Functional Series 500 - Management Services ADS 519 - Building Support Services

*This chapter replaces Handbook 20, Chapters 4, 6, and 9

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ADS 519 - Building Support Services

519.1 OVERVIEW

Effective Date: 04/22/1996

This chapter establishes the policies and procedures for obtaining the variety of administrative and logistical support services available in USAID/Washington, such as building maintenance, equipment repairs, moves, space utilization, and other miscellaneous services, which contribute to increased efficiency and economy of operation.

519.2 PRIMARY RESPONSIBILITIES

Effective Date: 04/22/2002

- a. The Director, Bureau for Management, Office of Administrative Services (M/AS/OD) has primary responsibility for developing and issuing polices and guidelines on building and related services in USAID/W.
- b. The Chief, Bureau for Management, Office of Administrative Services, Consolidated Property Division (**M/AS/CPD**) is responsible for implementing management policies and guidelines on real property and personal property related services in USAID/W.
- c. The Bureau for Management, Office of Administrative Services, Consolidated Property Division, Facilities Managers Team (M/AS/CPD/FM) members are responsible for general maintenance and artwork requests pertaining to their designated floors. A listing of Facilities Managers and their designated floors and telephone numbers is included in the Directory of Services of the USAID electronic telephone directory under Building Services.
- *d. The Bureau for Management, Office of Administrative Services, Consolidated Property Division, Personal Property Team (M/AS/CPD/PP) is responsible for moving services, conference rooms, bulk copier paper, Ronald Reagan Building (RRB) loading docks, equipment repairs, typewriters and date/time stamp machines, nonexpendable furniture, and the acquisition, inventory, distribution, refurbishing/repairs, sales, transfer, and disposal of personal property in USAID/W. A listing of Personal Property Managers and telephone numbers is included in the USAID electronic telephone directory under Building Services.
- *e. The Bureau for Management, Office of Administrative Services, Consolidated Property Division, Space Utilization and Design Team (M/AS/CPD/SUD) is responsible for space utilization and space design in USAID/W.
- *f. The Bureau for Management, Office of Administrative Services, Consolidated Property Division, Mail Management Team (M/AS/CPD/MM) is responsible for mail management. (See ADS 513, Mail Management)

*g. The Bureau for Management, Office of Administrative Services, Consolidated Property Division, Printing and Graphics Team (M/AS/CPD/PG) is responsible for printing and graphics. (See ADS 512, Printing and Graphics Services)

519.3 POLICY DIRECTIVES AND REQUIRED PROCEDURES

519.3.1 Work Space Allocation and Changes

Effective Date: 04/22/1996

The Bureau for Management, Office of Administrative Services, Consolidated Property Division (M/AS/CPD) must provide sufficient and suitable workspace in accordance with the standards prescribed by the General Services Administration (GSA) in 41 CFR 101. M/AS/CPD must meet the essential requirements of each USAID Bureau and Office in performing their assigned functions, and ensure that space is used in the most efficient and economical manner possible. All supervisory personnel must have individual offices or suitable workstations in order to effectively carry out their supervisory responsibilities. Non-supervisory employees, regardless of grade, must be provided workstations in open space insofar as office space configuration permits. M/AS/CPD provides alterations, installations, relocation or removal of partitions, outlets, and similar services in conjunction with adjustments to allocated space.

519.3.1.1 Emergency and Non-Emergency Services

Effective Date: 04/22/1996

M/AS/CPD provides 24-hour turnaround on requests for emergency and other essential services. Call or e-mail the responsible organization listed in the electronic USAID Directory of Services to obtain emergency and other essential services.

Requests for emergency or non-emergency services that require the commitment of funds and/or manpower must be requested in writing using the form AID 5-7, Supplies/Equipment/Services Requisition. (See 519.3.18.1, Authority to Sign Requisitions)

519.3.1.2 Work Space Changes

Effective Date: 04/22/1996

When major changes are required in assigned space or additional space, the AMS/EMT office of the Bureau or Office must submit a written request to M/AS/CPD with a complete background and justification for the space modification. The Bureau for Management, Office of Human Resources (M/HR) must approve the justification if it involves personnel changes. The cognizant AMS/EMT office must prepare a USAID/W Notice with the pertinent relocation information. If personnel location changes occur as a result of a change in space allocation, advise M/AS/CPD and the Bureau for Management, Information Resources Management, Telecommunications/Computer Operations Division (M/IRM/TCO). These relocation changes must be reflected in the alphabetical and organizational sections of the USAID electronic telephone directory.

On receiving the cognizant Bureau/Office request, M/AS/CPD/SUD will review the proposal. M/AS/CPD will inspect the area in cooperation with requesting officials, analyze the existing problems, and determine the most economical and practical course of action. This may include a recommendation for better utilization of existing space rather than the allocation of additional space. M/AS/CPD, with the cooperation of the requesting Bureau/Office, will also evaluate furnishing and equipment requirements. M/AS/CPD and M/IRM determine the placement of information technology (IT) equipment. Personal preference for relocation of furniture or equipment is not considered adequate justification for relocating electrical outlets or telephones. The cognizant AMS/EMT office must prepare a request on an AID 5-7 form to obtain furniture and/or equipment or to return excess property to stock.

519.3.2 **Building Repair Services**

Effective Date: 04/22/1996

Repairs and/or adjustments involving lighting, heating, air conditioning, or plumbing systems may be obtained by telephoning or e-mailing the M/AS/CPD Customer Service Center. The Customer Service Center number is included in the USAID electronic telephone directory under Directory of Services.

519.3.3 **Equipment and Furniture Repairs**

Effective Date: 04/22/1996

Repairs of equipment, office furniture, adding machines, calculators, and typewriters must be requested by sending an e-mail or submitting an AID 5-7 form to M/AS/CPD. The Personal Property Manager's number is included in the USAID electronic telephone directory under Directory of Services, Repairs.

*519.3.3.1 **Equipment and Services Delivery Times**

Effective Date: 04/22/2002

Copier paper

The M/AS/CPD/PP Team coordinates the delivery of products and services. Standard delivery times for these products and services are as follows:

Forms and publications Five business days Furniture and equipment 10 business days Equipment repair Three business days Moving services Seven business days Conference rooms Two business days Every Tuesday and

Thursday

*519.3.3.2 Deliveries to Loading Docks

Effective Date: 04/22/2002

USAID delivery hours are from 9:00 a.m. to 3:00 p.m., Monday through Friday. Deliveries to be made before 9:00 a.m. or after 3:00 p.m. must receive prior approval from M/AS/CPD.

Advance notice of 72 hours must be given for all deliveries to the RRB. A Freight Delivery Request Form, available from M/AS/CPD, must be filled out by the freight company, then signed by the customer in USAID and forwarded to M/AS/CPD. GSA does not accept unscheduled deliveries. Deliveries through the ground-level doors, on either the 13th street, the 13 ½ street, or the 14th street, are strictly prohibited and will be turned away.

All vendors must report to the Southeast Federal Center, 3rd & M Street SE, Washington, DC, for security scanning prior to reporting to the RRB. When the scanning is complete, the vendor has 30 minutes to report to the RRB.

The Loading Dock entrance is located at the 14th Street, South entrance to the RRB. The security guard will check for a valid state driver's license or commercial driver's license (CDL), vehicle registration card, and Bill of Lading/Manifest, and will inspect the vehicle for security purposes.

Vendors making repeat daily deliveries (such as United Parcel Services (UPS), Federal Express (FedEx), and U.S. Postal Services) must submit an annual roster with the required information to M/AS/CPD for the primary and alternate driver. Any changes to this roster must be immediately reported to M/AS/CPD.

Preferred truck size is 55 feet from bumper to bumper. If a larger truck is needed, the maximum trailer size is 45 feet, and the cab has to be parked in another bay. Arrangements must be made in advance with M/AS/CPD to ensure that a bay will be available to park the cab during off-loading.

Vendors must mark at least two sides of all deliveries with the following information, which must also be included on the packing slip:

AGENCY: [USAID, USAID customer's Office symbol]

NAME: [USAID customer's name]

ADDRESS: 1300 Pennsylvania Avenue, NW, [USAID customer's Room number]

Washington, DC 20523

PHONE NUMBER: [USAID customer's phone number]

The driver is responsible for ensuring that all goods and materials are scanned through the loading dock X-ray machine. The driver must provide hand trucks, pallet jacks, or any other equipment needed to unload the delivery.

After the goods have been inspected and approved by the GSA Dock Guards, the USAID Designated Receiving Agent will deliver them to the customer for USAID.

519.3.4 Cleaning and Custodial Services

Effective Date: 04/22/1996

Contractor personnel on an established schedule provide the general cleaning and maintenance of government-owned or leased buildings. Refer problems or special requirements to M/AS/CPD.

Submit requests for building services such as cleaning and general maintenance to M/AS/CPD on an AID 5-7 form.

*519.3.5 Sign Language Interpreting Services

Effective Date: 04/22/2002

In accordance with Section 508 of the Rehabilitation Act, the Agency provides sign language interpreting services to employees who are hearing impaired.

To request these services, contact M/AS/CPD in writing either by e-mail or by completing an AID 5-7.

*519.3.6 Gallevs

Effective Date: 04/22/2002

b. Bulletin Boards

Locked bulletin boards located in galleys are maintained by M/AS/CPD/FM. Send materials proposed for display on locked bulletin boards to M/AS/CPD/FM, and indicate the date on the material. M/AS/CPD/FM removes materials after 30 days.

Materials posted on the open bulletin board must be on 3" x 5" cards and the date of posting must be included.

b. Microwave Ovens

Microwave ovens are wiped down twice daily at 10:00 a.m. and 2:00 p.m.

c. Refrigerators

All food and beverage containers must be removed from the refrigerators before 4:45 p.m. on Friday so they can be cleaned. Any containers or bags remaining in the

refrigerators after 4:45 p.m. will be discarded. This does not apply to the refrigerator and microwave oven in the galley on the 9th floor.

519.3.7 Conference Rooms and Meeting Rooms

Effective Date: 04/22/2002

a. USAID/W Facilities

The Administrator, Assistant Administrators, and Independent Office Directors have conference rooms that can be reserved for one-time or short-term use for conferences and meetings by telephoning or e-mailing the appropriate Bureau or Office scheduler.

USAID/W Bureaus and Independent Offices are assigned conference rooms in or near their work areas for their use and the use of other USAID/W organizations.

*Requests for the use of M/AS/CPD internal conference rooms must be submitted on a form AID 5-7 or e-mail with full justification at least two days in advance of the event. Include the following information:

- Identification of the group or unit;
- Name and telephone number of the person to be contacted;
- Date, time, and anticipated duration of the conference or meeting;
- Number of persons in the group;
- Seating arrangements desired; and
- Any equipment required (e.g., projection screen, blackboard, etc.).

b. State Department Facilities

The Department of State makes available conference room facilities, including the large auditoriums, upon request, if there is no pending reservation for the facility. (See Mandatory Reference, <u>6 FAM 1720</u>, Auditoriums, Conference Rooms, and Other Meeting Places) Normally there is no charge related to this service. However, if there is a charge associated with the use of a conference room, it must be approved by M/AS/CPD.

State Department conference room facilities, including the large auditoriums, must be requested directly from STATE/FMSS/GS, listed under Conference Rooms and Facilities in the Directory of Services of the USAID electronic telephone directory.

c. External Facilities

If USAID and Department of State facilities are not adequate or available for use, external facilities may be procured.

Requests for use of external facilities must be submitted in accordance with the procedures outlined in <u>ADS 331</u>, Small and Micro Procurement in USAID/W. Submit requests on a form <u>AID 5-7</u> with full justification at least 10 days in advance of the event. Include the following information:

- Identification of the group or unit;
- Name and telephone number of the person to be contacted;
- Date, time, and anticipated duration of the conference or meeting;
- Number of persons in the group;
- Seating arrangements desired; and
- Any equipment required (e.g., projection screen, blackboard, etc.).

519.3.8 Dining Room Privileges

Effective Date: 04/22/1996

The executive dining rooms are for the use of all Department of State and USAID employees who have been issued a "blue" building identification badge.

The Van Buren Room, located on the 8th floor of the Department of State (DOS), is open to all USAID employees who have been issued a "blue" building identification badge. The only requirement is that employees make reservations in advance by calling the State Department Office of Facilities Management.

519.3.9 Shuttle Buses

Effective Date: 04/22/1996

USAID, in cooperation with the Department of State, provides shuttle bus transportation for official business between buildings located in Virginia and the District of Columbia. M/AS/CPD provides special bus service for specific occasions.

Arrangements for special charter or additional buses for specific occasions (e.g., the annual USAID Awards Ceremony) may be requested from M/AS/CPD. The request must include a justification and all pertinent details (times, locations, estimated number of people, etc.).

*519.3.10 Use of Alcoholic Beverages in the Ronald Reagan Building

Effective Date: 04/22/2002

In accordance with Federal Property Management Regulations 101-20.307, "The use of alcoholic beverages is prohibited except, upon occasions and on property upon which the head of the responsible agency or his or her designee has for appropriate official uses granted an exception in writing."

As a part of the regular duties of the Agency's Real Property Executive, the Director, M/AS may grant exceptions. A copy of all exceptions must be sent to the GSA building management and the Office of Security (SEC). Requests for exceptions should be in the form of an Action Memorandum citing the purpose of the request, and be addressed to the Director, M/AS.

It is important to note that there have been changes in personal legal liability for accidents occurring while drivers are under the influence of alcohol. Responsible officials hosting events at which alcohol is approved within the building may be held liable if they allow participants to overindulge. The requesting official is fully responsible for the proper management of affairs at which alcoholic beverages are served to ensure appropriate conduct by participants at all times. Nothing in this policy may be construed to conflict with the Federal Property Management Regulations.

519.3.11 Directories

Effective Date: 04/22/1996

M/AS/CPD maintains and revises USAID/W lobby and hallway directories located in the RRB. M/AS/CPD automatically makes any changes resulting from official relocation of offices and units. The Administrative Office of the requesting Bureau or Office must submit requests for all other changes to lobby and hallway directories to M/AS/CPD on an AID 5-7 form.

519.3.12 Signage/Wayfinding System

Effective Date: 04/22/2002

*The standard signage numbering, style, and placement were developed for the RRB to facilitate way finding throughout the building. Criteria regarding the placement of signs for lobbies, corridors, offices, and workstations are defined in the signage standards (41 CFR 101-17.304-2). Therefore, Bureaus and Offices must contact M/AS/CPD when signage changes are required.

Requests for signage changes for corridors, offices, or workstations must be submitted through the Bureau/Office Administrative Office to M/AS/CPD on a form AID 5-7. All requests must be justified and provide the following information:

a. A clear and accurate description of the information to be printed on the sign, e.g., name, title, office symbol, etc.;

- b. Location where the sign will be hung; and
- c. Name and telephone number of a contact person to answer questions regarding the request.

Note: All signage must conform to established formats. Dimensions of signs are standard dimensions and will not be changed.

519.3.13 Artwork

Effective Date: 04/22/1996

USAID participation in the State Department Art Bank Program provides an opportunity for Political Appointees and heads of Independent Offices located in the RRB and Main State to enhance their office with artwork from the State Department's collection. Each qualified Bureau and Office is entitled to one piece of artwork, and the Administrator and Deputy Administrator are entitled to two pieces each.

Bureaus/Offices interested in obtaining artwork must submit an AID 5-7 or e-mail to M/AS/CPD. Facilities Managers will make arrangements with the State Department's Art Bank Program Coordinator for the Bureau/Office representative to see all the artwork and make a selection. M/AS/CPD will facilitate the paperwork necessary to acquire the artwork selected. Each appointee is responsible for the acquisition and return of all artwork in their office during their appointment. The appointee or their representative must return all artwork to the State Department Art Bank Program before leaving the Agency. Each appointee must receive an exit clearance for artwork from M/AS/CPD.

519.3.14 Painting

Effective Date: 04/22/2002

The M/AS/CPD Customer Service Center receives and processes all USAID/W requests for painting. Note: As determined by the lease agreement, GSA paints offices and corridors on a cyclical basis.

*Upon receipt of an AID 5-7 form stating the reasons that painting is required, M/AS/CPD inspects the area, determines the cost involved, and weighs other related factors (e.g., time since last painting or whether office moves are planned in the near future) to determine whether the painting can be justified economically. If the decision is made to paint the area, M/AS/CPD consults with operating officials, prepares the necessary work orders for GSA, and advises the office concerned as soon as a date is established for the painting. No changes to the existing color schemes are permitted.

519.3.15 Hanging, Mounting, or Framing Government-Owned Property Effective Date: 04/22/1996

Items that are clearly government owned must be submitted to M/AS/CPD for consideration for mounting or framing by commercial sources. The decision in each

case is based on expected benefits to the government established in the justification as compared to the cost of the service.

M/AS/CPD arranges for the hanging of mounted or framed items. The AID 5-7 form must state the approximate size and location of the item, the person to be contacted, and their telephone extension. Mounted or framed items must not be attached directly to walls in areas with textured vinyl wall covering.

519.3.16 Relocation in Conjunction With Changes in Space Assignments Effective Date: 04/22/1996

M/AS/CPD arranges for the actual movement of all furnishings and equipment when there is a need for a USAID/W staff or organizational unit to be relocated. M/AS/CPD assists the client office in coordinating actions, determining the effective dates for changes in space assignments, and providing schedules for the work to be accomplished when space renovations are required.

Prior to moving furnishings and equipment, the person in the client office to whom they are assigned must prepare and clearly mark each item in accordance with the instructions detailed in 519.3.17. The client office must prepare the necessary requisitions (form AID 5-7) consistent with instructions received from M/AS/CPD.

*519.3.17 Instructions for Preparing Furniture and Equipment for Relocation (formerly Handbook 20 Chapter 6)

Effective Date: 04/22/2002

At the request of the Bureau or Office being relocated, M/AS/CPD will arrange for the necessary packing materials to be delivered to the Bureau/Office five working days prior to the moving date.

You must individually tag or mark each moving box, office machine, and item of furniture. Place tags on two sides and the top of the box. The tags must indicate the name of the person to whom the item is assigned, the new room or workstation, and the building to which the items are to be moved.

File cabinets, transfer cases, and supply cabinets must be numbered consecutively in the order in which they are to be placed as shown on the equipment layout. Each item of furniture must be marked appropriately for movement to the new location or for return to stock.

Pack small articles in boxes. Remove all articles from desks, tables, or other insecure places and pack them in boxes, and make sure all liquids are tightly capped.

Empty all supply cabinets, file cabinets, bookcases, and heavily loaded or poorly constructed items, and pack the contents in boxes.

Tag all typewriters, adding machines, and similar equipment and leave them in an exposed position, preferably off the floor, for the movers. Do not conceal typewriters and other office machines. Drain shredders of oil and remove bags. Do not place office machines (e.g., typewriters, adding machines, data transcribers, videocassette recorders, and televisions) in boxes.

Pack and tag mirrors, pictures, and maps suspended from picture moldings for movement.

Relocating personal items such as plants, coffeepots, etc., is the sole responsibility of the individual employee; movers will not handle those items.

For each move, M/AS/CPD designates a member of its staff as Project Manager. M/IRM/TCO provides guidance on preparing IT equipment for the move and, when necessary, M/AS/CPD will arrange for special labor services to move certain kinds of IT equipment.

Note: The preparations described above are normally the responsibility of the personnel assigned to the organization that is being moved. However, if special problems occur, M/AS/CPD specialists will provide assistance. Consult the USAID/W electronic telephone directory for Building Services, Space Utilization, and Moving Services, or contact the move Project Manager in M/AS/CPD.

*519.3.18 Using Form AID 5-7 to Request Conference Rooms, Supplies, Furniture, Equipment, and Other Services (formerly Handbook 20 Chapter 9)

Effective Date: 04/22/2002

This section prescribes the procedures to be used by all USAID/W personnel to request conference rooms, supplies, furniture, equipment, and other services required for the accomplishment of their assigned function.

M/AS/CPD's policy is to provide administrative and logistical support as required for the efficient and economical functioning of each organizational element within USAID/W.

*519.3.18.1 Authority to Sign Requisitions

Effective Date: 04/22/2002

The heads of Bureaus and major Offices may sign requisition forms or designate an employee to sign on their behalf, normally the director of the Executive Management Team or the Administrative Management Staff. While any employee could be designated, it is important for the servicing organization to know that each individual who signs a requisition is, in fact, authorized to act for the head of the organization. This is especially important when significant expenditures of workforce or funds may be involved (e.g., space planning, space design, planning office moves, obtaining or relocating major items of furniture and equipment, etc.). For these reasons, certain sections in this ADS chapter have specified a requirement for official requests to be

signed by the appropriate official of the requesting unit (e.g., administrative or management officer, senior management official). When such officials wish to delegate signing/approval authority to other individuals, they must submit written notification to the Chief, M/AS/CPD, identifying the name, office symbol, monetary limits, etc., of the individual being delegated.

*519.3.18.2 Use of AID 5-7

Effective Date: 04/22/2002

The form <u>AID 5-7</u> must be used to requisition all supplies, equipment, and services except the following:

- a. Printing, binding, duplication, reproduction, graphic, or exhibit services.
 Use form <u>AID 5-18</u> or <u>SF-1</u>. (See <u>ADS 512</u>, Agency Printing and Graphics Services)
- b. Minor repairs or routine adjustments to lights, heating, air conditioning, or plumbing systems. (See <u>519.3.2</u>)
- c. Equipment, and items obtainable from the GSA Customer Supply Center. (See ADS 331, Small and Micro Procurement in USAID/W)
- d. Expendable supplies, equipment, and services that may only be procured by the Office of Procurement (M/OP). (See <u>ADS 301 350</u>)
- e. Nonexpendable IT equipment, software, and related resources and services, which are approved and ordered through M/IRM. (See **ADS 541 552**)
- f. Office space allocations or changes affecting assigned space. These are requested by submitting a written request to M/AS/CPD. (See <u>519.3.1</u>)

The original and copies two and three of the form must be forwarded to the servicing unit, M/AS/CPD. The requestor must retain the fourth copy on file. If the request is made using the electronic form, copy requirements are waived.

When it is necessary to disapprove a requisition, M/AS/CPD returns the form AID 5-7 to the requesting office with a memorandum from the Chief, M/AS/CPD (see reverse of form AID 5-7) stating the reasons for the disapproval.

519.4 MANDATORY REFERENCES

519.4.1 External Mandatory References

Effective Date: 04/22/1996

a. 41 CFR 101, Federal Property Management Regulations (FPMR) [due to the size of this reference, it can be accessed at http://www.access.gpo.gov/nara/cfr/waisidx_01/41cfrv2_01.html]

b. 6 FAM 1720, Auditoriums, Conference Rooms, and Other Meeting Places

519.4.2 Internal Mandatory References

Effective Date: 04/22/2002

- *a. ADS 518, Personal Property Management (Domestic)
- *b. ADS 331, Small and Micro Procurement in USAID/W
- *c. AID 5-7, Supplies/Equipment/Services Requisition

519.5 ADDITIONAL HELP

Effective Date: 04/22/1996

519.6 **DEFINITIONS**

Effective Date: 04/22/2002

*information technology resources

Any equipment or interconnected system or subsystem of equipment that is used in the automatic acquisition, storage, manipulation, management, movement, control, display, switching, interchange, transmission, or reception of data or information. It includes, but is not limited to, "computers, ancillary equipment, software, firmware, and similar procedures, services (including support services) and related resources". (Chapters 519, 541, 542)

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