0000 - TD0101	07/20/09	TD0000
	F129 Q P	135	0	135	A34	TD0448 - TD0710	05/21/09	TD0448
	F129 Q	2	0	2	A33	TD0401 - TD0411	04/05/09	TD0401
	F129 TR (E-Field)	11	0	11	A33	TD0194 - TD0404	07/20/09	TD0194
	F129S CBPPCK	30	0	30	A34	TD0004 - TD0111	7/20/09	TD0004
	F129 (PI & MI) Release/transfer	147	0	147	A31	TD0717 - TD0743	07/20/09	TD0717
	F129 E M & T	813	31	844	A31	TD0711 - TD0721	04/00/09	TD0711

Monday, August 18, 2009

Counts reflect close business: Friday, August 09, 2009

Page 1 of 2

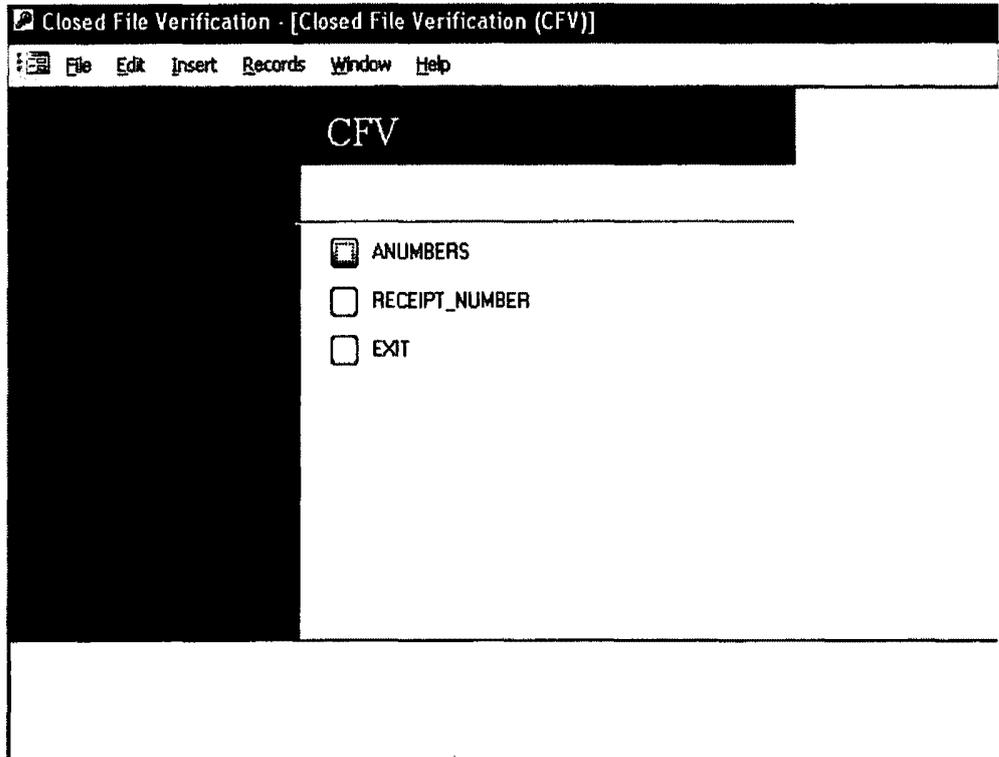
Duplicate Receipt Notices database was created to enable the Contractor to print duplicate notices upon request. When Adjudications or Records receives a request for a duplicate notice, the receipt number is updated on a designated spreadsheet on the common drive. Each evening on second shift, the Contractor will run the duplicate receipt notice database which will access the receipt numbers in the spreadsheet, query the number against CLAIMS 3 and generate the notices. Once all the receipt notices have been printed and verified, the receipt numbers on the spreadsheet on the common drive can be deleted. Receipt notices that are not generated through claims will need to be keyed manually using the templates in the database

(b)(6)

The screenshot shows a Microsoft Excel spreadsheet with the following structure:

	A	B	C	D	E	F	G	H
3	[REDACTED]							
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								
16								
17								
18								

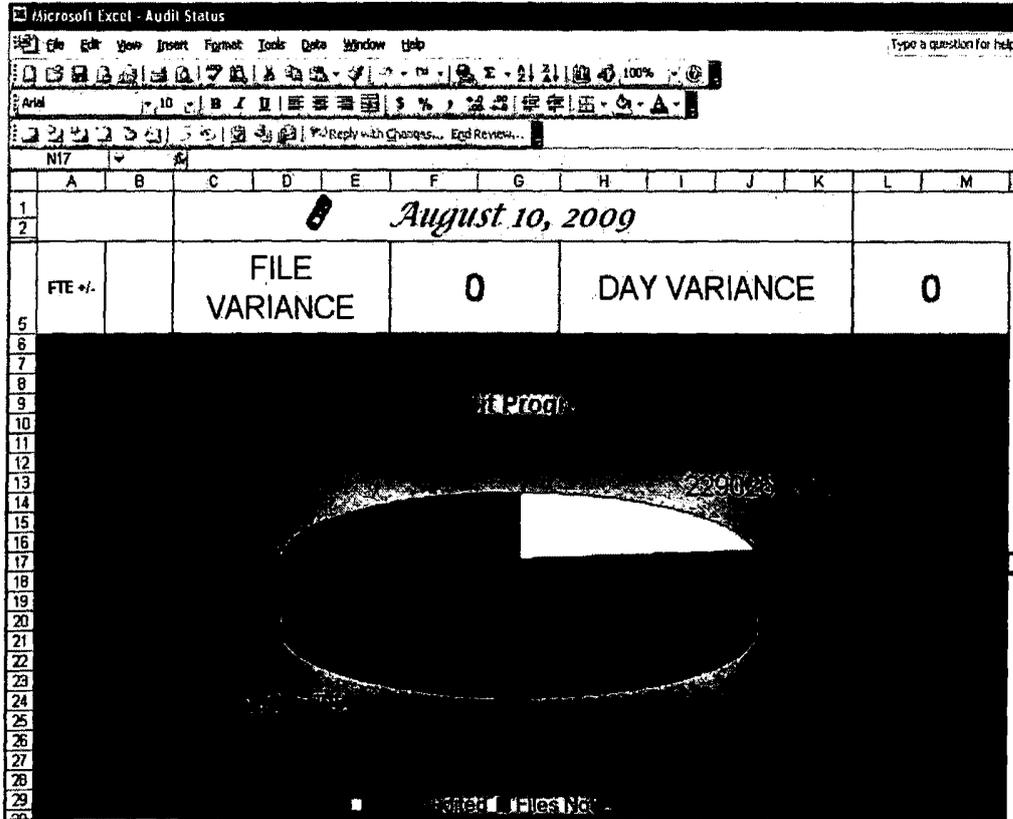
Closed File Verification Report was created to enable the identification of open cases prior to them being shipped to file storage facilities. The CFV report is an Access database that requires the Contractor to maintain RPC code descriptions (referred to as "box" codes) for boxes of adjudicated files that have been prepared for shipment. The database will identify open cases within each "box code" so that they may be removed and properly updated prior to shipment.



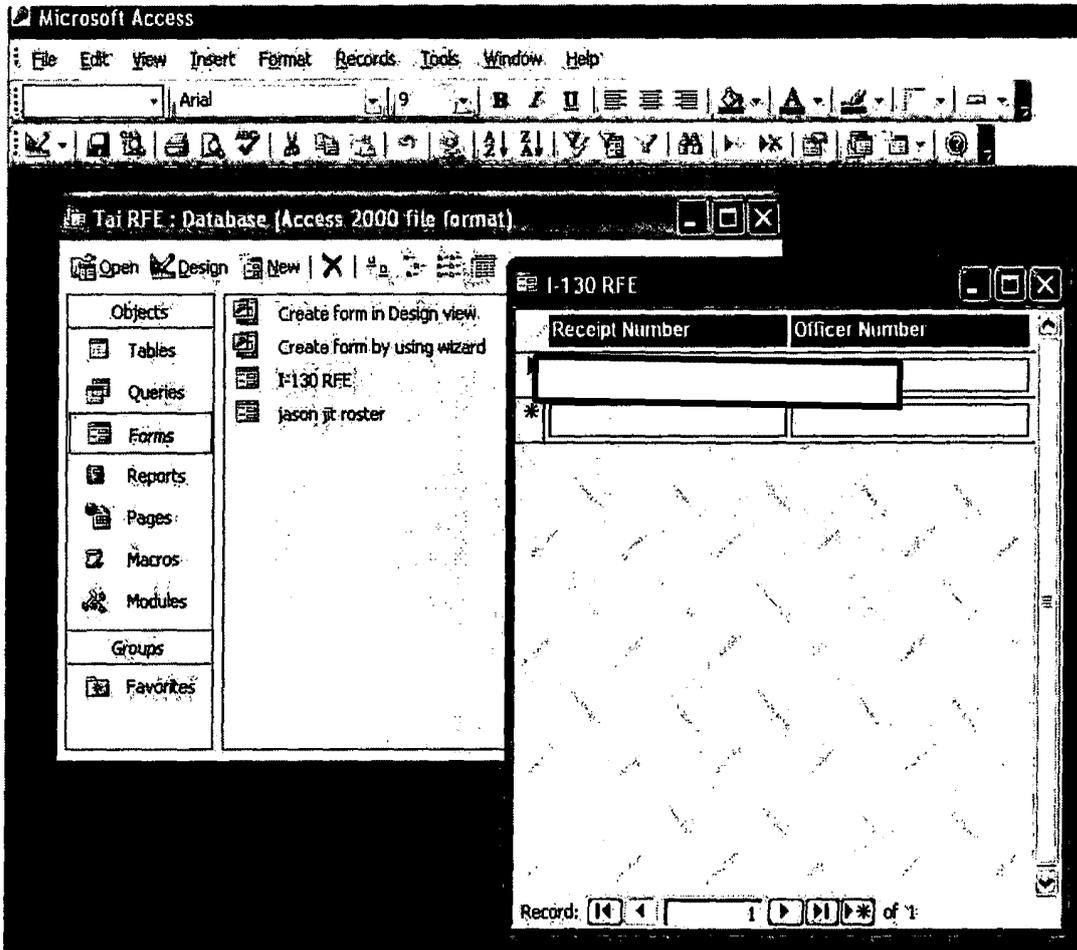
Backlog Reduction Fact Worksheet was created to enable the Contractor to accurately estimate the amount of time and number of resources needed to reduce their backlogs. This report is an Excel spreadsheet that requires the Contractor to accurately account for their pending backlog counts, oldest processing dates, anticipated incoming volumes, and number of available resources. In addition to this, targeted completion dates for bringing these areas into compliance are provided.

Microsoft Excel - Backlog Reduction Watch (8-7-09)						
Type a question for help						
E20						
A	B	C	D	E	F	G
CSC Backlog Reduction Fact Work Sheet						
	Backlogged Processor	OLDEST DATE (8/6/09)	Total Backlog (8/6/09)	Projected Date of Compliance	Status	Constraints/Remarks/Status
3	Motions	7/15/2009	375	NA		As of July 23rd, we are working on current incoming mail. 504 motions are on 3
4	SRMT	8/9/2009	0	NA		On track to complete weekend remaining requirement of 132 cases. (Friday mu
5	Return Mail	7/29/2009	6,193	TBA		723 outside compliance date. Additional training of DE clerks conducted today.
6	Interfiling	7/29/2009	5,643	TBA		2,062 outside compliance date. Additional training of DE clerks conducted toda
7	A File Creates (backend approved)	8/6/2009	10,150	TBA		Night crew DE surge unit has been trained to help reduce the backlog.
8			22361			
9						
	Backlogged Processor	OLDEST DATE (8/6/09)	Total Backlog (8/6/09)	Projected Date of Compliance	Status	Constraints/Remarks/Status
11	Connects - RFE	8/4/2009	1499	NA		In compliance.
12	1751 (T Create)	8/6/2009	280	NA		In Compliance
13	Consolidations 1751 (A awaiting T)	8/6/2009	257	NA		In Compliance
14	CR1-89 (Backend)	8/6/2009	0	NA		In Compliance
15	Ive - DS-230s	8/6/2009	55	NA		In Compliance
16	AR-11	8/5/2009	292	NA		In Compliance
17	1-865	8/5/2009	38	NA		In Compliance
18			2091			

Semi-Annual Audit Plan Report was created to enable the Contractor to plan their file audits and track their progress. This report requires the Contractor to maintain an audit record for each RPC in their areas of responsibility. The progress of their "rolling" audit is projected in order to calculate a date of completion.

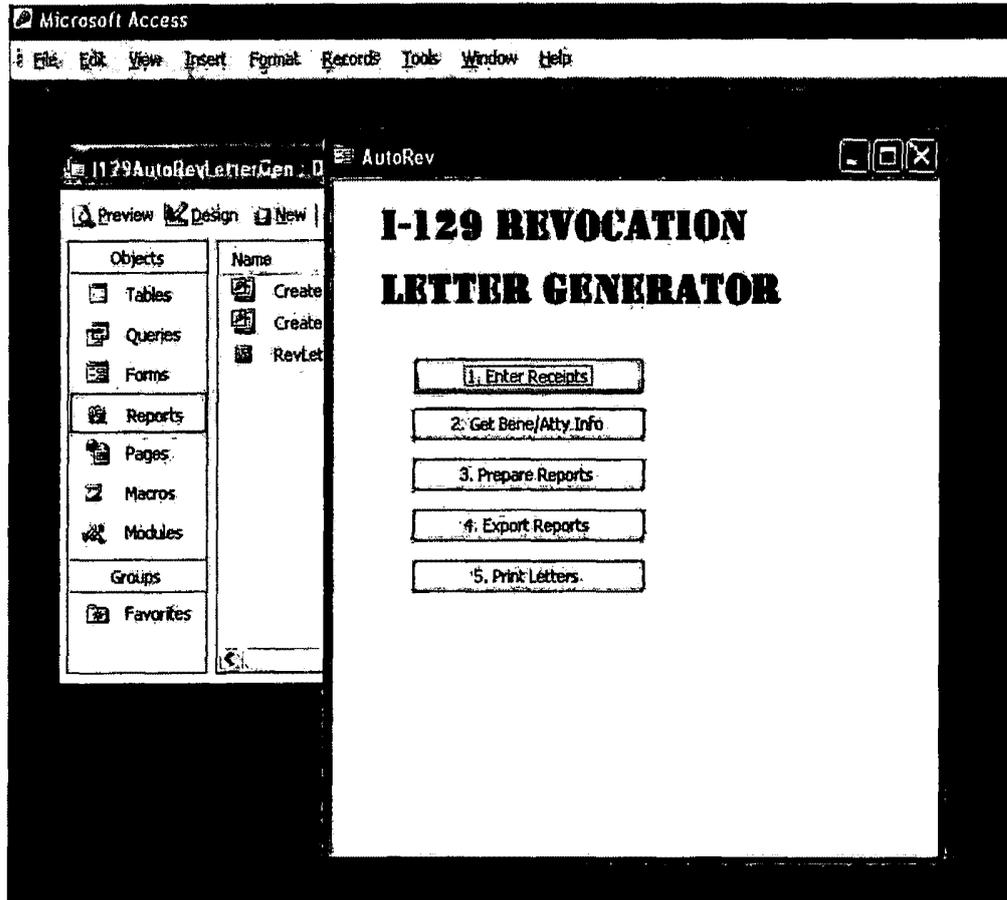


I-130 Upfront RFE Process The Contractor has an automated system for generating/printing RFE notices for I-130s. The report is run through Access. The receipt numbers for these cases are run through a database which pulls data from CLAIMS. The database then produces the RFE notice, which is then prepared for mailing.



(b)(6)

I-129 Auto Revocation/Withdrawal Process was created to enable the Contractor to generate Auto Revocation and Withdrawal notices in batches. The report is an Access database that requires the Contractor to input receipt numbers related to Auto Revocations or Withdrawals into the database, which are then compared to the data in CLAIMS. The Contractor also notifies local IT of the receipt numbers being prepared so that CLAIMS can be updated as well. After receiving confirmation from local IT that CLAIMS has been updated, the Contractor prints the notices and prepares them for mailing.



6.2.7.2 Vermont Service Center Specific Reports and Databases

H1B CAP report - A spreadsheet maintained by the Contractor to record the daily received and production figures during the annual H1B CAP filing season beginning on April 1. Submitted to the VSC COTR each day. This spreadsheet is also maintained at CSC.

Microsoft Excel - FY11 VSC H1B CAP Report.xls [Read-Only]													
File Edit View Insert Format Tools Data Window Help													
Type a question for help													
Joanne MT 11 B / II													
Partly with Changes... Egd Review...													
A1													
Vermont Service Center													
All Mail Received - Not Opened													
Number of Envelopes / Packages													
Barcoding Progress													
(VRN) H1B CAP													
(VRP) H1B CAP - Premium													
(VMN) H1B Masters													
(VMP) H1B Masters - Premium													
Totals													
Estimated Daily Receipts													
(VRN) H1B CAP													
(VRP) H1B CAP - Premium													
(VMN) H1B Masters													
(VMP) H1B Masters - Premium													
Totals													
Unidentified													
Grand total received in FY 2011 CAP season													
Grand total received in FY 2010 CAP season													
% Change: FY11 receipts over FY10 receipts													
1	Vermont Service Center												
2													
3	All Mail Received - Not Opened												
4	Number of Envelopes / Packages												
5													
6	Barcoding Progress												
7	(VRN) H1B CAP												
8	(VRP) H1B CAP - Premium												
9	(VMN) H1B Masters												
10	(VMP) H1B Masters - Premium												
11	Totals												
12													
13	Estimated Daily Receipts												
14	(VRN) H1B CAP												
15	(VRP) H1B CAP - Premium												
16	(VMN) H1B Masters												
17	(VMP) H1B Masters - Premium												
18	Totals												
19													
20	Unidentified												
21													
22	Grand total received in FY 2011 CAP season												
23													
24	Grand total received in FY 2010 CAP season												
25													
26	% Change: FY11 receipts over FY10 receipts												
27													
28													
29													

7.0 PERFORMANCE STANDARDS

7.1 Overview

The USCIS has specified performance standards in each task area related to processes that USCIS believes are critical to successful performance of the service centers. These requirements and their associated performance standards define the work to be performed, although these may change over time. The USCIS established these performance requirements and associated standards after careful analysis of current operations based on historical performances against similar established standards. The USCIS will be using monetary deductions in certain cases when Contractor performance does not meet the established minimum performance as established in the performance requirements.

USCIS requires the Contractor to conduct ongoing quality and process control and to effectively monitor performance continually. USCIS will measure performance against the published requirements and standards on an ongoing basis and will report the summarized results monthly.

If the Contractor fails to achieve the minimum quality standard for certain performance requirements, USCIS shall provide the Contractor with a monetary deduction (see section 8).

The performance requirements are summarized below as well as in the Performance Work Statement.

7.2 Quality Assurance Surveillance Procedures

The Quality Surveillance Procedures involve all planned and systematic actions necessary to provide adequate confidence that the services and resulting product from the Contractor will satisfy the requirements. This program involves making sure that quality standards are met and includes a continuing evaluation of adequacy and effectiveness with a view toward the use of timely corrective and preventive measures where necessary.

Quality Assurance Surveillance is the activity the government utilizes to monitor the in-process product quality based upon the outcome of attribute inspection of product units. Quality Assurance Surveillance is primarily conducted by the Contract Performance Analysis Unit (CPAU), an organization staffed by functionally qualified and trained personnel who are involved in the ongoing monitoring of the Contractor's product quality.

Quality Assurance Surveillance will be performed on all performance requirements to some extent. Documented results will be provided to the Contractor at least once per month. Section 8.0, Schedule of Monetary Deductions, provides a listing of the performance requirements that will result in specific monetary changes noted on the invoices.

7.3 Performance Requirements Summary (PRS)

PRS outlines the performance standards (i.e., selected service outputs of the task order) to be monitored and evaluated by USCIS to ensure that in-process product quality remains fully acceptable. The standard for each performance requirement is the minimum acceptable quality level (AQL) of performance required. If the standard for any performance requirement is reached, the Contractor is considered to have met that performance requirement. There may be

multiple work standards under each requirement. Standards are divided to measure both quality and timeliness separately.

General Requirements:

Requirement	SOW Section	Measurement
4.1.1 The Contractor shall provide onsite management and implement appropriate management systems to assure the quality, reliability, accuracy, and timeliness of all services and products provided to USCIS. The Contractor shall keep the service center COTRs updated on operational status and plans.	4.1	Ongoing Monitoring
4.1.2 The Contractor shall comply with USCIS policies, procedures, and regulations in effect during the performance of the task order.	4.1	Ongoing Monitoring
4.1.3 The Contractor shall provide reports required in the task order or contained in service center policies and procedures.	4.1	Ongoing Monitoring
4.1.4 The Contractor shall immediately report suspected fraud, waste, and abuse to the COTR and Contracting Officer.	4.1	Ongoing Monitoring
4.1.5 The Contractor shall require Contractor personnel to sign nondisclosure statements affirming that they will not disclose data they encounter in the performance of either of these task orders to any unauthorized entity.	4.1	Ongoing Monitoring
4.1.6 The Contractor shall not make any unauthorized disclosures of PII.	4.1	Ongoing Monitoring
4.1.7 The Contractor shall maintain accounting of 45-day supply of consumables, or whatever period of supply is standard at a specific center, including mail supplies available through USPS and courier companies, to meet all requirements of these task orders. The Contractor shall provide sufficient notice to the COTR of the need for additional consumables to enable timely replenishment.	4.1	Ongoing Monitoring
4.1.8 The Contractor shall operate and perform basic user maintenance on government provided equipment in accordance with Original Equipment Manufacturer (OEM) and service center instructions and as directed by the COTR. This may include, but is not limited to, making necessary adjustments to equipment to accommodate various size letters and correspondence, clearing paper jams, and changing toner cartridges, etc.	4.1	Ongoing Monitoring
4.1.9 The Contractor shall provide notification within one (1) hour (measured during normal hours of operation) of government provided equipment malfunctions or failure to the COTR.	4.1	Ongoing Monitoring
4.1.10 The Contractor shall obtain written approval of the COTR for work schedules different from the normal operating hours one (1) week prior to the commencement of the schedule.	4.1	Ongoing Monitoring
4.1.11 The Contractor shall actively manage its workforce to maintain operational flexibility to perform the requirements of these task orders, at all times, regardless of variation of the workload at any specific processing areas within the records management lifecycle.	4.1	Ongoing Monitoring
4.1.12 The Contractor shall maintain the capability to accommodate spikes in workload volumes that occur from time to time and that are predicted at least 45 calendar days in advance of the anticipated sudden increase in workload volumes. These spikes may be attributable to the beginning of an application period, anticipated changes in fees to be charged, or other phenomena.	4.1	Ongoing Monitoring
4.1.13 The Contractor shall maintain the capability to accommodate surges in data collection volume of up to 25% above the daily average received	4.1	Ongoing Monitoring

Requirement	SOW Section	Measurement
<p>volume for the previous twenty business days. In the event the data collection volume exceeds 125% of the rolling daily average for the previous twenty business days, the Contractor is only held responsible for meeting the timeliness performance requirements for 125% of the rolling daily average; the balance may be processed on the next business day and may be considered – for the purposes of surge management only – as part of the data collection for the next day. If the surge extends beyond one day, then the Contractor shall continue to perform under the same rule for as long as the surge lasts, recalculating the rolling daily average data collection volume and the 125% volume each day based on the previous twenty business days.</p>		
<p>4.1.14 On Mondays and the first business day after federal holidays, the Contractor shall maintain the capability to accommodate surges in data collection of up to 50% above the daily average received volume for the previous twenty business days. In the event the data collection volume exceeds 150% of the rolling daily average for the previous twenty business days, the Contractor is only held responsible for meeting the timeliness performance requirements for 150% of the rolling daily average; the balance may be processed on the next business day and may be considered – for the purposes of surge management only – as part of the data collection for the next day.</p>	4.1	Ongoing Monitoring
<p>4.1.15 The Contractor shall be familiar with COOP and Security plans applicable at the service centers and adhere to the requirements to perform contained within these plans.</p>	4.1	Ongoing Monitoring
<p>4.1.16 The Contractor shall report, and after release, process all suspicious packages.</p>	4.1	Ongoing Monitoring
<p>4.1.17 The Contractor shall pick up mail a minimum of once a day from each USPS facility serving the Service Center Monday through Friday (excluding federal holidays) unless otherwise contracted or directed by the COTR using Contractor provided transportation. The COTR may require additional pickups on certain days, as deemed necessary.</p>	4.1	Ongoing Monitoring
<p>4.1.18 The Contractor shall process all outgoing third party courier mail in accordance with the courier's delivery system.</p>	4.1	Ongoing Monitoring
<p>4.1.19 The Contractor shall return non-conforming mail to USCIS for guidance or disposition within two business days.</p>	4.1	Ongoing Monitoring
<p>4.1.20 The Contractor may be required to expedite special file requests by accurately identifying, locating, retrieving, and delivering the requested files to the requestor within four hours of the emergency request during business and non-business hours.</p>	4.1	Ongoing Monitoring
<p>4.1.21 The Contractor shall create and maintain temporary holding areas within the service centers for files pending further action (e.g., receipt of payment, fingerprints, or evidence).</p>	4.1	Ongoing Monitoring
<p>4.1.22 The Contractor shall submit separate invoices for FDNS work to the FDNS COTR which includes: ASVVP and CFDO data collection and file operations work to the following address: 111 Massachusetts Ave NW; Mail Stop 2274; Washington, DC 20529</p>	4.1	Ongoing Monitoring

Mail Operations Support:

Requirement	SOW Section	Quality Standard	Monthly Acceptable Quality Level (AQL)	Measurement
4.2.1 The Contractor shall endorse incoming fees immediately upon opening the envelope.	4.2	Incoming fees are immediately endorsed upon opening the envelope.	No more than 25 fees are unendorsed in the mail room	Periodic Observation & Validated Customer Complaints
4.2.2 The Contractor shall route, process, and account for mail – including but not be limited to USPS mail, courier service packages, etc., to and from sources external to the service center, in a manner that optimizes proper file management and security, expedites data collection, maintains financial accountability, and maximizes throughput.	4.2	Route, process, and account for mail.	No more than 5 pieces of mail are unaccounted for.	Periodic Observation & Validated Customer Complaints
4.2.3 The Contractor shall stage and maintain a daily count of all mail for pickup by presort Contractor.	4.2	Stage and maintain a daily count of all mail for pickup by presort Contractor.	100.00%	Periodic Observation & Validated Customer Complaints
4.2.4 The Contractor shall receive all mail delivered by the USPS, any third party couriers, and/or authorized government agencies during normal hours of operation.	4.2	Receive all mail delivered by the USPS, approved third party couriers, and/or authorized government agencies during normal hours of operation.	100.00%	Periodic Observation & Validated Customer Complaints
4.2.5 All mail (excluding certain exceptions) shall be opened, sorted, date stamped, properly handled, and timely processed and routed by the Contractor, in the assigned mail area.	4.2	All mail received is opened, sorted, date stamped, properly handled, processed, and routed in time for processing and receipting within the same day.	100.00%	Periodic Observation & Validated Customer Complaints
4.2.6 The Contractor shall log registered mail, certified mail, and any other mail that may be designated by the COTR.	4.2	Registered and certified mail is logged. Other mail designated by the COTR is logged.	100.00%	Periodic Observation & Validated Customer Complaints
4.2.7 The Contractor shall receive and account for PONDS in a prepared daily manifest.	4.2	PONDS mail is accurately processed.	100.00%	Periodic Observation & Validated

Requirement	SOW Section	Quality Standard	Monthly Acceptable Quality Level (AQL)	Measurement
		PONDS mail is received and accounted for in a prepared daily manifest.	100.00%	Customer Complaints
4.2.8 The Contractor shall correctly prepare, seal, and meter outgoing mail to USPS or designated third parties.	4.2	<p>Outgoing mail is metered by the daily scheduled time for the presort Contractor.</p> <p>Outgoing mail has the appropriate affixed postage for the weight and class.</p> <p>Outgoing mail is properly prepared for mailing with accurate, complete and visible delivery addresses and billing information.</p> <p>Outgoing mail includes inserts or fliers when required.</p>	99.00%	Random Sampling
4.2.9 The Contractor shall deliver outgoing mail to USPS or designated third parties.	4.2	Outgoing mail is delivered to USPS, or designated third parties at a minimum of once per business day Monday through Friday (excluding federal holidays) on the same date mail was metered.	99.00%	Random Sampling

Data Collection Support:

Requirement	SOW Section	Quality Standard	Monthly Acceptable Quality Level (AQL)	Measurement
4.3.1 The Contractor shall accurately assemble forms, to include supporting documents, and other materials.	4.3	The Contractor accurately assembles forms, to include supporting documents, and other materials.	97.50%	Random Sampling
4.3.2 The Contractor shall review applications/petitions and supporting documents for completeness, jurisdiction, signature, and correct fee; and process those compliant and non-compliant applications/petitions.	4.3	The application/petition and supporting document is correctly identified as compliant (acceptable) or non-compliant (reject).	99.00%	Periodic Observation and Validated Customer Complaints
4.3.3 The Contractor shall collect information from forms and source documents and accurately input data into various formatted screens within established processing timeframes. Accuracy is defined as no data entry errors on the entire form or document.	4.3	<p>Data collection of all fee-related forms not in CLAIMS 4 must be completed by close of the working day (11:30 p.m.) on the day received at the service center.</p> <p>Data collection of any CLAIMS 4 form must be completed by close of the working day (11:30 p.m.) on the next business day after being received at the service center.</p> <p>Data collection of non-fee related forms must be completed by close of the working day (11:30 p.m.) on the next business day after being received at the service center.</p> <p>Complete and accurate data collection of all fee and non-fee related forms and source documents completed accurately within established processing timeframes.</p>	97.50%	Random Sampling

Requirement	SOW Section	Quality Standard	Monthly Acceptable Quality Level (AQL)	Measurement
4.3.4 The Contractor shall appropriately and correctly prepare and affix processing identifiers.	4.3	Processing identifiers are appropriately and correctly prepared and affixed to applications, petitions, processing work sheets, and file jackets.	99.00%	Periodic Observation & Validated Customer Complaints
4.3.5 The Contractor shall generate and interfile screen prints as required	4.3	Screen prints specified in the form's SOP are generated and interfiled.	97.50%	Periodic Observation & Validated Customer Complaints
4.3.6 The Contractor shall accurately scan materials and, as required, perform cropping, scaling, and adjusting of contrast and brightness necessary to achieve an acceptable quality image for document production.	4.3	Necessary adjustments are made to the system data equipment to achieve an acceptable quality image for document production. Materials are scanned by the close of business two business days after the materials are received at the service center or upon request from USCIS.	97.50%	Periodic Observation & Validated Customer Complaints
4.3.7 The Contractor shall scan, process, and verify fingerprint cards (FD-258) for submission to the FBI.	4.3	Fingerprint submissions are accurately scanned, processed, and verified. Non orphan or non-adoption fingerprints are submitted by close of the second business day following being received at the service center. Orphan and adoption cards are processed and submitted by close of business the next business day following being received at the service center.	99.00%	Periodic Observation & Validated Customer Complaints
4.3.8 The Contractor shall create files during data collection.		Fee-related forms requiring an A-File, T-File, or a receipt file (as appropriate) shall have a file created by close of	97.50%	Periodic Observation & Validated Customer Complaints

Requirement	SOW Section	Quality Standard	Monthly Acceptable Quality Level (AQL)	Measurement
		<p>working day (11:30 p.m.) on the day received at the service center.</p> <p>Non fee-related forms requiring an A-File, T-File, or receipt file (as appropriate) shall have a file created by close of working day (11:30 p.m.) on the next business day following being received at the service center.</p> <p>No duplicate A-file records are created.</p> <p>The appropriate file types, A-file, T-file, or receipt files are accurately created.</p>		
<p>4.3.9 The Contractor shall accurately process manually rejected applications and petitions within established timeframes.</p>	<p>4.34.3</p>	<p>Manually rejected applications/petitions are accurately processed and ensure that any USCIS stamps appearing on the back of incoming fees are voided, that the wording provided in the rejected letter documents the correct reason for rejection, and that processing employee codes are noted on all returned applications and petitions.</p> <p>Manually rejected applications/petitions, and any received fees are accurately data collected into a formatted system.</p>		

Requirement	SOW Section	Quality Standard	Monthly Acceptable Quality Level (AQL)	Measurement
		The manually rejected application/petition, reject letter, and any associated fees are returned to the applicant by close of the third business day following being received in the service center.		

Fee Collection:

Requirement	SOW Section	Quality Standard	Monthly Acceptable Quality Level (AQL)	Measurement
4.4.1 The Contractor shall review receipted fees for acceptability and ensure the fee is endorsed in accordance with the Treasury Financial Manual.	4.4	Receipted fees are reviewed for acceptability and endorsed in accordance with the Treasury Financial Manual.	100.00%	Periodic Observation & Validated Customer Complaints.
4.4.2 The Contractor shall prepare a daily deposit ticket accurately reflecting the total of all endorsed receipted fees. The Contractor shall complete the daily deposit not later than the scheduled depository pick up time on the next business day after the fees were received at the service center. The Contractor shall accurately complete and include in each daily deposit packet any supporting documentation (line-off sheets, void sheets, etc.) used to support the deposit amount.	4.4	The prepared deposit ticket reflects an accurate total of the days' endorsed receipted fees. The daily deposit is completed prior to the depository pick up time. All supporting documentation is completed accurately and is included with the daily deposit packet.	100.00%	Periodic Observation & Validated Customer Complaints
4.4.3 The Contractor shall submit a report showing individual clerk and individual system deposit totals to USCIS, on a daily basis or as required.	4.4	All deposits are accurately generated, prepared, reconciled, and reported daily.	100.00%	Periodic Observation & Validated Customer Complaints

Requirement	SOW Section	Quality Standard	Monthly Acceptable Quality Level (AQL)	Measurement
4.4.4 The Contractor shall monitor and safeguard all fees at all times while within the Contractor's custody.	4.4	All fees are monitored and safeguarded at all times when in the custody of the Contractor.	100.00%	Periodic Observation & Validated Customer Complaints

File Operations Support:

Requirement	SOW Section	Quality Standard	Monthly Acceptable Quality Level (AQL)	Measurement
4.5.1 The Contractor shall create files when requested during file operations.	4.5	Files required by USCIS are created by close of the next business day following request from USCIS. No duplicate A-file records are created. Files are accurately created.	99.00%	Periodic Observation & Validated Customer Complaints
4.5.2 The Contractor shall accurately request required files from external sources such as other centers, district offices, the NRC, etc. within established timeframes.	4.5	Contractor accurately requests required files from external sources. Required external file requests are completed by close of the next business day.	99.00%	Periodic Observation & Validated Customer Complaints
4.5.3 The Contractor shall fulfill internal (within the service center) and external (originating from other centers, district offices, the NRC, etc.) file requests for information by identifying, locating, retrieving and delivering the correct file(s) within the established timeframes.	4.5	Contractor responds to USCIS file requests by retrieving the correct file(s). Files are delivered (internal requests) or mailed (external requests) by close of the next business day (or within other designated timeframes) following request.	97.50%	Periodic Observation & Validated Customer Complaints
4.5.4 The Contractor shall accurately perform file sorts.	4.5	Files are accurately segregated, filed, and routed.	99.00%	Periodic Observation & Validated Customer

Requirement	SOW Section	Quality Standard	Monthly Acceptable Quality Level (AQL)	Measurement
4.5.5 The Contractor shall file and re-file records.	4.5	<p>Unless otherwise directed by the COTR, newly received applications and/or petitions are filed by close of the next business day following receipting at the service center.</p> <p>Other incoming files are re-filed by close of the next business day following being received at the service center.</p>	97.50%	Complaints Periodic Observation & Customer Complaints.
4.5.6 The Contractor shall track and update files in NFTS upon movement or as requested by USCIS. The Contractor shall accurately update data in various USCIS systems (C3, C4, etc.).	4.5	<p>Files are correctly updated in USCIS systems.</p> <p>Files are tracked in NFTS, upon movement.</p> <p>Data is accurately updated in USCIS systems.</p> <p>Tracking and updating functions are completed within established timeframes or as designated by the COTR.</p>	99.00%	Periodic Observation & Validated Customer Complaints
4.5.7 The Contractor shall reconcile and resolve issues identified through system generated error and recurring reports.	4.5	The Contractor reconciles and resolves issues identified through system generated error and recurring reports as required.	97.50%	Periodic Observation & Validated Customer Complaints
4.5.8 The Contractor shall accurately consolidate files physically and electronically within established timeframes.	4.5	<p>Files are accurately consolidated, both physically and electronically.</p> <p>The consolidated process is completed by close of the third.</p>	99.00%	Periodic Observation & Validated Customer Complaints

Requirement	SOW Section	Quality Standard	Monthly Acceptable Quality Level (AQL)	Measurement
		working day following being received by the Contractor.		
4.5.9 The Contractor maintains a tracking process for files held in temporary holding areas. The Contractor moves files maintained in the temporary holding areas to the next stage of the process, when required.	4.5	The Contractor maintains a tracking process that accurately identifies the expiration of files held in temporary holding areas. The Contractor moves files maintained in temporary holding areas to the next stage of the process when required.	97.50%	Periodic Observation & Validated Customer Complaints
4.5.10 The Contractor shall accurately interfile, connect, and route correspondence or RFE with corresponding file(s) and update systems within established timeframes.	4.5	Evidence is connected by close of the third business day following being received at the service center. Interfiling is completed by close of the fifth business day. Files are routed to the adjudicating office by close of the next business day following the requested evidence being connected to the file. Connect and affix interfiling/evidence to the correct file. Received evidence is updated in USCIS systems on the same day received in the service center.	99.00%	Periodic Observation & Validated Customer Complaints
4.5.11 The Contractor shall maintain files.	4.5	File maintenance is performed.	99.00%	Periodic Observation & Validated Customer Complaints
4.5.12 The Contractor shall review and prepare files for	4.5	Files are reviewed to ensure that each file is	97.50%	Periodic Observation &

Requirement	SOW Section	Quality Standard	Monthly Acceptable Quality Level (AQL)	Measurement
shipment to the NRC or other locations. Additionally, the Contractor shall verify that closed files are noted as closed within the physical file before preparing the file for storage.		<p>properly prepared and shipped to the NRC, or other locations.</p> <p>Files noted as closed are physically reviewed to ensure that file is noted as closed.</p>		Validated Customer Complaints
<p>4.5.13 The Contractor shall accurately prepare, verify, and retain a copy of manifests going from the service center and retain a copy of all manifests received at the service center, including E-filing reports.</p>	4.5	<p>Outgoing manifests are accurately prepared and verified to contain current supporting information.</p> <p>Incoming manifests are verified to match manifest against contents.</p> <p>Electronic copies of manifests are properly maintained at the service center.</p> <p>Report inconsistencies on incoming manifests within one business day to USCIS.</p>	99.00%	Periodic Observation & Validated Customer Complaints
<p>4.5.14 The Contractor shall perform system queries and searches in USCIS systems, and places a screen print(s) of the search result(s) in the file, when required.</p>	4.5	<p>The Contractor accurately performs all system queries and searches.</p> <p>Screen prints are printed and placed in the corresponding file within the established timeframe.</p> <p>Screen prints shall be attached in accordance with the centers SOP for the form in question.</p>	99.00%	Periodic Observation & Validated Customer Complaints

Requirement	SOW Section	Quality Standard	Monthly Acceptable Quality Level (AQL)	Measurement
4.5.15 The Contractor shall accurately scan materials and, as required, perform cropping, scaling, and adjusting of contrast and brightness necessary to achieve an acceptable quality image for document production.	4.5	Necessary adjustments are made to the system data equipment to achieve an acceptable quality image for document production. Materials are scanned by close of business day that materials are received at the service center or requested from USCIS.	97.50%	Periodic Observation & Validated Customer Complaints
4.5.16 The Contractor shall correctly assemble E-filed applications and petitions into files.	4.5	E-filed forms are accurately assembled. E-filed forms are assembled by close of the next business day the application/petition is received by the Contractor.	99.00%	Periodic Observation & Validated Customer Complaints
4.5.17 The Contractor shall ensure that files are "adjudication ready" when they are sent to an adjudication division within the service center.	4.5	Files forwarded to an adjudication division for adjudication are complete and ready to be adjudicated in accordance with the SOP for the form in question.	99.00%	Periodic Observation & Validated Customer Complaints
4.5.18 The Contractor shall pick up, continuously sort, and deliver for internal distribution printouts and files between mail stops within the service center as established by the COTR. The Contractor picks up mail, printouts, and files no less than twice daily as scheduled by the COTR.	4.5	Scheduled internal mail is picked up twice daily at each designated mail stop. Internal mail is delivered to its designated mail stop no later than close of business on the next business day.	97.50%	Periodic Observation & Validated Customer Complaints
4.5.19 The Contractor shall photocopy application and petition-related documents when required.	4.5	Application and petition-related documents are accurately and completely photocopied. Photocopies are produced by the Contractor when	97.50%	Periodic Observation and Validated Customer Complaints

Requirement	SOW Section	Quality Standard	Monthly Acceptable Quality Level (AQL)	Measurement
		required.		
4.5.20 The Contractor shall generate required USCIS approved letters, notices, and messages (including e-mail, text messages, and faxes).	4.5	Generates required USCIS approved letters, notices, and messages including e-mail, text messages, and faxes.	99.00%	Periodic Observation & Validated Customer Complaints
4.5.21 The Contractor shall accurately create I-512 documents within established timeframes.	4.5	The Contractor accurately creates required I-512 documents. The Contractor creates required I-512 documents by close of business the next business day after the I-131 file returns from adjudication.	100.00%	Periodic Observation & Validated Customer Complaints
4.5.22 The Contractor shall process documents received from district, port of entry, or consulate offices.	4.5	Records that do not require system relocation are processed by the close of the next business day after being received at the service center. Records that require system relocation are processed by the close of the fifth business day after being received at the service center. Documents, other than records, are processed by the close of the third business day after being received at the service center.	99.00%	Periodic Observation & Validated Customer Complaints
4.5.23 The Contractor shall complete an audit of the physical location of each file in accordance with the ROH and accurately reconciles files to system generated reports.	4.5	The Contractor completes an audit of the physical location of each file in accordance with the ROH requirement of one year.	99.00%	Per results of annual INSITE audit.
4.5.24 The Contractor shall	4.5	The Contractor tracks,	100.00%	Periodic

Requirement	SOW Section	Quality Standard	Monthly Acceptable Quality Level (AQL)	Measurement
track, secure, and be accountable for all issued empty pre-printed A-File jackets in their possession.		secures, and is accountable for all issued empty pre-printed A-File jackets in their possession.		Observation & Validated Customer Complaints
4.5.25 The Contractor shall timely identify and prepare materials for destruction when required in accordance with the ROH and/or as directed by the COTR.	4.5	Materials needing to be destroyed are timely identified and prepared for USCIS review in accordance with the ROH and/or as directed by the COTR.	99.00%	Periodic Observation & Validated Customer Complaints
4.5.26 The Contractor shall schedule biometric appointments as required.	4.5	Biometrics appointments are scheduled as required.	97.50%	Periodic Observation & Validated Customer Complaints
4.5.27. This task currently only applies to the Nebraska Service Center. The Contractor shall provide the necessary support needed to process Re-Entry Permit (REP) and Refugee Travel Document (RTD) booklets within one business day of receiving the booklets to ICPS.	4.5	<p>Booklets going to consulates have the applicant's foreign address affixed to the I-797 Approval Notice.</p> <p>The I-797 Approval Notice is wrapped around the booklet and secured with staples.</p> <p>Data on each booklet (name, COB, DOB, etc.) is compared to the data from the application. If any discrepancies are noted, the booklet is returned to USCIS.</p> <p>Booklet is ready to be mailed no later than one business day of receiving it from ICPS.</p>	99.00%	Periodic Observation & Validated Customer Complaints

FDNS:

Requirement	SOW Section	Quality Standard	Monthly Acceptable Quality Level (AQL)	Measurement
<p>4.6.1.1 The Contractor shall collect information for the ASVVP requirement from forms, petitions and source documents and correctly input data into various formatted tabs and sub-tabs. Accuracy is defined as no data entry errors on the entire form or document.</p>	<p>4.6</p>	<p>Complete and accurate data collection of all forms and source documents into FDNS-DS System.</p> <p>Data collection of all forms and source documents are completed within established timeframes or as designated by the COTR.</p> <p>No duplicate records are created.</p>	<p>97.50%</p>	<p>Periodic Observation & Validated Customer Complaints</p>
<p>4.6.1.2 The Contractor shall collect information for the CFDO requirement from forms, petitions and source documents and correctly input data into various formatted tabs and sub-tabs. Accuracy is defined as no data entry errors on the entire form or document.</p>	<p>4.6</p>	<p>Complete and accurate data collection of all forms and source documents into FDNS-DS System.</p> <p>Data collection of all forms and source documents are completed within established timeframes or as designated by the COTR.</p> <p>No duplicate records are created.</p>	<p>97.50%</p>	<p>Periodic Observation & Validated Customer Complaints</p>
<p>4.6.2.1 The Contractor shall accurately update information obtained from site visits into FDNS-DS system for immigration casework.</p>	<p>4.6</p>	<p>Information obtained from site visits is accurately updated in FDNS-DS.</p> <p>Updates are completed within established timeframes or as designated by the COTR.</p>	<p>99.00%</p>	<p>Periodic Observation & Validated Customer Complaints</p>
<p>4.6.2.2 The Contractor shall track and update files in NFTS systems upon movement or as requested by USCIS. The Contractor shall accurately update data in FDNS-DS.</p>	<p>4.6</p>	<p>Files are correctly updated in FDNS-DS.</p> <p>Files are tracked in NFTS upon movement.</p>	<p>99.00%</p>	<p>Periodic Observation & Validated Customer Complaints</p>

Requirement	SOW Section	Quality Standard	Monthly Acceptable Quality Level (AQL)	Measurement
		Tracking and updating functions are completed within established timeframes or as designated by the COTR.		

8.0 SCHEDULE OF MONETARY DEDUCTIONS

Section	PR	Requirement	Standard	Monthly AQL	Measure	Monetary Deduction Schedule for Observed Non-Conformance
Data Collection	4.3.3	<p>The Contractor collects information from source documents and inputs data into various formatted screens within established processing timeframes.</p> <p>Accuracy is defined as no data entry errors on the entire form or document.</p>	<p>Data collection of all fee-related forms not in CLAIMS 4 must be completed by close of the working day (11:30 p.m.) on the day received at the service center.</p> <p>Data collection of any CLAIMS 4 form must be completed by close of the working day (11:30 p.m.) on the next business day after being received at the service center.</p> <p>Data collection of non-fee related forms must be completed by close of the working day (11:30 p.m.) on the next business day after being received at the service center.</p> <p>Complete and accurate data collection of all fee and non-fee related forms and source documents completed accurately within established processing timeframes.</p>	97.50%	Random Sampling	<p>97.50% or higher .None <97.50%.....\$ 5,000 <96.50%.....\$ 7,500 <95.50%.....\$10,000</p> <p>Per Service Center Per Month</p>
Fee Collection	4.4.2	<p>The Contractor shall prepare a daily deposit ticket accurately reflecting the total of all endorsed receipted fees. The Contractor shall complete the daily deposit not later</p>	<p>The prepared deposit ticket reflects an accurate total of the day's endorsed receipted fees.</p> <p>The daily deposit is</p>	100.00%	Periodic Observation & Validated Customer Complaints	<p>First Infraction each month...\$500 per Service Center</p> <p>Second Infraction each month ...\$ 1,000 per Service Center</p> <p>Each infraction</p>

Section	PR	Requirement	Standard	Monthly AQL	Measure	Monetary Deduction Schedule for Observed Non-Conformance
		than the scheduled depository pick up time on the next business day after the fees were received at the service center. The Contractor shall accurately complete and include in each daily deposit packet any supporting documentation (line-off sheets, void sheets, etc.) used to support the deposit amount.	completed prior to the depository pick up time. All supporting documentation is completed accurately and is included with the daily deposit packet.			thereafter, remainder of month...\$ 2,000 per Service Center
Fee Collection	4.4.4	The Contractor monitors and safeguards fees at all times while within the Contractor's custody in accordance with USCIS policies, procedures, and applicable regulations.	All fees are monitored and safeguarded at all times when in the custody of the Contractor.	100.00%	Periodic Observation & Validated Customer Complaints	Each of first 3 infractions in a month.....\$1,000 per Service Center Each infraction thereafter, remainder of month.....\$2,000 per Service Center
File Operations	4.5.17	The Contractor shall ensure that files are "adjudication ready" when they are sent to an adjudication division within the service center.	Files forwarded to an adjudication division for adjudication are complete and ready to be adjudicated in accordance with the SOP for the form in question.	99.00%	Periodic Observation & Validated Customer Complaints	99.00% or higher...None <99.00%.....\$5,000 <98.00%.....\$10,000 <97.00%.....\$15,000 Per Service Center Per month

9.0 ATTACHMENTS

The following attachments will be provided with the PWS.

- 9.1 Definitions and Acronyms
- 9.2 Government Provided Property
- 9.3 Currently Required Screen Prints
- 9.4 Data Entry Fields for Applications and Petitions
- 9.5 SCOPS – DAAG Glossary
- 9.6 Policies and Procedures
- 9.7 Continuity of Operations Plan Requirements

Attachment 9.1 – Definitions and Acronyms

The following definitions and acronyms are provided to the contractor to support understanding of the Performance Work Statement.

Definitions

Term	Definition
Accepted application or petition	An application or petition received at the Service Center where the correct fee is properly submitted or waived, and the application or petition is properly signed. The qualifications for acceptance may change in accordance with statute, regulations, and agency policy.
Accuracy	Data entered in an automated system match the source documentation (see Correctness) and are logically valid (e.g., February 30 may be a “Correct” date if it matches the source document, but is not an “Accurate” date, since it is invalid).
Action Stamp	A facsimile stamp that is used when action is completed on a piece of loose material and then sent to another unit or office to file. The document is stamped or annotated in the lower right-hand corner with Action Completed-Approved for Filing and includes initials, FCO/Unit, and the date.
Address Change	Request by an applicant or petitioner to update their current address, or as a result of undeliverable mail. Can be submitted by mail, through customer service, or by USPS.
Adjudication	The process by which applications and/or petitions for benefits are reviewed for decision.
Adjudication Backlog	Files pending adjudication longer than USCIS prescribed timeframes.
Adjudication Ready	This is the end result of preparing the file for adjudication in accordance with the SOP for the form in question. It establishes that a file is complete with screen-prints produced, A-Files requested and consolidated, valid fingerprint results, workable name checks and accurately assembled to decrease the time and effort for an adjudicator to render a decision.
Administrative Manual	(AM) Identifies internal and external regulations and policies; provides procedures for management and administrative support activities of the service.
Administrative Site Visit and Verification Program	(ASVVP) Program set-up for USCIS personnel to conduct low level site visits to H-1B employers to ensure there are no technical violations or fraud in the H-1B employer-employee relationship or H-1B petition documents filed.
Alien	Any person who is not a citizen or national of the United States.
A-File (Alien File)	A hard copy file containing all data, history, and documentation relating to a single individual concerning any type of USCIS action, other than a non-immigrant petition.
A-Number	An eight or nine digit number assigned to an alien at the time of entry, arrest, or as required, and used to uniquely identify an alien record.
Appeal	A written request by a petitioner for review of denied application

Term	Definition
	by a higher authority, Administrative Appeals Office (AAO), or Board of Immigration Appeals (BIA) as specified in the INA.
Applicant	An individual requesting an Immigration benefit.
Application	A form submitted by an individual requesting an Immigration benefit.
Application Support Center	(ASC) Some USCIS applications/petitions require the USCIS to conduct a FBI fingerprint background check on the applicant. Most applicants that require a background check will be scheduled to appear at a specific ASC or Designated Law Enforcement Agency (DLEA) for fingerprinting. Fingerprints, photographs, and signatures of people seeking benefits are collected at the ASCs.
Assembly	Production of file screen prints, request and consolidation of A-files, processing of E-file applications and petitions into a file, and validation of fingerprint results and name checks.
Automated Biometric Identification System	(IDENT) An automated system that allows USCIS officers to identify individuals quickly and accurately. IDENT captures the index fingerprints and a photo and enables searches of on-line databases to identify criminal and non-criminal deportable aliens.
Automated Lost A-File Circular	Automated report that lists A-Files marked "Not Found" in CIS and their corresponding Field Offices.
Backlog	Work that has not been processed within the time frames prescribed in the Performance Requirements or in accordance with USCIS policies and procedures.
Barcode	A machine generated label affixed to a file folder or document corresponding to the receipt, A-file or T-file number of the file to facilitate the electronic tracking of the file or document.
Batch	A collection of forms received in the mail and provided by the agency to the contractor for data collection.
Beneficiary	Aliens on whose behalf a U.S. Citizen, legal permanent resident (LPR), or employer have filed a petition for such aliens to receive immigration benefits from the USCIS. Beneficiaries generally receive a lawful status as a result of their relationship to a U.S. citizen, LPR, U.S. employer.
Bi-Specialization	Process by SCOPS to split and distribute the incoming workload between two Service Centers. Current plan teams the Nebraska and Texas Service Centers, and the California and Vermont Service Centers. Some of the workload would continue to be the sole responsibility of one Center.
Biometrics Scanning	The process of attaching images of the photograph, signature and/or fingerprint (biometrics) of the applicant to a record in CLAIMS.
Board of Immigration Appeals	(BIA) An independent unit within the Executive Office for Immigration Review (EOIR) that hears appeals of decisions made by the Service.
Border Crossing Identification Cards	Documents of identity bearing that designation issued to an alien who is lawfully admitted for permanent residence or to an alien who is a resident in foreign contiguous territory by consular officer or immigration officer for the purpose of crossing over

Attachment 9.1 – Definitions and Acronyms

Term	Definition
	borders between the U.S. and foreign contiguous territories.
Bucket	A section of shelf space (approximately 1 linear foot in length) in a Service Center file room, with width and depth suitable to hold letter-size manila folders (Receipt Files and A-Files). Buckets hold up to about 50 files grouped by application type, field office, and/or date application was received by USCIS.
Business Day	A business day is considered to be between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday; except for U.S. Government holidays. Close of business day is 5:00 p.m.
Case Control Office	(CCO) An office authorized to hold files while a case is being processed by USCIS and is under the jurisdiction of an FCO. A CCO may receive and transfer files, and must have NFTS.
Case Resolution Unit	(CRU) A unit within the Service Center Records program that provides technical guidance in the records, fee and systems related operations to the internal customers.
Center Fraud Detection Operations	(CFDO) A USCIS Fraud Detection and National Security (FDNS) unit where employees record, track and manage the background check and adjudicative processes for immigration applications and petitions with suspected or confirmed fraud, criminal activity, egregious public safety, and /or national security concerns, and cases randomly selected for benefit fraud assessments.
Center Information Processing System	(CIPS) An automated system providing electronic processing of requests to retrieve retired A-Files from the Federal Records Center.
Central Index System	(CIS) The master records management system that collects and distributes automated biographical information on aliens. The system contains the physical status of alien files (A-file) and provides the tracking capability to move these files to various USCIS locations.
Completed Case	An application and/or petition which has been approved, denied, returned to the applicant, or initial processing completed.
Completeness	Completeness criteria shall apply at three levels of Contractor responsibility: (1) ensuring that data elements captured meet the standards of such automated systems as CLAIMS, CIS, RAPS, NACS, MFAS, FOIA/PA and that all required information is present in the system, (2) ensuring accountability for source documentation, data, and files, and (3) ensuring the accurate routing, maintenance, and identification of mail and files.
Computer Linked Application Information and Management System 3	(CLAIMS 3 or C3) USCIS automated GUI/DOS-based system that currently supports receipting, adjudication, and notification processes for most applications and petition types.
Computer Linked Application Information and Management System 4	(CLAIMS 4 or C4) USCIS automated GUI Windows-based system that currently supports receipting and notification processes for N-400, Application to File for Naturalization, and I-881, Application for Suspension of Deportation or Special Rule Cancellation or Removal.
Computer Linked Application Information and Management System Mainframe	(CLAIMS Mainframe) USCIS automated systems that handle the receipt, adjudication, and notification processes for petitions and applications for immigration and naturalization benefits.

Attachment 9.1 – Definitions and Acronyms

Term	Definition
Consolidate	The process of both physically and electronically consolidating two or more A-Files (or Substitute Files) relating to the same individual. Also, used to refer to the "merge" of T-Files or Receipt Files into A-Files.
Contract Discrepancy Report	(CDR) Report initiated by the COTR and transmitted to the contractor by the Contracting Officer to document the occurrence of a significant non-conformance condition or trend, and to request and record corrective and preventive actions to remedy the situation, and to prevent recurrence.
Contract Performance Analysis Unit	(CPAU) A unit within the Service Center Records program that is responsible for assisting with contract compliance oversight, monitoring the contractor on site, and liaison with other non-Records Units within the Service Centers.
Contracting Officer	(CO) The Government employee responsible for executing/administering and providing direction on the task orders.
Contracting Officer's Technical Representative	(COTR) USCIS employee designated by the CO to assure technical compliance with the task order, or their designee. The COTR will be appointed by letter and be based in Washington, DC. Their designated representatives at each service center will be known as the Service Center COTR, i.e. responsible only for task order oversight at their center.
Contractor Backlog	The backlog of front-end processing caused by contractor actions or failures within their responsible task areas. Contractor backlog time excludes delays awaiting applicant response, FBI fingerprint check, USCIS adjudicator action, or other actions that occur after the front end processing is completed.
Correctness	Data elements captured from source documentation match the source documentation.
Correspondence	Incoming written material, some of which relates to the processing of applications and/or petitions. Types of written material may include congressional or public inquiries, and responses from applicants to miscellaneous communications.
Critical Data	USCIS designates the following data fields as Critical Data: A-number, receipt number, name of applicant/petitioner, date of birth, Social Security Number, address of applicant/petitioner, and all monetary amounts.
Customer	Recipient of a product or service provided by the supplier. The USCIS Service Center staff is the customer, and the contractor is the supplier.
Customer Complaint	Derogatory report made by USCIS users of the Contractor's products/services which, if validated, may be used by the Government for the purpose of assessing the Contractor's quality of performance.
Customer Feedback	Communication received from a customer (USCIS) regarding an undesirable condition or non-conformance associated with a product processed by the customer.
Customer Feedback Form	(CFF) A form used to document noted undesirable conditions or non-conformance associated with a product processed by the

Attachment 9.1 – Definitions and Acronyms

Term	Definition
	customer that was found inside or outside of an audit. This form is used by USCIS to communicate unsatisfactory concerns with contracted performance to the contractor and to capture contractor responses to these noted concerns. The number of validated CFFs and their associated errors are entered, tracked, and reported to the contractor by USCIS personnel.
Data Change	Altering information in automated systems without affecting the status of the case.
Defect (See also "Nonconformity")	A departure of a quality characteristic from its intended level or state that occurs with a severity sufficient to cause an associated product or service to not satisfy intended normal, or reasonably foreseeable usage requirements (Glossary and Tables for Statistics, ASQ Press). Or: Non-fulfillment of an intended usage requirement or reasonable expectation, including one concerned with the inability of USCIS to further process work [ISO 8402 as modified].
Defective Service	A service output that does not meet the associated standard of performance in the Performance Requirements Summary.
Defective Unit	A unit of product that contains one or more defects and must be rejected as unfit for further processing.
Denial	A decision by USCIS, to deny, terminate, revoke, or rescind a benefit.
Department of Homeland Security	(DHS) Department of Homeland Security
Department of Justice	(DOJ) Department of Justice
Deportation	The formal procedure wherein an alien is removed from the United States for violating the terms of his/her admission. This procedure is conducted in an administrative setting.
Designated Law Enforcement Agency	(DLEA) Local law enforcement agency (e.g., state police or county sheriff) which enters into an independent agreement with the USCIS to take fingerprints of USCIS customers.
Direct Mail	The process whereby a petitioner or applicant mails an application or petition directly to the Service Center for adjudication, rather than to a lockbox. Direct Mail can also include cases in which fees were received by another USCIS office.
District Office	(DO) Geographic areas into which the U.S. and its territories are divided for the USCIS field operations or one of three overseas offices located in Rome, Bangkok, and Mexico City. Each DO has a specific service area that may include part of a state, an entire state, or many states. DO's are where most USCIS field staff are located. DO's are responsible for providing certain immigration services and benefits to people resident in their service area, and for enforcing immigration laws in that jurisdiction. Certain applications are filed directly with DO's, many kinds of interviews are conducted at the offices, and USCIS staff is available to answer questions, provide forms, etc.
Document	Recorded information, regardless of physical form or characteristics and is often used interchangeably with "Record".

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Term	Definition
Dual Control	A security procedure requiring two people to be present to gain authorized access to a system resource (data, files, devices) or to safe guard mail, applications, or fees.
E-filed	E-file is the accepted term for electronic filing of forms over the internet.
Employment Authorization Documentation	(EAD) A document issued by the USCIS as evidence that the holder is authorized to work in the United States.
Enforce Alien Removal Module	(EARM) Application that is accessed from inside of the Enforce application. EARM replaced DACS in August 2008.
Enforcement Case Tracking System	(ENFORCE) A case management system that integrates and supports functions including subject processing, biometric identification, allegations and charges, preparation and printing of appropriate forms, data repository, and interface with the national database of enforcement events.
Error Transmittal Sheet (ETS)	A form used to ensure the transmittal, correction, and tracking of non-critical errors and flaws found during a review
Executive Office of Immigration Review	(EOIR) An organization within DOJ comprised of Immigration Judges and the Board of Immigration Appeals who have responsibility for hearing cases in Immigration matters.
Express Mail	Generic term for next day delivery of mail using various private carriers, couriers, and/or the US Postal Service.
Federal Acquisition Regulation	(FAR) The FAR is the primary regulation for use by all Federal Executive agencies in their acquisition of supplies and services with appropriated funds. Published and controlled by the General Services Administration (GSA).
FBI fingerprint card	(FD-258) The form that is used to record an applicant's fingerprints for submission to the FBI.
FBI Fingerprint Query	An automated USCIS database that tracks fingerprint results.
Federal Bureau of Investigation	(FBI) DOJ agency that maintains fingerprint records in automated form. USCIS submits fingerprint forms to the FBI to verify the applicant's identity and to determine if the applicant has a criminal record.
Federal Records Center	(FRC) Locations where federal records are stored. These centers are under the control of the National Archives and Records Administration (NARA).
Fee	Amount of money charged for the filing of a particular type of application/petition. Fees must be submitted for exact amount (US Funds), in form of check or money order.
Fee Exempt	Fee is not required for action.
Fee Infraction	A fee instrument or group of instruments not controlled by the contractor in accordance with USCIS policies and procedures.
Fee Received Elsewhere	(FRE) Applications and/or petitions that were processed at another USCIS location where the fee was removed and deposited before being forwarded to a Service Center.
Fee Waived	Although a fee is normally charged, the USCIS may make the determination (based on criteria) not to require a fee for an application and/or petition submitted to the Service Center.
Fees and Applications Receipt	(FARES) A mainframe system that documents all the applications

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Term	Definition
and Entry System	and petitions received by all Service Centers and some Field Offices.
File Connection	Accomplished when applications, petitions, and/or correspondence are matched to and filed within the corresponding A-File.
File Control Office	(FCO) Any service center, asylum center, or field office—either a District Office (including USCIS overseas offices) or a sub office of that district—where alien case files are maintained and controlled.
File Maintenance	The periodic updating of master files.
File Transfer Confirmation	(FTC) A CIS transaction (9503) which confirms the receipt of an A-File by the requesting FCO.
File Transfer Indication	(FTI) A CIS transaction (9502) which indicates the status of a file which has been requested for transfer.
File Transfer Maintenance	(FTM) A restricted CIS transaction (9505) which updates transfer status and information about an A-File.
File Transfer Request	(FTR) A CIS Transaction (9501) which initiates the transfer of an A-File from the requesting FCO to another.
Filed	A case is filed when it is deposited on or in a shelf, box, cabinet or other holding device waiting for the next action to be imposed upon it.
Fingerprint Masthead and Notification System	(FMNS) A software package utilized to complete the FD-258 Fingerprint Card Masthead information; FMNS includes field edits to ensure masthead data is entered correctly; it prints 2-D barcode data on the back of the FD-258, which is scanned by the Machine Readable Data (MRD) process, and contains a scheduling module which generates fingerprint scheduling notices in 2-D barcode.
Fiscal Quarter	(FQ) A 3-month period during the Fiscal Year (1 st FQ: October 1-December 31; 2 nd FQ: January 1-March 31; 3 rd FQ: April 1-June 30; 4 th FQ: July 1-September 30).

Term	Definition
Fiscal Year	(FY) A 12-month period beginning October 1 and going through September 30 of the following calendar year. FY is determined by calendar year in which it ends.
Field	A specific section of an application or petition that requires data entry (e.g. name, street address, country of birth,) A field may consist of any number or combination of keystrokes.
Form	An application and/or petition provided through the mail, electronically, or by the agency to have data entered from specific fields on the form. The form may contain any number of fields that require keying and may consist of one or more pages.
Fraud Detection and National Security – Data System	(FDNS-DS) Case management system case management system used to record, track, and manage immigration inquiries, investigative referrals, law enforcement requests, and case determinations involving benefit fraud, criminal activity, public safety and national security concerns.
Fraud Detection Unit	(FDU) A unit within the Service Center that reviews applications and/or petitions for suspected applicant fraud.
Freedom of Information Act/Privacy Act	(FOIA/PA) The Freedom of Information Act provides that any person has a right to request access to immigration records, except those records exempted by the act. The Privacy Act provides legal permanent residents and US citizens a right of access to records filed and retrieved by their name or personal identifier.
Freedom of Information Act/Privacy Act (FOIA/PA) Case Tracking	(FIPS) Automated case tracking and processing system for FOIA/PA requests.
Government Provided Property	Supplies/equipment in the possession of or directly acquired by the Government and subsequently made available to the Contractor for use in performing services under a task order.
Graphical User Interface	(GUI) The design and appearance of screens that includes icons, pictures, pop-up menus, etc.
Green Card	Alien Registration Receipt Card (Form I-151 or Form I-551).
Haitian Refugee Immigration Fairness Act of 1998	(HRIFA) Signed into law on October 21, 1998, it provided immigration benefits and relief from deportation to certain Haitian nationals. HRIFA allowed eligible Haitians to obtain LPR status without applying for an immigrant visa at a U.S. consular office overseas, and waived many of the usual requirements for this benefit.
Harrisonburg File Storage Facility	(HBG FSF) Located in Harrisonburg, VA, the HBG FSF was originally established in 1997 to serve as a repository for all non-pending receipt files from the four Service Centers, as well as the National Benefits Center. The Office of Records Management has oversight for this facility.
I-551	Green Card; Alien Registration Card; Permanent Resident Card.

Term	Definition
Identifiers	Anything that accompanies or is affixed to a file to clearly identify the file contents, association to another file, routing, or processing requirements. Identifiers include special handling or routing sheets, color of folder, barcodes, address and human readable labels, stickers, and required date stamps on applications/petitions.
Immigrant	Any person not a citizen of the U.S. who is residing in the U.S. under legally recognized and lawfully recorded permanent residence as an immigrant. Also known as "Green Card Holder" or "Lawful Permanent Resident."
Immigrant Visa Packet	Packet containing a Department of State (DOS) approved DS-230, personal identification such as birth certificate, marriage certificate and the originating paperwork presented to DOS for visa issuance such as the I-130. This packet will be receipted and used for initial Permanent Resident Alien card production.
Immigration and Nationality Act	(INA) The Act, which along with other immigration laws, treaties, and conventions of the U.S., relates to the immigration, temporary admission, naturalization, and removal of aliens.
Immigration Marriage Fraud Amendments of 1986	Public law passed in order to deter immigration-related marriage fraud. Its major provision stipulates that aliens deriving their immigrant status based on a marriage of less than two years are condition immigrants. If the aliens cannot show that the marriage through which the status was obtained was and is a valid one, their conditional immigrant status may be terminated and they may become deportable.
Immigration Reform and Control Act of 1986	(IRCA) Public law passed in order to control and deter illegal immigration to the U.S. Its major provisions stipulate legalization of undocumented aliens, legalization of certain agricultural workers, sanctions for employers who knowingly hire undocumented workers, and increased enforcement at U.S. borders.
Internal Self-Inspection, Tracking and Evaluation	(INSITE) A program used by USCIS to audit regulatory compliance with agency policies and procedures.
Interagency Border Inspection System	(IBIS) IBIS resides on the Treasury Enforcement Communications System (TECS) at the CBP Data Center. A system that tracks information on suspect individuals, businesses, vehicles, aircraft, and vessels. IBIS terminals can also be used to access NCIC records on wanted persons, stolen vehicles, vessels, or firearms, license information, criminal histories, and previous Federal inspections. The information is used to assist law enforcement and regulatory personnel.
Integrated Card Production System	(ICPS) The hardware and associated software used to manufacture USCIS cards and Laser Visas for the Department of State, located in Corbin, KY and the Nebraska Service Center.
Intent to Deny	A notice sent by USCIS to an applicant or petitioner advising of possible adverse action to be taken on an application or petition for a benefit.
Interfile	The act of identifying and placing loose material, or a set of related documents, into the appropriate file.
Just In Time	(JIT) System that is used to shelve files by category and received

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Term	Definition
	date. It promotes an automated file ordering system used by adjudications officers.
Keying Change	A keying change constitutes a change in the number or type of entry to a field or form. The change may consist of alpha to numeric, numeric to alpha, a change in the number or size of each field to be keyed, or the addition of fields.
Keystroke	Each character within a field that is keyed.
Labor Certification	A clearance issued by the Secretary of Labor certifying that with regard to a prospective immigrant's occupation: (1) There are insufficient U.S. workers ready, willing and able to perform a particular labor, and (2) that the alien's employment in the U.S. will not adversely affect the wages and working conditions of similarly employed persons in the U.S. A labor certification is required for certain applications for permanent residence.
Lawful Permanent Resident	(LPR) Any person not a citizen of the U.S. who is residing in the U.S. under legally recognized and lawfully recorded permanent residence as an immigrant. Also known as "Green Card Holder" or "Immigrant."
Letters Express Program	Automated pre-printed letters that are mailed to applicants or petitioners requesting additional information or evidence.
Lockbox	Facility where designated form types are mailed by applicants. Forms are data entered and fees deposited, prior to shipping acceptable files to the applicable service center.
Lot	The term "lot" shall mean "inspection lot" or "inspection batch", i.e., a collection of units of product from which a sample is to be drawn and inspected to determine conformance with the acceptability criteria, and may differ from a collection of units designated as a lot batch for other purposes, for example in production, at point of shipment, etc. (ANSI/ASQ Z1.4-2003 standard)

Term	Definition
Machine Readable Data	(MRD) 2D barcode information scanned from the FD-258 Fingerprint Card created by the FMNS to transmit FD-258 masthead information to the FBI and reduce the amount of manual data entry required by the FBI. MRD is also used to verify receipt of FD-258 Fingerprint Cards to and from the FBI.
Mail	Individually metered or franked envelopes or packages of any kind which are incoming to the service center or outgoing from the service center.
Mailstop	Any location within the service center where the contractor delivers or picks up mail, including individual workstations.
Manifest	A listing of the contents of a shipment, normally by package. Normally, a manifest would be prepared for each box of files in a shipment, for example.
Manual Rejects	An application or petition returned to the sender without having a receipt number recorded in a USCIS IT system. Some data entry in a manual reject database is required.
Manual Search Request	(MSR) A request sent to Headquarters to check microfilm for existing old records and data input into CIS.
Marriage Fraud Amendment System	(MFAS) A USCIS automated database system for tracking and processing applications to terminate conditional residence status.
Motion	A request to reopen a denied case and to reconsider the decision.
Motion on Appeal	A request to re-open an appeal denied by the BIA or AAO.
National Archives and Records Administration	(NARA) The agency which manages the RRC and the FRC.
National File Transfer System	(NFTS) An USCIS automated system that supports national file tracking (replacement for RAFACS).
National Records Center	(NRC) A USCIS facility that serves as the central repository for storage of active and inactive USCIS files. The NRC is located in Lee's Summit, MO.
National Visa Center	(NVC) The Department of State facility which houses approved petitions until visas become available, after which the petitions are forwarded to the applicable American Consulate.
Naturalization	The conferring, by any means, of citizenship upon a person after birth.
National Data Integrity Project	(NDIP) A project to enable USCIS to track naturalization cases through all stages of the process; USCIS stores A-Files and Receipt Files in "buckets" to await the next stage in the process and tracks their location by entering the bucket barcode and file barcode into NFTS using a barcode wand.
Naturalization Quality Procedures	(NQP) An USCIS policy document designed to standardize and document the processing, interviewing and adjudication of naturalization applications, ensure accurate and effective application of the laws, regulations, policies, and instructions governing Naturalization.
New Forms	Any application, petition, or other form that requires keying and has not been included in this task order.
Non-conformance/ Nonconformity	The departure of a quality characteristic from its intended level or state that occurs with a severity sufficient to cause an associated

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Term	Definition
	product or service to not meet a specification requirement. When a quality characteristic or a product or service is "evaluated" in terms of conformance to specification or performance requirements, the use of the term <i>nonconformity</i> is appropriate. (<i>Glossary and Tables for Statistics – ASQ press</i>)
Non-Immigrant	An alien who seeks temporary entry to the U.S. for a specific purpose. The alien must have a permanent residence abroad and qualify for the non-immigrant classification sought. Non-immigrants include: foreign government officials, officials and employees of international organizations, visitors for business and pleasure, crewmen, students, trainees and temporary workers of distinguished merit and ability or who perform services because U.S. workers are unavailable in the U.S.
Normal hours of operation	Normal hours of operation at a Service Center are between 6:00 a.m. to 11:30 p.m. on Monday through Friday, except for U.S. Government holidays.
Notice of Action	A document sent to respondent describing intended action on an application/petition.
Notice To Appear	(NTA) The "96 Act" requires that one charging document be used to begin removal proceedings for inadmissible and deportable aliens. The previous documents, Order to Show Cause and the I-122, were combined into a single charging document, the Notice To Appear.
Office of Security Investigations	(OSI) USCIS Law Enforcement Agency
Ongoing Monitoring	Monitoring processes over time to ensure ongoing compliance to performance requirements, and the quality and timeliness of services and deliverables
Open Database Connectivity	(ODBC) A standard application programming interface for accessing a database.
Other Mail - Case Related	Mail that is not administrative mail or an application/petition. This mail consists mostly of interfiling, correspondence, and cards sent by other offices for destruction.
Peak Period	The time(s) when the volume of work increases in direct response to changes brought about by technological advances, USCIS reorganizations, implementation of new laws and policies, changes in United States Government administration, or changing global events.
Performance Requirement	Key service outputs of the task order that will be evaluated by the USCIS to ensure adequate contractor compliance.
Periodic Observation	Periodic observations are planned assessment visits to a work area intended to allow for verification that processes are properly implemented and carried out, that all relevant documents and procedures are available and correct and that the contractor's management team is implementing effective corrective and preventive action in the event of significant non-conformance conditions.
Permanent Resident Card	(PRC) A card that provides permanent documentation of residence to an alien and allows the alien to work and reside in the United States; also known as a "Green Card".

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Term	Definition
Petition	A form filed by an individual or organization seeking to classify an alien for the issuance of a nonimmigrant or immigrant visa.
Petitioner	One who files a petition on behalf of an alien.
Portable Barcode Reader	(PBCR) A hand-held device that uses laser technology to read specially formatted identification labels affixed to file folders, documents, and shelves.
Portable Document Format	(PDF) Computer format of USCIS forms available on the USCIS web site.
Post Office Non-Deliverable Security	(PONDS) Secured documents (e.g., EAD cards) returned to the Service Center by the US Postal Service as non-deliverable. The USCIS stores the document securely for up to 120 days. If the applicant provides a new address, the Service Center mails the document again. Otherwise, the Service Center destroys and accounts for the document sometime after 120 days.
Premium Processing	A service that provides American businesses with the opportunity to obtain faster processing of a petition or application to meet their needs for a foreign worker. Specifically, USCIS provides 15-calendar day processing to those who choose to use this service or USCIS will refund the Premium Processing fee and the relating case will continue to receive expeditious service.
Prep/Prepping	Preparing a work item for the next processing step. An example would be prepping work for imaging may include removing staples, straightening corners of documents, taping paper rips, and inserting patch sheets, or verifying a completed action file against the database record in preparation for archiving.
Pre-sort Contractor	A firm which has contracted with the Government to sort mail by zip codes prior to delivery of the outgoing mail to the USPS.
Preventive Action	Action taken to eliminate the root cause(s) of a potential nonconformity, defect, or other undesirable condition to prevent occurrence. The preventive actions may involve changes, such as procedures and methods of Quality Management Systems, to achieve quality improvement at any stage of the quality loop. [ISO 8402]
Program Manager	Responsible for managing records support services at the four Service Centers located in California, Nebraska, Texas, and Vermont.
Quality Assurance	All the planned and systematic actions necessary to provide adequate confidence that a product or service will satisfy given stated or implied needs.
Quality Assurance Surveillance	The sum of all activities performed by the USCIS in the ongoing monitoring of product quality, to confirm that reviewed product meets or exceeds the stated requirements and needs.
Quality Assurance Surveillance Plan	A plan document prepared by the USCIS describing the roles and responsibilities, types of work to be performed, surveillance methods and activities used and basic guidance to the Quality Assurance Surveillance Personnel for the assessment and documentation of contractor product quality performance.

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Term	Definition
Quality Control	(QC) The operational techniques and activities (and the use of them) that sustain a quality of product or service that will satisfy given needs. The goal of Quality Control is to provide quality that is acceptable and satisfactory, (e.g., safe, adequate, dependable and economical). QC is performed by and the responsibility of the Contractor.
Quality Management	The totality of functions involved in the determination and achievement of quality. Quality management is part of overall management and includes Quality Control.
Quality Control Plan	A formal document, prepared by the contractor and approved by USCIS HQ, defining how, and in what areas, the contractor will perform quality control of the services provided to USCIS at the service centers.
Random Sample	A set of product or service output units that are selected in such a manner that all combinations of units under consideration have an equal chance of being selected as the sample.
RAP Sheet	Police Record of Arrest and Prosecution
Receipt File	Hard copy file created by the Service Center to hold an application/petition, and all supporting documents for a particular applicant.
Receipt Notice	A document confirming receipt of application and/or petition by USCIS.
Receipt Number	An alphanumeric 13-character designator assigned by CLAIMS to each case accepted for USCIS processing.
Received	The process of accepting the application/petition and fee in data collection.
Received	When the Government or contractor takes possession. This can be of a physical object (mail, files, reports) or nonphysical (requests, inquiries).
Record	A record consists of fields entered from a form. The record is the electronic version of the form. Some forms will contain more than one record.
Records Operation Handbook	(ROH) The USCIS Office of Records policy manual that provides service-wide guidance and procedures to be used in administering the USCIS Records Program.
Records Retirement Center	(RRC) Managed by NARA.
Reengineered Naturalization Application Casework System	(RNACS) A USCIS centralized database system that supports the processing of naturalization and nationality cases. RNACS provides identification and background information on active cases and tracks case status.
Refugee	Any person who is outside his/her country of nationality and who is unable or unwilling to return to that country because of persecution or a well founded fear of persecution.

Term	Definition
Refugee Asylum and Parole System	(RAPS) A USCIS automated system which provides asylum case tracking and reporting. RAPS is used by USCIS Asylum offices to record biographical and asylum-related data for any alien applying for asylum. Service centers data collect I-589 and I-881 forms into RAPS.
Refugee and Asylum Visa Packet	Packet containing a Department of State (DOS) approved refugee visa, personal identification such as birth certificate, marriage certificate and the originating paperwork presented to DOS for visa issuance. This packet will be receipted and used for initial Employment Authorization Card production. Required documents may vary (e.g. I-765, I-590, I-512, DS-Form 2053/2054, DS-3024/3030, DS-3026, DS-3025, I-730, I-589, G-325C,...)
Region	Any one of the four areas of the U.S. among which the USCIS offices are divided for administrative purposes only—Northeast, Southeast, Central and Western Regions.
Regular Work Hours	See 'Normal Hours of Operation'
Rejected Application	An application or petition that is not accepted by the USCIS.
Remote File Maintenance Facility	(RFMF) A file storage facility located in Harrisonburg, VA that houses completed receipt files.
Remoted Case	A case sent to another USCIS office for adjudication.
Resident Alien	Applies to non-U.S. citizens currently residing in the U.S.
Responsible Party Code	(RPC) The code location address for files in NFTS.
Responsible Party Filing System	(RPFS) A random storage and retrieval method that allows the storage of A-Files in available shelf space and that uses NFTS to track shelf location.
Representative	A person who is entitled to represent another as provided in USCIS regulations (i.e. attorney).
Request For Evidence	(RFE) A request that is sent to either an applicant or petitioner to submit evidence to overcome any deficiencies in the record of proceedings. Normally sent on an I-72 form.
Resubmitted Case	A case previously rejected which has been returned to the applicant/petitioner for additional information and is now resubmitted to USCIS for action.
Rework	Performance of services that were found to be defective as a result of task order surveillance or other validated sources.
Sample	One or more work requirements drawn from a population.
Sample Size	The number of work requirements selected for evaluation is the sample size.
Sampling Guide	A written procedure that states what will be checked, the standard of performance, and how the checking will be done.
Sampling Plan	A plan that indicates the performance requirement, the number of units from each lot/batch that are to be inspected (sample size and the criteria for determining the acceptability or rejection), used to develop the sampling guide.
Sensitive data	Sensitive data includes privacy, proprietary, and personal data.
Separation of Duties	The concept of requiring more than one person to complete a task
Service	A job which calls directly for a contractor's time and effort and

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Term	Definition
	must be performed to the standard and within the performance requirement before the performance can be considered acceptable.
Service Center	(SC) Four offices established to handle the filing, data entry, and adjudication of certain applications for immigration services and benefits. Service Centers are not staffed to receive walk-in applications or questions.
Service Center Operations	(SCOPS) The USCIS organization that oversees management of the Service Centers.
Special Search	Conducted locally in an attempt to find missing files and/or documents.
Spike	A predictable rapid increase in the volume of form receipts at one or more centers. Spikes result from some stimulus (e.g., first date forms for a particular time-sensitive benefit can be accepted, period immediately preceding a fee increase, announced end of a filing period for a particular benefit, etc.), and they can be predicted at least 45 days before they occur. They are often limited to a specific filing type (e.g., Form I-129 for a new H-1B non-immigrant worker, etc.).
Standard	An acknowledged measure of comparison.
Start-up Backlog	Contractor backlog that the contractor inherits from the outgoing contractor that must be addressed in the Start-up.
Student Entry Visa Information System	(SEVIS) A web-based system for maintaining information on international students and exchange visitors in the United States. SEVIS is administered by the Student and Exchange Visitor Program, a division of ICE.
Sub offices	Offices found in some Districts that service a portion of the District's jurisdiction. A Sub office provides many services and enforcement functions. Their locations are determined, in part, to increase convenience to USCIS customers.
Supporting Documents	Documents accompanying an application or petition that are included in the file creation process.
Surge	An increase in the daily volume of data collection of more than 25% above the average daily data collection volumes for the previous 20 business days.
Surge Report	A report, containing built in formulas where daily processed volume totals from the Activity Report are posted. The surge report is used to calculate and track the daily volume of more than 25% above the average daily received volumes for the previous 20 business days. On days where the volume exceeds 25% above the calculated average daily received volumes the contractor is relieved from timeliness standards for affected performance requirements.
Surveillance	Process of monitoring contractor performance by direct evaluation, observation, or other information source.
System Inquiry	A query of various computer databases used by USCIS.
System Update	The addition and/or change to information in the various computer systems.
Temporary File	(T-File) A file opened when the original A-File cannot be located

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Term	Definition
	or pending receipt of the A-File from another office.
Temporary Protected Status	(TPS) Establishes a legislative basis for allowing a group of people temporary refuge in the U.S. Under a provision of the Immigration Act of 1990, the Attorney General may designate nationals of a foreign state to be eligible for TPS with a finding that conditions in that country pose a danger to personal safety due to an ongoing armed conflict or an environmental disaster.
Terminal Digit Order	(TDO) A manual process of arranging A-Files on open file shelving; the files are prefixed with the letter "A" followed by either 7 or 8 digits; odd numbers are placed on the left tab of the file jacket, and even numbers on the right tab; files are grouped by the 3 terminal digits, then by the first 5 digits, for example, all files with the last 3 digits "726" are placed together and sorted numerically by the first 5 digits; i.e. [redacted] would precede [redacted] and follow A 18 249 726).
Travel Booklet Documents	Documents required by a country for Alien travelers to enter that country. Issued only by the NSC.
Triage Process	A process that identifies a file when it enters a Service Center, for batch process for an IBIS hit. If the batch produces a hit, the file is sent to either an adjudicator or a Triage Unit (depending on which Center it's in), where it is determined if the IBIS hit was a match for the applicant/petitioner/beneficiary. If the hit is a match, the Triage Unit will resolve it and send the file back to adjudications for a decision.
Undeliverable Mail	Mail that is returned to the sending service center stamped non-deliverable by the United States Postal Service (USPS). PONDS are a subset of all non-deliverable mail.
U.S. Citizenship and Immigration Services	(USCIS) On March 1, 2003, service and benefit functions of the U.S. Immigration and Naturalization Service transitioned into the Department of Homeland Security (DHS). The USCIS is responsible for the administration of Immigration and Naturalization adjudication functions and establishing immigration services policies and priorities. Functions include adjudication of immigration visa petitions, naturalization petitions, asylum and refugee applications, and other benefit applications and petitions.
US Customs and Border Protection	(CBP) The unified border agency within the Department of Homeland Security (DHS). CBP combined the inspectional workforces and broad border authorities of U.S. Customs, U.S. Immigration, Animal and Plant Health Inspection Service, and the U.S. Border Patrol.
US Immigration and Customs Enforcement	(ICE) ICE is one component that completes Border Transportation Security, which is under the Department of Homeland Security. The mission is to secure the nation's air, land, and sea borders. The largest investigative arm of the DHS, ICE is responsible for identifying and shutting down vulnerabilities in the nations' border, economic, transportation and infrastructure security.
Validated Customer Complaint	A derogatory report, issued by the customer (any USCIS recipient of the contractor's products/services), which after investigation

(b)(6)

Term	Definition
	has been corroborated or supported on a sound authoritative basis and recognized as a legitimate report of a contractor-caused or contractor-responsible undesirable condition.
Validation	Confirmation by examination and provision of objective evidence that the particular requirements for a specific intended use are fulfilled. [ISO 8402]
Variance	An allowed deviation from a requirement that is approved by the Contracting Officer (CO). The Onsite COTRs will notify the HQ COTR of any emergency situation that could potentially affect the outcome of contractual performance.
Verification	Confirmation by examination and provision of objective evidence that the specified requirements have been fulfilled. [ISO 8402]
www.USCIS.gov	Official web site for USCIS.
Waiver	An application submitted by an alien to overcome a ground of ineligibility for a benefit.
Work Distribution Unit	(WDU) An ordering system designed to house files pending adjudication until the adjudicators are ready to process them; this system provides an organized method of housing files, tracking pending counts, and assigning work.
Work Folder	A file housing only non-record copies of correspondence or other material; all such files are conspicuously annotated "Work Folder".
Working Day	The period of time that service centers are open for contractor performance, 6:00 AM until 11:30 PM Monday through Friday.

Acronyms

Acronym	Definition
AAO	Administrative Appeals Office
A-File	Alien File
AM	Administrative Manual
AFM	Adjudicators Field Manual
AQL	Acceptable Quality Level
AR-11	Change of Address
ASC	Application Support Center
ASVVP	Administrative Site Visit and Verification Program
BIA	Board of Immigration Appeals
C&A	Certification and Accreditation
CBP	Customs and Border Protection
CCO	Case Control Office
CDR	Contract Discrepancy Report
CFDO	Center for Fraud Detection Operation
CFV (Report)	Closed File Verification Report
CHAMPS	Correspondence Handling and Management Planning System
CIPS	Centers Information Processing System
CIS	Central Index System
CLAIMS	Computer Linked Application Information and Management System
CO	Contracting Officer
COOP	Continuity of Operations Plan
COTR	Contracting Officer's Technical Representative
CP	Contingency Plan
CPAU	Contract Performance Analysis Unit
CRIS	CAP Receipt Information System (Database)
CRU	Case Resolution Unit
DAAG	Daily Activity Report
DAC	Discretionary Access Control
DACS	Deportable Alien Control System
DLEA	Designated Law Enforcement Agency
DHS	Department of Homeland Security
DO	District Office
DOJ	Department of Justice
EAD	Employment Authorization Document
EIN	Employee Identification Number
ENFORCE	Enforcement Case Tracking System
EOIR	Executive Office of Immigration Review
FARES	Fees and Application and Entry System

Acronym	Definition
FBI	Federal Bureau of Investigation
FCO	File Control Office
FDU	Fraud Detection Unit
FIPS	Freedom of Information/Privacy Act System
FISMA	Federal Information Security Management Act of 2002, November 25, 2002
FMNS	Fingerprint Masthead and Notification System
FRC	Federal Records Center
FRE	Fee Received Elsewhere
FTC	File Transfer Confirmation
FTE	Full Time Employee
FTI	File Transfer Indication
FTM	File Transfer Maintenance
FOIA/PA	Freedom of Information/Privacy Act
FQ	Fiscal Quarter
FTR	File Transfer Request
FY	Fiscal Year
GUI	Graphical User Interface
HBG FSF	Harrisonburg File Storage Facility
HRIFA	Haitian Refugee Immigration Fairness Act of 1998
I&A	User Identification and Authentication
IBIS	Interagency Border Inspection System
ICE	Immigration and Customs Enforcement
ICPS	Integrated Card Production System
IDENT	Automated Biometric Identification System
INA	Immigration and Nationality Act
IRCA	Immigration Reform and Control Act
ISSM	Information Systems Security Program Manager
LPR	Lawful Permanent Resident
JIT	Just in Time
MADR	Maximum Allowable Defect Rate
MFAS	Marriage Fraud Amendment System
MRD	Machine Readable Data
MSR	Manual Search Request
NARA	National Archives and Records Administration
NCIC	National Crime Information Center
NDIP	Naturalization Data Integrity Project
NFTS	National File Transfer System
NIST	National Institute of Standards and Technology
NQP	Naturalization Quality Procedures
NRC	National Records Center
NTA	Notice to Appear

Attachment 9.1 – Definitions and Acronyms

Acronym	Definition
NVC	National Visa Center
OCIO	Office of Chief Information Officer
ODBC	Open Database Connectivity
OIT	Office of Information Technology
PAS	Performance Analysis System
PBCR	Portable Barcode Reader
PDF	Portable Document Format
PIA	Privacy Impact Assessment
PICS	Password Issuance Control System
PII	Personal Identifiable Information
POA&M	Plan of Action and Milestone
POE	Port of Entry
PONDS	Post Office Non-Deliverable Security
PRC	Permanent Resident Card
PWS	Performance Work Statement
QASP	Quality Acceptance Surveillance Plan
QC	Quality Control
RA	Risk Assessment
RAFACS	Receipt and Alien File Accountability and Control System
RAPS	Refugee Asylum and Parole System
RFE	Request for Evidence
RMS	Risk Management System
RNACS	Re-engineered Naturalization Application Casework System
RNG	Random Number Generator
ROH	Records Operation Handbook
RPC	Responsible Party Code
RPFS	Responsible Party Filing System
RRC	Records Retirement Center
SBU	Sensitive but Unclassified
SC	Service Center – (CSC-California; NSC-Nebraska; TSC-Texas; and VSC-Vermont)
SCOPS	Service Center Operations
SDLC	IT Security in the Systems Development Life Cycle
SEVIS	Student Entry Visa Information System
SNAP	Scheduling, Notification of Applicants for Processing
SOP	Standard Operating Procedures
SORN	System of Records Notification
SSSP	Sensitive System Security Plan
ST&E	Security Test and Evaluation
TAF	Trusted Agent FISMA
TDO	Terminal Digit Order

Attachment 9.1 – Definitions and Acronyms

Acronym	<u>Definition</u>
TDPS	I-512L Travel Document Production System
TECS	Treasury Enforcement Communications System
TPS	Temporary Protective Status
T-File	Temporary File
USCIS	US Citizenship and Immigration Services
USPS	US Postal Service
WBS	Work Breakdown Structure
WDU	Work Distribution Unit
WOTS	Work Order Tracking System

Attachment 9.2 - Government Provided Property

The Government will provide onsite contractor personnel with office workstations, computers, peripherals, and office supplies. The government shall not provide computer equipment, items, or supplies supporting contractor efforts not in support of either of these task orders. Contractor provided IT equipment shall not be connected to any USCIS network, system, or equipment without the written authorization of the COTR and shall conform with the DHS Information Security requirements set forth in DHS 4300.

The Contractor shall require onsite personnel to utilize USCIS electronic mail (e-mail), the telephone system, and other networks to communicate within the Service Center, between USCIS operations, and with USCIS SCOPS Headquarters. All these systems are Government provided and subject to audits and monitoring by the Government. The contractor shall notify its personnel that there shall be no expectation of privacy on any USCIS systems.

The contractor shall operate Government provided equipment in accordance with USCIS procedures and manufacturer’s specifications.

The contractor shall initiate and track maintenance calls and/or service requests for Government provided IT equipment to the DHS help-desk. Contractor shall notify the COTR of any repair needs and/or problems with maintenance/service contractor activities within **ONE HOUR** of each occurrence.

The contractor shall initiate and track maintenance calls and/or service requests for Government provided (non IT) equipment according to the manufacturer’s recommended schedule, if one is available. The contractor shall initiate and track repair requests and ensure that all repairs performed are complete and that the equipment is operating as required. Contractor shall notify the COTR of any repair needs and/or problems with maintenance/service contractor activities within **ONE HOUR** of each occurrence.

The Government provides computer workstations and software in various hardware configurations, and reserves the right to upgrade, add, delete, or replace equipment and software. Current equipment and software in use includes, but is not limited to the following table:

TYPE	Hardware/Software
CPU	<ul style="list-style-type: none">• Dell Optiplex GX1• Dell Optiplex GX110• Dell Optiplex GX150• Dell Optiplex GX240• Dell Optiplex GX260• Dell Optiplex GX270• Dell Optiplex 620• Dell Optiplex 745• Dell Optiplex 755

TYPE	Hardware/Software
	<ul style="list-style-type: none"> • Dell Optiplex 760 • Dell Optiplex 780
Monitors	<ul style="list-style-type: none"> • Dell 700FP • Dell 1900FP • Dell 2007WFPB • Dell 2009WFP • Dell 2409WFP • Dell D1028L • Dell M781P • Dell M782 • Dell P1130
Printers	<ul style="list-style-type: none"> • Datamax DMX I-4206 Barcode Printer • Datamax DMX I-4208 Barcode Printer • Hewlett Packard Laser Printer HP1100 • Hewlett Packard Laser Printer HP1200/1220 • Hewlett Packard Laser Printer HP4000 • Hewlett Packard Laser Printer HP4100 • Hewlett Packard Laser Printer HP4050 • Hewlett Packard Laser Printer HP4550 • Hewlett Packard Laser Printer HP4600 • Hewlett Packard Laser Printer HP8000 • Hewlett Packard Laser Printer HP8100 • Hewlett Packard Laser Printer HP8150 • Hewlett Packard Notice Printer HP-M/800/4050DN • Hewlett Packard LaserJet Printer/Scanner HP3020 • Hewlett Packard LaserJet 8000DN • Hewlett Packard LaserJet 9050N • Dell 1710N/1720N Printer • Dell 2330N Printer • Dell 3130CN Printer • Dell 5100N Color Printer • Dell 5110CN Printer • Dell 5310N Printer • Dell 5330DN Printer • Xerox 7760 DN Printer • Lexmart C935DN • DBM-810 Check Franker • CBM-820 Check Franker Printer
Scanners	<ul style="list-style-type: none"> • Hewlett Packard HP3020 • Hewlett Packard HP6300C • Hewlett Packard HP7400C

TYPE	Hardware/Software
	<ul style="list-style-type: none"> • Hewlett Packard HP8250 • Hewlett Packard Scanjet 5590 • Fujitsu Scansnap S1500 • Welch Allyn 2380 Barcode Wand • Hand Held Products Dolphin Barcode Scanner • Hand Held Products Dolphin 7850 Barcode Readers • Hand Held Products Laser Barcode Scanner • Symbol 2D Laser Barcode Scanner • Dolphin 7200 portable scanner
Fax Machines	<ul style="list-style-type: none"> • Kyocera LDC 870 • Brother Intellifax 4750E • Hewlett Packard 910 • Canon Model 710 • Canon Model LC3170 • Canon LASER CLASS 510 • Xerox M151
Mailroom Equipment	<ul style="list-style-type: none"> • Pitney Bowes Mail Machine • UF570 Mail Machine • Paragon Mail Machine • Pallet Jack • Omaton Machine • Taper Machine • Pitney Bowes Opener • Pitney Bowes Postal Scale • Postal Meters • Automated Folders • Third Party Courier Machine • Automated Signature Machine • Martin Yale 400 Jogger • Hasler Mail Machine with Postage Meter • Formax Folder • Folder/Stuffer with Postage Meter • Omaton Letter Opener • Inserter • Folder/Inserter • Stacker/Conveyer
Software	<ul style="list-style-type: none"> • Adobe Acrobat 5.0 • Adobe Acrobat 6.0 Professional • Adobe Acrobat 8.0 Professional • Adobe Acrobat Reader 9.0

TYPE	Hardware/Software
	<ul style="list-style-type: none"> • Adobe Acrobat Reader 9.1.2 • McAfee Anti Virus 8.5 I • Arcserve 7.0 McAfee • Microsoft Internet Explorer 6.0 • Microsoft Office 97 • Microsoft Office 2000 • Microsoft Office 2003 • Microsoft Windows 95 • Microsoft Windows 2000 • Microsoft Windows NT 4.0 • Microsoft Windows XP • WINZip 10 • SNAGIT 7.0 • Novell 4.11 Teleview (A2B) 3.31
Copiers	<ul style="list-style-type: none"> • Lanier Model LD265 • Canon Imagerunner 5000 • Ricoh AFICIO MP5500 • Ricoh MP6000 • Ricoh 2051
Miscellaneous	<ul style="list-style-type: none"> • Check Endorser Printer

The Government provides access to various computer systems, when needed in the performance of duties, and reserves the right to upgrade, add, delete, or replace access. Contractor provided IT equipment shall not be connected to any USCIS network, system, or equipment without the written authorization of the COTR and shall conform with the DHS Information Security requirements set forth in DHS 4300. Current software in use includes, but is not limited to the following table:

Systems	<ul style="list-style-type: none"> • Address Request (AR-11) • Central Index System (CIS) • Computer Linked Application Information Systems (CLAIMS3-LAN) • Computer Linked Application Information Systems (CLAIMS4) • Computer Linked Application Information Systems (CLAIMS Mainframe) • ENFORCE/IDENT 5.4 • Fees and Applications Receipt and Entry System (FARES) • Federal Bureau of Investigations (FBI) Fingerprint
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	<p>Query FD-258 Tracking System</p> <ul style="list-style-type: none">• Interagency Border Inspection System (IBIS/TECS)• I-512L Travel Document Production System (TDPS)• Image Storage and Retrieval System (ISRS)• Freedom of Information Act/Privacy Act (FOIA/PA) Case Tracking (FIPS)• Marriage Fraud Amendment System (MFAS)• National File Tracking System (NFTS)• Refugee Asylum and Parole System (RAPS)• Scheduling, Notification of Applicants for Processing (SNAP)• Student Entry Visa Information System (SEVIS)• E-filing
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Attachment 9.3 - Currently Required Screen Prints

As noted throughout the Performance Work Statement, the contractor duties within the Service Centers are broad and multi-faceted. In supporting the Adjudications program and the processing of applications and/or petitions for benefits, the contractor is responsible for printing screens from various USCIS automated systems. As with sorts, depending on the Center and the form type, the screen prints are done in the mail room, data entry, and/or the file room task areas.

Examples of the various screen prints requirements include:

For I-130s, the California Service Center requires up to 5 different screen prints; the Nebraska Service Center requires up to 13 different screen prints, and Vermont Service Center requires up to 8 different screen prints.

For I-589s, the California, Texas and Vermont Service Center requires up to 5 different screen prints; and, the Nebraska Service Center requires up to 3 screen prints.

The following pages contain screen print requirement charts by form for each of the four centers.

Screen Print Requirement
California-CSC

Form Type	CIS-9101	CIS-9101 Reprint 9101 if original is over 1 year old	CIS 9102	CIS 9505	CIS 9103 Exact name, if not in 9101	CIS 9106 Sounds like with dob, if not in 9103	CIS 9202, if alias found in 9101	CIS 9222	CIS 9223	CIS 9504	CLAIMS 3 Status Inquiry	CLAIMS 3 of Receipt number	CLAIMS 3 F2	CLAIMS F10	CAF	CSTA	CUF	EAD History	EOIR RAPS	EOIR, if DACS Flage	FARES	FP Results	GUF	Name Check	NIIS (SQ94)	TECS	AR-11
I-102											x	x													x	x	
I-130	x				x	x	x			x																	
I-131	x				x	x	x				x	x											x				
I-140	x				x	x	x			x	x	x											x				
I-191	x				x	x	x			x																	
I-192	x				x	x	x			x																	
I-485	x				x	x	x			x												x	x	x			
I-360	x				x	x	x																				
I-526	x				x	x	x			x																	
I-589	x				x	x										x			x								
I-612	x				x	x	x			x																	
I-539	x				x						x	x														x	x
I-129F	x				x	x	x			x																	
I-129											x	x														x	x
I-751	x									x						x											
I-765	x				x	x	x			x																	
I-765 (C-8)	x									x										x							
I-765 (C-9)	x											x					x										
I-765 (C-10)	x																			x							
I-765 (C-3)	x		x		x	x																					x
I-765 (A-17, A-18)	x		x		x	x				x			x														x
I-817	x		x		x	x																					
I-824	x				x	x	x			x			x	x													
I-829	x		x		x	x				x						x											
I-881	x		x			x		x	x																		

Attachment 9.3 – Currently Required Screen Prints

Screen Print Requirement
California-CSC

Form Type	CIS-9101	CIS-9101 Reprint 9101 if original is over 1 year old	CIS 9102	CIS 9505	CIS 9103 Exact name, if not in 9101	CIS 9106 Sounds like with dob, if not in 9103	CIS 9202, if alias found in 9101	CIS 9222	CIS 9223	CIS 9504	CLAIMS 3 Status Inquiry	CLAIMS 3 of Receipt number	CLAIMS 3 F2	CLAIMS F10	CAF	CSTA	CUI	EAD History	EOIR RAPS	EOIR, if DACS Flage	FARES	FP Results	GUI	Name Check	NIIS (SQ94)	TECS	AR-11
L-90	X																					X					
MSR (Excel Request Form)																											
MTR	X				X	X	X			X		X															
N-400	X				X	X	X			X																	
Consular Return Group 4											X		X														
Immigrant Visa (2A IV)	X										X		X														

Screen Print Requirements
Nebraska-NSC

Form Type	CIS-9101	CIS-9101 Reprint 9101 if original is over 1 year old	EARM 9212 if hit in 9101	NAIIS if hit in 9101	VIOL if hit in 9101	CIS 9103 Exact name, if not in 9101	CIS 9106 Sounds like with dob, if not in 9103	CIS 9202, if alias found in 9101	CIS 9222	CIS 9223	CIS 9504	CLAIMS 3 Status Inquiry	CLAIMS 3 of Receipt number	CLAIMS 3 F2	CLAIMS F10	CAF	CSTA	CUI	EAD History	EOIR RAPS	EOIR, if EARM Flag	FARES	FP Results	GUI (Print of Bios for 131s)	Name Check	TECS (SQ94)	Re-run 9101 or EARM after RFE	SEVIS	
I-90 Renewals	x	x								x	x											x		x					
I-90 Replacements	x	x								x	x							x				x		x					
I-102																										x			
I-130	x		x	x	x	x	x		x	x							x		x	x			x	x					
I-131 Re-entry Permit	x		x			x	x		x								x	x					x	x					
I-131 Travel Document	x		x			x	x		x								x	x		x			x	x					
I-131 Advance Parole	x		x	x	x	x	x		x								x	x											
I-131 HRIFA	x		x	x	x	x	x					x								x									
I-140						x	x																						
I-485 Asylum	x		x	x	x	x	x																x		x			x	
I-485 EB	x		x	x	x	x	x												x				x		x				
I-485 HRIFA	x		x	x	x	x	x													x			x		x				
I-485 Indo-China	x		x	x	x	x	x																x		x				
I-212	x																												
I-589							x										x			x									
I-612	x																												
I-730	x																x					x				x			
I-751	x								x																				
I-765	x			x	x	x	x											x											
I-765 (C3/C5)	x			x	x	x	x											x											x
I-765 (A5)	x						x										x	x	x	x									
I-765 (C8)	x						x										x	x	x	x									
I-765 (C9)	x		x	x	x	x	x		x									x	x										
I-817	x						x		x																				

Attachment 9.3 – Currently Required Screen Prints

Screen Print Requirements
Nebraska-NSC

Form Type	CIS-9101	CIS-9101 Reprint 9101 if original is over 1 year old	EARM 9212 If hit in 9101	NAILS If hit in 9101	VIOL if hit in 9101	CIS 9103 Exact name, if not in 9101	CIS 9106 Sounds like with dob, if not in 9103	CIS 9202, if alias found in 9101	CIS 9222	CIS 9223	CIS 9504	CLAIMS 3 Status Inquiry	CLAIMS 3 of Receipt number	CLAIMS 3 F2	CLAAIMS F10	CAF	CSTA	CUI	EAD History	EOIR RAPS	EOIR, if EARM Flag	FARES	FP Results	GUI (Print of Bios for 131s)	Name Check	TECS (SQ94)	Re-run 9101 or EARM after RFE	SEVIS
I-821/I-765	X												X					X	X									
I-824														X														
N-400	X		X	X	X	X						X											X					
I-539 F.M.J																												
I-129F	X																											X

Screen Print Requirements
Texas--TSC

Form Type	CIS-9101	CIS-9101 Reprint 9101 if original is over 1 year old	DACS if hit in 9101	NAILS if hit in 9101	CIS 9103 Exact name, if not in 9101	CIS 9106 Sources like with dob, if not in 9103	CIS 9202, if alias found in 9101	CIS 9222	CIS 9223	CIS 9504	CLAIMS 3 Status Inquiry	CLAIMS 3 of Receipt number	CLAIMS 3 History/Status	CLAIMS F10	CAF	CSTA	GUI	EAD History	EOIR RAPS	EOIR, if DACS Flage	FARES Claims Mainframe	FP Results	GUI	Name Check	NIIS (SQ94)	NCIC	SQ-11	SEVIS
I-102																												
I-131 Concurrent	X				X	X							X												X			
I-140	X				X	X																						
I-290B													X															
I-485	X				X	X				X												X		X				
I-589	X				X	X										X			X									
I-601	X																											
I-730 In Country	X				X	X				X												X		X				
I-730 Out Country	X				X	X				X																		
I-765 EB	X				X	X																						
I-765 (C8)	X															X			X									
I-765 (Other)	X				X	X																						
I-817	X									X																		
I-824													X									X						
EOIR	X																											
EOIR-29													X															
IBIS	X																								X	X		
N-565	X									X																		
RFE over 90 days													X															
X* GUI Screen print included when principal is @ NRC																												
X Added/Changed																												

Attachment 9.3 – Currently Required Screen Prints

Attachment 9.4 – Data Entry Fields for Applications/Petitions Performed in Data Collection

Tier 1 Forms	Average Fields
I-907 *	5
Biometrics Fee	7
I-407	8
I-485 (EOIR)	13
I-589 (EOIR)	13
Scanning I-89	13
Scanning I-765	13
G-28 **	13
N-600K	13
I-881	14
I-193	15
N-470	15
N-600	15
I-192	16
I-905	16
N-565	17
I-191	17
I-612	18
I-601	19
I-687	19
I-865	19
I-212	19
I-730	20
FD-258	21
I-864	23
I-690	23
I-102	24
I-694	24
I-698	24
I-914A	24
I-918A	24
I-526	25
I-90	25
I-821	28
I-290C	28
I-129S	28
I-181	29
N-644	30

Tier 2 Forms	Average Fields
I-290B	31
I-751 GUI (CRI-89)	31
I-829 GUI (CRI-89)	31
I-589	32
I-129F	32
EOIR-29	32
I-539***	32
I-824	33
DS-230	34
I-360	34
I-129***	34
I-129CW***	35
I-485	35
I-131	37
I-817	38
I-765	39
I-140	39
I-130	41
I-751 (MFAS)	43
I-829 (MFAS)	44
I-914	59
I-918	59
I-929	64
N-400	108

* I-907 This process when done concurrently during data collection of the underlying form is not separately counted or compensated per unit. The additional data entry required should be included with the data entry required for the underlying form to arrive at the complete work requirement for the combination of the two.

**G-28 This process when done during data collection of the underlying form is not separately counted or compensated per unit. The additional data entry required should be included with the data entry required for the underlying form to arrive at the complete work requirement for the combination of the two. When performed for individually filed G-28s the data entry required updates existing records as a file operation.

*** I-129, I-129CW and I-539 These forms may be filed with multiple beneficiaries. Each named beneficiary requires a minimum of 8 additional data fields. Offerors should take this additional data collection requirement into consideration when arriving at the complete work requirement for these forms. See the individual form filing instructions and service center specific SOPs for details.

Commonly Performed File Operations Requiring Data Entry

Procedures	Average Fields
Address Change	10
AR-11	10
I-512L	11
G-28	13
SNAP Scheduling	18
A-File Create ****	20

****** A-File Create** This process is done in CIS. This process when done during data collection of the underlying form is not separately compensated per unit. The additional data entry required should be included with the data entry required for the underlying form to arrive at the complete work requirement for the combination of the two.

Attachment 9.5 – SCOPS – Daily Activity Report Glossary

Mail Operations

Process/Form	Definition	Comments
Incoming Mail-Regular Handling	Action associated with accepting, screening, sorting, and forwarding incoming Regular Handling mail. Regular Handling mail is defined as routine mail delivered by, or picked at, the U.S. Postal Service.	Incoming Mail that contains applications or petitions. Each separately sealed and franked envelope or package is counted as one piece of Incoming Mail. This line should only contain those pieces of incoming mail that have applications or petitions.
Incoming Mail-Special Handling	Action associated with accepting, screening, sorting, and forwarding incoming Special Handling mail. Special Handling mail is defined as mail delivered by bonded carriers (i.e. FedEx, UPS, DHL, etc.) or includes return-receipts or certified mail delivered by the U.S. Postal Service.	Incoming Mail that contains applications or petitions. Each separately sealed and franked envelope or package is counted as one piece of Incoming Mail. This line should only contain those pieces of incoming mail that have applications or petitions.
Incoming Files-Regular Handling	Action associated with accepting, screening, sorting, and forwarding incoming files delivered by, or picked up at, the US Postal Service.	Incoming Files are A-files, T-files, receipt files or any other USCIS file. Each file is counted as one piece.
Incoming Files-Special Handling	Action associated with accepting, screening, sorting, and forwarding incoming Special Handling files, delivered by bonded carriers (i.e. FedEx, UPS, DHL, etc.).	Incoming Files are A-files, T-files, receipt files or any other USCIS file. Each file is counted as one piece.
Incoming Mail-Administrative	Personal, administrative, EEO and other "restrictive mail"; it can include congressional mail; does <u>not</u> include mail with petitions/applications.	Each separately sealed and franked envelope or package is counted as one piece of Incoming Mail. Each magazine, newspaper, etc, is counted as one piece.
Incoming Other Mail-Case Related	Is all mail that is <u>not</u> included in Administrative Mail or included as incoming applications, petitions or files. General correspondence of all kinds, including responses to requests, is included in this count.	Each separately sealed and franked envelope or package is counted as one piece of Incoming Mail. Each magazine, newspaper, etc, is counted as one piece.
Outgoing Mail-Regular Handling	Action associated with preparing, metering/stamping, and wrapping outgoing Regular Handling mail. Regular Handling mail is defined as routine mail delivered to, or picked-up by, the U.S. Postal Service or a designated mail pre-sort contractor.	Each separately sealed and franked envelope or package is counted as one piece of Outgoing Mail.

Outgoing Mail-Special Handling	Action associated with preparing, metering/stamping, and wrapping outgoing Special Handling mail. Special Handling mail is defined as mail to be transported by bonded carriers (i.e. FedEx, UPS, DHL, etc.) or requires return-receipts or certified for mail delivered by the USPS.	Each separately sealed and franked envelope or package is counted as one piece of Outgoing Mail.
Outgoing Files-Regular Handling	Action associated with preparing, metering/stamping, and wrapping outgoing Regular Handling files. Regular Handling mailed files are defined as files delivered to, or picked-up by, the U.S. Postal Service or a designated mail pre-sort contractor.	Outgoing Files are A-files, T-files, receipt files or any other USCIS file. Each file is counted as one piece. Does not include files shipped in bulk by commercial trucking firms.
Outgoing Files-Special Handling	Action associated with preparing, metering/stamping, and wrapping outgoing Special Handling files. Special Handling files are defined as files to be transported by bonded carriers (i.e. FedEx, UPS, DHL, etc.) or requiring return-receipts or certified for mail delivered by the USPS.	Outgoing Files are A-files, T-files, receipt files or any other USCIS file. Each file is counted as one piece.

Mail Operations SubTotal	Total of all rows above	
Informational Counts		These quantities are already included in the Incoming Mail count.
Returned Undeliverable – All non-PONDS mail	The number of returned mail pieces that do not include documents listed below.	This count when added to the counts below will equal the total of returned mail.
Returned PONDS, I-766 cards	The number of I-766 cards received via return mail or Post Office Non Deliverables.	This count is the number of I-766 cards. Count as completed only after all documents are manifested and processed.
Returned PONDS, I-551 cards	The number of I-551 cards received via return mail or Post Office Non Deliverables.	This count is the number of I-551 cards. Count as completed only after all documents are manifested and processed.
Returned PONDS, I-512L Authorization for Parole of an Alien into the United States	The number of I-512L documents received via return mail or Post Office Non Deliverables.	This count is the number of I-512L documents for Advance Parole. Count as completed only after all documents are manifested and processed.
Returned PONDS, Re-entry permits	The number of re-entry permit documents received via return mail or Post Office Non Deliverables.	This count is the number of documents for Re-entry Permits. Count as completed only after all documents are manifested and processed.
Returned PONDS, Refugee Travel Document	The number of Refugee Travel Documents received via return mail or Post Office Non Deliverables	This count is the number of Refugee Travel Documents. Count as completed only after all documents are manifested and processed.

Data Collection		
Process/Form	Definition	Data Entry Comments
Biometrics Fee	Biometric Fees, submitted alone for certain petitions that were initially accepted without payment.	These are most often fees sent in response to USCIS requests. Do not include fees included with an original petition filing.
EOIR-29	Notice of Appeal to the Board of Immigration Appeals to Decision of Director.	Filed to appeal a denied I-130 or I-360 Widow(er)
FD-258	Fingerprint cards received without another filing.	IAFIS scanning and collection of data fields.
I-102	Application for replacement/initial nonimmigrant arrival/departure record.	
I-129	Petition for a Nonimmigrant worker: types include: H,L,O,P,Q,R,W.	Includes all categories not enumerated below
I-129 (H1B CAP)	Application for nonimmigrant worker for temporary worker or training.	Subject to an annual CAP limit, currently set at 65,000 for FY2011
I-129 (H1B Master CAP)	Application for nonimmigrant worker for temporary worker or training	Subject to an annual CAP limit, currently set at 20,000 for FY2011
I-907/I-129 (Premium)	Expedited with form I-907 & fee for USCIS assigned petitions. This is when the I-907 and I-129 were filed together.	
I-907/I-129 (Premium H1B CAP)	Expedited with form I-907 & fee for USCIS assigned petitions. This is when the I-907 and I-129 were filed together.	Included in the 65,000 CAP
I-907/I-129 (Premium H1B Master CAP)	Expedited with form I-907 & fee for USCIS assigned petitions. This is when the I-907 and I-129 were filed together.	Included in the 20,000 CAP
I-129 Total	This is a total of all I-129s listed above	CSC and VSC
I-129CW	Petition for a Nonimmigrant Worker from the Commonwealth of the Northern Marianas Islands	CSC only. Expected to begin late 2010.
I-129F	Petition for Alien Fiancé(e)	CSC and VSC
I-129S	Nonimmigrant Petition Based on Blanket L Petition.	Sometimes data collected but more often interfiled only

I-130	Petition for Alien Relative.	
I-131	Application for Travel Document	Used to apply for an Advance Parole Document, Re-entry Permit, or Refugee Travel Document.
I-140	Immigrant Petition for Alien Worker.	NSC and TSC
I-907/I-140 (Premium)	Expedited with form I-907 & fee for USCIS assigned petitions. This is when the I-907 and I-140 were filed together.	
I-181	Memorandum of Creation of Record of Lawful Permanent Residence.	Update systems after Lawful Permanent Residence has been approved. This process is only for cases that cannot be sent through other card producing processes. Only Copy 3 of this form should be Data Collected.
I-191	Application for Advance Permission to Return to Unrelinquished Domicile.	
I-192	Application for Advance Permission to enter as Nonimmigrant.	
I-193	Application for Waiver of Passport and/or Visa.	
I-212	Application for Permission to Reapply for Admission into the United States After Deportation or Removal.	
I-290B	Notice of Appeal or Motion	
I-290C	Notice of Certification.	Issued by Service Center Directors. Notifies petitioner they may submit a final written statement.
I-360	Petition for Amerasian, Widow(er), or Special Immigrant.	
I-907/I-360 (Premium)	Expedited with form I-907 & fee for USCIS assigned petitions. This is when the I-907 and I-360 are filed together.	
I-407	Abandonment of Resident Status.	TSC only.
I-485	Application to Register Permanent Residence or Adjust Status.	
I-485 (EOIR)	Immigration Court authorizes forms of various types to be accepted by USCIS. These are all data collected as an I-485 to schedule biometrics and background check.	TSC only. The Executive Office for Immigration Review.
I-526	Immigrant Petition by Alien Entrepreneur.	CSC only
I-539	Application to Extend/Change Nonimmigrant Status.	CSC and VSC

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I-589	Application for Asylum and for Withholding of Removal	Utilizing the RAPS system. A separate A-file should be created for the spouse and each child on the I-589 if they have no pre-existing A-file.
I-589 (EOIR)	Application for Asylum and for Withholding of Removal	NSC Only. This is the Defensive Asylum Application with Immigration Court.
I-601	Application for Waiver of Grounds of Excludability.	
I-612	Application For Waiver of the Foreign Residence Requirement.	CSC is currently receipting all publicly filed cases. VSC processes cases sent directly by the United States Information Agency (USIA).
I-687	Application for Status as a Temporary Resident Under Section 245A.	CSC and TSC
I-690	Application for Waiver of Grounds of Inadmissibility Under Sections 245A or 210.	CSC and TSC
I-694	Notice of Appeal of Decision Under Sections 245A or 210.	CSC and TSC
I-698	Application to Adjust Status from Temporary to Permanent Resident Under Section 245A of Public Law 99-603.	CSC and TSC
I-730	Refugee/Asylee Relative Petition.	NSC and TSC
I-751 (C3 GUI)	Petition to Remove Conditions on Residence.	VSC and CSC. This is the Biometrics module process of the I-751 for the principal and each derivative requiring Biometrics capture. CLAIMS3 receipts as a CRI-89
I-751 (MFAS)	Petition to Remove Conditions on Residence.	VSC and CSC. This is the data collection into the MFAS system.
I-765	Application for Employment Authorization.	
I-817	Application for Family Unity Benefits.	
I-821	Application for Temporary Protected Status.	
I-824	Application for Action on an Approved Application or Petition.	
I-829 (C3 GUI)	Petition by Entrepreneur to Remove Conditions	CSC only. This is the Biometrics module process of the I-829 for the principal and each derivative requiring Biometrics capture. CLAIMS3 receipts as a CRI-89
I-829 (MFAS)	Petition by Entrepreneur to Remove Conditions	CSC only. This is the data collection into the MFAS system.
I-864	Affidavit of Support Under Section 213A	Predominantly at TSC and CSC concurrently with a DS-230
I-865	Sponsor's Notice of Change of Address	

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I-881	Application for Suspension of Deportation or Special Rule Cancellation of Removal. (NACARA)	CSC and VSC. Fee deposit in CLAIMS 4. Data collected in RAPS.
I-90	Application to Replace Permanent Residence Card.	NSC Only
I-905	Application for Authorization to Issue Certification for Health Care Workers.	NSC Only
I-907 (I-129 Upgrade)	Request for Premium Processing Service	VSC and CSC. Count here if I-907 comes in to upgrade a previously filed I-129 application
I-907 (I-140 Upgrade)	Request for Premium Processing Service	TSC and NSC. Count here if I-907 comes in to upgrade a previously filed I-140 application.
I-907 (I-360 Upgrade)	Request for Premium Processing Service	Count here if I-907 comes in to upgrade a previously filed I-360 application
I-914	Application for T Nonimmigrant Status	VSC only. Data collected in MS-Access database. Includes data collection of Supplement B.
I-914A	Supplemental A, Application for Immediate Family Member of T-1 recipient.	VSC only. Data collected in MS-Access database
I-918	Petition for U Nonimmigrant Status	VSC only. Data collected in MS-Access database. Includes data collection of Supplement B.
I-918A	Supplemental A, Petition for Qualifying Family Member of U-1 Recipient.	VSC only. Data collected in MS-Access database.
I-929	Petition for Qualifying Family Member of a U-1 Nonimmigrant.	VSC only. Data collected in MS-Access database.
N-400	Application for Naturalization.	
N-400 (Military)	Application for Naturalization from Military Personnel and eligible spouses.	NSC only
N-470	Application to Preserve Residence for Naturalization Purposes.	
N-565	Application for Replacement of Naturalization Citizenship Document.	TSC and NSC
N-600	Application for Certificate of Citizenship.	
N-600K	Application for Certificate of Citizenship and Issuance of Certificate Under Section 222.	For a child who regularly resides abroad to claim U.S. citizenship based on parentage.

N-644	Application for Posthumous Citizenship.	CSC only
DS-230	Application for Immigrant Visa and Alien Registration.	CSC & TSC Only. Department of State form. Included in Immigrant Visa Package.
Scanning I-89 Biometrics	Card Data Collection Form	Prepared by DHS agencies and sent to service centers for card production. Includes Scanning of Photograph, index fingerprint and signature and data collection of I-89 data fields
Scanning I-765 Biometrics	Application for Employment Authorization.	Scanning of Photograph and/or index fingerprint and/or signature accompanying an I-765
Data Collection Sub Total		All Data Collection Totals Above
Informational Counts		
Rejects, System	Rejected & returned applications, petitions, or other documents, that are processed in CLAIMS 3 and returned back to filing party due to fee or signature issues. The applications or petitions will be issued a rejected receipt number by CLAIMS 3.	Before counting as a reject make sure that the application/petition has also been counted as a particular form processed in Data Collection. This is because a permanent USCIS record has been created.
Rejects, Manual	Rejected & returned applications, petitions, or other documents, that are processed manually and returned back to filing party due various issues. Manual rejects will contain generic reject notices and be logged for tracking purposes.	These are processed back to filing party before any systems data collection activity with pre-printed form letters. A permanent USCIS record has not been created, but a temporary database record will be retained to document the rejection.
A-File Create I-140	A-File created for an Alien Worker Petition	Performed during Data Collection
A-File Create I-360	A-File created for a Special Immigrant Petition	Performed during Data Collection

A-File Create I-485	A-File created for a Permanent Resident Adjustment	Performed during Data Collection
A-File Create I-589	A-File Created for Principal, Spouse or child on an I-589	One data collection in RAPS for the I-589 may result in several A-file creates. For this form only, each A-File created will be counted as one data collection for compensation instead of counting the number of I-589 in RAPS
A-File Create I-730	A-File Created for a Relative of a Refugee or Asylee	Performed during Data Collection
A-File Create I-881	A-File Created for an Applicant to Suspend Deportation	Performed during Data Collection
A-File Create Immigrant Visa Packet	A-File Created for an Immigrant Visa Packet	Performed during Data Collection of the DS-230
A-File Create Other	A-File Created for any other form	Performed during Data Collection for any other form requiring this as a Standard Operating Procedure.
File Operations	Definition	Comments
Address Changes - Returned Mail	Number of completed address changes in USCIS systems.	This count is the number of records updated in USCIS systems from returned mail. Multiple records may be updated from one returned mail.
Address Changes - AR11	Number of address changes on AR-11 Form that are completed in USCIS systems.	This count is the number of records updated in USCIS systems from AR-11. Multiple records may be updated from one AR-11.
Address Changes - SRMT System	Number of completed address changes in USCIS systems.	This count is the number of records updated in USCIS systems from SMRT. Multiple records may be updated from one SRMT.
Address Changes - All Other Sources	Address changes from correspondence and other sources than USPS.	This count is the number of records updated in USIS systems from correspondence. Multiple records may be updated from one correspondence.
Address Changes Total	Total of all address changes above.	

A-File Create I-129F	Action associated with creating a new A-File in CIS and NFTS utilizing pre-numbered folders provided by USCIS. Once the subject has been searched in CIS, and there is no A number, a pre-numbered A file folder will be assigned. Requires physical and system identification.	This count is the number of I-129F A-File Creates. Count as completed only after all the electronic creation has been completed. Done when not required during Data Collection.
A-File Create I-130	Action associated with creating a new A-File in CIS and NFTS utilizing pre-numbered folders provided by USCIS. Once the subject has been searched in CIS, and there is no A number, a pre-numbered A file folder will be assigned. Requires physical and system identification.	This count is the number of I-130 A-File Creates. Count as completed only after all the electronic creation has been completed. Done when not required during Data Collection.
A-File Create I-140	Action associated with creating a new A-File in CIS and NFTS utilizing pre-numbered folders provided by USCIS. Once the subject has been searched in CIS, and there is no A number, a pre-numbered A file folder will be assigned. Requires physical and system identification.	This count is the number of I-140 A-File Creates. Count as completed only after all the electronic creation has been completed. Done when not required during Data Collection.
A-File Create I-360	Action associated with creating a new A-File in CIS and NFTS utilizing pre-numbered folders provided by USCIS. Once the subject has been searched in CIS, and there is no A number, a pre-numbered A file folder will be assigned. Requires physical and system identification.	This count is the number of I-360 A-File Creates. Count as completed only after all the electronic creation has been completed. Done when not required during Data Collection.
A-File Create I-485	Action associated with creating a new A-File in CIS and NFTS utilizing pre-numbered folders provided by USCIS. Once the subject has been searched in CIS, and there is no A number, a pre-numbered A file folder will be assigned. Requires physical and system identification.	This count is the number of I-485 A-File Creates. Count as completed only after all the electronic creation has been completed. Done when not required during Data Collection.
A-File Create Refugee & Asylee Visa Packets	Action associated with creating a new A-File in CIS and NFTS utilizing pre-numbered folders provided by USCIS. Once the subject has been searched in CIS, and there is no A number, a pre-numbered A file folder will be assigned. Requires physical and system identification.	This count is the number of A-File Creates for Refugee and Asylee Visa Packets. Count as completed only after all the electronic creation has been completed. Done when not required during Data Collection.
A-File Create DS-156	Action associated with creating a new A-File in CIS and NFTS utilizing pre-numbered folders provided by USCIS. Once the subject has been searched in CIS, and there is no A number, a pre-numbered A file folder will be	This count is the number of A-File Creates for DS-156 K-2 or K-4 visa holders, who are derivatives of a foreign spouse or fiance. Done at TSC and CSC. Count as completed only after all the electronic creation has been completed. Done

	assigned. Requires physical and system identification.	when not required during Data Collection.
A-File Create Other	Action associated with creating a new A-File in CIS and NFTS utilizing pre-numbered folders provided by USCIS. Once the subject has been searched in CIS, and there is no A number, a pre-numbered A file folder will be assigned. Requires physical and system identification.	This count is the number of A-File creates that does not fit one of the above categories. Count as completed only after all the electronic creation has been completed. Done when not required During Data Collection.
A-File Create Total	Total of all the above done in File Operations.	
Booklet Support	Action associated with issuing travel booklet.	NSC only. Count is the number of booklets mailed.
CIS Corrections	Action associated with changing or updating A-file data that currently exists in the Central Index System (CIS) at the request of USCIS.	This count is the number of updated files. Count as completed when the system is updated and the screen printed and file is routed back to a designated location or officer.
Connects - FD-258 Idents (Rap Sheets)	Action associated with securing FD-258 Ident sheet and/or RAP sheet related to a Service file within the file, updating the necessary systems, and routing the file to appropriate responsible party, FCO, or the FRC. This includes inquiring for the file location, and placing the FD-258 Ident sheet and/or RAP sheet into file.	This count is the number of FD-258 Idents that come in to be interfiled into a file. This would include any response to Ident (I.e. Rap Sheets, Shells, Prelims, etc.). Count as completed after the FD-258 Ident sheet and/or RAP sheet is placed in the file or forwarded to another FCO for Interfiling.
Connects - I-72 Request for Evidence Response	Action associated with securing RFE related to a Service file within the file, updating the necessary systems, and routing the file to appropriate responsible party. This includes inquiring for the file location, and placing the RFE into file.	This count is the number of responses to an I-72 letter request for evidence. Complete when the RFE is connected to the file and forwarded to adjudications.
Connects - I-89	Action associated with securing I-89 related to a Service file within the file, updating the necessary systems, and routing the file to appropriate responsible party, FCO, or the FRC. This includes inquiring for the file location, and placing the I-89 into file.	This count is the number I-89s that come in to be interfiled into a file. Count as completed after the I-89 is placed in the file or forwarded to another FCO for Interfiling.

Connects – Withdrawal Request Letters	Action associated with securing the letter requesting a release from an approved USCIS application or petition within the file, updating the necessary systems, and routing the file to appropriate responsible party or FCO.	The count is the number of withdrawal request letters connected to the underlying file. Complete when the letter is connected to the file and forwarded to adjudications.
Consolidations	This is the physical consolidation or merging of related files into a single, or primary, file jacket, destroying the secondary file jackets, and performing the necessary electronic transactions to record and complete the process.	This count is the number of "secondary" files merged into the primary file. Count as completed after all of the related files have been united into a single file and the secondary file folder(s) have been disposed IAW local procedures.
Consulate Returns	Application or Petition returned to USCIS from a DOS consulate. Sometimes requires a Data Collection procedure that will in effect create a new USCIS record. Follow local SOP for specific guidance.	This count is the number of consulate returns completed. Count as completed after the all the steps required in the center specific SOP have been completed. If a separate Data Collection of the record is required count that separately under Data Collections.
Duplicate Notices	Generate duplicate notices manually using notice templates or automated system	This count is the number of duplicate notices generated manually or using a database.
E-Filed I-129	Petition for a nonimmigrant worker: types include: H,L,O,P,Q,R,W, filed electronically.	
E-Filed I-129/I-907 Premium	Expedited with form I-907 & fee for USCIS assigned petitions. This is when the I-907 and I-129 were filed together, filed electronically.	
E-Filed I-131	Application for an USCIS Travel Document, reentry permit, refugee travel document or advance parole, filed electronically.	
E-Filed I-140	Immigrant petition for alien worker, filed electronically	
E-Filed I-140/I-907 Premium	Expedited with form I-907 & fee for USCIS assigned petitions. This is when the I-907 and I-140 were filed together, filed electronically.	
E-Filed I-539	Application to extend/change nonimmigrant status, filed electronically.	

E-Filed I-765	Application for employment authorization, filed electronically.	
E-Filed I-821	Application for temporary protected status, filed electronically.	Currently not in use.
E-Filed I-907/I-129 Upgrade	Premium processing form, Count here if I-907 comes in alone E-filed, for a previously filed I-129 petition.	VSC and CSC
E-Filed I-907/I-140 Upgrade	Premium processing form. Count here if I-907 comes in E-filed alone for a previously filed I-140 petition.	TSC and NSC
E-Filed I-907/I-360 Upgrade	Premium processing form. Count here if I-907 comes in E-filed alone for a previously filed I-360 petition.	CSC Only
E-Filings Total	Total number of all the e-filings above.	
Files Audited	Action associated with accounting for the files housed in the Service Center by scanning the barcodes of the responsible party locations and the files located inside it.	This is the count of files audited within an RPC. Files moving between RPCs should be counted as Refiles. Count as completed after the file has been scanned and the data from the scanner has been entered into NFTS.
Files Prepared for NVC Shipment	Actions associated with preparing and shipping files to National Visa Center.	This count is the number of documents shipped to NVC.
Files Requested from FRC	Action associated with requesting a file that has been retired to the Federal Records Center.	This count is the number of previously retired files returned from the FRC. Count as completed only after the requested file has been received from the FRC and the file has been staged for pick-up or delivery.
Files Retired to FRC	Action associated with identifying, staging, and preparing files that require no further Service action for retirement to the Federal Records Center.	This count is the number of files electronically forwarded to the FRC. Count as completed only after the FRC acknowledges receipt, and performs the electronic transactions to relocate the files to the FRC.
File Transfer Request - A-Files	Action associated with requesting an A-File from another FCO through CIS.	This count is the number of A-Files being requested through CIS. Count as completed after the request has been verified in CIS.

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File Transfer Request - R-Files	Action associated with requesting a Receipt file from HBG or the National Visa Center.	This count is the number of Receipt Files being requested manually from HBG or the National Visa Center. Count as completed after the request has been sent, either through email or fax.
FTCs Received	Action associated with receiving files into the Service Center and routing to requestor. Includes searching for related files or actions.	This count is the number of files received at the Service Center. Count as completed when all systems have been checked & updated and the file has been routed appropriately.
G-28 Individually Filed	Notice of Appearance by an attorney or other accredited representative, allowing them to inquire, receive information about the status of the case or represent on behalf of a person involved in a matter before USCIS.	Count each record updated with G-28 information. Connect G-28 to file when finished with system updates.
G-639 FOIA requests	Action associated with responding to a Freedom of Information Act (FOIA) request. This includes scanning the request letter, and all documents that relate to the request.	This count is the number of FOIA requests completed. Count as completed after all the information requested has been scanned into the FIPS system.
G-639 FOIA request pages	Action associated with responding to a Freedom of Information Act (FOIA) request. This includes scanning the request letter, and all documents that relate to the request.	This count is the number of pages scanned for the FOIA requests completed. Count as completed after all the information requested has been scanned into the FIPS system.
Hold Shelf-HBG R-files	Actions associated with preparing and shipping files to Harrisonburg.	This count is the number of files shipped to HBG. NOTE: Files will be counted as Rfiles when they are placed on the hold shelf and counted as completed when they are shipped. The oldest pending date is the completion date of the oldest files waiting to be shipped.
Hold Shelf-NRC A-files	Actions associated with preparing and shipping files to the National Records Center.	This count is the number of files shipped to NRC. NOTE: Files will be counted as Rfiles when they are placed on the hold shelf and counted as completed when they are shipped. The oldest pending date is the completion date of the oldest files waiting to be shipped.
I-512L production	Actions associated with production of an Advance Parole document.	Count when scanning, printing, mail preparation, connection of one copy to the underlying I-131 file and all systems updates are complete.

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IBIS	Actions associated with working the IBIS "Hit Lists", including system searches, screen prints, interfiling, and file pulls.	This count is the number of cases processed on the hit list. Count as complete when all searches and screen prints for one hit are completed.
Interfiling	Action associated with securing any correspondence, form, or documentation related to a Service file within the file, updating the necessary systems, and routing the file to appropriate responsible party, FCO, or the FRC. This includes sorting the loose materials, inquiring for the file location, and securing the loose materials into file.	This count is the number of pieces of material placed in folders. Count as completed after the piece of material is inserted into the file, transferred to another FCO for interfiling, or rejected back to sender for "action completed" stamp or other required action. NOTE: Includes all interfiling except that captured above in the 5 Connects categories and below in the Screenprints category.
Internal File Requests - Expedited	Action associated with responding to expedited file transfer requests. This includes all operations involved in processing the request from printing and reviewing the pull tickets or work orders, retrieving the files, to performing the appropriate electronic transactions.	This count is the number of expedited file requests by Fax, e-mail, sticker pull, phone, or in person. Count as completed when the file has been routed to the requestor or when the proper update procedures have been performed in the system if the file cannot be sent.
Internal File Requests - Routine	Action associated with responding to routine file transfer requests. This includes all operations involved in processing the request from printing and reviewing the pull tickets or work orders, retrieving the files, to performing the appropriate electronic transactions.	This count is the number of routine file requests by Fax, e-mail, sticker pull, phone, or in person. Count as completed when the file has been routed to the requestor or when the proper update procedures have been performed in the system if the file cannot be sent.
Maintain File Jackets	Action associated with repairing or replacing damaged file jackets and barcode labels. Includes covering barcodes to allow reusing file folders.	This count is the number of file jackets maintained. Count as completed when the file maintenance has been completed and the file has been moved to an area for re-filing or transfer to another FCO.
Photocopies	Action associated with photocopying file contents for special requests.	This count is the number of photocopies produced. This is the count of the files that the copies are placed in, not the number of sheets photocopied.
Refiles	Action associated with physically moving files from staging areas or other locations within the Service Center to the appropriate file room shelf in NFTS.	This count is the number of files moved to a file room shelf RPC. Count as completed when the file has been physically placed or moved and the system is updated.

Report Reconciliations	Action associated with reviewing and working system generated error reports (i.e. NFTS/CIS Interface report, etc...) and recurring reports (i.e. Missing A-file circular, multiple A&T-file, etc.). Information reports <i>should not</i> be counted (i.e. file listing by RPC).	This count is the number of reports reconciled. Count as completed the number of reports reconciled after all erroneous records in the report have been corrected.
Scan & Email, or Fax, Miscellaneous	Scan, then email, or fax if requested, pages of files to other CIS offices or elsewhere, as directed.	This count is the number of pages scanned, then emailed, or faxed.
Screenprints	Action associated with screen printing from any database required per the form SOP and interfiling the prints to make the file adjudication ready.	This count is the number of pages printed and interfiled.
Searches - Lost File Circular	Action associated with searching electronic databases and physical locations to locate files that appear on the Lost File Circular Report.	This count is the number of files on the Lost File Circular that were found during the related search, not the total listed as being lost. Count as completed the files that were located as a part of a Lost File Circular Search and after the appropriate electronic transactions have been completed.
Searches - Manual Search Requests	Action associated with creating a Manual Search Request (MSR) through emailing a completed form to CIS manual search team. A MSR is required when the A-file cannot be located in CIS and the series of A#s is below A26000000 to A34000000.	This count is the number of files requested. Count as completed after the MSR screen print has been placed in the Receipt\T-file with the supporting application.
Searches - Routine	Action associated with searching electronic databases and physical locations to locate files that are pending actions but cannot be located through normal search procedures.	This count is the number of files searched for, whether they were found or not. Count as completed whether the file(s) has been found or not and after the appropriate electronic transactions have been completed.
Shelf Re-organization	Action associated with USCIS requests to physically relocate files in file room. This function does not include re-files.	This count is the number of files moved/re-shelved.
SNAP (Scheduling)	Use to record SNAP scheduling of an appointment at an ASC.	This work can come from returned mail or email requests.

Attachment 9.5 – SCOPS _ DAAG Glossary

Special File Pulls	Action associated with fulfilling file requests that are not part of regularly scheduled work orders or JIT orders. These are special file pulls for one time projects or requests.	This count is the number of files pulled.
Special File Sorts	Action associated with re-sorting files as requested by USCIS. Normally requested for a special USCIS project. This function does not include re-files.	This count is the number of files sorted.
T-File Creates	Action associated with creating a Temporary File when an existing A-File is at a different location and documents need to be placed into a file temporarily until the A-file is requested and received. Requires physical and system identification.	This count is the number of T-files created. Count as completed after the file has been routed for pick-up or delivery. Done when not required during Data Collection.
Transferred-A/T File(FTI)(NFTS)-Expedited	Action associated with responding to expedited file transfer requests. This includes all operations involved in processing the request from printing and reviewing the pull tickets or work orders, retrieving the files, to performing the appropriate electronic transactions. This line is used to track the N-400 Pick List files that have been transferred out.	This count is the number of Expedited A or T File transfers in response to a FTR or other request. Count as completed when all the electronic transactions are completed <u>and</u> the files have been staged for delivery and/or pick-up.
Transferred-A/T File(FTI)(NFTS) - Routine	Action associated with responding to routine file transfer requests. This includes all operations involved in processing the request from printing and reviewing the pull tickets or work orders, retrieving the files to performing the appropriate electronic transactions.	This count is the number of Routine A or T File transfers in response to a FTR or other request. Count as completed when all the electronic transactions are completed <u>and</u> the files have been staged for delivery and/or pick-up. NOTE: Files that are part of a mass shipment to NRC are captured in Hold Shelf -NRC.
Transferred-R File(NFTS) - Expedited	Action associated with responding to expedited file transfer requests. This includes all operations involved in processing the request from printing and reviewing the pull tickets or work orders, retrieving the files, to performing the appropriate electronic transactions.	This count is the number of Expedited Receipt File transfers in response to an external request. Count as completed when all the electronic transactions are completed <u>and</u> the files have been staged for delivery and/or pick-up.

Transferred-R File(NFTS) - Routine	Action associated with responding to routine file transfer requests. This includes all operations involved in processing the request from printing and reviewing the pull tickets or work orders, retrieving the files, to performing the appropriate electronic transactions.	These are Routine Receipt File transfers in response to an external request. Count as completed when all the electronic transactions are completed <u>and</u> the files have been staged for delivery and/or pick-up. NOTE: Files that are part of a mass shipment to HBG are captured in Hold Shelf -HBG.
File Operations Total	Total of all above file operations	
Total Pending Value	Total value of fees in the contractor's possession unreceipted at the end of the working day.	Count value of all fees not receipted but in contractor's possession at end of working day. Do not include any fees in possession of USCIS.
Total Funds Deposited	Total amount of deposit picked up by courier or deposited electronically that day.	Do not include fees receipted and being held for courier pickup or electronic depositing the next business day.

Attachment 9.6 – Policies and Procedures (on CD)

USCIS Policies and Procedures

USCIS Policies and Procedures are either published in Executive Department publications or USCIS documents. These publications and documents will be provided in electronic form upon request.

The following categories of information are provided on the CD:

- Standard Operating Procedures for all centers
- Monthly Records Operations Workload Activity Report (G-23) for all centers
- Daily Workload Activity Report for all centers
- Weekly Workload Activity Report for all centers
- Monthly Workload Activity Report for all centers
- Annual Workload Activity Report for all centers
- Fee Register for all centers
- Service Center Fee Deposit Report
- Lockbox Expansion Release Schedule v3.6
- Sample Customer Feedback Form
- Records Operations Handbook
- User Guide for FDNS-DS

The following documents and publications can be found on the Internet as shown:

- Executive Order 12958 – Classified National Security Information, National Industrial Security Program Operating Manual (<http://www.dss.mil/isp/odaa/documents/nispom2006-5220.pdf>)
- USCIS Adjudicator's Field Manual (AFM) – Perform a Google search to locate USCIS AFM. The result will be an extensive link to the USCIS website containing the manual.
- Privacy Act of 1974
 - 5 USC 552a (see <http://www.usdoj.gov/oip/privstat.htm>)
 - 8 CFR 103.20 *et seq.* (see <http://www.access.gpo.gov/nara/cfr/index.html>)
 - 28 CFR 16.40 *et seq.* (see <http://www.access.gpo.gov/nara/cfr/index.html>)
- Treasury Finance Manual (TFM) Volume 1 Part 5 (see <http://www.fms.treas.gov/tfm>)
 - Chapter 2000, Checks and Cash Received Collections
 - Chapter 8000, Cash Management

ATTACHMENT 9.7

CONTINUITY OF CRITICAL CONTRACTOR DELIVERABLES [SERVICES and/or SUPPLIES] IN THE EVENT OF AN EMERGENCY (October 2009)

1. The contractor shall submit to the contracting officer a contingency plan (the "Plan") for providing uninterrupted mission critical contract deliverables [for services, or for the delivery of supplies] in the event of an H1N1 epidemic or other emergency.
 - a. The contracting officer has identified all of the contract deliverables under this contract as critical contract deliverables in support of mission critical functions.
 - b. The contractor shall formulate the proposed Plan prior to the award of this contract, or at the time of incorporation of this clause into a contract by modification, for continuing the performance of critical contract deliverables.
 - i. The contractor shall identify in the Plan provisions made for the acquisition of necessary personnel, resources and/or supplies, if necessary, for continuity of operations for up to thirty (30) days or until normal operations can be resumed;
 - ii. The Plan must, at a minimum, address and identify –
 1. Challenges associated with maintaining contractor critical deliverables [services/supplies] during an extended emergency event, such as a pandemic that may occur in repetitious waves;
 2. Any time lapse associated with the initiation of the acquisition of necessary personnel, resources and/or supplies and their actual availability on site;
 3. The components, processes, and requirements for the identification, training, and preparedness of contractor personnel who are capable of relocating to alternative facilities or performing work from home;
 4. Any established alert and notification procedures for mobilizing identified "critical contractor service personnel";
 5. The approach for communicating expectations to contractor employees regarding their roles and responsibilities during an emergency.
 6. Any associated changes needed to the contractor's information technology (IT) infrastructure to support the contract in an emergency; and
 7. Any costs associated with implementing the Plan, if applicable.
2. The contractor recognizes that the contract deliverables [services/supplies] under this contract are vital to the Government and must be continued without interruption. In the event the contractor anticipates not being able to perform due to any of the causes enumerated in the excusable delay clause of this contract, the contractor shall notify the contracting officer or other designated representative as expeditiously as possible and use its best efforts to cooperate with the Government in the Government's efforts to maintain the continuity of operations.

3. The Government reserves the right in such emergency situations to use Federal employees of other agencies or contract support from other contractors or to enter into new contracts for critical contractor deliverables [services/supplies]. Any new contracting efforts would be conducted in accordance with OFPP letter, "Emergency Acquisitions" May 2007 and FAR Subpart 18 and HSAM 3018 respectively or any other subsequent emergency guidance issued.
4. Any proposed costs associated with implementing the Plan will be evaluated by the contracting officer as part of the initial competition, or at the time they are submitted as proposed costs under a contract modification which incorporates this clause. The Plan is exercisable as an option in the event of an emergency at the amounts specified in or reasonably determinable from the terms of the basic contract, or the contract as modified.
5. In the event the contractor's Plan is exercised by the Government, the contracting officer shall include a written determination in the contract file that the costs associated with the Plan are fair and reasonable and are at the exact same terms as the base contract award, or as the contract as modified.
6. This clause shall be included in subcontracts for the critical deliverables [services/supplies].

ADDITIONAL TASK ORDER TERMS AND CONDITIONS

Clauses from underlying PACTS contract flow down to this solicitation and any resulting task orders. Please pay special attention to all the applicable Service Contract Act clauses. It is the responsibility of the contractor to understand and comply with all applicable Federal regulations.

52.252-2 CLAUSES INCORPORATED BY REFERENCE FEB 1998

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at these addresses:
<http://www.acquisition.gov/far> or <http://www.arnet.gov/far/>

(End of clause)

52.204-4	SECURITY REQUIREMENTS	AUG 1996
52.204-10	REPORTING EXECUTIVE COMPENSATION AND FIRST-TIER SUBCONTRACT AWARDS	JUL 2010
52.216-27	SINGLE OR MULTIPLE AWARDS	OCT 1995
52.222-4	CONTRACT WORK HOURS AND SAFETY STANDARDS ACT - OVERTIME COMPENSATION	JUL 2005
52.222-24	PRE-AWARD ON-SITE EQUAL OPPORTUNITY COMPLIANCE REVIEW	FEB 1999
52.222-46	EVALUATION OF COMPENSATION FOR PROFESSIONAL EMPLOYEES	FEB 1993
52.222-54	EMPLOYMENT ELIGIBILITY VERIFICATION	JAN 2009
52.232-38	SUBMISSION OF ELECTRONIC FUNDS TRANSFER INFORMATION WITH OFFER	MAY 1999
52.243-7	NOTIFICATION OF CHANGES	APR 1984
52.245-1	GOVERNMENT PROPERTY	AUG 2010
52.245-9	USE AND CHARGES	AUG 2010
52.249-6	TERMINATION (COST REIMBURSEMENT) ALT V	MAY 2004 SEP 1996

52.252-6 AUTHORIZED DEVIATIONS IN CLAUSES

APR 1984

FAR CLAUSES INCORPORATED IN FULL TEXT:

52.217-8 OPTION TO EXTEND SERVICES

NOV 1999

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within **30 days** prior to the expiration of performance period.

(End of clause)

NOTE: An extension of the task order can occur subsequent to the base or any option period. If the task order is extended, the rates, terms, and conditions applicable to the extension remain the same as the period that is extended.

52.217-9 OPTION TO EXTEND THE TERM OF THE CONTRACT MAR 2000

(a) The Government may extend the term of this contract by written notice to the Contractor within **30 days** before expiration of the period of performance; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least **60 days** before the contract expires. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed **four (4) years**.

(End of clause)

52.222-42 Statement of Equivalent Rates for Federal Hires MAY 1989

In compliance with the Service Contract Act of 1965, as amended, and the regulations of the Secretary of Labor (29 CFR part 4), this clause identifies the classes of service employees expected to be employed under the contract and states the wages and fringe benefits payable to each if they were employed by the contracting agency subject to the provisions of 5 U.S.C. 5341 or 5332

U.S. Citizenship and Immigration Services
 Service Center Operations Support Services (SCOSS)
 HSSCCG-11-J-00016

THIS STATEMENT IS FOR INFORMATION ONLY: IT IS NOT A WAGE DETERMINATION

<u>Employee class</u>	<u>Monetary wage - Fringe Benefits</u>	
Key Entry Operator (Supervisory) - GS-326-6		
Dallas TX	\$19.45	36.25%
Laguna Niguel CA	\$20.49	36.25%
St. Albans VT & Lincoln NB	\$18.40	36.25%
Key Entry Operator - GS-326-4		
Dallas TX	\$15.59	36.25%
Laguna Niguel CA	\$16.43	36.25%
St. Albans VT & Lincoln NB	\$14.75	36.25%
Mail/File Clerk (Supervisory) - GS-305-6		
Dallas TX	\$19.45	36.25%
Laguna Niguel CA	\$20.49	36.25%
St. Albans VT & Lincoln NB	\$18.40	36.25%
Mail/File Clerk - GS-305-4		
Dallas TX	\$15.59	36.25%
Laguna Niguel CA	\$16.43	36.25%
St. Albans VT & Lincoln NB	\$14.75	36.25%
Secretary - GS-318-5		
Dallas TX	\$17.45	36.25%
Laguna Niguel CA	\$18.38	36.25%
St. Albans VT & Lincoln NB	\$16.50	36.25%
Driver/Messenger - GS-305-4		
Dallas TX	\$15.59	36.25%
Laguna Niguel CA	\$16.43	36.25%
St. Albans VT & Lincoln NB	\$14.75	36.25%
Quality Control Inspector (Supervisory) - GS-343-11		
Dallas TX	\$31.98	36.25%
Laguna Niguel CA	\$33.70	36.25%
St. Albans VT & Lincoln NB	\$30.26	36.25%
Quality Control Inspector - GS-343-9		
Dallas TX	\$26.43	36.25%
Laguna Niguel CA	\$27.86	36.25%
St. Albans VT & Lincoln NB	\$25.01	36.25%
Lead Accounting Technician - GS-525-8		

U.S. Citizenship and Immigration Services
Service Center Operations Support Services (SCOSS)
HSSCCG-11-J-00016

Dallas TX	\$23.93	36.25%
Laguna Niguel CA	\$25.22	36.25%
St. Albans VT & Lincoln NB	\$22.64	36.25%
Accounting Technician - GS-525-6		
Dallas TX	\$19.45	36.25%
Laguna Niguel CA	\$20.49	36.25%
St. Albans VT & Lincoln NB	\$18.40	36.25%

**HOMELAND SECURITY ACQUISITION REGULATION (HSAR) CLAUSES
INCORPORATED BY REFERENCE:**

The full text of HSAR clauses may be accessed electronically at the following address:

<http://farsite.hill.af.mil/VFHSAR1.HTM>

3052.242-71 DISSEMINATION OF CONTRACT INFORMATION DEC 2003

3052.245-70 GOVERNMENT PROPERTY REPORTS AUG 2008
[Deviation]

HSAR CLAUSES INCORPORATED IN FULL TEXT:

**3052.204-70 SECURITY REQUIREMENTS FOR UNCLASSIFIED INFORMATION
TECHNOLOGY RESOURCES JUN 2006**

(a) The Contractor shall be responsible for Information Technology (IT) security for all systems connected to a DHS network or operated by the Contractor for DHS, regardless of location. This clause applies to all or any part of the contract that includes information technology resources or services for which the Contractor must have physical or electronic access to sensitive information contained in DHS unclassified systems that directly support the agency's mission.

(b) The Contractor shall provide, implement, and maintain an IT Security Plan. This plan shall describe the processes and procedures that will be followed to ensure appropriate security of IT resources that are developed, processed, or used under this contract.

(1) Within 30 days after contract award, the contractor shall submit for approval its IT Security Plan, which shall be consistent with and further detail the approach contained in the offeror's proposal. The plan, as approved by the Contracting Officer, shall be incorporated into the contract as a compliance document.

(2) The Contractor's IT Security Plan shall comply with Federal laws that include, but are not limited to, the Computer Security Act of 1987 (40 U.S.C. 1441 et seq.); the Government Information Security Reform Act of 2000; and the Federal

Information Security Management Act of 2002; and with Federal policies and procedures that include, but are not limited to, OMB Circular A-130.

(3) The security plan shall specifically include instructions regarding handling and protecting sensitive information at the Contractor's site (including any information stored, processed, or transmitted using the Contractor's computer systems), and the secure management, operation, maintenance, programming, and system administration of computer systems, networks, and telecommunications systems.

(c) Examples of tasks that require security provisions include--

(1) Acquisition, transmission or analysis of data owned by DHS with significant replacement cost should the contractor's copy be corrupted; and

(2) Access to DHS networks or computers at a level beyond that granted the general public (e.g., such as bypassing a firewall).

(d) At the expiration of the contract, the contractor shall return all sensitive DHS information and IT resources provided to the contractor during the contract, and certify that all non-public DHS information has been purged from any contractor-owned system. Components shall conduct reviews to ensure that the security requirements in the contract are implemented and enforced.

(e) Within 6 months after contract award, the contractor shall submit written proof of IT Security accreditation to DHS for approval by the DHS Contracting Officer. Accreditation will proceed according to the criteria of the DHS Sensitive System Policy Publication, 4300A (Version 2.1, July 26, 2004) or any replacement publication, which the Contracting Officer will provide upon request. This accreditation will include a final security plan, risk assessment, security test and evaluation, and disaster recovery plan/continuity of operations plan. This accreditation, when accepted by the Contracting Officer, shall be incorporated into the contract as a compliance document. The contractor shall comply with the approved accreditation documentation.

(End of clause)

3052.204-71 CONTRACTOR EMPLOYEE ACCESS

JUN 2006

(a) Sensitive Information, as used in this Chapter, means any information, the loss, misuse, disclosure, or unauthorized access to or modification of which could adversely affect the national or homeland security interest, or the conduct of Federal programs, or the privacy to which individuals are entitled under section 552a of title 5, United States Code (the Privacy Act), but which has not been specifically authorized under criteria established by an Executive Order or an Act of Congress to be kept secret in the interest of national defense, homeland security or foreign policy. This definition includes the following categories of information:

(1) Protected Critical Infrastructure Information (PCII) as set out in the Critical Infrastructure Information Act of 2002 (Title II, Subtitle B, of the Homeland Security Act, Public Law 107-296, 196 Stat. 2135), as amended, the implementing regulations thereto (Title 6, Code of Federal Regulations, Part 29) as amended, the applicable PCII Procedures Manual, as amended, and any supplementary guidance officially communicated by an authorized official of the Department of Homeland Security (including the PCII Program Manager or his/her designee);

(2) Sensitive Security Information (SSI), as defined in Title 49, Code of Federal Regulations, Part 1520, as amended, "Policies and Procedures of Safeguarding and Control of SSI," as amended, and any supplementary guidance officially communicated by an authorized official of the Department of Homeland Security (including the Assistant Secretary for the Transportation Security Administration or his/her designee);

(3) Information designated as "For Official Use Only," which is unclassified information of a sensitive nature and the unauthorized disclosure of which could adversely impact a person's privacy or welfare, the conduct of Federal programs, or other programs or operations essential to the national or homeland security interest; and

(4) Any information that is designated "sensitive" or subject to other controls, safeguards or protections in accordance with subsequently adopted homeland security information handling procedures.

(b) "Information Technology Resources" include, but are not limited to, computer equipment, networking equipment, telecommunications equipment, cabling, network drives, computer drives, network software, computer software, software programs, intranet sites, and internet sites.

(c) Contractor employees working on this contract must complete such forms as may be necessary for security or other reasons, including the conduct of background investigations to determine suitability. Completed forms shall be submitted as directed by the Contracting Officer. Upon the Contracting Officer's request, the Contractor's employees shall be fingerprinted, or subject to other investigations as required. All contractor employees requiring recurring access to Government facilities or access to sensitive information or IT resources are required to have a favorably adjudicated background investigation prior to commencing work on this contract unless this requirement is waived under Departmental procedures.

(d) The Contracting Officer may require the contractor to prohibit individuals from working on the contract if the government deems their initial or continued employment contrary to the public interest for any reason, including, but not limited to, carelessness, insubordination, incompetence, or security concerns.

(e) Work under this contract may involve access to sensitive information. Therefore, the Contractor shall not disclose, orally or in writing, any sensitive information to any person

unless authorized in writing by the Contracting Officer. For those contractor employees authorized access to sensitive information, the contractor shall ensure that these persons receive training concerning the protection and disclosure of sensitive information both during and after contract performance.

(f) The Contractor shall include the substance of this clause in all subcontracts at any tier where the subcontractor may have access to Government facilities, sensitive information, or resources.

(End of clause)

ALTERNATE I

JUN 2006

When the contract will require contractor employees to have access to Information Technology (IT) resources, add the following paragraphs:

(g) Before receiving access to IT resources under this contract the individual must receive a security briefing, which the Contracting Officer's Technical Representative (COTR) will arrange, and complete any nondisclosure agreement furnished by DHS.

(h) The contractor shall have access only to those areas of DHS information technology resources explicitly stated in this contract or approved by the COTR in writing as necessary for performance of the work under this contract. Any attempts by contractor personnel to gain access to any information technology resources not expressly authorized by the statement of work, other terms and conditions in this contract, or as approved in writing by the COTR, is strictly prohibited. In the event of violation of this provision, DHS will take appropriate actions with regard to the contract and the individual(s) involved.

(i) Contractor access to DHS networks from a remote location is a temporary privilege for mutual convenience while the contractor performs business for the DHS Component. It is not a right, a guarantee of access, a condition of the contract, or Government Furnished Equipment (GFE).

(j) Contractor access will be terminated for unauthorized use. The contractor agrees to hold and save DHS harmless from any unauthorized use and agrees not to request additional time or money under the contract for any delays resulting from unauthorized use or access.

(k) Non-U.S. citizens shall not be authorized to access or assist in the development, operation, management or maintenance of Department IT systems under the contract, unless a waiver has been granted by the Head of the Component or designee, with the concurrence of both the Department's Chief Security Officer (CSO) and the Chief Information Officer (CIO) or their designees. Within DHS Headquarters, the waiver may be granted only with the approval of both the CSO and the CIO or their designees. In order for a waiver to be granted:

- (1) The individual must be a legal permanent resident of the U. S. or a citizen of Ireland, Israel, the Republic of the Philippines, or any nation on the Allied Nations List maintained by the Department of State;
- (2) There must be a compelling reason for using this individual as opposed to a U. S. citizen; and
- (3) The waiver must be in the best interest of the Government.

(l) Contractors shall identify in their quotations the names and citizenship of all non-U.S. citizens proposed to work under the contract. Any additions or deletions of non-U.S. citizens after BPA award shall also be reported to the contracting officer.

(End of clause)

3052.215-70 KEY PERSONNEL OR FACILITIES

DEC 2003

- (a) The personnel or facilities specified below are considered essential to the work being performed under this contract and may, with the consent of the contracting parties, be changed from time to time during the course of the contract by adding or deleting personnel or facilities, as appropriate.



Headquarters Key Personnel

(b)(6)

- 01
- 02
- 03
- 04
- 05

--

Vermont Service Center (VSC) Key Personnel

- 06
- 07
- 08
- 09
- 10
- 11
- 12
- 13

--

California Service Center (CSC) Key Personnel

- 14
- 15
- 16
- 17
- 18
- 19
- 20
- 21

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(b) Before removing or replacing any of the specified individuals or facilities, the Contractor shall notify the Contracting Officer, in writing, before the change becomes effective. The Contractor shall submit sufficient information to support the proposed action and to enable the Contracting Officer to evaluate the potential impact of the change on this contract. The Contractor shall not remove or replace personnel or facilities until the Contracting Officer approves the change.

(End of clause)

**3052.242-72 CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE
DEC 2003**

(a) The Contracting Officer may designate Government personnel to act as the Contracting Officer's Technical Representative (COTR) to perform functions under the contract such as review or inspection and acceptance of supplies, services, including construction, and other functions of a technical nature. The Contracting Officer will provide a written notice of such designation to the Contractor within five working days after contract award or for construction, not less than five working days prior to giving the contractor the notice to proceed. The designation letter will set forth the authorities and limitations of the COTR under the contract.

(b) The Contracting Officer cannot authorize the COTR or any other representative to sign documents such as contracts, contract modifications, etc., that require the signature of the Contracting Officer.

(End of clause)

Reports and Deliverables

Reports and deliverables provided under these task orders shall be clearly marked as the work product of the Contractor. They shall be bound in standard commercial format, marked with the applicable task order number, and delivered to the respective Contracting Officer's Technical Representative (COTR) and Contracting Officer (CO). All reports and deliverables under the resulting task order awards shall be the property of the United States Government.

Contract Administration

Contracting Office

Department of Homeland Security (DHS)
U.S. Citizenship & Immigration Services (USCIS)
USCIS Contracting Office
70 Kimball Avenue
So. Burlington, VT 05403
Phone: (802) 872-4102/4111
Fax: (802) 951-6455

Funding and Appropriation Data

Funding and appropriation data will be specified on the task order for each funded CLIN at the time of obligation.

Invoicing Instructions

(a) Task orders shall be invoiced on a monthly basis. The invoice shall be sent in duplicate to the COTR and the Contracting Officer. The payment office address is as follows:

Dallas Finance Center
PO Box 561547
Dallas, TX 75356-1547

(b) To constitute a proper invoice, the invoice must include the following information and/or attached documentation:

- (1) Name and address of the Contractor;
- (2) Invoice date and number;
- (3) Task order number and task order line item number;
- (4) Description, quantity, unit of measure, unit price and extended price of the items delivered;
- (5) Shipping number and date of shipment, including the bill of lading number and weight of shipment if shipped on Government bill of lading;
- (6) Terms of any discount for prompt payment offered;
- (7) Name and address of official to whom payment is to be sent;
- (8) Name, title, and phone number of person to be notified in event of defective invoice; and
- (9) Taxpayer Identification Number (TIN). The Contractor shall include its TIN on the invoice only if required elsewhere in this task order.
- (10) Electronic funds transfer (EFT) banking information.
 - (A) The Contractor shall include EFT banking information on the invoice only if required elsewhere in this task order.
 - (B) If EFT banking information is not required to be on the invoice, in order for the invoice to be a proper invoice, the Contractor shall have submitted correct EFT banking information in accordance with the applicable solicitation provision, task order clause (e.g., 52.232-33, Payment by Electronic Funds Transfer—Central Contractor Registration, or 52.232-34, Payment by Electronic Funds Transfer—Other Than Central Contractor Registration), or applicable agency procedures.
 - (C) EFT banking information is not required if the Government waived the requirement to pay by EFT.

(c) Invoices will be handled in accordance with the Prompt Payment Act (31 U.S.C. 3903) and Office of Management and Budget (OMB) prompt payment regulations at 5 CFR 1315.

(d) Format for the invoice back-up information:

- Invoices shall be submitted separately for each service center, by calendar month, for each Contract Line Item under the task order awards.
- Mail Operations: The contractor shall maintain a count, by service center, of completed mail operations to include a breakdown of all of the incoming and outgoing mail and file categories as shown on the Daily Activity Report. These counts shall be subject to Government verification.
- Data Collection: The invoice shall contain a breakdown of all of the categories of data collection as shown on the Daily Activity Report, with summaries for the total volume of tiers 1 and 2 and manual rejects volume.
- Fee Collection: The volume invoiced shall indicate the total volume of fee instruments deposited during the month, whether picked up by courier or electronically deposited.
- File Operations: The contractor shall supply sufficient information to validate labor hours in support of the File Operations Contract Line Item. This is subject to government verification.
- Program Management: The amount invoiced per month shall reflect the amount shown in the Business Proposal.

Task Orders, Modifications, Change Orders, Deviations

(a) The contractor shall be authorized to commence task order performance only following issuance of a written task order. The individuals authorized to issue orders under this task order are identified as USCIS Contracting Office-Contracting Officers. The period of performance shall commence upon the date specified in the Award Document. Full Performance shall commence upon the date specified in the Contracting Officer's written Notice to Proceed.

(b) The Contracting Officer retains the sole right to issue modifications and change orders. In no event shall any understanding or agreement, task order modification, change order, or other matter in deviation from the terms of this task order between the Contractor and a person other than the Contracting Office be effective or binding upon USCIS. All such actions must be formalized by a proper contractual document executed by the Contracting Officer.

(c) The Contracting Officer may issue orders by mail, facsimile or by electronic commerce methods.

Final Payment

As a condition precedent to final payment, a release discharging the Government, its officers, agents and employees of and from all liabilities, obligations, and claims arising out or under the respective task order shall be completed. A release of claims will be forwarded to the contractor at the end of each performance period for contractor completion as soon thereafter as practicable.

USCIS Privacy Awareness Training

The performance of this contract has been determined to have the potential of allowing access, by Contractor employees, to Personally Identifiable Information (PII), which is protected under the Privacy Act of 1974, as amended at 5 USC §552a . The Contractor is responsible for ensuring all employees who have access to information protected under the Privacy Act complete annual mandatory USCIS Privacy Awareness Training. The Contractor shall use the web-based training titled "A Culture of Privacy Awareness" which is available through the USCIS EdVantage training system. Any employees who do not have access to the EdVantage system shall take the training via a DVD, which will be provided by USCIS. The Contractor shall certify, not later than December 31, 2010, that its employees have completed this training and annually thereafter on December 31st each year. The certification of the completion of the training by all employees shall be provided to both the COTR and CO.

Department of Labor Wage Determination

The Service Contract Act (SCA) applies to this task order. A list of the current Department of Labor wage determinations can be found at Appendix B. Wage determinations are hereby incorporated into and made a part of this task order.

Insurance

The Contractor shall procure and maintain adequate insurance at the Contractor's expense during the term of the respective task order, and any extensions. Before starting work under the respective task order, the Contractor shall provide to the Contracting Officer evidence in the form of certificates of insurance as evidence of the existence of insurance coverage in amounts not less than the minimum amounts specified by FAR 28.307-2(a), (b), & (c).

Advertisements, Publicizing Awards, and News Releases

All press releases or announcements about agency programs, projects, and task order awards need to be cleared by the Program Office and the Contracting Officer. Under no circumstances shall the Contractor, or anyone acting on behalf of the Contractor, refer to the supplies, services, or equipment furnished pursuant to the provisions of either of these task orders in any publicity news release or commercial advertising without first obtaining explicit written consent to do so from the Program Office and the Contracting Officer.

The Contractor agrees not to refer to awards in commercial advertising in such a manner as to state or imply that the product or service provided is endorsed or preferred by the Federal Government or is considered by the Government to be superior to other products or services.

Performance Reporting

For active task orders valued in excess of simplified acquisition threshold, the Federal Acquisition Regulation (FAR) 42.1502 Policy requires federal agencies to prepare contractor performance evaluations (report cards). Report cards are completed and forwarded to the contractor for review within 30-days from the time the work under the task order is completed for each award year. Interim evaluations by the Contracting Officer may be completed as necessary. The contractor has 30-days to reply with comments, rebutting statement, or additional information that will be made part of the official record.

Organizational Conflict of Interest

(a) The contractor warrants that, to the best of the contractor's knowledge and belief, there are no relevant facts or circumstances which could give rise to an organizational conflict of interest, as defined in FAR Subpart 9.5 Organizational and Consultant Conflicts of Interest, or that the contractor has disclosed all such relevant information.

(b) Prior to commencement of any work, the contractor agrees to notify the CO immediately that to the best of its knowledge and belief, no actual or potential conflict of interest exists or to identify to the CO any actual or potential conflict of interest the firm may have. In emergency situations, however, work may begin but notification shall be made within five (5) working days.

(c) The contractor agrees that if an actual or potential organizational conflict of interest is identified during performance, the contractor shall immediately make a full disclosure in writing to the CO. This disclosure shall include a description of actions which the contractor has taken or proposes to take, after consultation with the CO, to avoid, mitigate, or neutralize the actual or potential conflict of interest. The contractor shall continue performance until notified by the CO or any contrary action to be taken.

(d) Remedies – USCIS may terminate this task order for convenience, in whole or in part, if it deems such termination necessary to avoid organizational conflict of interest. If the contractor was aware of a potential organizational conflict of interest prior to award or discovered an actual or potential conflict after award and did not disclose it or misrepresented relevant information to the CO, the Government may terminate the task order for default, debar the contractor from Government contracting, or pursue such other remedies as may be permitted by law or this task order.

(End of Additional Terms and Conditions)