

ATTACHMENT J

SOLICITATION 52PAPT201008

CYCLE TIME/ACCURACY/  
VOLUME WORKLOADS TABLE  
MARCH 22, 2002

<i>Task</i>	<i>Service</i>	<i>Cycle Time</i>	<i>Accuracy Required</i>	<i>FY 2002 Estimated Workload Volumes</i>	<i>Frequency of Task</i>	<i>Criticality to Mission</i>
Delivery and pickup of interoffice and outgoing mail.	Mailroom	Within one business day of pickup.	98%	700,000	Twice daily	Low
Official Gazette Proofs pickup.	Mailroom	Within 2 hours of their availability.	100%	1-2 boxes a week	Every Friday.	High
Plaza special mail pickup.	Mailroom	Any time daily.	100%	3,000	Daily	Low
Arlington Mall special mail pickup	Mailroom	Any time those 2 days	100%	10 (very few come in – but the Commissioner’s Office does not want them sitting at Arlington Mall, hence the need to check twice weekly)	Twice weekly	Low
Official Gazette bounced file pickup from the Law offices	Mailroom	On scheduled mail run each day	100%	5,200	Daily	Medium
Delivery of queries to gov’t monitor	Proofing	On scheduled mail run each day.	100%	10,000	Daily	Medium

Delivery of files that cannot be receipted in to contractor location on TRAM (Oops) to Law Offices and to Office of Program Control.	Proofing	On scheduled mail run each day	100%	7,000	As found, perhaps daily	Low
Pickup of files to be proofed from the Law Offices.	Proofing	On scheduled mail run each day	99%	250,000	Daily	Low
File Delivery from Publication and Issue (3 <sup>rd</sup> Floor STB) to Law Offices	Proofing	See Frequency	100%	100 per week	Every Tuesday Morning	Medium
Delivery of requested files awaiting proofing to various TM offices.	Proofing	Within 1 business day of request, unless requested by TAC for a member of the public in which case, file delivery is within one hour.	100%	250	Daily	Low

New Application File Assembly	Assembling Applications	Deliver assembled files to the Law Offices within one business day of upload from the tagging function.	98%	125,000	Daily	Medium
Retrieving and delivering Informal Files	Assembling Applications	1 business day from request.	100%	5,000	Daily	Low
Processing incoming mail, excluding new paper applications, but including scanning all flatwork	Mailroom	Non-fee - within 2 business days of delivery.	98%	1,000,000	Daily	High
Processing Outgoing Mail	Mailroom	1 business day from pickup.	99%	625,000	Daily	Medium
Proofing Files	Proofing	5 days from pickup	99%	225,000	Daily	High
Setting new publication dates for Official Gazette bounced files	Proofing	5 days from pickup in the law offices.	100%	5,200	Daily	High
Tag and upload new paper applications	Data Capture of New Applications	Within 10 days of receipt.	99%	125,000	Daily	High

Process flatwork and new application fees.	Fee Processing	Within 5 days of receipt.	99%	365,000	Daily	High
Scanning new applications	Data Capture of New Applications	Within 7 days of receipt	99%	550/day	Daily	High
Customer Service Window	Fee Processing	COB each day	99%	25,000	8:30 am – 5 PM Daily	Medium
Scanning Child Applications and delivering to assigned Law Office	Data Capture of New Applications	Within 2 days of receipt	100%	5,000	95 a week estimated	Medium
Scanning the backlog of Child Applications (finding them in the assigned TM offices, scanning and returning to assigned office)	Data Capture of New Applications	Within 3 mos of contract award	100%	3,000	We'd like this done by 12/31/02	Medium