

Term	Definition
	contain more than one record.
Request For Evidence	(RFE) A request that is sent to either an applicant or petitioner to submit evidence to overcome any deficiencies in the record of proceedings.
Records Retirement Center	(RRC) Managed by NARA.
Records Operation Handbook	(ROH) The USCIS Office of Records policy manual that provides service-wide guidance and procedures to be used in administering the USCIS Records Program.
Reengineered Naturalization Application Casework System	(RNACS) A USCIS centralized database system that supports the processing of naturalization and nationality cases. RNACS provides identification and background information on active cases and tracks case status.
Refugee	Any person who is outside his/her country of nationality and who is unable or unwilling to return to that country because of persecution or a well founded fear of persecution.
Refugee Asylum and Parole System	(RAPS) A USCIS automated system which provides asylum case tracking and reporting. RAPS is used by USCIS Asylum offices to record biographical and asylum-related data for any alien applying for asylum.
Region	Any one of the four areas of the U.S. among which the USCIS offices are divided for administrative purposes only—Northeast, Southeast, Central and Western Regions.
Regular Work Hours	See 'Normal Hours of Operation'
Rejected Application	An application or petition that is not accepted by the USCIS.
Remote File Maintenance Facility	(RFMF) A file storage facility located in Harrisonburg, VA that provides a temporary test site for new file procedures and operations.
Remoted Case	A case sent to another USCIS office for adjudication.
Resident Alien	Applies to non-U.S. citizens currently residing in the U.S.
Responsible Party Code	(RPC) The code location address for files in RAFACS and NFTS.
Responsible Party Filing System	(RPFS) A random storage and retrieval method that allows the storage of A-Files in available shelf space and that uses RAFACS to track shelf location.
Representative	A person who is entitled to represent another as provided in USCIS regulations (i.e. attorney).
Resubmitted Case	A case previously accepted which has been returned to the applicant/petitioner for additional information and is now resubmitted to USCIS for action.
Rework	Performance of services that were found to be defective as a result of contract surveillance or other validated sources.
Sample	One or more work requirements drawn from a population.
Sample Size	The number of work requirements selected for evaluation is the sample size.
Sampling Guide	A written procedure that states what will be checked, the

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	standard of performance, and how the checking will be done.
Sampling Plan	A plan that indicates the performance requirement, the number of units from each lot/batch that are to be inspected (sample size and the criteria for determining the acceptability or rejection), used to develop the sampling guide.
Sensitive data	Sensitive data includes privacy, proprietary, and personal data.
Service	A job which calls directly for a Contractor's time and effort and must be performed to the standard and within the performance requirement before the performance can be considered acceptable.
Service Center	(SC) Four offices established to handle the filing, data entry, and adjudication of certain applications for immigration services and benefits. The applications are mailed directly to USCIS Service Centers. Service Centers are not staffed to receive walk-in applications or questions.
Service Center Operations	(SCOPS) The USCIS organization that oversees management of the Service Centers.
Special Search	Conducted locally in an attempt to find missing files and/or documents.
Spike	A predictable rapid increase in the volume of form receipts at one or more centers. Spikes result from some stimulus (e.g., first date forms for a particular time-sensitive benefit can be accepted, period immediately preceding a fee increase, announced end of a filing period for a particular benefit, etc.), and they can be predicted at least 45 days before they occur. They are often limited to a specific filing type (e.g., Form I-129 for a new H-1B non-immigrant worker, etc.).
Standard	An acknowledged measure of comparison.
Start-up Backlog	Contractor backlog that the contractor inherits from the outgoing contractor that must be addressed in the Start-up.
Student Entry Visa Information System	(SEVIS) A web-based system for maintaining information on international students and exchange visitors in the United States. SEVIS is administered by the Student and Exchange Visitor Program, a division of ICE.
Sub offices	Offices found in some Districts that service a portion of the District's jurisdiction. A Sub office provides many services and enforcement functions. Their locations are determined, in part, to increase convenience to USCIS customers.
Surge	An increase in the daily volume of receipts of more than 20% above the average daily receipt volumes for the previous 20 business days.
Surveillance	Process of monitoring Contractor performance, either by direct evaluation, observation, or other information source.
System Inquiry	A query of various computer databases used by USCIS.

Term	Definition
System Update	The addition and/or change to information in the various computer systems.
Temporary File	(T-File) A file opened when the original A-File cannot be located or pending receipt of the A-File from another office.
Temporary Protected Status	(TPS) Establishes a legislative basis for allowing a group of persons temporary refuge in the U.S. Under a provision of the Immigration Act of 1990, the Attorney General may designate nationals of a foreign state to be eligible for TPS with a finding that conditions in that country pose a danger to personal safety due to an ongoing armed conflict or an environmental disaster.
Terminal Digit Order	(TDO) A manual process of arranging A-Files on open file shelving; the files are prefixed with the letter "A" followed by either 7 or 8 digits; odd numbers are placed on the left tab of the file jacket, and even numbers on the right tab; files are grouped by the 3 terminal digits, then by the first 5 digits, for example, all files with the last 3 digits "726" are placed together and sorted numerically by the first 5 digits; i.e., A30 610 726 would precede A38 078 726 and follow A 18 249 726).
Travel Booklet Documents	Documents required by a country for Alien travelers to enter that country. Issued only by the NSC.
Triage Process	A process that identifies a file when it enters a Service Center, for batch process for an IBIS hit. If the batch produces a hit, the file is sent to either an adjudicator or a Triage Unit (depending on which Center it's in), where it is determined if the IBIS hit was a match for the applicant/petitioner/beneficiary. If the hit is a match, the Triage Unit will resolve it and send the file back to adjudications for a decision.
U.S. Citizenship and Immigration Services	(USCIS) On March 1, 2003, service and benefit functions of the U.S. Immigration and Naturalization Service transitioned into the Department of Homeland Security (DHS). The USCIS is responsible for the administration of Immigration and Naturalization adjudication functions and establishing immigration services policies and priorities. Functions include adjudication of immigration visa petitions, naturalization petitions, asylum and refugee applications, and other benefit applications and petitions.
US Customs and Border Protection	(CBP) The unified border agency within the Department of Homeland Security (DHS). CBP combined the inspectional workforces and broad border authorities of U.S. Customs, U.S. Immigration, Animal and Plant Health Inspection Service, and the U.S. Border Patrol.
US Immigration and Customs	(ICE) ICE is one component that completes Border

Term	<u>Definition</u>
Enforcement	Transportation Security, which is under the Department of Homeland Security. The mission is to secure the nation's air, land, and sea borders. The largest investigative arm of the DHS, ICE is responsible for identifying and shutting down vulnerabilities in the nations' border, economic, transportation and infrastructure security.
Validated Customer Complaint	A validated customer complaint is a derogatory report issued by the customer (any USCIS recipient of the contractor's products/services) which after investigation has been corroborated or supported on a sound authoritative basis and recognized as a legitimate report of a contractor-caused or contractor-responsible undesirable condition.
www.USCIS.gov	Official web site for USCIS.
Waiver	An application submitted by an alien to overcome a ground of ineligibility for a benefit.
Work Distribution Unit	(WDU) An ordering system designed to house files pending adjudication until the adjudicators are ready to process them; this system provides an organized method of housing files, tracking pending counts, and assigning work.
Work Folder	A file housing only non-record copies of correspondence or other material; all such files are conspicuously annotated "Work Folder".

Acronyms

Acronym	Definition
AAU	Administrative Appeals Unit
A-File	Alien File
AM	Administrative Manual
AR-11	Address Request
ASC	Application Support Center
BIA	Board of Immigration Appeals
CBP	Customs and Border Protection
CCO	Case Control Office
CDR	Contract Discrepancy Report
CIPS	Centers Information Processing System
CIS	Central Index System
CLAIMS	Computer Linked Application Information and Management System
CO	Contracting Officer
COTR	Contracting Officer's Technical Representative
CPAU	Contract Performance Analysis Unit
CRU	Case Resolution Unit
DACS	Deportable Alien Control System
DLEA	Designated Law Enforcement Agency
DHS	Department of Homeland Security
DO	District Office
DOJ	Department of Justice
EAD	Employment Authorization Document
ENFORCE	Enforcement Case Tracking System
EOIR	Executive Office of Immigration Review
FARES	Fees and Application and Entry System
FBI	Federal Bureau of Investigation
FCO	File Control Office
FDU	Fraud Detection Unit
FIPS	Freedom of Information/Privacy Act System
FMNS	Fingerprint Masthead and Notification System
FRC	Federal Records Center
FRE	Fee Received Elsewhere
FTC	File Transfer Confirmation
FTI	File Transfer Indication
FTM	File Transfer Maintenance
FOIA/PA	Freedom of Information/Privacy Act
FQ	Fiscal Quarter
FTR	File Transfer Request

Acronym	Definition
FY	Fiscal Year
GUI	Graphical User Interface
HBG FSF	Harrisonburg File Storage Facility
HRIFA	Haitian Refugee Immigration Fairness Act of 1998
IBIS	Interagency Border Inspection System
ICE	Immigration and Customs Enforcement
ICPS	Integrated Card Production System
IDENT	Automated Biometric Identification System
INA	Immigration and Nationality Act
IRCA	Immigration Reform and Control Act
LPR	Lawful Permanent Resident
MADR	Maximum Allowable Defect Rate
MFAS	Marriage Fraud Amendment System
MRD	Machine Readable Data
MSR	Manual Search Request
NARA	National Archives and Records Administration
NCIC	National Crime Information Center
NDIP	Naturalization Data Integrity Project
NFTS	National File Transfer System
NQP	Naturalization Quality Procedures
NRC	National Records Center
NTA	Notice to Appear
NVC	National Visa Center
OCIO	Office of Chief Information Officer
ODBC	Open Database Connectivity
PBCR	Portable Barcode Reader
PDF	Portable Document Format
POE	Port of Entry
PONDS	Post Office Non-Deliverable Security
PRC	Permanent Resident Card
PWS	Performance Work Statement
QASP	Quality Acceptance Surveillance Plan
QC	Quality Control
RAFACS	Receipt and Alien File Accountability and Control System
RAPS	Refugee Asylum and Parole System
RFE	Request for Evidence
RNACS	Re-engineered Naturalization Application Casework System
ROH	Records Operation Handbook
RPC	Responsible Party Code
RPFS	Responsible Party Filing System
RRC	Records Retirement Center

Acronym	Definition
SC	Service Center – (CSC-California; NSC-Nebraska; TSC-Texas; and VSC-Vermont)
SCOPS	Service Center Operations
SEVIS	Student Entry Visa Information System
SNAP	Scheduling, Notification of Applicants for Processing
TDO	Terminal Digit Order
TDPS	I-512L Travel Document Production System
TECS	Treasury Enforcement Communications System
TPS	Temporary Protective Status
T-File	Temporary File
USCIS	US Citizenship and Immigration Services
USPS	US Postal Service
WDU	Work Distribution Unit

Attachment 7.4 - Government Provided Property

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

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

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

The contractor shall initiate and track maintenance calls and/or service requests for Government provided IT equipment to the DHS help-desk. Contractor shall notify the COTR of any repair needs and/or problems with maintenance/service contractor activities within 4 hours of each occurrence.

The contractor shall initiate and track maintenance calls and/or service requests for Government provided (non IT) equipment according to the manufacturer’s recommended schedule, if one is available. The contractor shall initiate and track repair requests and ensure that all repairs performed are complete and that the equipment is operating as required. Contractor shall notify the COTR of any repair needs and/or problems with maintenance/service contractor activities within 4 hours of each occurrence.

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

TYPE	Hardware/Software
CPU	<ul style="list-style-type: none"> • Dell Optiplex GX1 • Dell Optiplex GX110 • Dell Optiplex GX150 • Dell Optiplex GX240 • Dell Optiplex GX260
Monitors	<ul style="list-style-type: none"> • Dell 1900FP • Dell D1028L • Dell M781P • Dell M782

TYPE	Hardware/Software
	<ul style="list-style-type: none"> • Dell P1130
Printers	<ul style="list-style-type: none"> • Datamax DMX I-4206 Barcode Printer • Hewlett Packard Laser Printer HP1100 • Hewlett Packard Laser Printer HP1200 • Hewlett Packard Laser Printer HP4100 • Hewlett Packard Laser Printer HP4550 • Hewlett Packard Laser Printer HP8150 • Hewlett Packard Notice Printer HP-M/800/4050DN • DBM-810 Check Franker
Scanners	<ul style="list-style-type: none"> • Hewlett Packard HP6300C • Hewlett Packard HP7400C • Welch Allyn 2380 Barcode Wand • Symbol 2D Laser Barcode Scanner • Dolphin 7200 portable scanner
Fax Machines	<ul style="list-style-type: none"> • Kyocera LDC 870
Mailroom Equipment	<ul style="list-style-type: none"> • Pitney Bowes Mail Machine • UF570 Mail Machine • Paragon Mail Machine • Pallet Jack • Omation Machine • Taper Machine • Pitney Bowes Opener • Pitney Bowes Postal Scale • Postal Meters • Automated Folders • Third Party Courier Machine • Automated Signature Machine • Inserter
Software	<ul style="list-style-type: none"> • Adobe Acrobat 5.0 • Adobe Acrobat 6.0 Professional • Arcserve 7.0 McAfee • Microsoft Internet Explorer 6.0 • Microsoft Office 97 • Microsoft Office 2000 • Microsoft Windows 95 • Microsoft Windows 2000 • Microsoft Windows NT 4.0

TYPE	Hardware/Software
	<ul style="list-style-type: none"> • Microsoft Windows XP • Novell 4.11 Teleview (A2B) 3.31
Miscellaneous	<ul style="list-style-type: none"> • Time Clocks • Check Endorser Printer • Copiers

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

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