



Responsible Office: Office of Headquarters Operations  
 Subject: Headquarters Facilities & Administrative Services (Code CO)

## DOCUMENT HISTORY LOG

<u>Status</u> ( <u>Baseline/</u> <u>Revision/</u> <u>Canceled</u> )	<u>Document</u> <u>Revision</u>	<u>Effective</u> <u>Date</u>	<u>Description</u>
Baseline		12/10/99	
Revision	A	2/3/00	<p>Added 3.4 <u>Contract</u>. See OWI1542-C001 - Code C Support Services Contract Management</p> <p>Added 4.34 NHQ Form 81 – Requisition for Office Equipment, Furniture, Services, and Supplies</p> <p>Added 4.35 NHQ Form 163 – Headquarters Procurement Request</p> <p>6.1 Change Actionee from Action Officer to Action Recipient</p> <p>6.1 Change, “Evaluate requirement upon receipt and assigned an action officer...”, to, “Evaluate requirement upon receipt and pass on to the pertinent action officer as designated in the HQPG1590.1A Operations Service Guide...”</p> <p>6.6 Added “...existing contracts, and availability of action officer.</p> <p>6.7 Changed “Proceed to 6.8 or 6.10 or 6.12 performed internally, submitted to a supporting organization, or if a new procurement action is required” to “Proceed to 6.8 if performed internally, 6.9 if submitted to a supporting organization, or 6.10 if a new procurement action is required”</p> <p>6.8/6.9 Combined to form 6.8: previous 6.8 “Select personnel to perform preparatory work in house, based on individual position Description, workload, cross-training, and availability.”, and previous 6.9, “Performs task in accordance with references in section 4 covering each product or service.”, to, current 6.8 “Perform task, in-house, in accordance with references in Section 4 covering each product or service.”</p> <p>6.10/6.11 Combined to form 6.9: previous 6.10, “Perform preparatory work by defining requirements and specifications for formatting into a task orders, contract modifications or technical direction for submission to the supporting organization for implementation. These organizations are internal as well as external to NASA Headquarters.”, and previous 6.11, “Submit task to support organization for completion.”, to, current 6.9, “Prepare task description of work to be done by defining requirements and specifications and insert into format for task orders, contract modifications or technical direction and submit to the supporting organization (internal or external to NASA Headquarters) for implementation.” Current 6.9, added Input box, “Contracts, References, Forms” Changed Quality Record box from “Fm 205, Fm 81” To “NHQ Forms”</p>

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			<p>6.12/6/13 Combine to form 6.10: previous 6.12, "Translate service requirement in specifications in preparation for a new contract.", and previous 6.13, "Prepare procurement request, funding and specification package and submit to GSFC/HQ Procurement Branch.", to, current 6.10, "Prepare procurement request to include funding and service requirement specifications for new contract and submit to GSFC/HQ Procurement Branch." Added Out of Scope Box, "Work Performed", in Section 5 between 6.9/ 6.10 and 6.11.</p> <p>Add new 6.11, "Receive completed task from supporting organization or new contractor."</p> <p>Change number 6.14 to 6.12</p> <p>Change number 6.15 to 6.13</p> <p>Change number 6.16 to 6.14</p> <p>Change number 6.17 to 6.15</p> <p>Change page connector "2" from 6.14 to 6.8</p> <p>Change 6.18 numbering to 6.16 and change, "Task completed? If determined to be no by Supervisor, Action Officer or Customer Feedback, return to 6.16, if internal tasking, or 6.17 if external tasking. If determined to be yes, proceed to 6.19 or 6.20.", To, "Performance acceptability within conformance to specifications and requirements? If No for in-house performance, return to 6.8. If No for new or existing contract, return to out of scope "Work Performed". If Yes, proceed to 6.16."</p> <p>Change number 6.19 to 6.17 and added to Quality Records box "Passport records" and changed "Security logs" to "Security Records"</p> <p>Change 6.20 to 6.18 "Close out external task by updating records, certifying invoice for payment or processing procurement close out documents." To "Close out external task by certifying invoice for payment, processing procurement close out documents, updating NHQ forms, or updating Help Desk log." And changed Quality Record box "Fm 6 Log" To "NHQ Forms"</p>
Revision	B	5/5/00	<p>Changed NASA Logo</p> <p>Updated formats</p> <p>Changed names of Quality Records to be consistent</p> <p>Added Aircraft Services as a Quality Record category</p>
Revision	C	4/19/01	<p>Combine Sections 4.3,4.4 and 4.5 into one reference- 4.3- Federal Personnel Manual</p> <p>All sections after 4.3 were re-numbered as a result of this</p>

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			change.
			<p>Section 4.27 is changed to read "National Electrical Code" vs. "National Electrical Code 1990."</p> <p>Section 4.30 is re-numbered to read 4.28 and now reads, "NPG 1000.3- The NASA Organization."</p> <p>Section 4.31 is re-numbered to be Section 4.29 and now reads as follows: "NPG 1620.1- Security Procedures and Guidelines." NPG 1620.1 replaces NHB 1620.3C, the NASA Security Handbook.</p> <p>Section 4.42 is re-numbered to be Section 4.40.</p> <p>A new separate section, number 4.41 is established for NPD 1000.1, The NASA Strategic Plan.</p> <p>Section 4.42. Deleted the words, "NASA Policy Directive"</p> <p>Section 4.46 is corrected to read as follows: "NPG 8715.3- NASA Safety Manual."</p> <p>Section 4.47 is corrected to read as follows: "NPG 8715.2- NASA Emergency Preparedness Plan Procedures and Guidelines"</p> <p>Section 4.48 is changed to read in part, "Code of Federal Regulations" vs. "Combined Federal Regulations."</p> <p>Section 4.50 is changed to read, "UBC-Uniform Building Code."</p> <p>Section 7, Quality Records. OPM Form SF86 is modified to indicate that two forms are retained as Quality Records: SF86 for Government personnel and SF86A for Contractor Personnel</p>
Revision	D	5/3/02	<p>Cover page, Delete the word "Security" from the title. Delete all references to the word "Security" from the document.</p> <p>Section 1, "Purpose" deleted the word "Security" from the Division name.</p> <p>Section 2.1, delete the word "Security."</p> <p>Section 2.2, change the division name to read, "The Headquarters Facilities and Administrative Services Division (Code CO).</p> <p>Under Section 4, "Reference Documents" delete the following sections: 4.3, 4.18, 4.29, 4.37, 4.40, 4.42 and</p>

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			4.51.  Section 5.1, Flowchart, section delete references to Security, and delete the abbreviation "Sec".  Flowchart, Section 5.0 Delete the words "Security Records" and "Security Clearances".  Under Quality Records, delete all references to "Security Clearances" and "Security Services."

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## 1.0 PURPOSE

The Headquarters Office Work Instruction is to plan, organize, direct and control the facilities, security and administrative services provided by the Headquarters Facilities and Administrative Services Division.

## 2.0 SCOPE and APPLICABILITY

- 2.1 This HQOWI covers the procedure for the management of an organizational division responsible for diverse facility and administrative services.
- 2.2 The Headquarters Facilities and Administrative Services Division, Code CO within the Office of Headquarters Operations, Code C, is responsible for maintaining and implementing this document.

## 3.0 DEFINITIONS

- 3.1 Action Officer (AO). Performs the work required to satisfy the request for a product or service
- 3.2 Availability/leave. Action can be assigned to an individual who has the qualities and abilities to take on a task when the AO is absent, in training or on travel.
- 3.3 Code CO. Headquarters, Facilities and Security Management Division
- 3.4 Contract. See OWI1542-C001 - Code C Support Services Contract Management
- 3.5 Cross-training/development. Training and practice in multiple tasks to allow flexibility in work assignment
- 3.6 Employee Evaluation. Annual employee review by the supervisor, evaluating employee performance against position description standards, goals and task identified in the employee performance plan.
- 3.7 Invoice Certification. To certify bills/invoices received from supplier for payment.
- 3.8 PD. Position description defines employee skills, experience, level of authority and responsibilities.
- 3.9 Performance Plan. Annual plan to identify employee standards, goals and task by which the employee performance is evaluated.
- 3.10 Product. Passports, Visas, HQ Identification Badge, HQ Parking Permit, Travel Card
- 3.11 Trouble Call Database. Database that shows all daily facility related complaints, requests, inquiries, repairs and emergency phone calls.
- 3.12 Service. Office space planning, audio-visual support, facilities management, security clearances, safety, aircraft operations.
- 3.13 Supervisor. Code CO Division Director, or Team Leader
- 3.14 UPA. Unit Price Agreement is a blanket purchases agreement directly with the Lessor, Boston Properties to accommodate facility related services. NHQ Form 205 is used when requesting these services.

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## **4.0 REFERENCE DOCUMENTS**

- 4.1 American National Standards Institute/National Fire Protection Association (ANSI/NFPA) 13 1991 Edition
- 4.2 Code of Federal Regulations (CFR) Title 53 – Passport Requirement and Exceptions
- 4.3 Employee Acknowledgment Form for National Bank Charge Card
- 4.4 Federal Acquisition Regulations (FAR) 52.212.13 - Stop Work Order
- 4.5 FAR 52.216.19 - Delivery Order Limitations
- 4.6 FAR 52.216.22 - Indefinite Quantity
- 4.7 FAR 52.216.92 - Delivery Order Procedures
- 4.8 FAR 52.246.4 -Inspection of Services
- 4.9 FAR 52.246.6 - Inspection Time & Material, Labor Hour
- 4.10 FAR 52.246.16 - Responsibility for Supplies
- 4.11 Financial Management Manual (FMM) 9770 – Travel Advances and Travel Reimbursement Claims
- 4.12 FMM 9771 - Travel Advances
- 4.13 Form Department of State Passport (DSP)-11 – Application for Passport
- 4.14 Form DSP-19 - Passport Amendment/Validation Application
- 4.15 Form DSP-64 -Statement Regarding Lost or Stolen Passport
- 4.16 Form DSP-82 - Application for Passport by Mail
- 4.17 NASA Headquarters Management Directives Systems Handbook (HQHB) 1410.3
- 4.18 Headquarters Management Instruction (HQMI) 1400.1 – Processing Headquarters Directives
- 4.19 HQMI 1541.2H - Parking Regulations and Criteria for the Assignment of Parking Spaces
- 4.20 Headquarters Policy Directive (HQPD) 5137.1 – Headquarters Contract Workforce Management
- 4.21 Headquarters Procedures & Guidelines (HQPG) 1590.1A – Headquarters Operations Services Guide
- 4.22 NASA Standard 8719.7 - Facilities Systems Safety Guidebook
- 4.23 NASA Standard 8719.11 - Safety Standard for Fire Protection
- 4.24 Nations Bank - Individually Billed Card Account Setup/Application Form
- 4.25 National Electric Code
- 4.26 NPG 1000.3- The NASA Organization
- 4.27 NASA Headquarters (NHQ) Form 6 – Request for Facilities Services
- 4.28 NHQ Form 43 - Application for Headquarters Parking Permit
- 4.29 NHQ Form 81 – Requisition for Office Equipment, Furniture, Services, and Supplies
- 4.30 NHQ Form 163 – Headquarters Procurement Request
- 4.31 NHQ Form 202 – Request for Change in Commuting Status
- 4.32 NHQ Form 205 – Request for Alternations/Services

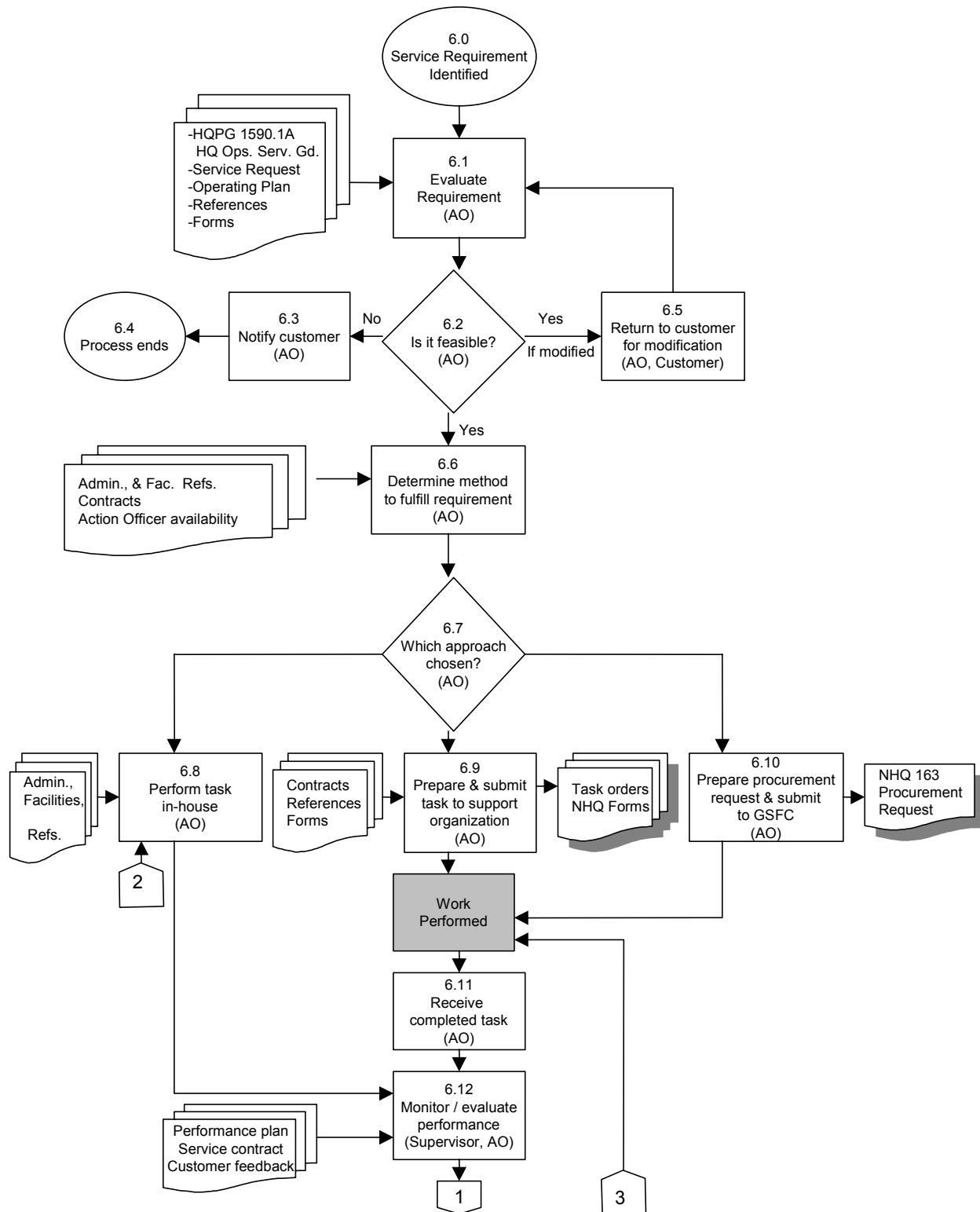
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- 4.33 NHQ Form 217 – Headquarters Exhibit/Display Request
- 4.34 NHQ Form 793 – Visa Request
- 4.35 NHQ Form 794 – Passport Request
- 4.36 NPD 1000.1 – The NASA Strategic Plan
- 4.37 NPD 7900.4A – NASA Aircraft Operations Management
- 4.38 NPG 1000.2 – NASA Strategic Management Handbook
- 4.39 NPG 1441.1C – NASA Records Retention Schedules
- 4.40 NPG 8715.3 - NASA Safety Manual
- 4.41 NPG 8715.2 - NASA Emergency Preparedness Plan Procedures and Guidelines
- 4.42 Title 41 Code of Federal Regulations (CFR) Public Contracts and Property Management
- 4.43 Title 48 CFR - Federal Acquisition Regulations (FAR)
- 4.44 UBC – Uniform Building Code

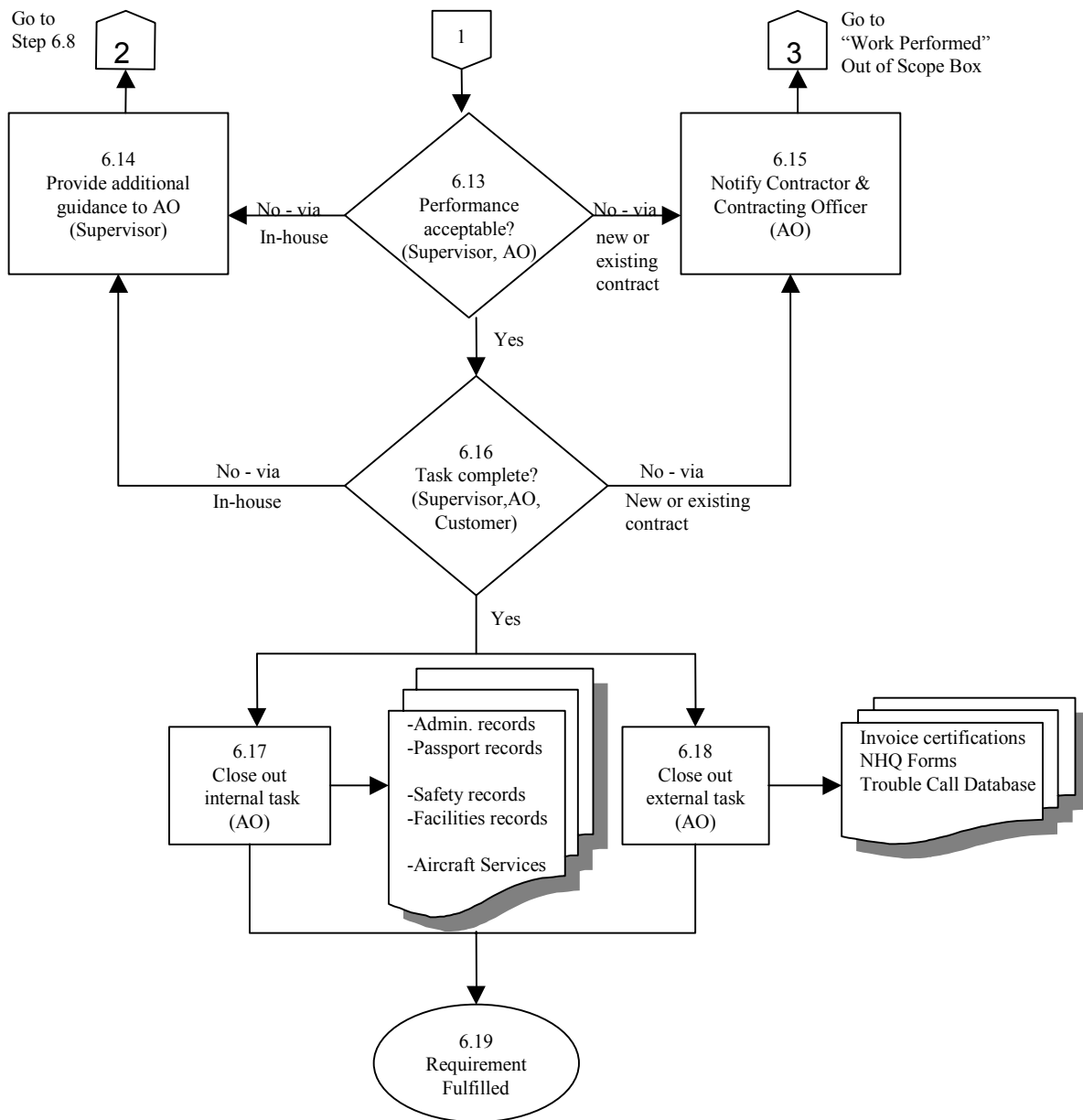


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### 5.0 Flowchart



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## 6.0 PROCEDURE

<u>Step</u>	<u>Actionee</u>	<u>Action</u>
		Service Requirement identified in memo, e-mail, verbal request or form requesting service or product.
6.1	Action Recipient	Evaluate requirement upon receipt and pass on to the pertinent action officer, as designated in the HQPG1590.1A Operations Service Guide, for assessment of appropriate signatures and approvals, verification of funding, and development of an approach plan to meet the customers requirements.
6.2	Action Officer (AO)	Is it feasible to accommodate request during the current fiscal year, or is there a policy change or organizational change which would prohibit completion of the request? If No, proceed to 6.3. If Yes with modifications, proceed to 6.5. If Yes, with no modification, proceed to 6.6.
6.3	AO	Notify customer if the request can not be completed by returning request with an explanation.
6.4		The process ends.
6.5	AO	Return to customer for modification with explanation, if not modified by the Action Office. The request is then returned to review cycle, 6.1.
6.6	AO	Determine method for fulfilling the requirement based on documented procedures/regulations, existing contracts, and availability of action officer.
6.7	AO	Which approach chosen? Proceed to 6.8 if performed internally, 6.9 if submitted to a supporting organization or 6.10 if a new procurement action is required.
6.8	AO	Perform task, in-house, in accordance with references in Section 4 covering each product or service.
6.9	AO	Prepare task description of work to be done by defining requirements and specifications and insert into format for task orders, contract modifications or technical direction and submit to the supporting organization (internal or external to NASA Headquarters) for implementation.
6.10	AO	Prepare procurement request to include funding and service requirement specifications for new contract and submit to GSFC/HQ Procurement Branch.
6.11	AO	Receive completed task from supporting organization or new contractor.
6.12	AO, Supervisor	Monitor/evaluate performance for adherence to specifications and requirements whether performed in-house, by existing support organization or new support contract.
6.13	AO, Supervisor	Performance acceptability within conformance to specifications and requirements? If No for in-house performance, return to 6.8. If No for new or existing contract, return to out of scope "Work Performed". If Yes, proceed to 6.16.
6.14	Supervisor	Provide additional guidance to the action officer performing internally task by the supervisor.

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<u>Step</u>	<u>Actionee</u>	<u>Action</u>
6.15	AO	Notify Contractor and Contracting Officer with technical direction when externally performed task by either existing organization or new contract is unacceptable. Return (3) to "Work Performed" out of scope box.
6.16	AO, Supervisor	Task completed? If in-house tasking is No return to 6.14, or if new or existing contract tasking is No return to 6.15, If any are Yes, proceed to 6.17 for internal task or 6.18 for external task.
6.17	AO	Close out internal task by updating records.
6.18	AO	Close out external task by certifying invoice for payment, processing procurement close out documents, updating NHQ forms or updating Trouble Call Database.
Requirement Fulfilled.		

## 7.0 QUALITY RECORDS

<u>Record Identification</u>	<u>Owner</u>	<u>Location</u>	<u>Record Media: Electronic or Hard Copy</u>	<u>Schedule Number and Item Number (NPG 1441.1)</u>	<u>Retention/Disposition</u>
<b><u>Administrative</u></b>					
Task Order	CO	COTR	Hardcopy	Schedule 5, Item 25A	Destroy upon certification of payment to the contractor or when no longer needed for follow-on contract preparation
NHQ 163 Procurement Request	CO	AO	Electronic	Schedule 5, Item 2	Destroy or delete when no longer needed, or when 3 years old whichever is sooner
NHQ 202 Fare Subsidy	CO	AO	Hardcopy	Schedule 1, Item 12.B.2	Retain 2 years then destroy
HQPG1590.1A HQ Operations Services Guide	CO	HDM	Electronic	Schedule 1, Item 2.A.1	Permanent cut off when superseded and retires to FRC when 3 years old.
HQ Parking Applications	CO	AO	Hardcopy	Schedule 1, Item 12.B.2	Retain 2 years then destroy
Invoice Certification	CO	AO	Hardcopy	Schedule 5, Item 31	Destroy upon termination, completion of contract, or when no longer needed, whichever is sooner.
<b><u>Passports</u></b>					
DSP-11	CO	AO	Hardcopy	Schedule 1, Item 115	Return original to requestor, destroy when 5 yrs. old or no longer needed
DSP-19	CO	AO	Hardcopy	Schedule 1, Item 115	Return original to requestor, destroy when 5 yrs. old or no longer needed
DSP-64	CO	AO	Hardcopy	Schedule 1, Item 115	Return original to requestor, destroy when 5 yrs. old or no longer needed

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<u>Record Identification</u>	<u>Owner</u>	<u>Location</u>	<u>Record Media: Electronic or Hard Copy</u>	<u>Schedule Number and Item Number (NPG 1441.1)</u>	<u>Retention/Disposition</u>
DSP-82	CO	AO	Hardcopy	Schedule 1, Item 115	Return original to requestor, destroy when 5 yrs. old or no longer needed
NHQ DIV 794	CO	AO	Hardcopy	Schedule 1, Item 12.B.2	Retain 2 years then destroy
NHQ DIV 793	CO	AO	Hardcopy	Schedule 1, Item 12.B.2	Retain 2 years then destroy
<b><u>Facilities Services</u></b>					
Trouble Call Database	CO	AO	Electronic	Schedule 1, Item 25	Remove from related records and destroy or delete when work is completed or when no longer needed for operating purposes.
NHQ Form 6	CO	AO	Hardcopy	Schedule 1, Item 25	Remove from related records and destroy or delete when work is completed or when no longer needed for operating purposes.
NHQ Form 81	CO	AO	Hardcopy	Schedule 1, Item 25	Remove from related records and destroy or delete when work is completed or when no longer needed for operating purposes.
NHQ Form 189	CO	AO	Hardcopy	Schedule 1, Item 25	Remove from related records and destroy or delete when work is completed or when no longer needed for operating purposes.
NHQ Form 205	CO	AO	Hardcopy	Schedule 1, Item 25	Remove from related records and destroy or delete when work is completed or when no longer needed for operating purposes.
NHQ Form 217	CO	AO	Hardcopy	Schedule 1, Item 25	Remove from related records and destroy or delete when work is completed or when no longer needed for operating purposes.
NHQ DIV Form 825	CO	AO	Hardcopy	Schedule 1, Item 120.A	Retire to FRC when inactive. Destroy when 20 years old.
<b><u>Safety Reports</u></b>					
NASA Form 1627	CO	AO	Electronic	Schedule 1, Item 120.C	Close file on termination of compensation or when dead-line for filing a claim has passed. Destroy 3 years after close of file.
<b><u>Aircraft Services</u></b>					
NASA Form 1653	CO	AO	Electronic	Schedule 9, Item 20.A	Destroy when 2 years old.