

**NATIONAL BENEFITS CENTER RECORDS OPERATIONS CONTRACT  
ATTACHMENT 3.2 PERFORMANCE REQUIREMENTS SUMMARY (PRS)**

The Performance Requirements Summary (PRS) outlines the performance standards (i.e., selected service outputs of the contract) to be monitored and evaluated by USCIS to ensure that in-process service quality remains fully acceptable. The measurement for each performance standard is the minimum Performance Requirement (PR) of performance required to meet the standards acceptable within this contract. The PRS includes performance standards selected Performance Work Statement (PWS) tasks. The Records Policy Manual (RPM) is the official policy governing immigration information management. The RPM applies to all DHS employees and contractors who engage in the handling or use of immigration records.

Contract Management Auditors (CMAs) will monitor contractor performance using Standard Inspection Procedures (SIPs). In the process of monitoring contractor performance, the government may improve the PRS at any time by developing changes to the standards provided different PWS sections. Such changes to the PRS will be documented by a bi-lateral contract modification.

Operational days are Monday thru Friday excluding holidays or facility closures.

1 business day equals a continuous 24-hour operational day.

1 business hour equals 1-hour time period within the operational day.

1 day equals 24 hours regardless of operations.

1 hour equals 60 minutes regardless of operations.

The Term NBC refers to the Lee's Summit, Overland Park, and Contractor sites.

The following functional areas of PWS Sections D.1 through D.5 are addressed in the PRS tables below:

**D.1 CORRESPONDENCE MANAGEMENT**

D.1.1 Courier Service (External)

D.1.2 Incoming Files

D.1.3 Incoming Mail

D.1.4 Outgoing Mail

D.1.5 Outgoing Files

D.1.6 Monetary Instruments

**D.2 CASE PREPARATION**

D.2.1 ELIS I-485 EB (765, 131, 140)

D.2.2 ELIS I-485 FB (765, 131, I-129F, 130, IW, VAWA)

D.2.3 I-751

D.2.4 ELIS N Forms (i.e. N-336, N-400 MILNATZ, N-600, N-600K)

D.2.5 Adoptions Hague and Non--Hague

D.2.6 I-485 Asylee & Refugee

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D.2.7 Other Forms – 290B/470/300/601/336/360/539/102/824/690/694/698/817/130, I-360, ETC.

D.2.8 Civil Surgeon (CS)/I-910

D.2.9 Standalone Special Immigrant Juvenile (SIJ)

D.2.10 Basic Interfiling

D.2.11 Priority Interfiling

D.2.12 Biometrics Scanning

D.2.13 Request for Evidence (RFE) Validation

D.2.14 Treasury Enforcement Communication System (TECS)

D.2.15 Security Checks

**D.3 FILE CONTROL AND MAINTENANCE**

D.3.1 File Merge

D.3.2 A-file Creation

D.3.3 File Maintenance

D.3.4 Change of Address (COA)

D.3.5 Case Updates

**D.4 FILE MOVEMENT**

D.4.1 File Movement

D.4.2 Internal File Request

D.4.3 External File Request

D.4.4 File Room Maintenance

D.4.5 Courier Service (Internal)

**D.5 DOCUMENT SCANNING AND MISSING, LOST AND DUPLICATE FILES**

D.5.1 Freedom of Information Act (FOIA) Scanning

D.5.2 Electronic Immigration System (ELIS) Scanning

D.5.3 Missing, Lost and Duplicate Files

D.5.4 Scan on Demand

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D.1.1-Courier Service (External)				
Performance Requirement (PR)	Performance Standard	Surveillance Method	Performance Management	Disincentives
<p>Accuracy - 98%</p> <p>Timeliness - 98%</p>	<p>The contractor shall be responsible for pick-up of files, correspondence, and mail from the designated pick up location(s).</p> <p>The Contractor shall pick-up and deliver files, correspondence, and mail to/from the US Postal Service, UPS Store, the National Records Center, National Archives Records Administration (NARA), the Overland Park site, contractor facility, and any other designated pick-up point within 24 business hours from arrival/delivery to the dock/mailroom.</p> <p>One trip shall be required daily to the National Records Center (NRC). Trips shall be required only as needed to the Federal Records Center (FRC) and National Archive Records Administration (NARA).</p> <p>The courier shall maintain a Secret clearance and carry a courier card at all times.</p> <p>Contractor shall update the list of all couriers with a Secret Clearance within 24 hours of any update or changes to clearance levels.</p>	<ul style="list-style-type: none"> <li>• Random Sampling</li> <li>• Observation</li> <li>• Customer Feedback Form</li> </ul>	<p>CMA reviews that the correspondence was picked up and delivered to the designated destination and in the specified time frame.</p> <p>CMA also reviews that the courier Secret Clearance list is updated accurately and within the specified timeframe.</p>	<p>In accordance with FAR 52.214-4 Alternate 1 (A)(4), the contractor is required to correct all work that is less than the PR.</p> <p>All rework will be at the expense of the contractor.</p> <p>Instances of unacceptable performance will be noted in Contractor Performance Evaluations (CPARS).</p>

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D.1.2 Incoming Files				
Performance Requirement (PR)	Performance Standard	Surveillance Method	Performance Management	Disincentives
<p>Accuracy 98%</p> <p>Timeliness 98%</p>	<p>All incoming files received from the Lockbox, Service Centers, NRC, FRC, DHS Location-Field Offices, and other governmental sources through USCIS systems shall be placed in but not limited to A-files, T-files, or Receipt files.</p> <p>All incoming files to the NBC shall be updated in USCIS file tracking systems within 24 business hours of arrival into facility and in accordance with the RPM.</p> <p>Files containing more than one part shall have a remark made in USCIS file tracking systems as to how many parts were received IAW NBC policy and COR discretion.</p> <p>CPAU shall be notified of receipts not transferred out from the receiving facility into USCIS systems within 1 business day of receipt in the NBC. (Ref: USCIS Mail Management Guidance)</p>	<ul style="list-style-type: none"> <li>• Random Sampling</li> <li>• Customer Feedback Forms</li> </ul>	<p>CMA confirms incoming files are transferred in the specified timeframe and electronic systems are updated accurately.</p>	<p>In accordance with FAR 52.214-4 Alternate 1 (A)(4), the contractor is required to correct all work that is less than the PR.</p> <p>All rework will be at the expense of the contractor.</p> <p>The disincentive is based upon the percentage achieved less the PR: Disincentives will be applied to both timeliness and accuracy at a fixed dollar amount of <b>\$1,000 for each percentage point less the PR</b>. Partial percentages will follow the round half up rule so .50 and above will be rounded up to the next whole number and below .50 will be rounded down. Overall disincentive for this PR is <b>NTE \$5,000 or 5%</b> of total monthly CLIN value whichever is higher. Instances of unacceptable performance will be noted in Contractor Performance Evaluations (CPARS).</p> <p>Example: Accuracy: Requirement 98% Achieved: 96%    <math>98-96 = 2 \times \\$1,000 = \\$2,000</math></p> <p>Timeliness: Requirement 98% - 98% = 0% [Accuracy Disincentive \$2,000 + Timeliness Disincentive \$0 = \$2,000 TOTAL Disincentive]</p> <p>This is an example for Requirements that have partial percentages:</p> <p>Accuracy: Requirement 98% Achieved: 96.8%    <math>98-97 = 1 \times \\$1,000 = \\$1,000</math></p> <p>Timeliness: Requirement 98%</p>

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				Achieved: 96.4% 98-96 = 2 x \$1,000= \$2,000 [Accuracy Disincentive \$1,000 + Timeliness Disincentive \$2,000 = \$3,000 TOTAL Disincentive]
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D.1.3 Incoming Mail				
Performance Requirement (PR)	Performance Standard	Surveillance Method	Performance Management	Disincentives
<p>Accuracy 98%</p> <p>Timeliness 98%</p>	<p>The contractor shall be responsible for all mail, including secure mail, registered mail, and special handling mail while in the possession of contractor personnel.</p> <p>The contractor shall be responsible for x-raying all mail, opening mail in a secured room or other designated area(s) while in the possession of contractor personnel.</p> <p>All incoming mail received at the NBC shall be stamped with time processed, date delivered, and the facility received into (NBC).</p> <p>The contractor shall log, process, and deliver incoming mail to the designated destination(s) within 1 business day of receiving the mail at the NBC and special handling mail within 4 business hours of receiving the mail at the NBC.</p> <p>A minimum of two contractor personnel shall be present while mail is opened and processed; one of which shall possess a security clearance at the Secret level.</p> <p>The contractor shall maintain all appropriate mail logs IAW the RPM and Mail Management Guidance. Registered Mail shall have a certified/registered mail log kept IAW the RPM, CHAP, and Mail Management Guidance.</p> <p>The contractor shall reference the Certified Mail Logbook in order to determine the appropriate location for the returned certified mail receipt "greenie" for interfiling purposes.</p> <p>Unattended or Unprocessed mail shall clearly identified and logged IAW NBC procedures and COR discretion.</p> <p>The contractor shall safeguard classified national security information in accordance with Executive Order 13526. Handle classified information in accordance with</p>	<ul style="list-style-type: none"> <li>• Random Sampling</li> <li>• Observation</li> <li>• Customer Feedback Form</li> </ul>	<p>The CMA reviews that the correspondence was processed within 1 business day of receipt in the NBC, x-rayed, opened in the Secured Room, contents validated, stamped, mail logs maintained, and special handling mail processed within 4 business hours of receiving the mail at the NBC. The CMA reviews the clearance level and number of contractor personnel present during the process.</p>	<p>In accordance with FAR 52.214-4 Alternate 1 (A)(4), the contractor is required to correct all work that is less than the PR.</p> <p>All rework will be at the expense of the contractor.</p> <p>The disincentive is based upon the percentage achieved less the PR: Disincentives will be applied to both timeliness and accuracy at a fixed dollar amount of <b>\$1,000 for each percentage point less the PR</b>. Partial percentages will follow the round half up rule so .50 and above will be rounded up to the next whole number and below .50 will be rounded down. Overall disincentive for this PR is <b>NTE \$5,000 or 5%</b> of total monthly CLIN value whichever is higher. Instances of unacceptable performance will be noted in Contractor Performance Evaluations (CPARS).</p> <p>Example: Accuracy: Requirement 98% Achieved: 96% <math>98-96 = 2 \times \\$1,000 = \\$2,000</math></p> <p>Timeliness: Requirement 98% - 98% = 0%</p>

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	<p>Management Directive MD-140-001. Follow USCIS PII, SPII Safeguard, reporting, spill guidance.</p> <p><a href="https://connect.uscis.dhs.gov/org/PVY/Documents/Privacy%20Fundamentals.pdf">https://connect.uscis.dhs.gov/org/PVY/Documents/Privacy%20Fundamentals.pdf</a></p> <p><a href="https://connect.uscis.dhs.gov/org/PVY/Documents/Safeguarding%20PII.pdf">https://connect.uscis.dhs.gov/org/PVY/Documents/Safeguarding%20PII.pdf</a></p>			<p>[Accuracy Disincentive \$2,000 + Timeliness Disincentive \$0 = \$2,000 TOTAL Disincentive]</p> <p>This is an example for Requirements that have partial percentages:</p> <p>Accuracy: Requirement 98% Achieved: 96.8% 98-97 = 1 x \$1,000 = \$1,000</p> <p>Timeliness: Requirement 98% Achieved: 96.4% 98-96 = 2 x \$1,000 = \$2,000</p> <p>[Accuracy Disincentive \$1,000 + Timeliness Disincentive \$2,000 = \$3,000 TOTAL Disincentive]</p>
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D.1.4 Outgoing Mail				
Performance Requirement (PR)	Performance Standard	Surveillance Method	Performance Management	Disincentives
<p>Accuracy 98%</p> <p>Timeliness 98%</p>	<p>The contractor shall collect and prepare outgoing mail from within the NBC facilities on a daily basis.</p> <p>Outgoing Mail shall be processed using established procedures, using the correct postage requirements in accordance with the RPM and the US Postal Service or other contract carriers.</p> <p>Preparation shall include, but is not limited to: sorting, folding, stuffing, recording, and applying proper postage amounts to various forms of system generated notices, correspondence and other bulk correspondence.</p> <p>Outgoing mail shall be processed within 24 business hours of receipt in designated pickup points and the mailroom.</p> <p>The contractor shall provide shipper documentation and package the correspondence for safe transport in compliance with postal regulations, shipper requirements, RPM, Mail Management Directive, Secure Mail Initiatives, and USCIS Policy.</p> <p>The contractor shall track special handling mail and maintain a Certified Mail Logbook to record each piece of certified mail.</p> <p>The contractor shall maintain daily control logs; monitor and report postage/ shipping expenses, and follow-up of problem shipments.</p>	<ul style="list-style-type: none"> <li>• Random Sampling</li> <li>• Observation</li> <li>• Customer Feedback Form</li> </ul>	<p>CMA reviews that outgoing correspondence has the correct postage and all mail logs/reports are accurate and up to date.</p>	<p>In accordance with FAR 52.214-4 Alternate 1 (A)(4), the contractor is required to correct all work that is less than the PR.</p> <p>All rework will be at the expense of the contractor.</p> <p>Instances of unacceptable performance will be noted in Contractor Performance Evaluations (CPARS).</p>



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D.1.5 Outgoing Files				
Performance Requirement (PR)	Performance Standard	Surveillance Method	Performance Management	Disincentives
<p>Accuracy 98%</p> <p>Timeliness 98%</p>	<p>The contractor shall retrieve outgoing files from the designated areas (i.e. file room, outgoing drop boxes, etc.) and electronically transfer the file(s) to the appropriate File Control Offices (FCOs), ICE, CBP, RDF, NVC, Service Centers, HBG, and the NRC IAW the RPM.</p> <p>The contractor shall package shipments for safe transport in compliance with postal regulations, shipper requirements, RPM, Mail Management Directive, and USCIS Policy.</p> <p>Outgoing files shall be updated as Send External in USCIS systems before being shipped.</p> <p>Files shall be consolidated before shipment. Shipping manifest database shall be updated with all outgoing file information within 24 business hours of being marked Send External in USCIS systems.</p> <p>Files shall be shipped with within 48 business hours of being marked Send External in USCIS systems.</p> <p>Interview pick lists cases shall be shipped to the field office 16 calendar days before the scheduled interview. VAWA files shall be shipped to the field within 2 business day of TECS completion.</p> <p>Interview Waiver files shall be shipped to the field within 10 business days of TECS completion or as directed by the COR.</p> <p>Files located on the adjudicative hold shelves shall stay on the shelf until the designated hold time frame expires; once expired, files shall be shipped within 5 business days of expiration of designated hold time frame.</p>	<ul style="list-style-type: none"> <li>• Random Sampling</li> <li>• Customer Feedback Forms</li> <li>• Observation</li> </ul>	<p>The CMA reviews NBC/USCIS systems and compares information to RAILS and the Shipping Manifest Database to ensure files have been transferred to the appropriate location and in the specified amount of time.</p> <p>NBC/USCIS systems are reviewed to ensure receipts have been updated accurately.</p>	<p>In accordance with FAR 52.214-4 Alternate 1 (A)(4), the contractor is required to correct all work that is less than the PR.</p> <p>All rework will be at the expense of the contractor.</p> <p>The disincentive is based upon the percentage achieved less the PR: Disincentives will be applied to both timeliness and accuracy at a fixed dollar amount of <b>\$1,000 for each percentage point less the PR</b>. Partial percentages will follow the round half up rule so .50 and above will be rounded up to the next whole number and below .50 will be rounded down. Overall disincentive for this PR is <b>NTE \$5,000 or 5%</b> of total monthly CLIN value whichever is higher. Instances of unacceptable performance will be noted in Contractor Performance Evaluations (CPARS). Example: Accuracy: Requirement 98% Achieved: 96% 98-96 = 2 x \$1,000 = \$2,000</p> <p>Timeliness: Requirement 98% - 98% = 0% [Accuracy Disincentive \$2,000 + Timeliness Disincentive \$0 = \$2,000 TOTAL Disincentive]</p>

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	<p>Files with open receipts being shipped to other Service Centers shall be relocated out in USCIS systems before being shipped.</p> <p>The contractor shall have an electronic method for collecting commercial courier tracking numbers, tracking of shipments and individual files shipped on a daily basis.</p> <p>(Ref: USCIS Mail Management Guidance)</p>			<p>This is an example for Requirements that have partial percentages:</p> <p>Accuracy: Requirement 98% Achieved: 96.8% 98-97 = 1 x \$1,000 = \$1,000</p> <p>Timeliness: Requirement 98% Achieved: 96.4% 98-96 = 2 x \$1,000= \$2,000</p> <p>[Accuracy Disincentive \$1,000 + Timeliness Disincentive \$2,000 = \$3,000 TOTAL Disincentive]</p>
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D.1.6 Monetary Instruments				
Performance Requirement (PR)	Performance Standard	Surveillance Method	Performance Management	Disincentives
<p>Accuracy 100%</p> <p>Timeliness 100%</p>	<p>Monetary instruments received in the NBC shall be date and time stamped, secured, tracked, logged, and delivered to the Records POC within 4 hours of delivery in the mailroom.</p> <p>In the event the contractor is unable to deliver monetary instruments to the appropriate Records POC, the contractor shall secure the monetary instruments in the contractor safe in the interim.</p> <p>Monetary transactions shall have two individuals (one with Secret Clearance) in the mailroom at all times during processing to ensure the integrity of the chain of custody. (Ref: USCIS Mail Management Guide) <a href="#">link</a></p>	<ul style="list-style-type: none"> <li>• Random Sampling</li> <li>• Observation</li> <li>• Customer Feedback Forms</li> </ul>	<p>The CMA reviews that the monetary instruments were tracked and processed IAW the RPM/Mail Management Guide and National Benefits Center within the specified amount of time.</p> <p>The CMA reviews the clearance level and number of contractor personnel present during the process.</p>	<p>In accordance with FAR 52.214-4 Alternate 1 (A)(4), the contractor is required to correct all work that is less than the PR.</p> <p>All rework will be at the expense of the contractor.</p> <p>Instances of unacceptable performance will be noted in Contractor Performance Evaluations (CPARS).</p>

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D.2.1 I-485 Employment Based (765,131,140)				
Performance Requirement (PR)	Performance Standard	Surveillance Method	Performance Management	Disincentives
<p>Accuracy 97%</p> <p>Timeliness 97%</p>	<p>Applications/petitions received from the Lockbox, Service Centers, or through USCIS systems shall be front end processed within 10 business days of receipt in Center and IAW the Center Policies.</p> <p>System searches of name and A-number shall be conducted and relating applications/petitions/A and T-files shall be ordered.</p> <p>The contractor shall request any file(s) related to the application and petition filings from other File Control Offices (FCOs) in 30-day intervals until file(s) are received.</p> <p>File(s) not received within 120 calendar days shall be moved forward in the process. Contractor shall update open applications with correct A-number for applicant in USCIS systems.</p> <p>The contractor shall merge concurrently filed applications/petitions (that are not ancillary receipts) into the corresponding A or T-file in which they are filed.</p> <p>AOS family members that file together through the Lockbox and/or I-485 designation shall be grouped in USCIS systems.</p> <p>Lockbox CRU shall be data entered within 24 hours of receipt into the queue. Updated actions taken shall be notated on process worksheet and affixed to file per USCIS policies, procedures and RPM.</p> <p>Supplement J applications shall be relocated in, receipted, modified, and correct data contained in Supplement J documents into national systems submitted to or provided by USCIS within 3</p>	<ul style="list-style-type: none"> <li>• Random Sampling</li> <li>• Customer Feedback Form</li> </ul>	<p>The CMA monitors all front-end processes to ensure they are completed accurately and IAW the Center Policies, including USCIS system updating.</p> <p>The CMA monitors the incoming files to see they are fully front-end processed within the specified amount of time.</p> <p>The CMA also monitors the Lockbox virtual CRU to make sure the virtual files are processed accurately and within the specified amount of time.</p> <p>The CMA will also use computer generated reports as a means of surveillance.</p>	<p>In accordance with FAR 52.214-4 Alternate 1 (A)(4), the contractor is required to correct all work that is less than the PR.</p> <p>All rework will be at the expense of the contractor.</p> <p>The disincentive is based upon the percentage achieved less the PR: Disincentives will be applied to both timeliness and accuracy at a fixed dollar amount of <b>\$1,000 for each percentage point less the PR</b>. Partial percentages will follow the round half up rule so .50 and above will be rounded up to the next whole number and below .50 will be rounded down. Overall disincentive for this PR is <b>NTE \$5,000 or 5%</b> of total monthly CLIN value whichever is higher. Instances of unacceptable performance will be noted in Contractor Performance Evaluations (CPARS).</p> <p>Example: Accuracy: Requirement 97%</p> <p>Achieved: 96% 97-96 = 1 x \$1,000 = \$1,000</p> <p>Timeliness: Requirement 97% - 97% = 0%</p>

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	<p>business day of receipt in the unit. If the I-140 is not received within 365 days the case shall be moved to the next step in the process or be referred.</p> <p>Initial Evidence Checklist shall be conducted on applications/petitions for acceptability and completeness per USCIS directions, guidelines, and checklists.</p> <p>The entire file shall be reviewed for initial evidence. System generated Request for Evidence (RFE) for missing items that are identified during the acceptability review shall be processed IAW Outgoing Mail.</p> <p>Contractor shall update the appropriate USCIS systems to reflect RFE request initiated when an RFE is produced through the Initial Evidence Checklist.</p> <p>Contractor shall attach processing coversheet/worksheet to file per NBC policies and COR discretion.</p> <p>The contractor shall remove concurrently filed ancillary receipts and route in accordance with NBC policies.</p> <p>Contractor shall process cases via the electronic systems (ELIS queues and timeliness factors). Refer to ELIS Queue Chart below.</p> <p>Regressed Visas shall be identified by a coversheet to show FCO and date. Cases shall be data entered into USCIS systems and case type selected.</p>			<p>[Accuracy Disincentive \$1,000 + Timeliness Disincentive \$0 = \$1,000 TOTAL Disincentive]</p> <p>This is an example for Requirements that have partial percentages:</p> <p>Accuracy: Requirement 97% Achieved: 95.8%    97-96 = 1 x \$1,000 = \$1,000</p> <p>Timeliness: Requirement 97% Achieved: 95.4% 97-95 = 2 x \$1,000= \$2,000</p> <p>[Accuracy Disincentive \$1,000 + Timeliness Disincentive \$2,000 = \$3,000 TOTAL Disincentive]</p>
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D.2.2 I-485 Family Based (765,131, 129F, 130, IW, VAWA)				
Performance Requirement (PR)	Performance Standard	Surveillance Method	Performance Management	Disincentives
<p>Accuracy 97%</p> <p>Timeliness 97%</p>	<p>Applications/petitions received from the Lockbox, Service Centers, or through USCIS systems shall be front end processed within 10 business days of receipt in Center and IAW the Center Policies.</p> <p>System searches of name and A-number shall be conducted and ordering of relating applications/petitions/A and T-files.</p> <p>The contractor shall request any file(s) related to the application and petition filings from other File Control Offices (FCOs) in 30-day intervals until file(s) are received.</p> <p>File(s) not received within 120 calendar days shall be moved forward in the process.</p> <p>Merge concurrently filed applications/petitions (that are not ancillary receipts) into the corresponding A or T-file in which they are filed.</p> <p>Contractor shall update open applications with correct A-number for applicant in USCIS systems. AOS family members that file together through the Lockbox and/or I-485 designation shall be grouped in USCIS systems.</p> <p>Initial Evidence Checklist shall be conducted on applications/petitions for acceptability and completeness per USCIS directions, guidelines, and checklists.</p> <p>The entire file shall be reviewed for initial evidence. System generated Request for Evidence (RFE) for missing items that are identified during the acceptability review shall be processed IAW Outgoing Mail.</p> <p>The contractor shall attach processing coversheet/worksheet to file per NBC policies and COR discretion.</p>	<ul style="list-style-type: none"> <li>• Random Sampling</li> <li>• Customer Feedback Forms</li> </ul>	<p>The CMA monitors all front-end processes to ensure they are completed accurately and IAW the Center Policies, including USCIS system updating.</p> <p>The CMA monitors the incoming files to see they are fully front-end processed within the specified amount of time.</p> <p>The CMA also monitors the Lockbox virtual CRU to make sure the virtual files are processed accurately and within the specified amount of time.</p> <p>The CMA will also use computer generated reports as a means of surveillance.</p>	<p>In accordance with FAR 52.214-4 Alternate 1 (A)(4), the contractor is required to correct all work that is less than the PR.</p> <p>All rework will be at the expense of the contractor.</p> <p>The disincentive is based upon the percentage achieved less the PR:</p> <p>Disincentives will be applied to both timeliness and accuracy at a fixed dollar amount of <b>\$1,000 for each percentage point less the PR</b>. Partial percentages will follow the round half up rule so .50 and above will be rounded up to the next whole number and below.50 will be rounded down. Overall disincentive for this PR is <b>NTE \$5,000 or 5%</b> of total monthly CLIN value whichever is higher.</p> <p>Instances of unacceptable performance will be noted in Contractor Performance Evaluations (CPARS).</p> <p>Example: Accuracy: Requirement 97%</p> <p>Achieved: 96%    <math>97-96 = 1 \times \\$1,000 = \\$1,000</math></p> <p>Timeliness: Requirement 97% - 97% = 0%</p> <p>[Accuracy Disincentive \$2,000 + Timeliness Disincentive \$0 = \$2,000 TOTAL Disincentive]</p>

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	<p>The contractor shall update the appropriate USCIS systems to reflect RFE request initiated when an RFE is produced through the Initial Evidence Checklist. Checklist.</p> <p>Remove concurrently filed ancillary receipts and route in accordance with NBC policies.</p> <p>VAWA cases shall be handled in accordance with USCIS and local policy and guidelines. Maintaining Confidentiality of VAWA, T, and U cases as stated in the <a href="#">USCIS Policy Manual</a>. and the CHAP Policy Manual and 8 U.S.C. 1367.</p> <p>Contractor shall process cases via the electronic systems (ELIS queues and timeliness factors). Refer to ELIS Queue Chart below.</p> <p>Regressed Visas shall be identified by a coversheet to show FCO and date. Cases shall be data entered into USCIS systems and case type selected.</p>			<p>This is an example for Requirements that have partial percentages:</p> <p>Accuracy: Requirement 97% Achieved: 95.8%    <math>97-96 = 1 \times \\$1,000 = \\$1,000</math></p> <p>Timeliness: Requirement 97% Achieved: 95.4% <math>97-95 = 2 \times \\$1,000 = \\$2,000</math></p> <p>[Accuracy Disincentive \$1,000 + Timeliness Disincentive \$2,000 = \$3,000 TOTAL Disincentive]</p>
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D.2.3 I-751 Petition to Remove Conditions on Residence				
Performance Requirement (PR)	Performance Standard	Surveillance Method	Performance Management	Disincentives
<p>Accuracy 97%</p> <p>Accuracy 97%</p>	<p>All applications/petitions received from the Lockbox, or Service Centers shall be placed in A-files, T-files, or Receipt files shall be front end processed within 5 business days of receipt in Center and IAW the Center Policies.</p> <p>The contractor shall conduct system searches and order of relating applications/petitions/A and T-files for the applicant.</p> <p>The contractor shall request any file(s) related to the application and petition filings from other File Control Offices (FCOs) in 30-day intervals until file(s) are received.</p> <p>File(s) not received within 120 calendar days shall be moved forward in the process.</p> <p>Concurrently filed applications/petitions (that are not ancillary receipts) shall be merged into the corresponding A or T-file in which they are filed.</p> <p>Update actions taken or process worksheet and affix to file per USCIS policies, procedures, and RPM.</p> <p>Contractor shall attach processing coversheet/worksheet to file per NBC policies and COR discretion.</p> <p>Contractor shall check case for open N-400; if open N-400 is located the I-751 case shall follow the N-400 processing route.</p> <p>Contractor shall process cases via the electronic systems (ELIS queues and timeliness factors). Refer to ELIS Queue Chart below.</p>	<ul style="list-style-type: none"> <li>• Random Sampling</li> <li>• Customer Feedback Form</li> </ul>	<p>The CMA monitors all front-end processes to ensure they are completed accurately and IAW the Center Policies, including USCIS system updating.</p> <p>The CMA monitors the incoming files to see they are fully front-end processed within the specified amount of time.</p> <p>The CMA also monitors the Lockbox virtual CRU to make sure the virtual files are processed accurately and within the specified amount of time.</p> <p>The CMA will also use computer generated reports as a means of surveillance.</p>	<p>In accordance with FAR 52.214-4 Alternate 1 (A)(4), the contractor is required to correct all work that is less than the PR.</p> <p>All rework will be at the expense of the contractor.</p> <p>The disincentive is based upon the percentage achieved less the PR: Disincentives will be applied to both timeliness and accuracy at a fixed dollar amount of <b>\$1,000 for each percentage point less the PR</b>. Partial percentages will follow the round half up rule so .50 and above will be rounded up to the next whole number and below .50 will be rounded down. Overall disincentive for this PR is <b>NTE \$5,000 or 5%</b> of total monthly CLIN value whichever is higher. Instances of unacceptable performance will be noted in Contractor Performance Evaluations (CPARS).</p> <p>Example: Accuracy: Requirement 97% Achieved: 96%    <math>97-96 = 1 \times \\$1,000 = \\$1,000</math></p> <p>Timeliness: Requirement 97% - 97% = 0%</p> <p>[Accuracy Disincentive \$1,000 + Timeliness Disincentive \$0 = \$1,000 TOTAL Disincentive]</p> <p>This is an example for Requirements that have partial percentages:</p>



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				<p>Accuracy: Requirement 97% Achieved: 95.8%    97-96 = 1 x \$1,000 = \$1,000</p> <p>Timeliness: Requirement 97% Achieved: 95.4% 97-95 = 2 x \$1,000= \$2,000</p> <p>[Accuracy Disincentive \$1,000 + Timeliness Disincentive \$2,000 = \$3,000 TOTAL Disincentive]</p>
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D.2.4 ELIS N-Forms (N-336, N-400, N-600, N-600k, MILNATZ)				
Performance Requirement (PR)	Performance Standard	Surveillance Method	Performance Management	Disincentives
<p>Accuracy 97%</p> <p>Timeliness 97%</p>	<p>Contractor shall process cases via the electronic systems (ELIS queues and timeliness factors). Refer to ELIS Queue Chart below.</p> <p>For MILNATZ, the contractor shall complete the front-end processing including the following tasks: entering information into the database, completing all system searches, and ordering all related files within 5 business days of receipt in Center and IAW the Center Policies.</p> <p>Perform name and A number searches to locate existing files related to applications or petitions, verify data, and file requests prior to assigning in any USCIS system.</p> <p>Contractor shall attach processing coversheet/worksheet to file per NBC policies and COR discretion.</p> <p>The contractor shall request any file(s) related to the application and petition filings from other File Control Offices (FCOs) in 30-day intervals until file(s) are received.</p> <p>File(s) not received within 120 calendar days shall be moved forward in the process.</p> <p>Update actions taken or process worksheet and affixed to file per USCIS policies, procedures and RPM.</p>	<ul style="list-style-type: none"> <li>• Random Sampling</li> <li>• Customer Feedback Form</li> </ul>	<p>The CMA monitors all front-end processes to ensure they are completed accurately and IAW the Center Policies, including USCIS system updating.</p> <p>The CMA monitors the incoming files to see they are fully front-end processed within the specified amount of time.</p> <p>The CMA also monitors the Lockbox virtual CRU/ELIS queues to make sure the virtual files are processed accurately and within the specified amount of time.</p> <p>The CMA will also use computer generated reports as a means of surveillance.</p>	<p>In accordance with FAR 52.214-4 Alternate 1 (A)(4), the contractor is required to correct all work that is less than the PR.</p> <p>All rework will be at the expense of the contractor.</p> <p>The disincentive is based upon the percentage achieved less the PR:</p> <p>Disincentives will be applied to both timeliness and accuracy at a fixed dollar amount of <b>\$1,000 for each percentage point less the PR</b>. Partial percentages will follow the round half up rule so .50 and above will be rounded up to the next whole number and below .50 will be rounded down. Overall disincentive for this PR is <b>NTE \$5,000 or 5%</b> of total monthly CLIN value whichever is higher.</p> <p>Instances of unacceptable performance will be noted in Contractor Performance Evaluations (CPARS).</p> <p>Example: Accuracy: Requirement 97%</p> <p>Achieved: 96% 97-96 = 1 x \$1,000 = \$1,000</p> <p>Timeliness: Requirement 97% - 97% = 0%</p> <p>[Accuracy Disincentive \$1,000 + Timeliness Disincentive \$0 = \$1,000 TOTAL Disincentive]</p>

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				<p>This is an example for Requirements that have partial percentages:</p> <p>Accuracy: Requirement 97%  Achieved: 95.8%    <math>97 - 96 = 1 \times</math>  \$1,000 = \$1,000</p> <p>Timeliness: Requirement 97%  Achieved: 95.4%  <math>97 - 95 = 2 \times \\$1,000 = \\$2,000</math></p> <p>[Accuracy Disincentive \$1,000 +  Timeliness Disincentive \$2,000 =  \$3,000 TOTAL Disincentive]</p>
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ATTACHMENT 3.2 PERFORMANCE REQUIREMENTS SUMMARY (PRS)**

D.2.5 Adoptions Hague and Non-Hague				
Performance Requirement (PR)	Performance Standard	Surveillance Method	Performance Management	Disincentives
<p>Accuracy 97%</p> <p>Timeliness 97%</p>	<p>All applications/petitions received from the Lockbox or through USCIS systems shall be placed in A-files, T-files, or Receipt files and be front end processed within 5 business days of receipt in Center and IAW the Center Policies.</p> <p>The contractor shall validate, correct and update all A-numbers/cases that fall into the A number validation queue for electronic filings in applicable USCIS systems.</p> <p>The contractor shall perform name and A-number searches to locate existing files related to applications or petitions, verify data, and order of relating applications/petitions/A and T-files through USCIS systems.</p> <p>Contractor shall attach processing coversheet/worksheet to file per NBC policies and COR discretion.</p> <p>The contractor shall request any file(s) related to the application and petition filings from other File Control Offices (FCOs) in 30-day intervals until file(s) are received.</p> <p>File(s) not received within 120 calendar days shall be moved forward in the process.</p> <ul style="list-style-type: none"> <li>Screen applications and petitions for acceptability and completeness per USCIS directions and guidelines. Perform data entry into ACMS. (Average 100 data fields possible).</li> <li>Enter data for petitioner, create beneficiary or household member information over 18.</li> </ul>	<ul style="list-style-type: none"> <li>Random Sampling</li> <li>Customer Feedback Form</li> </ul>	<p>The CMA monitors all front-end processes to ensure they are completed accurately and IAW the Center Policies, including USCIS system updating.</p> <p>The CMA monitors the incoming files to see they are fully front-end processed within the specified amount of time. The CMA also monitors the Lockbox virtual CRU/ELIS queues to make sure the virtual files are processed accurately and within the specified amount of time.</p> <p>The CMA will also use computer generated reports as a means of surveillance.</p>	<p>In accordance with FAR 52.214-4 Alternate 1 (A)(4), the contractor is required to correct all work that is less than the PR.</p> <p>All rework will be at the expense of the contractor.</p> <p>The disincentive is based upon the percentage achieved less the PR: Disincentives will be applied to both timeliness and accuracy at a fixed dollar amount of <b>\$1,000 for each percentage point less the PR</b>. Partial percentages will follow the round half up rule so .50 and above will be rounded up to the next whole number and below .50 will be rounded down. Overall disincentive for this PR is <b>NTE \$5,000 or 5%</b> of total monthly CLIN value whichever is higher.</p> <p>Instances of unacceptable performance will be noted in Contractor Performance Evaluations (CPARS).</p> <p>Example: Accuracy: Requirement 97%</p> <p>Achieved: 96%    <math>97-96 = 1 \times \\$1,000 = \\$1,000</math></p> <p>Timeliness: Requirement 97% - 97% = 0%</p> <p>[Accuracy Disincentive \$1,000 + Timeliness Disincentive \$0 = \$1,000 TOTAL Disincentive]</p>

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	<p>The contractor shall download, print, and assemble E-filed application when necessary. Physical file and/or electronic (ELIS) – (Note only I-130s are in ELIS) Perform pre-processing of online I-130 ELIS and paper applications.</p> <p>Contractor shall merge concurrently filed petitions (that are not ancillary receipts) into the corresponding A or T-file per CPAU direction.</p>			<p>This is an example for Requirements that have partial percentages:</p> <p>Accuracy: Requirement 97% Achieved: 95.8%    97-96 = 1 x \$1,000 = \$1,000</p> <p>Timeliness: Requirement 97% Achieved: 95.4% 97-95 = 2 x \$1,000= \$2,000</p> <p>[Accuracy Disincentive \$1,000 + Timeliness Disincentive \$2,000 = \$3,000 TOTAL Disincentive]</p>
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D.2.6 I-485 Asylee & Refugee				
Performance Requirement (PR)	Performance Standard	Surveillance Method	Performance Management	Disincentives
<p>Accuracy 97%</p> <p>Timeliness 97%</p>	<p>Applications/petitions received from the Lockbox, Service Centers, or through USCIS systems shall be placed in A-files, T-files, W-Files, or Receipt files and be front end processed within 10 business days of receipt in Center and IAW the Center Policies.</p> <p>System searches of name and A-number shall be conducted and ordering of relating applications/petitions/A and T-files.</p> <p>Related A/T-files files shall be merged to primary file upon arrival (and placed back to same point in process), or routed to match with primary file if primary file is in Adjudications.</p> <p>Family members that file together through the Lockbox and/or I-485 designation shall be grouped in USCIS systems.</p> <p>The contractor shall request any file(s) related to the application and petition filings from other File Control Offices (FCOs) in 30-day intervals until file(s) are received.</p> <p>File(s) not received within 120 calendar days shall be moved forward in the process.</p> <p>Contractor shall update open applications with correct A-number for applicant in USCIS systems.</p> <p>Merge concurrently filed applications/petitions (that are not ancillary receipts) into the corresponding A or T-file in which they are filed.</p> <p>Concurrently filed ancillary receipts are to be routed in accordance with NBC policies.</p>	<ul style="list-style-type: none"> <li>• Random Sampling</li> <li>• Customer Feedback Form</li> </ul>	<p>The CMA monitors all front-end processes to ensure they are completed accurately and IAW the Center Policies, including USCIS system updating.</p> <p>The CMA monitors the incoming files to see they are fully front-end processed within the specified amount of time.</p> <p>The CMA also monitors the Lockbox virtual CRU to make sure the virtual files are processed accurately and within the specified amount of time.</p> <p>The CMA will also use computer generated reports as a means of surveillance.</p>	<p>In accordance with FAR 52.214-4 Alternate 1 (A)(4), the contractor is required to correct all work that is less than the PR.</p> <p>All rework will be at the expense of the contractor.</p> <p>The disincentive is based upon the percentage achieved less the PR: Disincentives will be applied to both timeliness and accuracy at a fixed dollar amount of <b>\$1,000 for each percentage point less the PR</b>. Partial percentages will follow the round half up rule so .50 and above will be rounded up to the next whole number and below .50 will be rounded down. Overall disincentive for this PR is <b>NTE \$5,000 or 5%</b> of total monthly CLIN value whichever is higher.</p> <p>Instances of unacceptable performance will be noted in Contractor Performance Evaluations (CPARS).</p> <p>Example: Accuracy: Requirement 97% Achieved: 96%    <math>97-96 = 1 \times \\$1,000 = \\$1,000</math></p> <p>Timeliness: Requirement 97% - 97% = 0% [Accuracy Disincentive \$1,000 + Timeliness Disincentive \$0 = \$2,000 TOTAL Disincentive]</p> <p>This is an example for Requirements that have partial percentages:</p> <p>Accuracy: Requirement 97% Achieved: 95.8%    <math>97-96 = 1 \times \\$1,000 = \\$1,000</math></p> <p>Timeliness: Requirement 97% Achieved: 95.4% <math>97-95 = 2 \times \\$1,000 = \\$2,000</math></p> <p>[Accuracy Disincentive \$1,000 + Timeliness Disincentive \$2,000 = \$3,000 TOTAL Disincentive]</p>

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	<p>Contractor shall update files in the appropriate USCIS system as needed.</p> <p>Contractor shall attach processing coversheet/worksheet to file per NBC policies and COR discretion.</p>			
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D.2.7 Other Form Types (I-102, I-290B, I-360, I-539, I-601, I-690, I-694, I-698, I-730, I-817, I-824, N-470, N-300, etc.)				
Performance Requirement (PR)	Performance Standard	Surveillance Method	Performance Management	Disincentives
<p>Accuracy 97%</p> <p>Timeliness 97%</p>	<p>Applications/petitions received from the Lockbox, Service Centers, or through USCIS systems shall be placed in A-files, T-files, W-Files, or Receipt files and be front end processed within 10 business days of receipt in Center and IAW the Center Policies.</p> <p>System searches of name and A-number shall be conducted and ordering of relating applications/petitions/A and T-files.</p> <p>Contractor shall update open applications with correct A-number for applicant in USCIS systems.</p> <p>Contractor shall merge receipt applications into the corresponding A or T-file when present. Update files in the appropriate USCIS system as needed.</p> <p>Contractor shall attach processing coversheet/worksheet to file per NBC policies and COR discretion.</p> <p>Screen applications and petitions for acceptability and completeness per USCIS directions and guidelines through monitoring electronic systems (ELIS queues and timeliness factors) as applicable.</p>	<ul style="list-style-type: none"> <li>• Random Sampling</li> <li>• Customer Feedback Form</li> </ul>	<p>The CMA monitors all front-end processes to ensure they are completed accurately and IAW the Center Policies, including USCIS system updating.</p> <p>The CMA monitors the incoming files to see they are fully front-end processed within the specified amount of time.</p> <p>The CMA also monitors the Lockbox virtual CRU/ELIS queues to make sure the virtual files are processed accurately and within the specified amount of time.</p> <p>The CMA will also use computer generated reports as a means of surveillance.</p>	<p>In accordance with FAR 52.214-4 Alternate 1 (A)(4), the contractor is required to correct all work that is less than the PR.</p> <p>All rework will be at the expense of the contractor.</p> <p>Instances of unacceptable performance will be noted in Contractor Performance Evaluations (CPARS).</p>



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D.2.8 Civil Surgeon (I910)				
Performance Requirement (PR)	Performance Standard	Surveillance Method	Performance Management	Disincentives
<p>Accuracy 97%</p> <p>Timeliness 97%</p>	<p>Applications/petitions received from the Lockbox or printed E-file applications through USCIS systems shall be placed in Receipt files, data entered into the appropriate system, and front end processed within 5 business days of receipt in Center and IAW the Center Policies.</p> <p>Files received from the Lockbox shall be data entered into the appropriate system. System Searches shall be conducted as needed.</p> <p>Contractor shall attach processing coversheet/worksheet to file per NBC policies and COR discretion.</p>	<ul style="list-style-type: none"> <li>• Random Sampling</li> <li>• Customer Feedback Form</li> </ul>	<p>The CMA monitors all front-end processes to ensure they are completed accurately and IAW the Center Policies.</p> <p>The CMA monitors the incoming files to see they are fully processed within 5 business days.</p>	<p>In accordance with FAR 52.214-4 Alternate 1 (A)(4), the contractor is required to correct all work that is less than the PR.</p> <p>All rework will be at the expense of the contractor.</p> <p>Instances of unacceptable performance will be noted in Contractor Performance Evaluations (CPARS).</p>

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D.2.9 Stand Alone SIJ				
Performance Requirement (PR)	Performance Standard	Surveillance Method	Performance Management	Disincentives
<p>Accuracy 97%</p> <p>Timeliness 97%</p>	<p>Applications/petitions received from the Lockbox, Service Centers, or through USCIS systems shall be placed in A-files, T-files, W-Files, or Receipt files and be front end processed within 10 business days of receipt in Center and IAW the Center Policies.</p> <p>The contractor shall Work/Validate A#s that fall to the A-Number Validation/Assignment queue within 2 business days of receipt into the queue for electronic filings in applicable USCIS systems.</p> <p>System searches of name and A-number shall be conducted and ordering of relating applications/petitions/A and T-files.</p> <ul style="list-style-type: none"> <li>Request any file(s) related to the application and petition filings from other File Control Offices (FCOs) in 30-day intervals until file(s) are received.</li> <li>File(s) not received within 90 calendar days will be referred to designated USCIS management with screen prints as evidence of request.</li> </ul> <p>Contractor shall attach processing coversheet/worksheet to file per NBC policies and COR discretion. Screen applications and petitions for acceptability and completeness per USCIS directions and guidelines through monitoring electronic systems (ELIS queues and timeliness factors) when applicable.</p> <p>Contractor shall update open applications with correct A-number for applicant in USCIS systems.</p> <p>Contractor shall merge receipt applications into the corresponding A or T-file when present.</p>	<ul style="list-style-type: none"> <li>Random Sampling</li> <li>Customer Feedback Form</li> </ul>	<p>The CMA monitors all front-end processes to ensure they are completed accurately and IAW the Center Policies, including USCIS system updating.</p> <p>The CMA monitors the incoming files to see they are fully front-end processed within the specified amount of time.</p> <p>The CMA also monitors the Lockbox virtual CRU/ELIS queues to make sure the virtual files are processed accurately and within the specified amount of time.</p> <p>The CMA will also use computer generated reports as a means of surveillance.</p>	<p>In accordance with FAR 52.214-4 Alternate 1 (A)(4), the contractor is required to correct all work that is less than the PR.</p> <p>All rework will be at the expense of the contractor.</p> <p>The disincentive is based upon the percentage achieved less the PR: Disincentives will be applied to both timeliness and accuracy at a fixed dollar amount of <b>\$1,000 for each percentage point less the PR</b>. Partial percentages will follow the round half up rule so .50 and above will be rounded up to the next whole number and below.50 will be rounded down. Overall disincentive for this PR is <b>NTE \$5,000 or 5%</b> of total monthly CLIN value whichever is higher. Instances of unacceptable performance will be noted in Contractor Performance Evaluations (CPARS).</p> <p>Example: Accuracy: Requirement 97% Achieved: 96%    <math>97-96 = 1 \times \\$1,000 = \\$1,000</math></p> <p>Timeliness: Requirement 97% - 97% = 0% [Accuracy Disincentive \$1,000 + Timeliness Disincentive \$0 = \$1,000 TOTAL Disincentive]</p> <p>This is an example for Requirements that have partial percentages:</p> <p>Accuracy: Requirement 97%</p>

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	<p>Regressed Visas shall be identified by a coversheet to show FCO and date. Cases shall be data entered into USCIS systems and case type selected.</p>			<p>Achieved: 95.8% 97-96 = 1 x \$1,000 = \$1,000</p> <p>Timeliness: Requirement 97% Achieved: 95.4% 97-95 = 2 x \$1,000= \$2,000</p> <p>[Accuracy Disincentive \$1,000 + Timeliness Disincentive \$2,000 = \$3,000 TOTAL Disincentive]</p>
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D.2.10 Basic Interfiling				
Performance Requirement (PR)	Performance Standard	Surveillance Method	Performance Management	Disincentives
<p>Accuracy 98%</p> <p>Timeliness 98%</p>	<p>Documents shall be properly secured and A-numbers/names on the documents match the A-number/name of the file and IAW the Center Policies.</p> <p>The contractor shall stamp correspondence "Interfile Action Complete" with interfile clerk RP code and date interfiled IAW the RPM. Interfiling going to other FCOs shall be stamped "Action Complete" with clerk RP code and date interfiled IAW RPM.</p> <p>The contractor shall:</p> <ul style="list-style-type: none"> <li>Sort, identify, and stage materials to be placed in a file,</li> <li>Place materials in Record of Proceeding order and Acco-fasten in file,</li> <li>Pull any associated file(s) and ensure that all correspondence is properly secured in the file,</li> <li>Route file indicating material for action.</li> <li>For basic interfiling of an ELIS case, the contractor shall refer to ELIS Scanning 5.2.</li> </ul> <p>Interfile process shall be completed within 5 business days of being received by the contractor.</p> <p>Interfiling going to other FCOs shall be processed and shipped within 10 business days of being received the contractor.</p>	<ul style="list-style-type: none"> <li>Random Sampling</li> <li>Customer Feedback Form</li> </ul>	<p>The CMA reviews files to verify the interfiling was stamped, placed in the correct file, in the correct Record of Proceeding order, and is affixed in the appropriate timeframe.</p>	<p>In accordance with FAR 52.214-4 Alternate 1 (A)(4), the contractor is required to correct all work that is less than the PR.</p> <p>All rework will be at the expense of the contractor.</p> <p>Instances of unacceptable performance will be noted in Contractor Performance Evaluations (CPARS).</p>

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D.2.11 Priority Interfiling				
Performance Requirement (PR)	Performance Standard	Surveillance Method	Performance Management	Disincentives
<p>Accuracy 98%</p> <p>Timeliness 98%</p>	<p>Documents shall be properly secured, names/A-numbers on the documents shall match the name/ A-number of the file.</p> <p>Documents shall be stamped "Interfile Action Complete" including interfile clerk RP code, Date interfiled and Facility IAW the RPM:</p> <ul style="list-style-type: none"> <li>Sort, identify and stage materials to be placed in a file;</li> <li>Place materials in Record of Proceeding order and Acco-fasten in file</li> <li>Route file indicating material for action;</li> <li>Pull any associated file(s) and ensure that all correspondence is properly secured in the file.</li> </ul> <p>The contractor shall triage all correspondence that arrives at the NBC to determine if the interfiling is a priority in accordance with the RPM. Solicited correspondence such as:</p> <p>Request for Evidence (RFE) response (i.e. I-864, I-693, birth certificate, marriage certificate, etc.). The contractor shall update systems with RFE received data.</p> <ul style="list-style-type: none"> <li>Notice of Intent to Deny (NOID),</li> <li>Motion to Reopen (MTR),</li> <li>Fingerprint/Namecheck (FP/NC) results,</li> <li>ASC Fingerprint Waivers,</li> <li>LHM positive response,</li> <li>(IDHS)/RAP sheets</li> <li>Operations letters (i.e. reporting of illegal activities)</li> <li>All Adoptions interfiling (RFE/Home Study/Correspondence).</li> <li>Priority interfiling (including USCIS system printouts)/interfiling generated at the NBC as part of the process.</li> <li>For Basic Interfiling of an ELIS case, the contractor shall refer to ELIS Scanning 5.2.</li> <li>All Priority interfiling shall be matched to the correct file within 2 business days of being made available to the contractor and IAW the RPM.</li> </ul>	<ul style="list-style-type: none"> <li>Random Sampling</li> <li>Customer Feedback Form</li> </ul>	<p>The CMA reviews files to verify the interfiling was stamped, placed in the correct file, in the correct Record of Proceeding order, and is affixed in the appropriate timeframe.</p>	<p>In accordance with FAR 52.214-4 Alternate 1 (A)(4), the contractor is required to correct all work that is less than the PR.</p> <p>All rework will be at the expense of the contractor.</p> <p>The disincentive is based upon the percentage achieved less the PR: Disincentives will be applied to both timeliness and accuracy at a fixed dollar amount of <b>\$1,000 for each percentage point less the PR</b>. Partial percentages will follow the round half up rule so .50 and above will be rounded up to the next whole number and below.50 will be rounded down. Overall disincentive for this PR is <b>NTE \$5,000 or 5%</b> of total monthly CLIN value whichever is higher. Instances of unacceptable performance will be noted in Contractor Performance Evaluations (CPARS).</p> <p>Example: Accuracy: Requirement 98%</p> <p>Achieved: 96%    <math>98-96 = 2 \times \\$1,000 = \\$2,000</math></p> <p>Timeliness: Requirement 98% - 98% = 0%</p> <p>[Accuracy Disincentive \$2,000 + Timeliness Disincentive \$0 = \$2,000 TOTAL Disincentive]</p>

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				<p>This is an example for Requirements that have partial percentages:</p> <p>Accuracy: Requirement 98%  Achieved: 96.8%    98-97 = 1 x  \$1,000 = \$1,000</p> <p>Timeliness: Requirement 98%  Achieved: 96.4%  98-96 = 2 x \$1,000= \$2,000</p> <p>[Accuracy Disincentive \$1,000 +  Timeliness Disincentive \$2,000 =  \$3,000 TOTAL Disincentive]</p>
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D.2.12 Biometric Scanning				
Performance Requirement (PR)	Performance Standard	Surveillance Method	Performance Management	Disincentives
Accuracy 98%  Timeliness 98%	<p>The Contractor shall scan received biometrics data (e.g. fingerprints, photos and signatures) using GFE that are received through Lockbox or incoming mail and data enter/update all information relating to scanned documents within 48 business hours of receipt in Center and IAW the Center Policies.</p> <p>The Contractor shall data enter/update information in the appropriate USCIS systems relating to scanned documents and then notify CPAU.</p>	<ul style="list-style-type: none"> <li>• Random Sampling</li> <li>• Customer Feedback Form</li> </ul>	The CMA certifies the biometrics data was updated in the specified timeframe. The CMA reviews the biometrics data for accuracy.	<p>In accordance with FAR 52.214-4 Alternate 1 (A)(4), the contractor is required to correct all work that is less than the PR.</p> <p>All rework will be at the expense of the contractor.</p> <p>Instances of unacceptable performance will be noted in Contractor Performance Evaluations (CPARS).</p>

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D.2.13 Request for Evidence (RFE) Validation				
Performance Requirement (PR)	Performance Standard	Surveillance Method	Performance Management	Disincentives
<p>Accuracy - 97%</p> <p>Timeliness - 97%</p>	<p>The contractor shall initiate a checklist review validating the incoming RFE and supporting documentation to include the entire file and any related file(s).</p> <p>RFE Validations shall be completed within 3 business days of interfiling and IAW the Center Policies.</p>	<ul style="list-style-type: none"> <li>• Random Sampling</li> <li>• Customer Feedback Form</li> </ul>	<p>The CMA will review all checklists to ensure compliance and validate all RFE submissions are accurate. The CMA will also verify the files are processed within the specified amount of time</p>	<p>In accordance with FAR 52.214-4 Alternate 1 (A)(4), the contractor is required to correct all work that is less than the PR.</p> <p>All rework will be at the expense of the contractor.</p> <p>The disincentive is based upon the percentage achieved less the PR: Disincentives will be applied to both timeliness and accuracy at a fixed dollar amount of <b>\$1,000 for each percentage point less the PR</b>. Partial percentages will follow the round half up rule so .50 and above will be rounded up to the next whole number and below .50 will be rounded down. Overall disincentive for this PR is <b>NTE \$5,000 or 5%</b> of total monthly CLIN value whichever is higher. Instances of unacceptable performance will be noted in Contractor Performance Evaluations (CPARS).</p> <p>Example: Accuracy: Requirement 97% Achieved: 96%    <math>97-96 = 1 \times \\$1,000 = \\$1,000</math></p> <p>Timeliness: Requirement 97% - 97% = 0% [Accuracy Disincentive \$1,000 + Timeliness Disincentive \$0 = \$1,000 TOTAL Disincentive]</p> <p>This is an example for Requirements that have partial percentages:</p> <p>Accuracy: Requirement 97% Achieved: 95.8%    <math>97-96 = 1 \times \\$1,000 = \\$1,000</math></p>



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				<p>Timeliness: Requirement 97% Achieved: 95.4% <math>97 - 95 = 2 \times \\$1,000 = \\$2,000</math></p> <p>[Accuracy Disincentive \$1,000 + Timeliness Disincentive \$2,000 = \$3,000 TOTAL Disincentive]</p>
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**NATIONAL BENEFITS CENTER RECORDS OPERATIONS CONTRACT  
ATTACHMENT 3.2 PERFORMANCE REQUIREMENTS SUMMARY (PRS)**

D.2.14 Treasury Enforcement Communication System (TECS)				
Performance Requirement (PR)	Performance Standard	Surveillance Method	Performance Management	Disincentives
Accuracy 99%  Timeliness 99%	<p>The contractor will search all applicable files (electronic and physical) for all applicants, beneficiaries, and petitioners.</p> <p>Record all names and date of birth variations for all Stand Alone multiple and single name ancillaries within 10 business days of receipt in Center and IAW the Center Policies and the NaBISCOPE.</p> <p>Record all names and DOBs for all expedited applications/petitions within 5 business days of receipt in Center and IAW the Center Policies. (I600/I600A, I800/I800A).</p> <p>Enter names and date of birth variations for all outgoing interview and non-interview cases (determined by pre-decisional checklist/matrix).</p> <p>All interview form types shall be completed 21 calendar days prior to the interview date.</p> <p>All non-interview form types received at the NBC shall be completed within 10 business days of receipt in Center and IAW the Center Policies or as directed by COR.</p> <p>Deliver files with "HITS" to the Background Check unit.</p>	<ul style="list-style-type: none"> <li>• Random Sampling</li> <li>• Customer Feedback Form</li> </ul>	<p>CMAs will verify all appropriate names and DOBs were harvested from an electronic/ physical file accurately and in the specified amount of time.</p> <p>CMAs will verify all appropriate names and DOBs were data entered into USCIS approved databases and confirm the results as well within the specified amount of time.</p>	<p>In accordance with FAR 52.214-4 Alternate 1 (A)(4), the contractor is required to correct all work that is less than the PR.</p> <p>All rework will be at the expense of the contractor.</p> <p>The disincentive is based upon the percentage achieved less the PR: Disincentives will be applied to both timeliness and accuracy at a fixed dollar amount of <b>\$1,000 for each percentage point less the PR</b>. Partial percentages will follow the round half up rule so .50 and above will be rounded up to the next whole number and below .50 will be rounded down. Overall disincentive for this PR is <b>NTE \$5,000 or 5%</b> of total monthly CLIN value whichever is higher. Instances of unacceptable performance will be noted in Contractor Performance Evaluations (CPARS).</p> <p>Example: Accuracy: Requirement 99% Achieved: 97%    <math>99-97 = 2 \times \\$1,000 = \\$2,000</math></p> <p>Timeliness: Requirement 99% - 99% = 0%</p> <p>[Accuracy Disincentive \$2,000 + Timeliness Disincentive \$0 = \$2,000 TOTAL Disincentive]</p> <p>This is an example for Requirements that have partial percentages:</p> <p>Accuracy: Requirement 99% Achieved: 96.8%    <math>99-97 = 2 \times \\$1,000 = \\$2,000</math></p>

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D.2.14 Treasury Enforcement Communication System (TECS)				
Performance Requirement (PR)	Performance Standard	Surveillance Method	Performance Management	Disincentives
				<p>Timeliness: Requirement 99%</p> <p>Achieved: 96.4% 99-96 = 3 x \$1,000= \$3,000</p> <p>[Accuracy Disincentive \$2,000 + Timeliness Disincentive \$3,000 = \$5,000 TOTAL Disincentive]</p>

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D.2.14 Treasury Enforcement Communication System (TECS)				
Performance Requirement (PR)	Performance Standard	Surveillance Method	Performance Management	Disincentives
	<p>The following ELIS queues will be worked for Manual Name Harvest/TECS electronically as well as the physical file when present:</p> <ul style="list-style-type: none"> <li>• 319b Manual Name Harvesting shall be worked within 10 business days of receipt of file in the Center and IAW Center policies.</li> <li>• Abandonment Manual Name Harvesting shall be worked within 10 business days from receipt in the queue.</li> <li>• Manual Name Harvesting shall be worked 21 calendar days prior to the interview for interview cases and non-interview cases shall be worked 10 business days from receipt in queue.</li> <li>• Pre-Backend TECS Review shall be worked 21 calendar days prior to the interview for interview cases and 2 business days from receipt in queue for non-interview cases.</li> <li>• Pre-Backend TECS Review 319b shall be worked within 2 business days of receipt in queue.</li> </ul>			

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D.2.15 Security Checks				
Performance Requirement (PR)	Performance Standard	Surveillance Method	Performance Management	Disincentives
<p>Accuracy 98%</p> <p>Timeliness 98%</p>	<p>Contractor shall gather and match all available biometric data such as fingerprint results/FBI name check results with cases electronically and physically in files with matching name and A-file number.</p> <p>Contractor shall query applicable systems for biometric data and update results in associated system.</p> <p>Contractor shall match results with associated file with matching name and A-file number. Results shall be placed in the A, T, or Receipt file with an open (pending) application. Completed cases/ family packs to next step in the process.</p> <p>Contractor shall process security checks results within 5 business days of results. Contractor shall process Security Checks through law enforcement systems in accordance with DHS and USCIS policies and NaBISCOP.</p> <p>Contractor shall notify CPAU POC of any Fingerprint or Name Check responses with errors/invalid responses that require correction. Invalid security checks include but are not limited to response of ERROR, NO DATA (when over 14 years of age), results for a different person, 1X Unclassifiable, (R)Masthead.</p>	<ul style="list-style-type: none"> <li>• Random Sampling</li> <li>• Customer Feedback Form</li> </ul>	<p>CMA reviews the files to verify security check documents are processed IAW DHS, USCIS, and Center policies and all electronic systems are updated and within the specified timeframe.</p>	<p>In accordance with FAR 52.214-4 Alternate 1 (A)(4), the contractor is required to correct all work that is less than the PR.</p> <p>All rework will be at the expense of the contractor.</p> <p>In accordance with FAR 52.214-4 Alternate 1 (A)(4), the contractor is required to correct all work that is less than the PR. All rework will be at the expense of the contractor.</p> <p>The disincentive is based upon the percentage achieved less the PR: Disincentives will be applied to both timeliness and accuracy at a fixed dollar amount of <b>\$1,000 for each percentage point less the PR</b>. Partial percentages will follow the round half up rule so .50 and above will be rounded up to the next whole number and below.50 will be rounded down. Overall disincentive for this PR is <b>NTE \$5,000 or 5%</b> of total monthly CLIN value whichever is higher.</p> <p>Instances of unacceptable performance will be noted in Contractor Performance Evaluations (CPARS).</p> <p>Example: Accuracy: Requirement 98%</p> <p>Achieved: 96%    <math>98-96 = 2 \times \\$1,000 = \\$2,000</math></p>

**NATIONAL BENEFITS CENTER RECORDS OPERATIONS CONTRACT  
ATTACHMENT 3.2 PERFORMANCE REQUIREMENTS SUMMARY (PRS)**

				<p>Timeliness: Requirement 98% - 98% = 0%</p> <p>[Accuracy Disincentive \$2,000 + Timeliness Disincentive \$0 = \$2,000 TOTAL Disincentive]</p> <p>This is an example for Requirements that have partial percentages:</p> <p>Accuracy: Requirement 98% Achieved: 96.8% 98-97 = 1 x \$1,000 = \$1,000</p> <p>Timeliness: Requirement 98% Achieved: 96.4% 98-96 = 2 x \$1,000= \$2,000</p> <p>[Accuracy Disincentive \$1,000 + Timeliness Disincentive \$2,000 = \$3,000 TOTAL Disincentive]</p>
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**NATIONAL BENEFITS CENTER RECORDS OPERATIONS CONTRACT**  
**ATTACHMENT 3.2 PERFORMANCE REQUIREMENTS SUMMARY (PRS)**

D.3.1 File Merge				
Performance Requirement (PR)	Performance Standard	Surveillance Method	Performance Management	Disincentives
<p>Accuracy 98%</p> <p>Timeliness 98%</p>	<p>Contents of two or more files with different or same numbers, relating to the same individual shall be merged into one file physically and electronically including updates to USCIS system IAW the RPM.</p> <p>The contractor shall update physical files and appropriate electronic systems in accordance with the RPM to ensure files under the contractor's control are accurate, current, and complete.</p> <p>All file matching and merging shall be completed 10 business days after receipt of related file IAW RPM and Center Policies.</p> <p>Requested merging of files shall be completed within 3 business days of the request initiation.</p> <p>The contractor shall merge physical and electronic files prior to transferring to the receiving office due to a file request/pick ticket request.</p>	<ul style="list-style-type: none"> <li>• Random Sampling</li> <li>• Customer Feedback Form</li> </ul>	<p>CMA reviews the files after merging to make sure they are merged properly, and all electronic systems are updated and within the specified timeframe.</p>	<p>In accordance with FAR 52.214-4 Alternate 1 (A)(4), the contractor is required to correct all work that is less than the PR.</p> <p>All rework will be at the expense of the contractor.</p> <p>The disincentive is based upon the percentage achieved less the PR: Disincentives will be applied to both timeliness and accuracy at a fixed dollar amount of <b>\$1,000 for each percentage point less the PR</b>. Partial percentages will follow the round half up rule so .50 and above will be rounded up to the next whole number and below .50 will be rounded down. Overall disincentive for this PR is <b>NTE \$5,000 or 5%</b> of total monthly CLIN value whichever is higher.</p> <p>Instances of unacceptable performance will be noted in Contractor Performance Evaluations (CPARS).</p> <p>Example: Accuracy: Requirement 98%</p> <p>Achieved: 96%    <math>98-96 = 2 \times \\$1,000 = \\$2,000</math></p> <p>Timeliness: Requirement 98% - 98% = 0%</p> <p>[Accuracy Disincentive \$2,000 + Timeliness Disincentive \$0 = \$2,000 TOTAL Disincentive]</p>

**NATIONAL BENEFITS CENTER RECORDS OPERATIONS CONTRACT  
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				<p>This is an example for Requirements that have partial percentages:</p> <p>Accuracy: Requirement 98% Achieved: 96.8%    98-97 = 1 x \$1,000 = \$1,000</p> <p>Timeliness: Requirement 98% Achieved: 96.4% 98-96 = 2 x \$1,000= \$2,000</p> <p>[Accuracy Disincentive \$1,000 + Timeliness Disincentive \$2,000 = \$3,000 TOTAL Disincentive]</p>
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**NATIONAL BENEFITS CENTER RECORDS OPERATIONS CONTRACT  
ATTACHMENT 3.2 PERFORMANCE REQUIREMENTS SUMMARY (PRS)**

D.3.2 A-File Creation				
Performance Requirement (PR)	Performance Standard	Surveillance Method	Performance Management	Disincentives
<p>Accuracy 99%</p> <p>Timeliness 99%</p>	<p>Physical and electronic A-file creations shall be processed IAW the RPM to include but not limited to system update and verification process:</p> <ul style="list-style-type: none"> <li>• Verify the applicant does not already have an A-number</li> <li>• Verify the documents trigger a file create in accordance with the RPM</li> <li>• Create a bar code label with the A-number and affix on an empty jacket</li> <li>• Verify that each assigned pre-printed A-file jacket number matches the electronic or automated identifier (when applicable, the NBC mostly maintains electronic A- numbers)</li> <li>• Track used A-numbers in appropriate logs or spreadsheets</li> <li>• Create physical or electronic A-file using at least the eight mandatory elements, A-Number, FCO, Date File Opened (DFO), Last Name, First Name, Date of Birth (DOB), Country of Birth (COB), Class of Admission (COA).</li> <li>• Additional data elements shall be updated when available: Middle name, Aliases, Point of entry, Sex, Country of chargeability, Date of entry, fathers name, mothers name.</li> </ul> <p>Empty Jacket logs shall be maintained to track all physical A-files that are created.</p> <p>Physical pre-printed unused empty jackets shall be stored appropriately or as specified by on-site COR. Electronic unused empty jacket numbers shall be tracked appropriately or as specified by on-site COR.</p> <p>Physical and electronic A-file create process shall be completed within 10 business days of physical or electronic application, petition, or records being received at the NBC.</p>	<ul style="list-style-type: none"> <li>• Random Sampling</li> <li>• Customer Feedback Form</li> </ul>	<p>The CMA reviews all logs/queues for accuracy. CMA reviews the appropriate systems for data entry accuracy and within the specified timeframe.</p>	<p>In accordance with FAR 52.214-4 Alternate 1 (A)(4), the contractor is required to correct all work that is less than the PR.</p> <p>All rework will be at the expense of the contractor.</p> <p>Instances of unacceptable performance will be noted in Contractor Performance Evaluations (CPARS).</p>

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D.3.3 File Maintenance				
Performance Requirement (PR)	Performance Standard	Surveillance Method	Performance Management	Disincentives
<p>Accuracy 98%</p> <p>Timeliness 98%</p>	<p>Maintenance and rehabilitation of files in disrepair shall be performed.</p> <p>Contractor shall generate and affix electronic identification such as bar codes or other automated identifiers to applications, petitions, A-file, receipt file, T-file, W-file, and S-file jackets as appropriate.</p> <p>The contractor shall perform identification and correction of discrepant files such as incomplete, damaged, oversized file(s), and duplicate file(s).</p> <p>Files requiring break-down due to being oversized shall have a comment placed in appropriate USCIS system stating how many parts were created.</p> <p>File Preservation and maintenance shall be performed including to but not limited to the following (IAW the RPM):</p> <ul style="list-style-type: none"> <li>• Replacement of file jacket</li> <li>• ACCO fasteners</li> <li>• Files more than 3.5 inches</li> <li>• File with excessive rips or tears</li> <li>• Excessive staples</li> <li>• Contents not securely fastened</li> <li>• Labels incomplete</li> <li>• Unreadable bar code</li> </ul> <p>The contractor shall destroy documents or records and dispose in accordance with the Records Retention Schedule IAW the RPM. Files shall be identified for maintenance at any step of processing available to the contractor.</p> <p>Files requiring maintenance shall be placed in file maintenance process immediately upon discovery.</p>	<ul style="list-style-type: none"> <li>• Random Sampling</li> <li>• Customer Feedback Form</li> </ul>	<p>The CMA monitors the accuracy of the file maintenance per the RPM.</p>	<p>In accordance with FAR 52.214-4 Alternate 1 (A)(4), the contractor is required to correct all work that is less than the PR.</p> <p>All rework will be at the expense of the contractor.</p> <p>Instances of unacceptable performance will be noted in Contractor Performance Evaluations (CPARS).</p>

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	<p>The contractor shall be required to recreate documents in the file(s) by using other electronic USCIS systems in the event a file has been destroyed or permanently lost; this includes the recreation of T-Files, W-Files, and/or S-Files in accordance with the RPM, as requested by the COR.</p>			
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D.3.4 Change of Address (COA)				
Performance Requirement (PR)	Performance Standard	Surveillance Method	Performance Management	Disincentives
<p>Accuracy 98%</p> <p>Timeliness 98%</p>	<p>Change of address requests shall be performed including but not limited to: correspondence, returned undeliverable mail, Congressional Inquiries, and notices received through USCIS systems.</p> <p>The contractor shall check appropriate USCIS systems and update address for all open (pending), approved or denied applications. If an updated address is found, the contractor shall re-mail the undeliverable mail to the most current address. If a more recent address cannot be located for an undeliverable it shall be treated as interfiling and all applicable USCIS systems shall be updated accordingly.</p> <p>The contractor shall check appropriate USCIS systems and change/update address for all cases IAW the Center Policies.</p> <p>Correspondence not re-mailed shall be stamped "Action Complete" including action taken date and clerk RP code.</p> <p>All undeliverable documents shall be verified using USCIS systems:</p> <ul style="list-style-type: none"> <li>• If an updated address is found, the contractor shall re-mail the undeliverable mail to the most current address;</li> <li>• If a better address cannot be located for an undeliverable, it shall be treated as interfiling and all applicable USCIS systems will be updated.</li> </ul> <p>VAWA address changes shall not be processed by the contractor and shall be referred to CPAU for resolution.</p> <p>Change of address shall be processed and updated in the appropriate USCIS systems within 3 business days of receipt in Center or ingestion into USCIS systems.</p>	<ul style="list-style-type: none"> <li>• Random Sampling</li> <li>• Customer Feedback Form</li> </ul>	<p>The CMA reviews the appropriate systems to make sure the updates are completed within the specified timeframe and that all updates are accurate.</p> <p>The CMA also reviews the appropriate systems to verify undeliverable documents were processed within the specified timeframe and processed accurately.</p>	<p>In accordance with FAR 52.214-4 Alternate 1 (A)(4), the contractor is required to correct all work that is less than the PR.</p> <p>All rework will be at the expense of the contractor.</p> <p>Instances of unacceptable performance will be noted in Contractor Performance Evaluations (CPARS).</p>

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D.3.5 Case Updates				
Performance Requirement (PR)	Performance Standard	Surveillance Method	Performance Management	Disincentives
<p>Accuracy 98%</p> <p>Timeliness 98%</p>	<p>The contractor shall perform inquiries and searches in designated USCIS systems upon request by the COR.</p> <p>The contractor shall schedule ASC appointment for fingerprints upon receipt of biometrics photo. The contractor shall schedule biometric appointments as required.</p> <p>Contractor shall schedule ASC biometric/fingerprint appointments no sooner than 45 business days after the expiration of the last appointment.</p> <p>The file shall be routed to adjudications for review after two failed ASC appointments and 45 business days has passed after the last active appointment with no valid results within 2 business days post 45 business day appointment expiration.</p> <p>The Contractor shall not send files with ASC Fingerprint Waivers to adjudications; an ASC Fingerprint Waiver is treated as an acceptable Fingerprint response.</p> <p>All non-ELIS file types requiring an interview at a Field Office shall be placed in the interview ready queue in CLAIMS3 2 business days after receiving valid Fingerprint/Name Check responses.</p>	<ul style="list-style-type: none"> <li>• Random Sampling</li> <li>• Customer Feedback Form</li> </ul>	<p>The CMA reviews the appropriate systems to make sure the updates are completed within the specified timeframe and all updates are accurate.</p>	<p>In accordance with FAR 52.214-4 Alternate 1 (A)(4), the contractor is required to correct all work that is less than the PR.</p> <p>All rework will be at the expense of the contractor.</p> <p>Instances of unacceptable performance will be noted in Contractor Performance Evaluations (CPARS).</p>

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D.4.1 File Movement				
Performance Requirement (PR)	Performance Standard	Surveillance Method	Performance Management	Disincentives
<p>Accuracy 98%</p> <p>Timeliness 98%</p>	<p>File shall be stored in designated RPC locations.</p> <p>Contractor shall track files moved in USCIS file tracking systems IAW RPM File physical RPC location shall match electronic RPC locations in USCIS files tracking systems.</p> <p>File movement shall be updated electronically within 2 hours IAW NBC policies.</p>	<ul style="list-style-type: none"> <li>• Random Sampling</li> <li>• Customer Feedback Form</li> </ul>	<p>The CMA will review RAILS to verify the electronic RPC and the physical RPC match. The CMA will verify the file was moved/updated within the specified timeframe.</p>	<p>In accordance with FAR 52.214-4 Alternate 1 (A)(4), the contractor is required to correct all work that is less than the PR.</p> <p>All rework will be at the expense of the contractor.</p> <p>The disincentive is based upon the percentage achieved less the PR: Disincentives will be applied to both timeliness and accuracy at a fixed dollar amount of <b>\$1,000 for each percentage point less the PR</b>. Partial percentages will follow the round half up rule so .50 and above will be rounded up to the next whole number and below .50 will be rounded down. Overall disincentive for this PR is <b>NTE \$5,000 or 5%</b> of total monthly CLIN value whichever is higher. Instances of unacceptable performance will be noted in Contractor Performance Evaluations (CPARS).</p> <p>Example: Accuracy: Requirement 98% Achieved: 96%    <math>98-96 = 2 \times \\$1,000 = \\$2,000</math></p> <p>Timeliness: Requirement 98% - 98% = 0% [Accuracy Disincentive \$2,000 + Timeliness Disincentive \$0 = \$2,000 TOTAL Disincentive]</p> <p>This is an example for Requirements that have partial percentages:</p> <p>Accuracy: Requirement 98% Achieved: 96.8%    <math>98-97 = 1 \times \\$1,000 = \\$1,000</math></p>

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				<p>Timeliness: Requirement 98% Achieved: 96.4% <math>98 - 96 = 2 \times \\$1,000 = \\$2,000</math></p> <p>[Accuracy Disincentive \$1,000 + Timeliness Disincentive \$2,000 = \$3,000 TOTAL Disincentive]</p>
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D.4.2 Internal File Request				
Performance Requirement (PR)	Performance Standard	Surveillance Method	Performance Management	Disincentives
<p>Accuracy 98%</p> <p>Timeliness 98%</p>	<p>The contractor shall pull files for internal requests received via e-mail, pull-tickets, work orders, and pick-lists.</p> <p>All requested files from locations that require pre-processing shall be completed before delivery.</p> <p>The contractor shall update file status in the appropriate USCIS systems.</p> <p>The contractor shall identify all relating files for merging using the appropriate USCIS automated systems before transferring/sending the file(s) to the requesting internal stakeholder.</p> <p>All internal NBC file requests shall be pulled and delivered to the requestor within 1 business day of request.</p> <p>All internal NBC file requests between NBC sites shall be pulled and delivered to the requestor within 3 business days of request.</p> <p>Priority request shall be pulled and delivered within 1 hour of request and 1 business day if priority request is between facilities.</p> <p>All internal work orders shall be pulled and delivered within 1 business day of request.</p> <p>All internal work order requests between NBC sites shall be pulled and delivered within 2 business days of request.</p>	<ul style="list-style-type: none"> <li>• Random Sampling</li> <li>• Customer Feedback Form</li> </ul>	<p>The CMA reviews file requests to ensure that files were delivered within the specified timeframe, if applicable, and received to the correct RPC.</p> <p>The CMA will verify that the Pulling Rules were followed during the fulfillment of the request.</p>	<p>In accordance with FAR 52.214-4 Alternate 1 (A)(4), the contractor is required to correct all work that is less than the PR.</p> <p>All rework will be at the expense of the contractor.</p> <p>The disincentive is based upon the percentage achieved less the PR: Disincentives will be applied to both timeliness and accuracy at a fixed dollar amount of <b>\$1,000 for each percentage point less the PR</b>. Partial percentages will follow the round half up rule so .50 and above will be rounded up to the next whole number and below.50 will be rounded down. Overall disincentive for this PR is <b>NTE \$5,000 or 5%</b> of total monthly CLIN value whichever is higher. Instances of unacceptable performance will be noted in Contractor Performance Evaluations (CPARS).</p> <p>Example: Accuracy: Requirement 98%</p> <p>Achieved: 96%    <math>98-96 = 2 \times \\$1,000 = \\$2,000</math></p> <p>Timeliness: Requirement 98% - 98% = 0%</p> <p>[Accuracy Disincentive \$2,000 + Timeliness Disincentive \$0 = \$2,000 TOTAL Disincentive]</p> <p>This is an example for Requirements that have partial percentages:</p>



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				<p>Accuracy: Requirement 98% Achieved: 96.8% 98-97 = 1 x \$1,000 = \$1,000</p> <p>Timeliness: Requirement 98% Achieved: 96.4% 98-96 = 2 x \$1,000= \$2,000</p> <p>[Accuracy Disincentive \$1,000 + Timeliness Disincentive \$2,000 = \$3,000 TOTAL Disincentive]</p>
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**NATIONAL BENEFITS CENTER RECORDS OPERATIONS CONTRACT  
ATTACHMENT 3.2 PERFORMANCE REQUIREMENTS SUMMARY (PRS)**

D.4.3 External File Request				
Performance Requirement (PR)	Performance Standard	Surveillance Method	Performance Management	Disincentives
<p>Accuracy 98%</p> <p>Timeliness 98%</p>	<p>The contractor shall process external requests received but not limited to via e-mail, pull-tickets, and pick lists.</p> <p>All requested files from file room locations that require pre-processing shall be completed before delivery.</p> <p>The contractor shall update file status in the appropriate USCIS systems.</p> <p>The contractor shall identify all related files using the appropriate USCIS automated systems before transferring (Send External) the files to the requesting office.</p> <p>External requests shall be processed within 3 business days of request.</p> <p>External expedite requests shall be processed within 1 business day of request IAW with RPM.</p>	<ul style="list-style-type: none"> <li>• Random Sampling</li> <li>• Customer Feedback Form</li> </ul>	<p>The CMA reviews external file requests to make sure they were transferred to the correct FCO in the specified amount of time and/or updated correctly in the appropriate electronic system.</p> <p>The CMA will verify that the Pulling Rules were followed during the fulfillment of the request.</p>	<p>In accordance with FAR 52.214-4 Alternate 1 (A)(4), the contractor is required to correct all work that is less than the PR.</p> <p>All rework will be at the expense of the contractor.</p> <p>The disincentive is based upon the percentage achieved less the PR: Disincentives will be applied to both timeliness and accuracy at a fixed dollar amount of <b>\$1,000 for each percentage point less the PR</b>. Partial percentages will follow the round half up rule so .50 and above will be rounded up to the next whole number and below .50 will be rounded down. Overall disincentive for this PR is <b>NTE \$5,000 or 5%</b> of total monthly CLIN value whichever is higher.</p> <p>Instances of unacceptable performance will be noted in Contractor Performance Evaluations (CPARS).</p> <p>Example: Accuracy: Requirement 98% Achieved: 96%    <math>98 - 96 = 2 \times \\$1,000 = \\$2,000</math></p> <p>Timeliness: Requirement 98% - 98% = 0%</p> <p>[Accuracy Disincentive \$2,000 + Timeliness Disincentive \$0 = \$2,000 TOTAL Disincentive]</p> <p>This is an example for Requirements that have partial percentages:</p> <p>Accuracy: Requirement 98%</p>

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				<p>Achieved: 96.8% 98-97 = 1 x \$1,000 = \$1,000</p> <p>Timeliness: Requirement 98% Achieved: 96.4% 98-96 = 2 x \$1,000= \$2,000</p> <p>[Accuracy Disincentive \$1,000 + Timeliness Disincentive \$2,000 = \$3,000 TOTAL Disincentive]</p>
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**NATIONAL BENEFITS CENTER RECORDS OPERATIONS CONTRACT  
ATTACHMENT 3.2 PERFORMANCE REQUIREMENTS SUMMARY (PRS)**

D.4.4 File Room Maintenance				
Performance Requirement (PR)	Performance Standard	Surveillance Method	Performance Management	Disincentives
<p>Accuracy 98%</p> <p>Timeliness 98%</p>	<p>All files located at the NBC shall be audited by the contractor at a minimum of once per quarter:</p> <ul style="list-style-type: none"> <li>Contractor shall perform a complete file room audit once per quarter.</li> <li>Complete floor audit shall be performed once per month.</li> </ul> <p>File audits shall occur more often as prescribed by the On-Site COR.</p> <p>The contractor shall maintain audit logs to include:</p> <ul style="list-style-type: none"> <li>Audit schedules- list of all RPC ranges and date to be audited in upcoming quarter.</li> <li>Initial Unaudited report- Initial report listing physical and electronic location discrepancies, audit date, Section/RPC code and files processed.</li> <li>Reconciled Unaudited report- corrected report listing physical and electronic location discrepancies outstanding, audit date, Section/RPC code and files processed.</li> <li>Completed Audit report- List of RPC ranges last Audit date by Quarter.</li> </ul> <p>Audits and file searches shall be completed including but not limited to the following for audits:</p> <ul style="list-style-type: none"> <li>Search files are in the appropriate sections from the staging area,</li> <li>Contact appropriate agency or personnel to obtain files,</li> <li>Reconcile unaudited reports,</li> <li>Update USCIS systems appropriately.</li> </ul> <p>Including the following for file searches:</p> <ul style="list-style-type: none"> <li>Search electronic databases, access tracking systems to determine the location of the file,</li> <li>Physically search for misplaced file,</li> <li>Submit manual search requests, maintain logs and update systems.</li> <li>All Audit reports are worked to completion.</li> </ul>	<ul style="list-style-type: none"> <li>Random Sampling</li> <li>Customer Feedback Form</li> </ul>	<p>CMA review audit logs to verify audits were conducted and future audits are scheduled. Audit reports are reviewed to make certain all errors were corrected.</p>	<p>In accordance with FAR 52.214-4 Alternate 1 (A)(4), the contractor is required to correct all work that is less than the PR.</p> <p>All rework will be at the expense of the contractor.</p> <p>The disincentive is based upon the percentage achieved less the PR: Disincentives will be applied to both timeliness and accuracy at a fixed dollar amount of <b>\$1,000 for each percentage point less the PR</b>. Partial percentages will follow the round half up rule so .50 and above will be rounded up to the next whole number and below .50 will be rounded down. Overall disincentive for this PR is <b>NTE \$5,000 or 5%</b> of total monthly CLIN value whichever is higher. Instances of unacceptable performance will be noted in Contractor Performance Evaluations (CPARS).</p> <p>Example: Accuracy: Requirement 98%</p> <p>Achieved: 96%    <math>98-96 = 2 \times \\$1,000 = \\$2,000</math></p> <p>Timeliness: Requirement 98% - 98% = 0%</p> <p>[Accuracy Disincentive \$2,000 + Timeliness Disincentive \$0 = \$2,000 TOTAL Disincentive]</p>

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	<p>Unaudited reports shall be reconciled within 10 business days after the unaudited report is generated.</p> <p>Future audit schedule for upcoming quarter shall be posted before end of current quarter.</p>			<p>This is an example for Requirements that have partial percentages:</p> <p>Accuracy: Requirement 98% Achieved: 96.8%    98-97 = 1 x \$1,000 = \$1,000</p> <p>Timeliness: Requirement 98% Achieved: 96.4% 98-96 = 2 x \$1,000= \$2,000</p> <p>[Accuracy Disincentive \$1,000 + Timeliness Disincentive \$2,000 = \$3,000 TOTAL Disincentive]</p>
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ATTACHMENT 3.2 PERFORMANCE REQUIREMENTS SUMMARY (PRS)**

D.4.5 Courier Service (Internal)				
Performance Requirement (PR)	Performance Standard	Surveillance Method	Performance Management	Disincentives
<p>Accuracy - 98%</p> <p>Timeliness - 98%</p>	<p>The contractor shall pickup correspondence/files from designated locations and deliver to designated destination(s) within NBC.</p> <p>24 business hours of availability at designated pick-up points.</p>	<ul style="list-style-type: none"> <li>• Random Sampling</li> <li>• Customer Feedback Form</li> <li>• Observation</li> </ul>	<p>CMA reviews that the correspondence/file was accurately delivered to the designated destination within the specified timeframe.</p>	<p>In accordance with FAR 52.214-4 Alternate 1 (A)(4), the contractor is required to correct all work that is less than the PR. All rework will be at the expense of the contractor.</p> <p>The disincentive is based upon the percentage achieved less the PR: Disincentives will be applied to both timeliness and accuracy at a fixed dollar amount of <b>\$1,000 for each percentage point less the PR</b>. Partial percentages will follow the round half up rule so .50 and above will be rounded up to the next whole number and below.50 will be rounded down. Overall disincentive for this PR is <b>NTE \$5,000 or 5%</b> of total monthly CLIN value whichever is higher. Instances of unacceptable performance will be noted in Contractor Performance Evaluations (CPARS).</p> <p>Example: Accuracy: Requirement 98% Achieved: 96%    <math>98-96 = 2 \times \\$1,000 = \\$2,000</math></p> <p>Timeliness: Requirement 98% - 98% = 0% [Accuracy Disincentive \$2,000 + Timeliness Disincentive \$0 = \$2,000 TOTAL Disincentive]</p> <p>This is an example for Requirements that have partial percentages:</p> <p>Accuracy: Requirement 98% Achieved: 96.8%    <math>98-97 = 1 \times \\$1,000 = \\$1,000</math></p>

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				<p>Timeliness: Requirement 98% Achieved: 96.4% 98-96 = 2 x \$1,000= \$2,000</p> <p>[Accuracy Disincentive \$1,000 + Timeliness Disincentive \$2,000 = \$3,000 TOTAL Disincentive]</p>
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ATTACHMENT 3.2 PERFORMANCE REQUIREMENTS SUMMARY (PRS)**

D.5.1 Freedom of Information Act (FOIA) Scanning				
Performance Requirement (PR)	Performance Standard	Surveillance Method	Performance Management	Disincentives
<p>Accuracy 98%</p> <p>Timeliness 98%</p>	<p>Contractor shall retrieve the FOIA request and match the request to the appropriate file.</p> <p>The file shall be prepared for scanning by removing all fasteners (i.e. staples/clips), removing all documents, and affixing smaller documents to standard size paper.</p> <p>Contractor shall check documents for classified information; if classified information is found the file shall be reported to Records Branch/FOIA. Scanning classified information into USCIS electronic systems shall not be permitted.</p> <p>Contractor shall scan all documents using the Government provided scanners and software. Documents shall be scanned completely and legibly; scan all documents in the correct order, from which they were removed from the file.</p> <p>Files shall be scanned according to priority level: Priority cases are files that have internal/external file requests or files that require return to the FCO by express correspondence. These are designated with a coversheet with special instructions or a pull ticket.</p> <p>File shall be reassembled with all documents returned to the original left or right side of the file jacket.</p> <p>File shall be placed back in the appropriate location after the process is completed.</p> <p>The contractor shall scan cases within 3 business days of request initiation.</p> <p>The contractor shall scan priority cases within 1 business day of request initiation.</p>	<ul style="list-style-type: none"> <li>• Random Sampling</li> <li>• Customer Feedback Form</li> </ul>	<p>CMA will review scanned images to ensure they are legibly and completely scanned. CMA will also verify the files are scanned in the specified timeframe.</p>	<p>In accordance with FAR 52.214-4 Alternate 1 (A)(4), the contractor is required to correct all work that is less than the PR.</p> <p>All rework will be at the expense of the contractor.</p> <p>Instances of unacceptable performance will be noted in Contractor Performance Evaluations (CPARS).</p>



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D.5.2 Electronic Immigration System (ELIS) Scanning				
Performance Requirement (PR)	Performance Standard	Surveillance Method	Performance Management	Disincentives
<p>Accuracy 98%</p> <p>Timeliness 98%</p>	<p>The contractor shall be responsible for preparing the submitted correspondence for ELIS scanning include but not limited to:</p> <ul style="list-style-type: none"> <li>• Breaking down the submitted correspondence into separate pages,</li> <li>• Scanning the pages into a PDF document,</li> <li>• Ensuring the document was scanned correctly,</li> <li>• Uploading the document into the ELIS application for the corresponding applicant;</li> <li>• Stamping correspondence "Action Complete"</li> <li>• Submitting correspondence for interfiling or cold storage as applicable.</li> </ul> <p>Basic interfiling/correspondence scanning shall be completed within 3 business days of receipt in Center and IAW the Center Policies,</p> <p>Priority interfiling/correspondence scanning shall be completed within 2 business days of receipt in Center and IAW the Center Policies.</p>	<ul style="list-style-type: none"> <li>• Random Sampling</li> <li>• Customer Feedback Form</li> </ul>	<p>CMA will review scanned images to ensure they are legibly and completely scanned.</p> <p>CMA will also verify the documents are scanned within the specified timeframe.</p>	<p>In accordance with FAR 52.214-4 Alternate 1 (A)(4), the contractor is required to correct all work that is less than the PR.</p> <p>All rework will be at the expense of the contractor.</p> <p>Instances of unacceptable performance will be noted in Contractor Performance Evaluations (CPARS).</p>

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D.5.3 Missing, Lost, and Duplicate Files				
Performance Requirement (PR)	Performance Standard	Surveillance Method	Performance Management	Disincentives
<p>Accuracy 98%</p> <p>Timeliness 98%</p>	<p>Contractor shall locate and identify missing/lost, and duplicative files. The contractor shall update file status in RAILS to missing upon discovery of missing file:</p> <ul style="list-style-type: none"> <li>• Upon discovery of a Missing file, perform Special Searches for Missing Records shall be performed;</li> <li>• Updating NBC/USCIS systems using the appropriate transaction shall be performed;</li> <li>• Completing a Missing Internal File Checklist and submitting to CPAU shall be performed.</li> <li>• Duplicate files shall have all possible pertaining files ordered to the NBC and delivered to Records POC for review.</li> <li>• All files shall be maintained in accordance with the RPM.</li> </ul> <p>Missing Internal File Checklist shall be initiated within 24 hours of non-location.</p> <p>Missing Internal File Checklist shall be completed within 5 business days of discovered missing.</p>	<ul style="list-style-type: none"> <li>• Random Sampling</li> <li>• Customer Feedback Form</li> </ul>	<p>The CMA verifies that the file status is updated in RAILS and the Missing Internal File checklist is initiated/completed within the specified timeframes.</p> <p>The CMA verifies that the process to reconcile duplicate files was completed accurately.</p>	<p>In accordance with FAR 52.214-4 Alternate 1 (A)(4), the contractor is required to correct all work that is less than the PR.</p> <p>All rework will be at the expense of the contractor.</p> <p>Instances of unacceptable performance will be noted in Contractor Performance Evaluations (CPARS).</p>

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D.5.4 Scan on Demand				
Performance Requirement (PR)	Performance Standard	Surveillance Method	Performance Management	Disincentives
<p>Accuracy 98%</p> <p>Timeliness 98%</p>	<p>The file shall be prepared for scanning by removing all fasteners (i.e. staples/clips), removing all documents, and affixing smaller documents to standard size paper. Contractor shall scan all documents using the Government provided scanners and software.</p> <p>Documents shall be scanned completely and legibly; scan all documents in the correct order, from which they were removed from the file within 12 business hours.</p> <p>Files shall be scanned according to priority level: Priority cases are files that have internal/external file requests or files that require return to the FCO by express correspondence. These are designated with a coversheet with special instructions or a pull ticket.</p> <p>File shall be reassembled with all documents returned to the original left or right side of the file jacket.</p> <p>File shall be placed back in the appropriate location after the process is completed.</p>	<ul style="list-style-type: none"> <li>• Random Sampling</li> <li>• Customer Feedback Form</li> </ul>	<p>CMA will review scanned images to ensure they are legibly and completely scanned.</p> <p>CMA will also verify the documents are scanned within the specified timeframe.</p>	<p>In accordance with FAR 52.214-4 Alternate 1 (A)(4), the contractor is required to correct all work that is less than the PR.</p> <p>All rework will be at the expense of the contractor.</p> <p>Instances of unacceptable performance will be noted in Contractor Performance Evaluations (CPARS).</p>

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<b>ELIS Queue</b>	<b>I-130 Adoptions</b>	<b>N-400</b>	<b>I-131</b>	<b>I-485</b>	<b>I-765</b>	<b>N-336</b>	<b>N-600</b>	<b>N-600K</b>	<b>Timeliness</b>	<b>Contractor</b>	<b>Federal</b>
319b Manual Name Harvesting		X					X		10 days from receipt of file	X	
A-File Transfer Request Exception	X	X		X		X	X	X	2 days from receipt in queue	X	
Abandonment Manual Name Harvesting	X	X	X		X				10 days from date in queue	X	
Address Resolution	X	X	X	X	X	X	X	X	3 days from receipt in queue	X	
Appointment Request Failed		X	X	X	X		X		2 days from receipt in queue	X	
ASC No Show		X	X	X	X				2 days from receipt in queue	X	
Case Reconciliation						X			3 days from receipt in queue	X	
Contractor's Manual Review							X	X	DIG cases 10 days from receipt in queue; A-files at NBC complete within 10 days of A-file arriving at the NBC; Non DIG/No A-file at NBC - Move cases onward after 60 days in queue	X	
Field Office Jurisdiction Assignment							X	X	N/A		X
Manual AOS Review - Contractor				X					5 days from the case falling into queue	X	
Input DOD Military Check Results		X							2 days from receipt in queue		X
Manual A-Number Validation/Issuance	X	X		X	X		X	X	2 days from receipt in queue	X	

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Manual Name Harvesting	X	X	X	X	X	X	X	X	21 days from date of interview (interview cases); 10 days from receipt in queue (non-interview cases); for N-600/600K since there is no interview scheduled timelines will be managed based upon case availability in queue, picklists will be generated from this queue, and MNH will be completed within 21 days of receipt in queue	X	
NBC Expedited Monitoring	X						X		2 days from receipt in queue	X	
Pre-Backend TECS Review	X	X	X	X	X		X	X	21 days from date of interview (interview cases); 2 days from receipt in queue (non-interview cases)	X	
Pre-Backend TECS Review 319b		X							2 days from receipt in queue	X	
Request DOD Military Check		X		X		X			2 days from receipt in queue		X
Interview Appointment Request Failed				X					N/A		X
Interview Waived Manual Name Harvesting				X					Non-interview cases) Timeliness should be 2 days from receipt in queue	X	
Pending Interview Scheduling				X					N/A		X
Pre-process Decision Manual Name Harvesting	X			X					(Non-interview cases) These are cases that are going to be denied at the NBC which takes them out from interview scheduling. Timeliness should be 2 days from receipt in queue.	X	
Records Analyst's Manual A-Number Validation/Issuance		X		X	X		X	X	N/A		X

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Records Analyst's Manual Address Resolution		X	X	X	X		X	X	N/A		X
Record Analyst's Manual Review				X			X	X	N/A		X
Record's Case Resolution				X					N/A		X
Record's Analyst ASC No Show			X		X				N/A		X
Review Abandonment Backend TECS			X						N/A		X