



Bringing Solutions Through People and Processes

LongView-FedConsulting JV

**U.S. Department of Homeland Security (DHS)
U.S. Citizenship and Immigration Services (USCIS)
Service Center Operations Support Services (SCOSS)**

VSC FY 2015 H-1B CAP

Plan of Action

March 12, 2014

Prepared For:

Department of Homeland Security (DHS)
U.S. Citizenship & Immigration Services (USCIS)
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1. INTRODUCTION

The FY 2015 H-1B CAP Plan provides an overview of the project, a list of deliverables, assumptions and resources required and used throughout the Life Cycle of the project. Commencing April 1, 2014 and continuing through May 5, 2015, the LongView-FedConsulting Joint Venture (LVFCJV) will receive and process all new I-129 H-1B CAP petitions including cases falling under the H-1B CAP exemption for foreign nationals holding advanced degrees from U.S. universities.

Currently, USCIS will accept and process the first 100,000 I-129 H-1B CAP (75,000 regular and 25,000 Masters) petitions received at both the Vermont and California Service Centers. If the two centers receive more than 100,000 petitions combined, within the first five business days, then a Random Number Generator (RNG) program will be used to select the first 100,000 petitions.

I-129 H-1B cases, with employment start dates in FY 2015 (beginning October 1, 2014), may be filed up to six months before the date that the prospective employee is to begin work. For example, where employment is to begin on October 1, 2014, an H-1B petition may be filed as early as April 1, 2014. All normal receipts and processing of 'Non-CAP' incoming mail is considered out of the scope of this project, as it is considered part of 'normal everyday duties'. However, CAP resource allocations are typically made at the expense of staff normally assigned to daily processing and, as a result, affect our ability to maintain time compliance in all areas.

In addition, the cases may be submitted with a Premium processing request. The additional fee and submission of the form I-907 will guarantee an expeditious adjudicative review and decision. Typically, during CAP, adjudications must be completed within 15 days of the RNG results.

Standard H-1B cases filed beginning April 1, 2014 will count against the overall FY 2015 H-1B CAP. However, the standard H-1B CAP is reduced by the U.S.-Chile and U.S.-Singapore Free Trade Agreements (FTAs), which set aside a certain amount of H-1B numbers for professionals from those two countries each fiscal year. In practical terms, only just a certain amount for H-1B will be available in the standard H-1B pool for FY 2015, though some unused FTA visas from FY 2014 may be recaptured and later made available for FY 2015 employment. Advanced-degree cases will count against the additional H-1B numbers made available pursuant to the provisions of the H-1B Visa Reform Act.

2. GOALS

To develop a Plan of Action (POA) that will allow the VSC SCOSS team to continue processing normal delivery of USCIS applications in addition to H-1B CAP with minimal disruption of Performance Work Standards (PWS).

The following are the preliminary goals of this project:

- To develop a POA that will allow the VSC SCOSS team to process the FY 2015 H-1B CAP in the most efficient and effective manner.
- To prepare all CAP cases received April 1st thru April 7th for lottery.
- Be prepared to implement lottery pulls and commence keying Premium CAP cases as soon as first shift on April 14, 2014.
- To provide accurate numbers and feedback to USCIS in a timely manner.



- To complete all CAP processing by June 13, 2014

3. ASSUMPTIONS


The following sections detail assumptions and recommendations for all aspects of CAP workflow.

► Processing Timeline

- Mail will be received and processed at both the Lemnah 4 and Tabor buildings at the Vermont Service Center. (April 1, 2014 - April 7, 2014).
- Petitions will be reviewed to determine if they are CAP eligible petitions. (April 1, 2014 - April 13, 2014).
- As in previous years, CAP cases will be sorted into four categories and assigned a number: (April 1, 2014 - April 13, 2014).
 - VRN Prefix-Regular Non-Premium
 - VRP Prefix-Regular Premium
 - VMN Prefix-Master Non-Premium
 - VMP Prefix-Master Premium
- Due to the anticipated volumes, the maximum number of CAP petitions will be received by close of business on the fifth day (April 7, 2014).
- Barcoding and a manifest of CAP file numbers will be supplied to USCIS by COB April 13, 2014
- After initial processing, petitions will be randomly selected, by USCIS. (April 14, 2014)
- Selected petitions will be pulled, reviewed for Acceptability, Setup, and Delivered to Data Entry (April 14, 2014 - May 5, 2014).
- Selected petitions will be Data Entered and delivered to Adjudications
 - Premium petitions will be keyed first (April 14, 2014 through April 19, 2014)
 - Non Premium petitions will be keyed after the Premium petitions are completed. (April 21, 2014 through May 5, 2014)
- Non-selected CAP petitions will be rejected and held for USCIS review. (May 7, 2014 - May 23, 2014)
- USCIS will compare data between the two Centers to determine if duplicate petitions were received / processed. (May 27, 2014 - May 28, 2014)
- Rejected petitions will be mailed once the duplicate review has been completed. (May 29, 2014 - June 13, 2014)
- Duplicate Petitions may get Data Entered

► CAP Mail

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- Adequate guard support will be provided to scan all incoming mail at all facilities receiving mail.
- USCIS will arrange for outside couriers (i.e. FedEx, UPS) to sort and deliver mail earlier than their normal schedules.
- FedEx Deliveries:
 - "30 Houghton" addressed mail will be delivered to the Tabor Building.



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Contract No. HSHQDC-09-D-00020/HSSCCG-11-J-00016

- "75 Lower Welden", "1A Lemnah" and "Lemnah 4" addressed mail will be delivered to the Lemnah 4 building.
 - UPS Deliveries:
 - 30 Houghton" addressed mail will be delivered to the Tabor Building.
 - "75 Lower Welden" "Lemnah 4" addressed mail will be delivered to the Lemnah 4 building.
 - All other addresses will be delivered to the Tabor building.
 - All Other Courier Deliveries:
 - All Deliveries will be made to the Tabor building
 - USPS Mail:
 - Will be picked up by SCOSS daily.
 - On April 5, 2014 a special mail pickup will be performed and all CAP mail will be sorted and processed.
 - Scanning support will need to be provided by USCIS.
 - On April 7, 2014 a special mail pickup will be performed prior to USPS closing and all CAP mail will be sorted and processed.
 - Each "Franked" package received will be counted as "one" piece of mail received, even if it contains multiple petitions or envelopes and will be recorded under the Mail Room CLIN.
 - Federal Protective Services will provide scanning support at the Lemnah 4 building utilizing their Canine unit.
 - Preparations to use "Cages", to hold petitions at the Lemnah 4 Facility, will be made prior to April 1st.
 - Recommendation: General public instructed to indicate the number of I-129 CAP petitions enclosed in each package to help facilitate counting of mail left to be processed.
 - All mail received at Lemnah 4 will be reviewed and sorted accordingly by "Attn:" line
 - CAP Premium Mail will be routed to Tabor "Marble Room".
 - CAP Non-Premium will be stored at Lemnah 4.
 - Non-CAP mail will be routed to Tabor Incoming Mailroom.
 - Non-CAP mail, which has been opened, will be routed to Tabor Data Entry.
 - One additional truck will be acquired to assist in moving material between CAP locations.
- CAP Matrix
- The CAP Matrix will be finalized and provided to SCOSS by March 3, 2014, to allow the development of training plans.
 - All petitions will be reviewed to determine if they are acceptable based on the supplied CAP Matrix Data.
 - In addition to the Matrix review, petitions will need to fall within the Vermont Service Centers Jurisdiction; those which are not within VSC Jurisdiction will be rejected immediately.
 - Due to space constraints the Lemnah 4 building will store petitions on pallets to be stacked using forklifts. Forklift support will be provided by USCIS facilities staff.
 - Employees will be required to review all recycled material to ensure there is no Personal Identifiable Information (PII) annotated. All PII information must be removed or "Blacked Out" before leaving the building. This process will require 1 additional FTE on each shift.
- CAP Barcoding

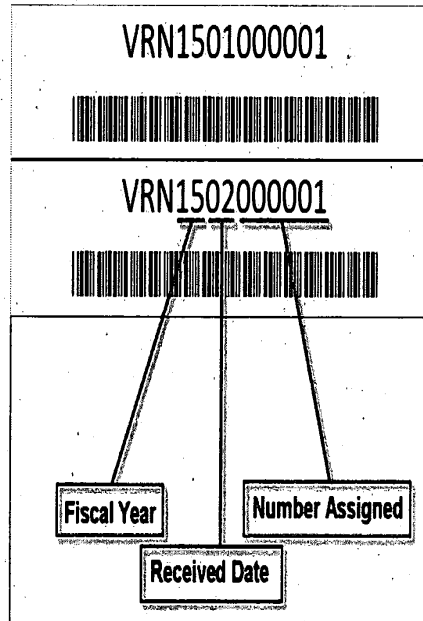


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Contract No. HSHQDC-09-D-00020/HSSCCG-11-J-00016

- Each CAP petition will be stored in file jackets with a Random Number Generator (RNG) barcode number.
- This number will be used to facilitate a random selection process on April 14, 2014.
- In order to properly track the CAP petitions at all stages of processing, additional barcode scanners and systems access will be required at the Lemnah 4 facility.
- Label Format:



▶ Lottery

- All filings received during the CAP Lottery Window of April 1, 2014 through April 7, 2014 will need to be prepared for Lottery selection by close of business on April 13, 2014.
- A Random Number Generator (RNG) pull list will be provided by USCIS on April 14, 2014. These filings will be pulled and staged for Data Entry.
- Petitions which were not selected through the lottery process will be rejected.

▶ CAP Acceptability/Setup

- All selected petitions will be reviewed to determine if the fee and petition are acceptable
- Any questions regarding acceptability will be reviewed with local CPAU/CRU staff.
- Once files are set up, they will be routed to Data Entry for processing.
- Any petitions which are not acceptable (incorrect fee, no signatures, etc.) will be routed for rejection. (Selected Not Acceptable)



► Data Entry

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- CAP Premium petitions will be data entered in the USCIS systems at an average rate of [redacted] per day; starting April 14, 2014 (second shift) and completing by COB April 19, 2014.
- An additional [redacted] workstations will be required in one of the existing conference rooms located in the Tabor Building. The additional work stations will be used starting March 3, 2014 through the end of CAP processing. (Review "Facilities" Section Below)
- In anticipation of continued volumes of regular Non-CAP petitions, a data entry prioritization list will be supplied to SCOSS by CPAU.
- To facilitate immediate workflow to adjudications, screen prints will not be performed on Premium Processing for the first three days, or until all Premium cases are completed.
- On site OIT support will be available on both shifts.
- Any questions regarding Acceptability/Data Entry will be reviewed with local CPAU/CRU staff.

► Deposit

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- An additional [redacted] employees will be trained to perform deposit using the existing systems.
- All fees for [redacted] keyed until 2:30PM will be scanned into the system from 3:00PM to 1:30AM. Scanning will continue the following morning at 4AM until each days deposit is completed.
- Recommendation: CPAU has [redacted] available as backup. This can be set up to be used in the event of equipment failure.
- Recommendation: Have OIT support readily available to clean the scanners and to maintain the system.

► Rejects

- Any CAP cases received before April 1, 2014 will be rejected the day they are received to give the applicant time to resubmit within the CAP lottery window. (Filed too Early)
- Cap filings that are determined unacceptable will be processed as a rejected case. Rejects will be completed and sent based on directions from USCIS.
- Updated CAP Reject Letters, as well as the data fields to be collected, will be provided by CPAU by February 17, 2014.
 - Reject letter templates will be supplied for petitions which were:
 - Filed too early
 - Selected but not deemed acceptable
 - Not Selected
 - The templates will be incorporated into the local Reject Database.
 - CPAU will provide Examples of how the Data should be collected (MMDDYYYY vs. YYYYMMDD)
- All Premium rejected petitions will be held at Tabor – Marble Room until CPAU confirms that they can be shipped out.
- All Non-Premium rejected petitions will be held at Lemnah 4 until CPAU confirms that they can be shipped out.



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Service Center Operations Support Services
Contract No. HSHQDC-09-D-00020/HSSCCG-11-J-00016

- For reporting purposes, filings that were included as a CAP case but then later determined to be a non-CAP I-129, will be counted (not processed) as a CAP reject. Re-categorized cases (premium to non-premium or master to regular, etc.) will not be counted as a CAP reject.

► Fee Deposit

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- An additional [redacted] employees will be trained to perform deposit using the existing systems.
- All fees for petitions keyed until 2:30 PM will be scanned into the system from 3:00 PM to 1:30 AM. Scanning will continue the following morning at 4:00 AM until each days deposit is completed.
- Recommendation: Have [redacted] available as a backup.

► Outgoing Mail

- All Rejected petitions will be processed through outgoing mail.
- Additional staff will help prepare and seal all envelopes.
- It will take approximately 12 days to complete processing with an expected completion date of June 13, 2013.

► Non-CAP Workflow

- Non-CAP mail picked up on Saturday, April 5, 2014 will not be processed until April 7, 2014.
- Premium filings will be prioritized and sent to adjudications workflow in a timely manner.

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- Any backlogs in Non-CAP areas anticipate being within compliance by June 13, 2014 (dependent on volume).
- Prioritization List:

Form/Process	Compliance Status
I-907 Upgrades	Daily
I-129 / I-907 Premium	Daily
I-129 O & P	Daily
I-129 L	Hold until CAP Complete
I-129 HIB	Hold until CAP Complete
VAWA	2 Days
Scanning	3 Days - (Depending on Volume)
Scheduling	2 days of Form Type
I-751 MFAS	Hold until PP CAP Complete
I-751 CRI-89	within 2 days of MFAS
I-589	5 days - (Notify Asylums?)
Rejects	Within 3 days of Form Type
FTC's	5 Days (Stop Ordering I-751 A's?)
KCC Copies	10 Days
Interfiling	5 Days
RFE Responses	3 Days - Excluding Premium



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Service Center Operations Support Services

Contract No. HSHQDC-09-D-00020/HSSCCG-11-J-00016

► Contract & Billing

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- “Out of Scope” tasks, listed in the CAP CLIN Creation section of the plan, and PR waiver requests will be similar to last year and are under review. These lists will be submitted to USCIS for approval in the near future.

► Reporting

- The initial Data Entry pending will be reported once we have received the listing of selected Cases.
- A detailed CAP report will be supplied in conjunction with the VSC DAAG.
 - The CAP Report will detail the quantities keyed from each of the CAP categories (VRP, VRN, VMP and VMN).
 - Masters CAP petitions are sometimes selected as part of the Regular CAP. These will continue to be reported under either the VMN or VMP categories from which they originated.

4. FACILITIES

Based on the anticipated volumes and the limited space at Vermont Service Center, VSC SCOSS Management Team has developed a plan to process FY 2015 CAP Project using the available space located at Lemnah 4 building, and the available conference rooms at the Tabor building (Marble, Maple, and Morgan conference rooms)

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Service Center Operations Support Services

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- Hours of Operation and Guard Coverage:

Date	Time	Location	Remarks

Page 9 of 18

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Contract No. HSHQDC-09-D-00020/HSSCCG-11-J-00016

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5. EQUIPMENT & SUPPLIES

The following is a list of equipment that will be used during CAP:

- Mail Scanners, one at each location receiving mail, will be manned and operated by an FPS guard or their USCIS staff.

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- The list of supplies below will be needed to support CAP.

SUPPLIES & EQUIPMENT REQUESTED FROM USCIS				
ITEM	UNIT	Lcm4	Tabor	COMMENTS
Blade Staple Pullers Brand G2K	Each	78	30	
Boxes	Each	5500	1500	Some daily for the first five days
Box Tape	Rolls	40	10	
Box Tape Dispenser	Dispenser	6	2	

Page 10 of 18

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Revision March 12, 2014



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LongView-FedConsulting JV

Service Center Operations Support Services
Contract No. HSHQDC-09-D-00020/HSSCCG-11-J-00016

Cleaner, All Purpose	Each	11	3	
Clips, Black - Large	Case	11	3	
Clips, Black - Medium	Case	11	3	
Clips, Black - Small	Case	4.5	1.5	
Date Stamp (Rolling)	Each	102	28	On order
Deposit Only Stamps	Each	102	28	On order
Fine Markers - Black (Sharpie Or Bic)	Dozen	3	1	
Folders, Green File 1/2 Cut	Cases	0	22000	folders for the first five days
Folders, Brown File 1/2 Cut	Cases	92000	0	folders for the first five days
Hi-Lighters (Dz), Any Color	Dozen	15	5	
Labels, Barcode = Cases	Case		5	Needed prior to CAP
Letter Slicers	Each	100	30	
Markers, Black	Dozen	3	2	
Max Staplers	Each	78	30	
Paper Towels	Rolls	6	4	
Paper, Golden Rod	Case	1	0	
Paper, White	Case	1	0	
Paper, Pink	Case	0	1	
Paper, Green	Case	0	1	
Paper, Light Purple	Case	0.75	0.25	
Paper, Blue	Case	0.75	0.25	
Pencils, 6 Dozen Per Box	Box	3	2	
Pencil Sharpener	Each	3	2	
Pens, Black - Med Pnt-Skylcraft	Dozen	3	2	
Pens, Blue - Med Pnt	Dozen	1	2	
Pens, Red - Med Pnt	Dozen	1	2	
Photocopy Paper 8 1/2" X 11"	Case	3	1	
Post-It #680-5 (Assorted Colors) 1.5X2	Boxes (600 Per Box)	35	9	Brand - UNV -99001, 99002, 99003
Rubber Bands, Large #32	Case	2	1	
Rubber Bands, Small, #19	Case	3.5	1.5	
Rubber Fingers Variety Of Sizes	Case	1.5	0.5	each of sizes 11, 12, 13, 14
Scissors, 6 Pair Per Box	Box	10	4	
Scotch Tape Dispensers, 12 Each	Box	4	2	
Scotch Tape, 144 Rolls Per Box	Box	1.5	0.5	
Staples (Standard) 500 Box Per Case	Case	0.5	0.5	
Steno Notebooks (Small)	Dozen	0.5	0.5	
Tacky Finger, 12 Each Per Box	Box	1.5	0.5	
X Stamper Refill Ink (Black)	Dozen	0.5	0.5	
Royal Mark Re-Fill Ink (Red) 6Cc	Dozen	0.5	0.5	
Yellow Stick Notes (2"X3" Plain)	Case	0.5	0.5	
Yellow Stick Notes (4"X6" W/Lines)	Case	0.5	0.5	
Box Cutter Knives	Each	32	10	
Coat Racks	Each	4	2	

* Indicates a change in quantity since last submission

6. STAFFING DETAILS

- The total contract personnel on April 1, 2014

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Page 11 of 18

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Revision March 12, 2014



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Service Center Operations Support Services
Contract No. HSHQDC-09-D-00020/HSSCCG-11-J-00016

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- The anticipated resources are detailed below showing how many are needed for each step in the process over the initial CAP period.

April 1, 2014 - April 13, 2014	1st Shift	2nd Shift
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April 14, 2014 - April 19, 2014	1st Shift	2nd Shift
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April 21, 2014 - May 6, 2014	1st Shift	2nd Shift
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Page 12 of 18

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Revision March 12, 2014



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Service Center Operations Support Services
Contract No. HSHQDC-09-D-00020/HSSCCG-11-J-00016

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May 7, 2014 - May 23, 2014

1st Shift

2nd
Shift

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May 30, 2014 - June 13, 2014

1st Shift

2nd
Shift

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► Overtime

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Page 15 of 18

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Revision March 12, 2014



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Service Center Operations Support Services
Contract No. HSHQDC-09-D-00020/HSSCCG-11-J-00016

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7. TRAINING

A training packet has been created solely for CAP purposes to include: general HAZMAT instruction, opening mail, identification CAP and Non-CAP material, and Processing CAP Petitions.

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The table below estimates hours necessary for training

	Time	Total
Orientation/Hazmat (New Employee)	(b)(4)	(b)(4)
Hazmat Only (Existing Employee)		
Date Stamp Envelope		
Identify all Fee's and bring to top of petition and stamp		
Annotate Envelope ("+" with proper information)		
Document Count on "count" sheet		
Audit Check (QC)		
Identifying/Sort		
Cap Identification and Sort		
Bar-coding		
Place random generated barcode on file, NFTS to location		
Audit Check (QC)		
File Assembly (Set-Up)		
Total For New Employee/New to Process		
Total For Existing Employee (Refresher Training Only)		
Audit Check (QC)		
Keying		
Total For New Employee/New to Process		
Total For Existing Employee		
Audit Check (QC)		
Rejects		
Total For New Employee/New to Process		
Total For Existing Employee		
Audit Check (QC)		



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LongView-FedConsulting JV

Service Center Operations Support Services
Contract No. HSHQDC-09-D-00020/HSSCCG-11-J-00016

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Training Schedule:

[Redacted Training Schedule Content]

8. PR RELIEF

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[Redacted PR Relief Content]

PR	Requirement	PR Granted Till
4.2	Mail Operations Support	06/13/2014
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	06/13/2014
4.3.2	The Contractor shall review applications/petitions and supporting documents for completeness,	06/13/2014

Page 15 of 18

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Revision March 12, 2014



PR	Requirement	PR Granted Till
	jurisdiction, signature, and correct fee, and process those complaint and non-compliant applications/petitions.	
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.	06/13/2014
4.3.5	The Contractor shall generate and interfile screen prints as required.	06/13/2014
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 documentation.	06/13/2014
4.3.7	The Contractor shall scan, process, and verify fingerprint cards (FD-258) for submission to the FBI.	06/13/2014
4.3.8	The Contractor shall create files during data collection.	06/13/2014
4.4.1	The Contractor shall review receipted fees for acceptability and ensure the fee is endorsed in accordance with Treasury Financial Manual.	06/13/2014
4.4.2	Reconcile Fees and Prepare Deposit Ticket	06/13/2014
4.5.1	The Contractor shall create files when requested during file operations.	06/13/2014
4.5.2	The Contractor shall submit a report showing individual clerk and individual system deposit totals to USCIS, on a daily basis or as required.	06/13/2014
4.5.3	The Contractor shall fulfill internal (with the service center) and external (originating from other centers, district offices, the NRC, etc.) file request for information by identifying, locating, retrieving and delivering correct file(s) within the established timeframes.	06/13/2014
4.5.5	The Contractor shall file and re-file records	06/13/2014
4.5.8	The Contractor shall accurately consolidate files physically and electronically within established timeframes.	06/13/2014
4.5.10	The Contractor shall accurately interfile, connect, and route correspondence or RFE with corresponding file(s) and update systems within established timeframes.	06/13/2014
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.	06/13/2014
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.	06/13/2014
4.5.16	The Contractor shall correctly assemble E-filed applications and petitions into files.	06/13/2014
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.	06/13/2014
4.5.19	The Contractor shall photocopy applications and petition-related documents when required.	06/13/2014

9. CAP CLINs

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- Hours spent performing the following tasks will be recorded daily utilizing the system:
- All functions will be recorded under the CLIN (Contract Line Item Number) identified.
 - MAIL CLIN:
 - Opening and Identifying Mail
 - CAP CLIN:



- CAP Sort - Initial sort into "CAP" and "NON CAP" work after mail has been scanned
- CAP Courier - Courier deliveries taken, beyond the normal amount, for CAP and Non-CAP
- CAP Box Prep - Creation and Breakdown of boxes used to store CAP files
- CAP Dock Team - Unloading files from courier vehicles so they can be scanned
- CAP File Acceptability - Review and setup of selected CAP Petitions; determine if fees and petitions are acceptable.
- CAP File Audit - Tracking files in NFTS and processing reports
- CAP File Labeling - Placing barcode labels on the file jackets
- CAP Folder and Boxing - Boxing up CAP cases and filling out crate sheets
- CAP Matrix Review - Performing the matrix review to determine if cases in the "CAP" sort are in fact CAP and if they are, which CAP category they belong to
- CAP Runner - Delivering or picking up work for people in the CAP area
- CAP Training - All time spent training and being trained in order to prepare for CAP
- CAP Verification - Verification of sorts, counts, barcode labels
- CAP Break - Breaks taken while working CAP (b)(4)
- CAP Reporting - Reporting CAP tasks in [redacted] and hours in Time System
- CAP Prep Work - Misc. tasks associated with CAP (Cleaning, Trash, Recycling)
- CAP Rejects - Maintaining CAP Rejects (Not used for processing CAP Rejects)

- DATA ENTRY CLIN:

- Data Entry of each CAP Petition and any other riding petitions.

- All hours recorded under the CAP CLIN will be billed as a separate invoice to USCIS.

10. CAP PHASES – Expected Volumes

Based on the assumption that USCIS will meet or exceed the anticipated number of petitions required to perform the random number selection, the following phases of our CAP plan will be followed:

- ▶ Initial Planning (January 1, 2014 to February 15, 2014)
- ▶ Preparation (February 18, 2014 to March 31, 2014)
- ▶ Execution (April 1, 2014 to June 13, 2014):
 - Opening, stamping, sorting and placed in file jacket completed for first five days of CAP receipts based on volumes of up to [redacted] per day. (April 1, 2014 to April 13, 2014)
 - Bar-code petitions for RNG starting on April 1, 2014 thru April 13, 2014. (Working Saturdays and Sundays to continue processing.) (b)(4)
 - Daily keying of all CAP cases received, up to [redacted] per day, based on available workstations: (April 14, 2014 to May 5, 2014).
 - Processing all Rejected CAP cases (May 6, 2014 to May 23, 2014).
 - Mail Rejected CAP cases (to be completed by June 13, 2014).
- ▶ Backlogs back in compliance, based on volumes received, by June 13, 2014.

11. BASIC PROCESS WORKFLOW

