



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 April 28, 2015.

SUMMARY OF CHANGES: The entire Management Directive 200.15 was updated to reflect the new Division and Branch names due to the Office of Finance and Administration reorganization.

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. 41 CFR Part 101, Federal Property Management Regulations
- B. [DHS MD 119-01, Mail Management Program](#)
- C. [DHS MD 119-02, Real Property Management Program](#)
- D. [TSA MD 200.12, Space and Furniture for Field Locations](#)
- E. [TSA MD 200.53, Motor Vehicle Fleet Management](#)
- F. [TSA MD 200.57, Personal Property Management](#)
- G. [TSA MD 1100.61-1, Emergency Dismissals and Closures](#)

4. DEFINITIONS:

- A. **Facility Manager:** The MSC employee responsible for providing and coordinating all services for tenants in TSA facilities.
- B. **MSC Section Manager:** TSA Headquarters Official assigned to the Chief Administrative Officer (CAO) 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. **Tenant:** TSA Headquarters organizations' field personnel housed in the MSC.

5. RESPONSIBILITIES:

A. MSC Section Manager is responsible for:

- (1) Providing TSA field personnel with an office environment and related support activities facilitating their day-to-day mission operations;
- (2) Supervising the MSC Facility Managers; and
- (3) Acting as the Devolution CAO.

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) Coordinating information technology (IT) office-wide infrastructure, relocations and upgrades;
- (5) Coordinating delivery, maintenance and disposition of Government Motor Vehicles assigned to the MSC Facility Manager, as appropriate;
- (6) Maintaining security equipment and providing access to MSC tenants; managing and maintaining all physical and electronic security devices within the MSC facilities; and ensuring the MSC is properly secured in accordance with TSA security guidelines to include coordinating any acquisition, installation, and repair;
- (7) Assuming responsibility for the assignment and retrieval of MSC-accountable property such as office keys, building passes, garage passes, access cards, and responsible for accountable IT assets under their direct control such as printers and facsimile machines in common areas;
- (8) Processing applications for Transit Benefits for tenants and issuance of the same (where applicable);
- (9) Coordinating and managing any contracts for services not included in the lease such as parking and/or utilities;
- (10) Procuring and maintaining necessary mail equipment, including postage meters, for Program Office tenants' official use;
- (11) Adhering to the procedures for emergency dismissals and closures outlined in TSA MD 1100.61-1;
- (12) Maintaining a current roster of tenant personnel with all appropriate work day and after hours contact information;

- (13) Maintaining an Occupant Emergency Plan and Continuity of Operations (COOP) Plan distributing same to each functional lead within the office;
- (14) Interacting and coordinating with the Field Services Branch (FSB) regarding leasing and construction issues for the space assigned to the MSC;
- (15) Maintaining a current Facility Orientation Brochure that provides the tenant with a general description of MSC operations and procedures;
- (16) Reviewing, processing and resolving Field Real Estate Requests for MSC and Field locations;

Note: Item no. 17 thru 24 below only applies to MSC locations in San Francisco and Detroit.

- (17) Ensuring adherence to all space and construction standards to maximize efficiencies;
- (18) Communicating with GSA to resolve issues related to construction, leasing, and other GSA-related activities;
- (19) Providing updated resources and tools to support the Field customer;
- (20) Managing TSA's field real estate portfolio for MSC and Field locations;
- (21) Maintaining communications with field location point-of-contact (POC), GSA, the relevant TSA Offices/ Programs requiring field real estate services, and has overall management responsibility for all projects within the scope of this directive;
- (22) Determining efficient utilization of leased space at their assigned TSA field facilities;
- (23) Managing construction/renovations for the field with providing COR oversight to the FSB Project Manager; and
- (24) Managing furniture acquisition for the field.

C. Program Office Leads are responsible for:

- (1) Maintaining communication with their Facility Manager and ensuring that staff support requirements are being met by providing program updates to the Facility Manager in a timely manner;
- (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) Collecting or replacing identification badges issued to TSA employees or contractors by the Program Office.

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 Installation, Moves, Ads and Changes (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;
- (8) Preparing and sending any overnight or parcel mail service is the sole responsibility of the tenant; and
- (9) Adhering to policies and procedures in accordance with this Mission Support Center Program (MSC) TSA MD 200.15.

6. POLICY:

- A. Contract employees shall be considered tenants, as defined herein, and comply with all relevant tenant requirements and regulations.
- B. 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.
- C. 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.
- D. Postage meters shall be compatible with the United States Postal Service's (USPS) Official Mail Accounting System (OMAS) and be assigned a sub-agency numerical code approved by TSA's Component Mail Manager.
- E. In general, purchase cards may not be used to acquire or renovate space, acquire or install furniture (rental or permanent), or other facility services. Exceptions may be found in the Office of Acquisition [Purchase Card Manual](#).

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. **APPROVAL AND EFFECTIVE DATE:** This policy is approved and effective the date of signature unless otherwise specified.

APPROVAL

Signed

September 19, 2016

Pat A. Rose, Jr.
Assistant Administrator/ Chief Financial and Administrative Officer
Office of Finance and Administration

Date

EFFECTIVE

Date

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