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# ADS Chapter 519

## Building Support Services in USAID/Washington

Full Revision Date: 07/19/2016  
Responsible Office: M/MS/HMD  
File Name: 519\_071916

Functional Series 500 – Management Services  
 ADS 519 – Building Support Services in USAID/Washington  
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***This chapter has been revised in its entirety.***

## Table of Contents

<b><u>519.1</u></b>	<b><u>OVERVIEW .....</u></b>	<b><u>4</u></b>
<b><u>519.2</u></b>	<b><u>PRIMARY RESPONSIBILITIES .....</u></b>	<b><u>4</u></b>
<b><u>519.3</u></b>	<b><u>POLICY DIRECTIVES AND REQUIRED PROCEDURES.....</u></b>	<b><u>5</u></b>
<b><u>519.3.1</u></b>	<b><u>Building Repair Services.....</u></b>	<b><u>5</u></b>
<b><u>519.3.2</u></b>	<b><u>Painting.....</u></b>	<b><u>5</u></b>
<b><u>519.3.3</u></b>	<b><u>Hanging, Mounting, or Framing Government-Owned Property .....</u></b>	<b><u>5</u></b>
<b><u>519.3.4</u></b>	<b><u>Deliveries to Loading Docks .....</u></b>	<b><u>6</u></b>
<b><u>519.3.4.1</u></b>	<b><u>Ronald Reagan Building (RRB) .....</u></b>	<b><u>6</u></b>
<b><u>519.3.4.2</u></b>	<b><u>2 Potomac Yard (2PY) .....</u></b>	<b><u>7</u></b>
<b><u>519.3.4.3</u></b>	<b><u>Crystal Park 3 (CP3) .....</u></b>	<b><u>7</u></b>
<b><u>519.3.4.4</u></b>	<b><u>State Annex 44 (SA-44) .....</u></b>	<b><u>7</u></b>
<b><u>519.3.4.5</u></b>	<b><u>Washington Learning Center (WLC) .....</u></b>	<b><u>7</u></b>
<b><u>519.3.5</u></b>	<b><u>Cleaning and Custodial Services .....</u></b>	<b><u>8</u></b>
<b><u>519.3.6</u></b>	<b><u>Galleys .....</u></b>	<b><u>8</u></b>
<b><u>519.3.7</u></b>	<b><u>Conference Rooms and Meeting Rooms .....</u></b>	<b><u>9</u></b>
<b><u>519.3.8</u></b>	<b><u>Copier Paper .....</u></b>	<b><u>9</u></b>
<b><u>519.3.9</u></b>	<b><u>Shuttle Buses .....</u></b>	<b><u>10</u></b>
<b><u>519.3.10</u></b>	<b><u>Use of Alcoholic Beverages in USAID Facilities .....</u></b>	<b><u>10</u></b>
<b><u>519.3.11</u></b>	<b><u>Directories .....</u></b>	<b><u>10</u></b>
<b><u>519.3.12</u></b>	<b><u>Signage/“Wayfinding” System .....</u></b>	<b><u>10</u></b>
<b><u>519.3.13</u></b>	<b><u>Moving Services .....</u></b>	<b><u>11</u></b>

**519.3.14    Department of State Art Bank Program ..... 12**

**519.3.15    Sign Language Interpreting Services..... 12**

**519.4        MANDATORY REFERENCES ..... 13**

**519.4.1     External Mandatory References ..... 13**

**519.4.2     Internal Mandatory References ..... 13**

**519.5        ADDITIONAL HELP ..... 13**

**519.6        DEFINITIONS..... 13**

*Text highlighted in yellow indicates that the adjacent material is new or substantively revised.*

## ADS 519 - Building Support Services in USAID/Washington

### 519.1 OVERVIEW

Effective Date: 07/19/2016

This chapter establishes the policies and procedures for a variety of administrative and logistical support functions and services in USAID/Washington (USAID/W), including:

- Building repairs and maintenance;
- Cleaning and custodial services;
- Common spaces (galleys, meeting rooms);
- Shuttle bus services;
- Sign language interpreting services;
- Use of alcoholic beverages; and
- The Department of State Art Bank Program.

The policies and procedures outlined in this ADS chapter are applicable to the Ronald Reagan Building (RRB), 2 Potomac Yard (2PY), Crystal Park 3 (CP3), State Annex 44 (SA-44), and the Washington Learning Center.

### 519.2 PRIMARY RESPONSIBILITIES

Effective Date: 07/19/2016

**a.** The **Director, Bureau for Management, Office of Management Services (M/MS/OD)** has primary responsibility for developing and issuing policies and guidelines on building and related services in USAID/W.

**b.** The **Bureau for Management, Office of Management Services, Headquarters Management Division (M/MS/HMD)** is responsible for:

- Coordinating with the General Services Administration (GSA) to obtain building maintenance services;
- Providing building managers for USAID facilities; and
- Implementing the policies and coordinating services outlined in this ADS chapter.

**c.** The **Office of Civil Rights and Diversity (OCD)** is responsible for administering the reasonable accommodation program in a manner consistent with

USAID policies and procedures, and all applicable federal laws, regulations, and guidelines.

### **519.3 POLICY DIRECTIVES AND REQUIRED PROCEDURES**

#### **519.3.1 Building Repair Services**

Effective Date: 07/19/2016

USAID staff may request repairs and/or adjustments involving lighting, heating, air conditioning, or plumbing systems in USAID facilities by emailing **facilities@usaid.gov** or by calling the customer service desk at (202) 712-4110. M/MS/HMD must coordinate with GSA for repair services. Generally, emergency requests (e.g., water leak) are addressed immediately. Non-emergency requests are usually addressed within 24-72 hours.

#### **519.3.2 Painting**

Effective Date: 07/19/2016

GSA paints offices and corridors on a cyclical basis as determined by the occupancy or lease agreements.

All requests for painting must be sent to the M/MS/HMD customer service desk by emailing **facilities@usaid.gov**. Upon receipt of a written request from the Bureau or Independent Office (B/IO) AMS officer or management official stating the reason that painting is required, M/MS/HMD will inspect the area, determine the cost involved, and weigh 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 outside of the regular GSA cycle. M/MS/HMD will inform the B/IO AMS officer of the decision. If painting can be justified, M/MS/HMD will consult with the B/IO, prepare the necessary work order ([Reimbursable Work Authorization \(RWA\)](#)) for GSA, and advise the B/IO as soon as a date is scheduled for the painting. No changes to the existing color schemes are permitted.

#### **519.3.3 Hanging, Mounting, or Framing**

Effective Date: 07/19/2016

Only items purchased or otherwise provided by the government may be considered for mounting or framing. Requests for mounting or framing must be sent to the M/MS/HMD customer service desk at **facilities@usaid.gov**. The request must include a justification along with the approximate size and location of the item, the person to be contacted, and their telephone extension. Upon receipt, M/MS/HMD will determine whether the request can be approved based on expected benefits to the government compared to the cost of the service. Note: Mounted or framed items must not be attached directly to walls in areas with textured vinyl wall covering.

### 519.3.4 Deliveries to Loading Docks

Effective Date: 07/19/2016

The procedures for accessing the loading dock at USAID buildings vary by building. The specific requirements are stated below. M/MS/HMD staff who are working with vendors making deliveries are required to communicate all security requirements of this section and access hours to vendors to ensure timely deliveries.

#### 519.3.4.1 Ronald Reagan Building (RRB)

Effective Date: 07/19/2016

M/MS/HMD staff must ensure that vendors making deliveries to the RRB are aware of the following:

- Delivery hours for the RRB are from 9:00 a.m. to 3:00 p.m., Monday through Friday. Deliveries scheduled before 9:00 a.m. or after 3:00 p.m. must receive prior approval from M/MS/HMD.
- M/MS/HMD requires 72 hours advanced notice for all deliveries to the RRB. The freight company must fill out a [Freight Delivery Request Form \(AID Form 519-1\)](#). The USAID point of contact must sign the AID Form 519-1 and forward it to M/MS/HMD at [facilities@usaid.gov](mailto:facilities@usaid.gov). GSA does not accept unscheduled deliveries. Deliveries through the ground-level doors, on either the 13<sup>th</sup> street entry, the 13 ½ street entry, or the 14<sup>th</sup> street entry, are strictly prohibited and will be turned away.
- All vendors must report to the Southeast Federal Center, 12<sup>th</sup> and C Streets SW, Washington, D.C., 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 checks for a valid state driver's license or commercial driver's license (CDL), vehicle registration card, and Bill of Lading/Manifest, and inspects 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/MS/HMD for the primary and alternate driver. These vendors must immediately report any changes to this roster to M/MS/HMD.
- 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. Vendors, or the USAID point of contact, must make arrangements in advance with M/MS/HMD 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, D.C. 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 in M/MS/HMD delivers them to the customer for USAID.

#### **519.3.4.2 2 Potomac Yard (2PY)**

Effective Date: 07/19/2016

The loading dock hours for 2PY are 8:00 a.m. to 5:00 p.m., Monday through Friday. Requests for loading dock access must be submitted to **facilities@usaid.gov** or by calling the customer service desk at (202) 712-4110.

#### **519.3.4.3 Crystal Park 3 (CP3)**

Effective Date: 07/19/2016

The loading dock hours for CP3 are 5:00 a.m. to 11:30 a.m., Monday through Friday and 1:00 p.m. to 5:00 p.m. on Saturdays. Requests for loading dock access must be submitted to **facilities@usaid.gov** or by calling the customer service desk at (202) 712-4110.

#### **519.3.4.4 State Annex 44 (SA-44)**

Effective Date: 07/19/2016

The loading dock hours for SA-44 are from 7:00 a.m. to 5:00 p.m., Monday through Friday. Requests for loading dock access must be submitted to **facilities@usaid.gov** or by calling the customer service desk at (202) 712-4110.

#### **519.3.4.5 Washington Learning Center (WLC)**

Effective Date: 07/19/2016

The loading dock hours for the WLC are 6:00 a.m. to 6:00 p.m., Monday through Friday. Requests for loading dock access must be submitted to **facilities@usaid.gov** or by calling the customer service desk at (202) 712-4110. A parking pass is required for all delivery vehicles that will be in the building over 30 minutes.

### **519.3.5 Cleaning and Custodial Services**

Effective Date: 07/19/2016

Contractor personnel provide cleaning services on an established schedule in all USAID facilities. Problems or special requirements may be referred to M/MS/HMD customer service desk at **facilities@usaid.gov** or (202) 712-4110.

### **519.3.6 Galleys**

Effective Date: 07/19/2016

#### **a. Bulletin Boards**

M/MS/HMD maintains the locked bulletin boards located in galleys. Items posted on the bulletin boards must be related to official Agency business. B/IOs can send materials proposed for display on locked bulletin boards to M/MS/HMD at **facilities@usaid.gov** or by contacting the customer service desk at (202) 712-4110 to arrange for delivery of hard copies. All materials must be dated and will be removed after 30 days.

#### **b. Microwave Ovens**

Microwave ovens are available in all USAID office buildings. The microwaves must not be left unattended. Microwave ovens are cleaned twice daily.

#### **c. Refrigerators**

All food and beverage containers must be removed from the refrigerators before 3:00 p.m. on Fridays so that they can be cleaned. Any containers or bags remaining in the refrigerators after 3:00 p.m. will be discarded.

#### **d. Sinks and Countertops**

Personal items (e.g., cups, bowls, spoons, forks) must not be left in the sink or on countertops of galleys. Any personal items left in the galleys will be disposed of due to health and safety concerns. Report leaks or other issues with the galley to the M/MS/HMD customer service desk at (202) 712-4110.

#### **e. Pest management**

Rodent and insect infestation abatement will be done on a regular basis using non-toxic methods and following Agency environmental safety protocols and guidance. Rodent

and insect infestation should be reported to the M/MS/HMD customer service desk at **facilities@usaid.gov** or (202) 712-4110.

### **519.3.7 Conference Rooms and Meeting Rooms**

Effective Date: 07/19/2016

As a general rule, conference rooms in USAID facilities are a shared resource. 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.

B/IOs are assigned conference rooms in or near their work areas for their use and the use of other USAID/W organizations. M/MS/HMD maintains limited conference rooms, which are available upon request. Requests for the use of these rooms should be submitted at least two days in advance of the event to **facilities@usaid.gov**. The request must include the following:

- Identification of the group or unit;
- Name and telephone number of a contact person;
- Date, time, and anticipated duration of the conference or meeting;
- Number of persons in the group; and
- Seating arrangements desired.

[ADS 519saa, Agency Conference and Meeting Rooms](#) contains the location of B/IO and M/MS/HMD maintained conference rooms, along with contact information for the designated scheduler.

The requesting office is responsible for any equipment requirements in consultation with the Bureau for Management, Office of the Chief Information Officer (M/CIO). B/IOs should contact the M/CIO Service Desk at (202) 712-1234.

### **519.3.8 Copier Paper**

Effective Date: 07/19/2016

Copier paper is delivered every Tuesday and Thursday to all USAID facilities. M/MS/HMD monitors the supply of copier paper in the RRB, 2PY, CP3, SA-44, and the Washington Learning Center to ensure that a sufficient supply is available to meet the needs of organizational units. B/IOs may request a supply before scheduled deliveries by calling the customer service desk at (202) 712-4110 or by emailing **facilities@usaid.gov**.

**519.3.9 Shuttle Buses**

Effective Date: 07/19/2016

Shuttle bus transportation for official business is provided between buildings occupied by USAID staff in Virginia and the District of Columbia in accordance with the [Shuttle Bus Schedule](#).

M/MS/HMD provides special bus service for specific occasions, upon request. B/IOs can request arrangements for special charters or additional buses for specific occasions (e.g., the annual USAID Awards Ceremony) by emailing M/MS/HMD at [facilities@usaid.gov](mailto:facilities@usaid.gov). The request must include a justification and all pertinent details (times, locations, estimated number of people, and funding source).

**519.3.10 Use of Alcoholic Beverages in USAID Facilities**

Effective Date: 07/19/2016

In accordance with the [Federal Management Regulation \(102.74.405\)](#), the use of alcoholic beverages is prohibited except, when the head of the 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/MS may grant exceptions to this regulation. Requests for exceptions must be in the form of an Action Memorandum to the Director of M/MS citing the purpose of the request. M/MS/HMD must send a copy of all exceptions to the GSA Service Center and the Office of Security (SEC).

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 where alcoholic beverages are served to ensure appropriate conduct by participants at all times. Nothing in this policy directive may be construed to conflict with the [Federal Management Regulation](#).

**519.3.11 Directories**

Effective Date: 07/19/2016

M/MS/HMD maintains and revises lobby and hallway directories located in USAID facilities. M/MS/HMD automatically makes any changes resulting from official relocation of offices and units. The Administrative Management Services (AMS) Officer of the requesting B/IO must submit requests to [facilities@usaid.gov](mailto:facilities@usaid.gov) for all other changes to lobby and hallway directories to M/MS/HMD.

**519.3.12 Signage/“Wayfinding” System**

Effective Date: 07/19/2016

The signage numbering and placement is designed to assist with “wayfinding” throughout USAID facilities. Criteria regarding the placement of signs for lobbies, corridors, offices, and workstations are defined in the signage standards ([41 CFR 101](#)).

The B/IO AMS Officer must submit requests for signage changes for corridors, offices, or workstations to M/MS/HMD at [facilities@usaid.gov](mailto:facilities@usaid.gov). All requests must be justified and provide the following:

- A clear and accurate description of the information to be printed on the sign, e.g., name, title, office symbol, etc.;
- Location of the sign; and
- Name and telephone number of a contact person to answer questions regarding the request.

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

### **519.3.13 Moving Services**

Effective Date: 07/19/2016

M/MS/HMD arranges for the movement of all furnishings and equipment when a USAID/W staff or organizational unit needs to be relocated. B/IOs should submit requests at least seven business days in advance of the required date. M/MS/HMD conducts a pre-move management briefing with B/IOs when relocating staff or organizational units. M/MS/HMD 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.

At the request of the B/IO being relocated, M/MS/HMD arranges for the necessary packing materials to be delivered to the B/IO five business days prior to the moving date. Instructions for preparing furniture and equipment for the relocation are as follows:

- Each moving box, office machine, and item of furniture must be individually tagged or marked. 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.
- Number file cabinets, transfer cases, and supply cabinets consecutively in the order in which they are to be placed as shown on the equipment layout. Mark each item of furniture appropriately for movement to the new location or for return to stock.

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- Pack small articles in boxes. Remove all articles from desks, tables, or other non-secure places and pack them in boxes, and make sure any liquids are tightly capped.
- Empty all supply cabinets, file cabinets, bookcases, and heavily loaded or poorly constructed items, and pack the contents in boxes.
- Pack and tag mirrors, pictures, and maps suspended from picture moldings for movement.
- Staff must relocate personal items (e.g., plants).

For each move, M/MS/HMD designates a member of its staff as the Project Manager. [ADS 547, Property Management of Information Technology \(IT\) Resources](#) provides guidance on preparing IT equipment for the move and, when necessary, M/MS/HMD arranges for special labor services to move certain kinds of IT equipment.

The personnel assigned to the organization that is being moved is responsible for the preparations described above. However, if special problems occur, B/IOs should consult with M/MS/HMD. M/MS/HMD arranges with GSA to provide multiple large mobile trash containers to B/IOs planning a move.

#### **519.3.14 Department of State Art Bank Program**

Effective Date: 07/19/2016

USAID's participation in the Department of State's Art Bank Program provides an opportunity for USAID political appointees and heads of B/IOs to enhance their office with artwork from the Department of State's collection. Each qualified B/IO is entitled to one piece of artwork, and the Administrator and Deputy Administrator are each entitled to two pieces.

B/IOs interested in obtaining artwork must submit a written request to M/MS/HMD at [facilities@usaid.gov](mailto:facilities@usaid.gov). M/MS/HMD Facilities Managers will make arrangements with the Department of State's Art Bank Program Coordinator for the B/IO representative to see all the artwork and make a selection. M/MS/HMD facilitates the paperwork necessary to acquire the artwork selected. Appointees are responsible for the acquisition and return of all artwork in their office during their appointment. Appointees, or their representatives, must return all artwork to the Department of State's Art Bank Program before leaving the Agency. Each Appointee must receive an exit clearance for artwork from M/MS/HMD.

#### **519.3.15 Sign Language Interpreting and CART Services**

Effective Date: 07/19/2016

In accordance with Section 508 of the Rehabilitation Act, the Agency provides sign language interpreting or Communication Access Realtime Translation (CART) services

to staff who are hearing impaired. The employee, supervisor, or other individual on behalf of the employee may request interpreting and/or CART services by contacting M/MS/HMD at **facilities@usaid.gov** or by calling the customer service desk at (202) 712-4110. M/MS/HMD will contact OCRD to request a review for a reasonable accommodation. The review will be conducted in accordance with procedures outlined in [ADS 110, Equal Employment Opportunity](#).

Requests for interpreter and/or CART services for a USAID event (e.g., town hall meeting) may also be sent to **facilities@usaid.gov**.

## **519.4 MANDATORY REFERENCES**

### **519.4.1 External Mandatory References** Effective Date: 07/19/2016

- a. [Federal Management Regulation](#)

### **519.4.2 Internal Mandatory References** Effective Date: 07/19/2016

- a. [ADS 110, Equal Employment Opportunity](#)
- b. [ADS 331, USAID Worldwide Purchase Card Program](#)
- c. [ADS 512, Printing, and Graphics Services](#)
- d. [ADS 513, Mail Management](#)
- e. [ADS 517, Washington Real Property Acquisition and Management](#)
- f. [ADS 547, Property Management of Information Technology Resources](#)

### **519.4.3 Mandatory Forms** Effective Date: 07/19/2016

- a. [AID 519-1, Freight Delivery Request Form](#)

## **519.5 ADDITIONAL HELP** Effective Date: 07/19/2016

- a. [ADS 519saa, Agency Conference and Meeting Rooms](#)

## **519.6 DEFINITIONS** Effective Date: 07/19/2016

See the [ADS Glossary](#) for all ADS terms and definitions.

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**art bank program**

A domestic fine arts program managed by the Department of State with a permanent collection of contemporary American artwork. (**Chapter 519**)

**reimbursable work authorization**

The form (GSA 2957) that provides written documentation of a formal agreement between GSA and a customer whereby GSA agrees to provide goods and/or services and the customer agrees to reimburse GSA's direct and indirect costs. (**Chapter 519**)

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