



1. **PURPOSE:** This directive identifies the purpose, function and operations of the TSA Mission Support Center (MSC) Program.
2. **SCOPE:** This directive applies to all TSA Program Offices participating in the MSC Program.
3. **AUTHORITIES:**
 - A. The Aviation and Transportation Security Act of 2001
 - B. 41 CFR Part 101, Federal Property Management Regulations
 - C. [DHS MD 0560, Real Property Management Program](#)
 - D. [DHS MD 0590, Mail Management Program](#)
 - E. [TSA MD 200.12, Space and Furniture for Field Locations](#)
 - F. [TSA MD 200.53, Motor Vehicle Fleet Management](#)
 - G. [TSA MD 200.57, Personal Property Management](#)
 - H. [TSA MD 1100.61-1, Emergency Dismissals and Closures](#)
4. **DEFINITIONS:**
 - A. **Facility Manager:** The MSC employee responsible for providing and coordinating all facilities' services for tenants.
 - B. **Tenant:** TSA Headquarters organizations' field personnel housed in the MSC. For purposes of clarity, contract employees will be considered as a "tenant" and will comply with all relevant tenant requirements and regulations. It should be noted, however, that contract employees are not eligible for certain TSA-provided services and/or programs; some of which are addressed in this Management Directive. Any contract employee eligibility requirements will be determined by the Program Lead and the MSC Program Manager.
 - C. **Program Lead:** TSA Headquarters Official responsible for supervision of that program's field personnel housed in the MSC.
 - D. **MSC Program Manager:** TSA Headquarters Official assigned to the Office of the Chief Administrative Officer responsible for the overall operational support of the MSCs and supervision of the MSC Facility Managers.
5. **RESPONSIBILITIES:**
 - A. MSC Program is responsible for providing TSA field personnel with an office environment and related support activities facilitating their day-to-day mission operations.

- B. MSC Program Manager is responsible for all MSC operational support and the supervision of the MSC Facility Managers.
- C. Facility Managers are responsible for:
- (1) Providing a suitable office environment for the various TSA participating Programs Offices assigned to the MSC to perform their respective missions in accordance with approved TSA standards.
 - (2) Coordinating all facility needs with the MSC's lessor, and any other external sources including, but not limited to, telephone service providers, cable network providers, etc.
 - (3) Providing general, expendable office supplies for all tenants. Some specialty and/or exclusive use items will be the responsibility of the tenant's Program Lead office.
 - (4) Facilitating outside source printing services through the Government Printing Office (GPO) Simplified Purchase Agreement program as long as the Office of Real Estate Services (ORES), in its sole discretion, determines that this service falls within its existing budgetary and administrative constraints. This service is available only to resident Program Office staff within the respective MSC locations. Exceptions to this policy may be made at the discretion of ORES.
 - (5) Coordinating information technology installations, relocations and upgrades for tenants. For requests involving specialized software, written authorization from a duly authorized program office lead and accompanying funding documents shall be provided to the MSC Facility Manager prior to the procurement of the item.
 - (6) Coordinating delivery, maintenance and disposition of Government Motor Vehicles assigned to tenants of the MSC.
 - (7) Ensuring the MSC facility is properly secured in accordance with TSA security guidelines to include coordinating any acquisition, installation and maintenance of all physical and electronic security devices.
 - (8) Assuming duties as Accountable Property Officer for accountable IT assets under their direct control such as printers and facsimile machines in common areas. Accountable IT assets (i.e. laptop computers, desk top computers, blackberries, cellular telephones, etc.) under tenant office control will be managed by the tenant's Program Office. Management of these assets includes such actions as assignment, relocation, upgrades (software and hardware), replacement, collection, disposal, and/or transfer.
 - (9) Assuming responsibility for the assignment and retrieval of MSC accountable property such as office keys, building passes, garage passes, access cards, etc. If a TSA employee or contractor identification badge is issued by the Program Office, that office is responsible for the collection or replacement of same.
 - (10) Processing applications for Transit Benefits for tenants and issuance of same.

- (11) Coordinating all information associated with, and identification of all individuals participating in, the POV Parking Program at their specific MSC location.
- (12) Procuring and maintaining necessary mail equipment, including postage meters, for Program Office tenants' official use. Postage meters shall be compatible with the USPS's Official Mail Accounting System (OMAS) and be assigned a sub-agency numerical code approved by TSA's Component Mail Manager. Any overnight or parcel mail service is the sole responsibility of the tenant.
- (13) Adhering to the procedures outlined in TSA MD 1100.61-1 which reads in part, "...Non emergency employees outside the Washington, DC area are directed to follow the dismissal policies of the Federal Executive Boards (FEB) and/or local governments in their area. TSA offices in areas that do not have an emergency dismissal plan developed by FEB's and/or local governments must develop their own plan and disseminate the plan to employees."
- (14) Maintaining a current roster of tenant personnel with all appropriate work day and after hours contact information.
- (15) Maintaining an Occupant Emergency Plan and distributing same to each functional lead within the office.
- (16) Interacting and coordinating with the Real Estate Services Portfolio Division regarding leasing and construction issues for the space assigned to the MSC.
- (17) Maintaining a current Facility Orientation Brochure that provides the tenant with a general description of MSC operations and procedures.
- (18) Other assigned duties as communicated by management to support the TSA mission.

D. Program Leads are responsible for:

- (1) Maintaining communication with their Facility Manager and ensuring that staff support requirements are being met.
- (2) Maintaining management oversight including but not limited to arranging, approving, funding and overseeing any local, temporary duty or relocation travel required by personnel in their program area located at an MSC.
- (3) Ensuring that each office or the Headquarters Program Office has a person identified as Accountable Property Officer for program specific accountable property, and that the property is managed in accordance with TSA MD 200.57, and the procedures set forth in the MSC Property Accountability flow diagram. (see **Attachment**)

E. Tenants are responsible for:

- (1) Advising their Facility Manager of any facility deficiencies.

- (2) Ensuring that all accountable property assigned by the Program Office is managed in accordance with TSA MD 200.57.
- (3) Placing of routine service calls through the TSA Help Desk/Unisys for IT problems, issues and/or questions. Any IMAC-related issues (relocation, connection, etc.) will be coordinated through the Facility Manager.
- (4) Preparing and submitting all monthly reports required for assigned Government Motor Vehicles and the performance of scheduled maintenance.
- (5) Reporting any damage to or theft of a Government Motor Vehicle. The Facility Manager will be advised of any incidents involving assigned Government Motor Vehicles.
- (6) Preparing and submitting any other reports required by the respective Program Lead and/or TSA Headquarters for the assigned program.
- (7) Providing other program specific information when requested by the Facility Manager.

6. **POLICY:** The MSC Program Manager will provide all MSC operational support for and supervision of MSC Facility Managers, and Program Leads will provide all functional oversight for and supervision of their personnel who are MSC tenants.
7. **PROCEDURES:** Reference applicable guides, standard operating procedures and instructions, and other process directions relevant to and specific to the program and functions identified in this directive. Direct programmatic inquiries to the appropriate Program Lead. Direct field operational inquiries to the appropriate MSC Facility Manager.
8. **EFFECTIVE DATE AND IMPLEMENTATION:** This policy is effective immediately upon signature.

APPROVAL



12/4/2006

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Date

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ATTACHMENT

MISSION SUPPORT CENTER PROPERTY ACCOUNTABILITY

