



*To enhance mission performance, TSA is committed to promoting a culture founded on its values of Integrity, Innovation and Team Spirit.*

**REVISION:** This revised directive supersedes TSA MD 200.15, *Mission Support Center Program*, dated December 4, 2006.

**SUMMARY OF CHANGES:** This revised directive clarifies current policies and procedures and removes previous attachment “Mission Support Center Property Accountability.”

**1. PURPOSE:** This directive provides TSA policy and procedures for the 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 C.F.R. 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. MSC Program Manager: TSA Headquarters Official assigned to the Office of the Chief Administrative Officer responsible for managing the MSC Program.
- C. Program Lead: TSA Headquarters Official responsible for supervision of that program’s field personnel housed in the MSC.
- D. Simplified Purchase Agreement (SPA): Agreement between the Government Printing Office (GPO) and TSA for the procurement of printing and/or related products and graphic services. Additional information is provided on the [TSA – Acquisition Policy](#) page.

E. Tenant: TSA Headquarters organizations' field personnel housed in the MSC.

## 5. RESPONSIBILITIES:

A. MSC Program Manager is responsible for:

- (1) Providing TSA field personnel with an office environment and related support activities facilitating their day-to-day mission operations; and
- (2) Supervision of the MSC Facility Managers.

B. Facility Managers are responsible for:

- (1) Providing a suitable office environment for the various TSA participating Program 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 GPO SPA;
- (5) Coordinating information technology (IT) office-wide infrastructure, relocations and upgrades;
- (6) Coordinating delivery, maintenance, disposition of Government Motor Vehicles assigned to the MSC Facility Manager, as appropriate;
- (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;
- (9) Assuming responsibility for the assignment and retrieval of MSC-accountable property such as office keys, building passes, garage passes, access cards, etc;
- (10) Processing applications for Transit Benefits for tenants and issuance of same;
- (11) Coordinating and managing all information associated with, and identification of all individuals participating in, the POV Parking Program at their specific MSC, while also ensuring the Government pays its portion of the parking fee and adds or deletes employees from the program as the need arises;
- (12) Procuring and maintaining necessary mail equipment, including postage meters, for Program Office tenants' official use;

- (13) Adhering to the procedures outlined in TSA MD 1100.61-1;
- (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 Continuity of Operations (COOP) Plan 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; and
- (17) Maintaining a current Facility Orientation Brochure that provides the tenant with a general description of MSC operations and procedures.

C. 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 HQ Office represented at the MSC 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
- (4) 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.

D. 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 for IT problems, issues and/or questions and coordinating any IMAC-related issues (relocation, connection, etc.) 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 and advising the Facility Manager 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; and
- (8) Any overnight or parcel mail service is the sole responsibility of the tenant.

**6. POLICY:**

A. Contract Employees

- (1) Contract employees shall be considered tenants, as defined herein, and comply with all relevant tenant requirements and regulations.
- (2) Contract employees are not eligible for certain TSA-provided services and/or programs. Any contract employee eligibility requirements will be determined by the Program Lead and the MSC Program Manager.

B. Facility Managers

- (1) The Office of Real Estate Services (ORES), in its sole discretion, shall determine whether a specific outside-source printing 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.
- (2) Accountable IT assets (e.g., laptop computers, desktop computers, hand held devices, cellular telephones, etc.) under tenant 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.
- (3) 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.

**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.

A. Direct programmatic inquiries to the appropriate Program Lead.

B. Direct field operational inquiries to the appropriate MSC Facility Manager.

**8. EFFECTIVE DATE AND IMPLEMENTATION:** This policy is effective immediately upon signature.

**APPROVAL**

*Signed*

*7/28/2009*

\_\_\_\_\_  
David R. Nicholson  
Assistant Administrator and Chief Financial Officer  
Office of Finance and Administration

\_\_\_\_\_  
Date

Distribution: Assistant Administrators, Office Directors, All Employees  
Point-of-Contact: Office of Real Estate Services, [MSCProgram@dhs.gov](mailto:MSCProgram@dhs.gov)