

6 FAH-5 H-340 COST CENTERS

(CT:ICASS-11; 11-07-2008)
(Office of Origin: RM/BP/ICASS)

6 FAH-5 H-341 COST CENTER DESCRIPTION - ICASS STANDARD

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

- a. With the exception of Basic Package Services, services listed in each category below are illustrative. The listed services will be helpful to post in preparing its memorandum of understanding (MOU) and service level agreements (SLAs). At some posts, certain services may not exist. For example, services related to an international or U.S.-sponsored school may not be provided if there is no school at post.
- b. Two cost centers are mandatory for every agency at post with USDH and certain authorized TCN, U.S. contractor and other staff (as defined in 6 FAH-5 H-352, Categories of Personnel): Basic Package Services and Community Liaison Office Services. All other services are optional for subscribing agencies.
- c. The descriptions and guidance presented for each cost center apply equally to the services provided by an alternate service provider (ASP). While the terms and definitions may be specific to the Department of State, the purpose and intent should be interpreted consistently when applied to the ASP services. For example, cost centers that refer to the "authorized system of record" would use USAID's "system of record" where USAID is the service provider.

6 FAH-5 H-341.1 Basic Package Services (6150)

6 FAH-5 H-341.1-1 Definition of Service

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

- a. This cost center is mandatory for every agency at post with USDH and certain authorized TCN, U.S. contractor or other staff (as defined and identified in 6 FAH-5 H-352, Categories of Personnel). The rationale for

this is that all agencies benefit from the support structure of the primary service provider (the Department of State's management section at post), and therefore all must pay a basic amount on a per-capita basis, whether or not they subscribe to any other ICASS-provided service. The official diplomatic status of the mission and its administrative support structure are there to handle the problems of any agency employee present under chief-of-mission authority. Much like fire or police departments, the mission is there to assist on an as-needed basis and is the de facto service provider. Additionally, there are a number of specific services the mission provides from which all U.S. Government employees benefit, whether or not they sign on for any of the other standard services.

b. **The services in the Basic Package cost center listed below are standard and are not to be changed. If a service listed is not provided at post; that should be taken into consideration in determining the amount of time service providers allocate to Basic Package.**

c. The services include:

- (1) Provide diplomatic accreditation to host government, host-country ID cards, mandatory host-country entry/exit visas, required host-country documents;
- (2) Negotiate reciprocity issues with host government, such as vehicle import/export, spousal employment, and VAT issues;
- (3) Obtain licenses and special permits;
- (4) Maintain various post reports (e.g., emergency action plan, post report, post profile, post Web sites, duty officer rosters, etc.);
- (5) Maintain post staffing plan using the authorized personnel system of record;
- (6) Draft, clear and issue administrative and security notices;
- (7) Coordinate the mission awards ceremony;
- (8) Analyze and respond to NSDD-38 requests;
- (9) Establish check-in/check-out procedures, including routine arrival/departure Travel Message notification;
- (10) Issue building access badges;
- (11) Manage newcomer and TDY orientation program and related materials;
- (12) Establish and manage the local U.S. disbursing officer bank account;
- (13) Provide support to the local international school, including grant management, accreditation surveys, and the school's Suspense

Deposit Abroad (SDA) accounting and voucher processing;

- (14) Conduct surveys for cost of living (COLA), per diem rates, education allowance, etc.;
- (15) Negotiate hotel rates;
- (16) Support employee recreation association and commissary boards;
- (17) Provide support structure for VIP visits (see 6 FAH-5 H-315, paragraph b, and 6 FAH-5, H-360; see NOTE 1 in 6 FAH-5 H-341.1-2, Budgeted Costs).

NOTE 1: Sub-cost centers are not permitted in Basic Package. Posts that offer a service that is available to all customer agencies should add that service to another cost center with an appropriate distribution factor. For example, language classes that are offered for U.S. personnel could be added as a sub-cost center to 6441-Human Resources-U.S. Citizen Services where the workload count is number of Americans serviced.

NOTE 2: Maintenance of accurate, up-to-date information on post staffing using the authorized system of record is included in this cost center to reflect the broad interagency use of this database, both at post and in Washington. Because this database supports all agencies' requirements, the time devoted to this function should be allocated to this cost center (see 6 FAH-5 H-341.11-1, paragraph d).

6 FAH-5 H-341.1-2 Budgeted Costs

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

Budgeted costs include:

- (1) Salary, benefits and related support costs (e.g., residential rent and utilities, R&R travel, education allowance and travel, etc.) for USDH employees and salary and benefits (e.g., health insurance, pension, etc.) for LE staff who allocate their time to this cost center;
- (2) Purchase and replacement of appropriate office furniture and equipment (including related shipping and handling charges) for employees who allocate time to this cost center;
- (3) Costs for specialized equipment, supplies and/or contracts needed in support of the above services (e.g., orientation materials, contract for COLA survey, etc.).

NOTE 1: The customer requesting VIP visit support services will be direct charged outside of the ICASS reimbursement system for all service provider staff overtime, transportation and lodging, meals and incidental expense costs. The client will also be direct charged for the rental of any vehicles or

other equipment and any services provided by vendors to support the visit. The service provider, based on other ICASS client requirements and available staffing, will make the choice of using service provider staff or outside contractors.

NOTE 2: Vehicle and related costs are not budgeted here. Those costs are budgeted in 6139-Motor Pool Services (see 6 FAH-5 H-341.7-6).

NOTE 3: Charges for Basic Package Services should be a minimal part of the total ICASS budget at post and should not exceed six percent.

6 FAH-5 H-341.1-3 Time Allocation

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

- a. Employees (USDH and LE staff) who **directly** perform the services outlined above should allocate an appropriate percentage of their time to this cost center.
- b. Not appropriate in this cost center would be time allocation of employees who provide ad hoc support for occasional VIP visits (See 6 FAH-5 H-315, paragraph b).

6 FAH-5 H-341.1-4 How to Count

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

- a. The distribution factor is the number of USDH and certain authorized TCN, U.S. contractors or other staff as described in 6 FAH-5 H-352, Categories of Personnel, as reported in the authorized personnel system of record as of May 1 (for additional guidance on how to count, see 6 FAH-5 H-333).
- b. Locally-employed staff (including EFMs, summer/vacation hires, etc.), are not counted in Basic Package.
- c. Regional personnel based abroad are charged to Basic Package Services at their home post only, even if they are accredited to multiple countries.
- d. This cost center is **mandatory but modifiable** with post budget committee approval. Generally, there should not be a need to modify the level of services for Basic Package Services. However, there may be unique circumstances at post that warrant such modifications. For example, if an agency utilizes few of the services outlined above, this may support a modification of the distribution factor count.

NOTE: The data for each category of employee is entered separately (by "factor group") and modifications can be made at that level or for the total count for an agency, whichever is more appropriate.

6 FAH-5 H-341.2 Community Liaison Office (CLO) Services (6443)

6 FAH-5 H-341.2-1 Definition of Service

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

This cost center is mandatory for every agency at post with USDH and certain authorized TCN and U.S. contractor staff (as described in 6 FAH-5 H-352, Categories of Personnel). The CLO serves an integrating function at post and provides a wide range of services including:

- (1) Prepare and maintain welcome materials;
- (2) Provide pre-arrival information;
- (3) Maintain post sponsorship program;
- (4) Manage post's formal orientation program;
- (5) Organize cultural activities, trips, seminars and other morale enhancing events;
- (6) Maintain liaison with host-country organizations, businesses and mission communities;
- (7) Identify family member employment opportunities both inside and outside the mission and provide employment information to families;
- (8) Manage the post strategic networking assistance program (SNAP) (where applicable);
- (9) Maintain liaison with schools at post in order to provide information on educational options both at and away from post and on return to the United States;
- (10) Maintain an information resource center accessible to the community and contribute to the post newsletter;
- (11) Provide guidance and referral support during crises by identifying community resources and referring clients appropriately;
- (12) Liaise with the post's RSO in areas of contingency planning and serving on the emergency action committee.

6 FAH-5 H-341.2-2 Budgeted Costs

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

Budgeted costs include:

- (1) Salary, benefits and related support costs (e.g., residential rent and utilities, R&R travel, education allowance and travel, etc.) for USDH employees and salary and benefits (e.g., health insurance, pension, etc.) for LE staff who allocate their time to this cost center;
- (2) Purchase and replacement of appropriate office furniture and equipment (including related shipping and handling charges) for employees in this cost center;
- (3) Costs for specialized supplies in support of the CLO program (e.g., local maps, tour guides, permanent holiday decorations, etc.);
- (4) Costs for specialized publications and subscriptions; and
- (5) Costs for contracts in support of the above services (e.g., publishing post newsletter, hiring cross-cultural speakers for post orientation program, etc.).

6 FAH-5 H-341.2-3 Time Allocation

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

- a. CLO staff should allocate the majority of their time to this cost center. Recognizing the role of the CLO in some of the services listed in Basic Package, an appropriate percentage of time should be allocated to that cost center. Other ICASS personnel (e.g., the management officer, HRO or others) may allocate a percentage of time to this cost center to reflect supervisory or other responsibilities related to the services provided (e.g., overseeing the SNAP program).
- b. It is not appropriate for other non-CLO ICASS personnel to allocate their time to this cost center. For instance, a motor pool chauffeur who routinely runs errands for CLO is simply performing his or her job responsibilities as a chauffeur; this workload (kilometers driven) should be captured by the chauffeur in 6139-Motor Pool Services and charged to 1901.0-ICASS and the costs will be spread through ICASS redistribution.

6 FAH-5 H-341.2-4 How to Count

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

- a. The distribution factor is the number of USDH and certain authorized TCN, U.S. contractor employees and others as described in 6 FAH-5 H-352, Categories of Personnel, plus dependents listed on sponsors' assignment orders, whether physically residing at post or not. This count should begin with the total used in Basic Package and then add all dependents. Eligible family members (EFMs) are counted here as

dependents. This is a static count as of May 1 (for additional guidance on how to count, see 6 FAH-5 H-333).

- b. Locally-employed staff (LE staff) are not counted. While members of household (MOHs) have limited access to CLO services, they are not counted in this cost center (see 3 FAM 4180).
- c. This cost center is **mandatory but modifiable** with post budget committee approval (see 6 FAH-5 H-332.1). Generally, there should not be a need to modify the level of CLO services provided. However, there may be unique circumstances at post that would justify a modification. For example, an agency located in a remote area may not have frequent access to CLO services and that may support a modification of the distribution factor count.

6 FAH-5 H-341.3 Health Services (5624)

6 FAH-5 H-341.3-1 Definition of Services

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

Services in this cost center depend on the post and what services are available. Some posts will work in coordination with a local or military hospital, some will have a regional medical staff, some will have a staffed health unit, some will have contract staff, and some will rely on regional support and/or local facilities. Services could include:

- (1) Staff and operate the health unit;
- (2) Administer first aid, immunizations and medications;
- (3) Oversee medical evacuations and related assistance;
- (4) Prepare/analyze medical reports;
- (5) Coordinate with local health facilities/personnel to identify, evaluate, recommend, provide referrals to and make arrangements with local medical resources;
- (6) Serve as the OSHA-designated medical unit for first aid in the event of an on-the-job emergency;
- (7) Support medical evacuations from posts within the region, where applicable;
- (8) Identify and advise mission personnel on local health hazards and infectious diseases (e.g., wellness programs, HIV/AIDS, malaria, etc.).

6 FAH-5 H-341.3-2 Budgeted Costs

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

Budgeted costs include:

- (1) Salary, benefits and related support costs (e.g., residential rent and utilities, R&R travel, education allowance and travel, etc.) for USDH employees and salary and benefits (e.g., health insurance, pension, etc.) for LE staff who allocate their time to this cost center;
- (2) Purchase and replacement of appropriate office furniture and equipment (including related shipping and handling charges) for employees who allocate time to this cost center;
- (3) Costs for contracts in support of the functions outlined above;
- (4) Costs for medical supplies, vaccines and specialized medical equipment for the health unit that are not funded centrally by M/MED (see NOTE 1 in this section);
- (5) Costs for medical reference materials and publications;
- (6) Costs for a dedicated vehicle and related fuel costs, where applicable;
- (7) Costs for required travel and training for medical personnel that is not centrally funded (see Note 3 below).

NOTE 1: Emergency preparedness medical supplies, including anti-viral medications, are funded centrally by MED Washington.

NOTE 2: Salary and related support costs for regional medical personnel are budgeted only at the regional employee's "home" post.

NOTE 3: Travel costs in support of regional medical responsibilities outside the employee's "home" post are centrally funded by M/MED.

NOTE 4: State M/MED funds costs for training and related travel for continuing medical education (CME) for all USDH medical personnel. In some instances, M/MED may provide funding for certain continuing medical education training for LE staff.

NOTE 5: Routine overtime costs for the health unit are budgeted in this cost center, as appropriate (e.g., extended hours for administering flu vaccines, presentation of special health programs, etc.). All other overtime costs are direct-charged to the agency of the employee(s) requiring overtime services of the medical unit.

NOTE 6: At posts designated as IWG-approved MEDEVAC centers (agency code 9913.0 MEDEVAC) that support regional medical evacuations, a sub-cost center must be established. A portion of the salaries and related support costs for medical personnel are budgeted according to the percentage of time medical personnel allocate to this sub-cost center (for

more details, see 6 FAH-5 H-341.3-3, Time Allocation and 6 FAH-5 H-341.3-4, How to Count).

NOTE 7: ICASS does not fund MEDEVAC travel. All medical evacuation costs are the responsibility of the sponsoring agency of the employee (see 3 FAM 3710 and 3 FAM 3714).

6 FAH-5 H-341.3-3 Time Allocation

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

- a. In general, all medical and directly related support personnel should allocate 100 percent of their time in support of the above services to this cost center. As outlined in 6 FAH-5 H-315, subparagraph b(2), at posts with a significant visitor workload, it may be appropriate for the medical staff to allocate some appropriate portion of time to the Basic Package cost center.
- b. At IWG-approved MEDEVAC posts, medical personnel allocate an appropriate percentage of their time to the MEDEVAC sub-cost center (5624-0001).
- c. The management officer may allocate a portion of his or her time to this cost center to reflect oversight/supervisory responsibilities, as appropriate.
- d. While the medical staff may spend some of their time requesting supplies, managing personnel issues, etc., these functions are part of managing the health unit; their time is appropriately counted only in the Health Services cost center.
- e. There are no time allocations of other ICASS employees that would be appropriate in this cost center or the MEDEVAC sub-cost center.

6 FAH-5 H-341.3-4 How to Count

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

- a. The distribution factor is the number of USDH, certain authorized TCN, U.S. contractor and others as described in 6 FAH-5 H-352, Categories of Personnel, as reported in the authorized system of record, plus all family members who meet MED's eligibility requirements and are included on the sponsors' assignment orders (see 16 FAM 116 for eligibility requirements), whether physically residing full time at post or not. Access to the embassy medical unit is limited to employees and family members with a valid MED clearance or administrative waiver (see 16 FAM 225). This is a static count as of May 1.

- b. This cost center **is modifiable** in limited circumstances with post budget committee approval as follows:
 - (1) Agencies which do not have full access to available services due to geographic limitations; or
 - (2) Agencies which provide their own full medical program.
- c. Agencies located in close proximity to the mission health unit must sign up for services at least at the 0.3 level because the health unit serves as the OSHA-designated medical unit for first aid in the event of an on-the-job emergency.
- d. Locally employed staff (LE staff) are not counted even though the chief of mission may have approved emergency/first aid service be provided to LE staff during working hours. Other personnel approved by the chief of mission to receive limited services are also not counted (e.g., summer interns).
- e. For the sub-cost center 5624-0001 – Regional MEDEVAC, the count is the number '100' and is attributed to agency code 9913.0 (MEDEVAC) so that all service costs will be attributed to the regional MEDEVAC agency. Any work performed in support of the regional MEDEVAC office should be counted and recorded under 9913.0 – Regional MEDEVAC. For example, at a standard post, if the financial management office routinely handles vouchers for the regional MEDEVAC office, the number of strip codes should be counted and entered under 9913.0 in the vouchering cost center.

6 FAH-5 H-341.4 Information Management Technical Support (5458)

6 FAH-5 H-341.4-1 Definition of Service

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

This cost center provides full support for OpenNet Plus (the State Department's Sensitive But Unclassified (SBU) network) and any State Department-provided dedicated Internet networks (DINS) (see 5 FAM 800 for additional information on DINS). Basic services include:

- (1) Maintain platform for OpenNet Plus;
- (2) Install baseline hardware/software;
- (3) Install post-specific nonbaseline software/hardware as approved by the information management office, the Department of State and/or local ITCCBs. This service does not provide support for other

agency networks;

- (4) Assist in obtaining training for State Department-approved baseline applications;
- (5) Install and maintain OpenNet Plus e-mail, system backup, and manage overall system security (e.g., user IDs, virus protection, patches, etc.);
- (6) Provide customer assistance or help desk services (including recommendations for systems or equipment requirements/replacements/upgrades);
- (7) Support post programs for information management office-approved mobile communication devices (such as BlackBerrys), laptops and fobs (where applicable, e.g., where management of this program falls under the IM section);
- (8) Provide specifications to enable customers to purchase their own OpenNet computer equipment that they may need to connect with the service provider's LAN.

6 FAH-5 H-341.4-2 Budgeted Costs

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

Budgeted costs include:

- (1) Salary, benefits and related support costs (e.g., residential rent and utilities, R&R travel, education allowance and travel, etc.) for USDH employees and salary and benefits (e.g., health insurance, pension, etc.) for LES who allocate their time to this cost center;
- (2) Purchase and replacement of appropriate office furniture and equipment (including related shipping and handling charges) for employees who allocate time to this cost center;
- (3) Costs for specialized equipment and supplies required for the unclassified system (e.g., routers, encrypters, cabling) and installation or upgrade of unclassified network infrastructure.

NOTE 1: This cost center does not include the purchase of any computer equipment, software, printers, or other peripherals that a customer may need to connect to the service provider's LAN.

NOTE 2: Salary and related support costs of designated regional IM personnel are budgeted at the employee's "home" post.

NOTE 3: Travel costs for IM regional personnel to supported posts are funded by State program and not budgeted in ICASS.

NOTE 4: The global IT modernization (GITM) program for unclassified

systems centrally funds the replacement of core network equipment (servers, backup and disaster recovery systems, CLOUT equipment, network switches for OpenNet, and uninterruptible power supply (UPS)) and client equipment (desktop workstations) for all ICASS employees on a 4-year replacement cycle. These costs are budgeted at the Washington level.

NOTE 5: Hardware and software requirements for ICASS offices beyond those which are covered under GITM are budgeted to the appropriate cost center, e.g., a color printer for the CLO section is budgeted to the CLO cost center; a laptop for the financial management section is budgeted to one (or spread to all) of the financial management cost center(s).

NOTE 6: An agency located outside the chancery building pays all costs related to connecting to OpenNet.

6 FAH-5 H-341.4-3 Time Allocation

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

Only ICASS employees (USDH and LE staff) who directly perform or supervise the services outlined above allocate their time to this cost center.

NOTE: State Program IT employees are not budgeted in ICASS and they do not allocate their time to this cost center.

6 FAH-5 H-341.4-4 How to Count

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

- a. The distribution factor is the sum of two components:
 - (1) The total number of post-serviced devices (e.g., workstations, servers, printers, digital senders, fobs, mobile communication devices such as BlackBerrys and other related devices); and
 - (2) The total number of post-issued individual OpenNet user accounts. The total number of individual OpenNet user accounts is weighted by a factor of 0.3 for all serviced agencies that maintain a separate IT network (see example below).
- b. This is a static count as of May 1 (see following example).

Agency	#Devices	#UserIDs X Wt. Factor	Total Count
State	200	96 X 1 = 96	296
Public Diplomacy	275	65 X 1 = 65	340
ICASS	300	120 X 1 = 120	420
FCS*	2	6 X .3 = 1.8	3.8
DIA*	1	6 X .3 = 1.8	3.8
USAID*	1	12 X .3 = 3.6	4.6
FBI*	1	3 X .3 = 1	2
Agency X**	8	6 X 1 = 6	14

* = Agency that maintains a separate IT network. (This example is for illustrative purposes only.)

** = Non-State agency that does not maintain a separate network, but rather uses the State network for its IT needs.

NOTE 1: Each workstation includes a CPU, monitor, keyboard, mouse, CD-ROM drive, and internal/external devices specific to the CPU (does not include printers, scanners, etc. which are counted separately).

NOTE 2: OpenNet user IDs issued to family members are counted as workload to the sponsoring agency.

c. **This cost center is not modifiable.**

6 FAH-5 H-341.5 Non-Residential Local Guard Program Services (5826)

6 FAH-5 H-341.5-1 Definition of Service

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

- a. This cost center pertains to shared buildings such as chanceries, annexes and warehouses.
- b. Services at ICASS facilities, including warehouses, under the operational control of the regional or post security office may include the following:
 - (1) Provide appropriate guard services;

- (2) Provide oversight, coordination, and quality assurance of local guard program;
- (3) Supervise the guard force;
- (4) Ensure vehicle security inspection and pedestrian access control and verification of personnel entering the chancery, annex, and any other nonresidential guarded ICASS buildings or facilities;
- (5) Prescreen visitors' baggage; conduct physical checks of personnel; screen incoming mail, parcels, vehicles, or other items through use of visual inspection, x-ray equipment, explosive-detection equipment and metal detectors;
- (6) Provide exterior patrols of the chancery and annex buildings or compound, warehouses, and other designated buildings by guards or host-country police;
- (7) Coordinate host-country police assigned to ICASS facilities (where applicable);
- (8) Ensure enforcement of parking restrictions by guards or host-country police; and
- (9) Coordinate guard force or host-country police manning of roadblocks around ICASS facilities and other duties at ICASS facilities as directed by the regional security office (RSO).

6 FAH-5 H-341.5-2 Budgeted Costs

(CT:ICASS-11; 11-07-2008)

(Applies to participating ICASS agencies)

Budgeted costs include:

- (1) Salary, benefits and related support costs for LE staff employees who allocate their time to this cost center;
- (2) Purchase and replacement of appropriate office furniture and equipment (including related shipping and handling charges) for employees who allocate time to this cost center;
- (3) Costs for training, security supplies, uniforms, equipment (*including vehicles*) and equipment maintenance costs associated with nonresidential buildings which are shared by State and other agency or ICASS personnel;
- (4) Costs associated with host-country police assigned to ICASS facilities;
- (5) Costs for the local guard contract (where applicable).

NOTE 1: Local guard costs for nonresidential stand-alone properties not

billed through ICASS are direct charged to the occupying agency. DS and the occupying agency(ies) must coordinate to determine the appropriate payment and/or reimbursement mechanism.

NOTE 2: Costs associated with the **residential** guard program, mobile patrols, bodyguards and the surveillance detection program are not part of ICASS (see 12 FAH-7 H-322). See additional guidance in 6 FAH-5 H-341.5-4, How to Count, for compounds with residential and nonresidential properties.

NOTE 3: Although the regional security officer (RSO) is the service provider, the USDH personnel in the regional security office and their related support costs, furniture and equipment are not funded by ICASS and are not budgeted here.

NOTE 4: The Marine security guard detachment is part of the State program organization, receives ICASS services and is not an ICASS service provider. Refer to "Accounting for Marine Security Guard Costs" under 6 FAH-5 H375, Marine Security Guard (MSG) Program, for additional guidance.

NOTE 5: There is a special ICASS Washington-held fund for the purchase of certain LGP equipment and vehicles. Posts should communicate with the Bureau of Diplomatic Security to ensure that costs more appropriately included in that fund are not charged to post allotments.

6 FAH-5 H-341.5-3 Time Allocation

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

The only employee time allocated to this cost center is the time for the LE staff guards who actually perform the guard services and their LE staff supervisors. No USDH time is allocated to this cost center.

6 FAH-5 H-341.5-4 How to Count

(CT:ICASS-11; 11-07-2008)

(Applies to participating ICASS agencies)

- a. The distribution factor is based on total gross square meters *assigned to* each serviced agency. This is a static count as of May 1.
- b. The costs of an entire building or compound will be spread to each occupying agency in proportion to the gross square meters of office, functional (including workshops, conference rooms, file rooms, media rooms, etc.) and space they occupy. Conference rooms, theaters, workshops, etc., that are under the exclusive control of an agency will be included in their gross square meters occupied to determine their share of local guard costs. Consequently, all agencies will share in the support

costs of common space such as hallways, lobbies, shared conference rooms, furnace/utility rooms, etc. (For detailed guidance on how to measure and how to count vacant space, see 6 FAH-5 H-341.12-2(D) for GO/LTL properties and 341.12-4(D) for STL properties.)

- c. **Compounds with residential and nonresidential properties:** Posts with compounds that contain both residential and nonresidential properties must allocate costs in a transparent and equitable manner. The first step is to calculate the total gross square meters of each building in order to determine the total square meters of all properties on the compound. For example, a compound with a chancery (15,000 square meters), a warehouse (10,000 square meters), an apartment building (11,000 square meters), the ambassador's residence (8,000 square meters) and Marine security guard quarters (MSGQ—6,000 square meters) is measured and the total square meters of all buildings is 50,000. The residential space totals 25,000 square meters (apartment building, ambassador's residence and the MSGQ), or 50 percent of the total and is used for calculations in non-ICASS residential security costs. The remaining space, 15,000 square meters for the chancery and 10,000 square meters for the warehouse, must now be divided among the various occupying agencies using the methodology outlined above.
- d. **This cost center is not modifiable.**

NOTE: The general services section is responsible for providing the measurements of all nonresidential properties, broken down by agency, to the security office which then verifies which properties are provided guard services. Once verified by the RSO, the RSO provides the final gross square meters for the ICASS workload count to the financial management officer.

6 FAH-5 H-341.6 Security Services (5880)

6 FAH-5 H-341.6-1 Definition of Service

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

Locally employed staff (LE staff) employees working in the security office perform a number of tasks that benefit all agencies at post. These tasks include:

- (1) Conduct background investigations for non-U.S. citizen LE staff and PSC employees;
- (2) Assist with accident and security incidents;
- (3) Conduct special investigations (e.g., employee theft investigations);

- (4) Assist with general security issues (e.g., liaison with host-country security and police officials);
- (5) Take fingerprints for official purposes;
- (6) Review and recommend security enhancements for office and functional space;
- (7) Maintain residential security files;
- (8) Prepare informal translations for security-related matters.

NOTE: Under the DS-funded Residential Security Program the regional security office is responsible for reviewing and recommending security enhancements for residences for all American staff under COM authority (see 12 FAH-8 H-100).

6 FAH-5 H-341.6-2 Budgeted Costs

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

Budgeted costs include:

- (1) Salary, benefits and related support costs (e.g., residential rent and utilities, R&R travel, education allowance and travel, etc.) for USDH employees and salary and benefits (e.g., health insurance, pension, etc.) for LE staff who allocate their time to this cost center;
- (2) Purchase and replacement of appropriate office furniture and equipment (including related shipping and handling charges) for employees who allocate time to this cost center;
- (3) Costs for specialized security supplies, equipment and equipment maintenance.

NOTE: The cost of USDH regional security office (RSO) personnel is not budgeted in ICASS.

6 FAH-5 H-341.6-3 Time Allocation

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

- a. LE staff (including EFMs) employees who directly perform the services outlined above allocate their time to this cost center. At posts with no RSO, this function is supervised by other ICASS USDH personnel; in these cases, such personnel may allocate an appropriate percentage of their time to this cost center.
- b. The USDH regional security office (RSO) staff is not ICASS-funded and their time is not allocated to this cost center.

6 FAH-5 H-341.6-4 How to Count

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

- a. The distribution factor is the number of authorized locally employed staff as reported in the personnel system of record and USDH employees (including TCNs, U.S. contractors and others as counted in Basic Package). This is a static count as of May 1 (for additional guidance on how to count, see 6 FAH-5 H-333).
- b. This cost center **is modifiable** in limited circumstances with post budget committee approval. For example, a post may have an agency that falls under COM authority but is physically located a significant distance from the embassy in offices that are under the security umbrella of another entity to whom the RSO has transferred limited responsibilities. This agency may be granted a modification.

6 FAH-5 H-341.7 General Services

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

The general services category is divided into nine cost centers described below.

6 FAH-5 H-341.7-1 Vehicle Maintenance (6132)

6 FAH-5 H-341.7-1(A) Definition of Service

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

This service covers the maintenance and repair of official vehicles, to include:

- (1) Schedule and perform routine maintenance;
- (2) Maintain appropriate records and reports for all serviced vehicles;
- (3) Serve as contracting officer's representative (COR) for fleet management (if outsourced);
- (4) Coordinate with local vendors on major repairs/overhauls.

NOTE: This cost center does not include major overhauls, accident repairs, or any specialized maintenance that may be unique to a particular make or model of car and that requires specialized training, tools, or equipment. These are the responsibility of the individual agency and are direct-charged.

6 FAH-5 H-341.7-1(B) Budgeted Costs

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

Budgeted costs include:

- (1) Salary, benefits and related support costs (e.g., residential rent and utilities, R&R travel, education allowance and travel, etc.) for USDH employees and salary and benefits (e.g., health insurance, pension, etc.) for LE staff who allocate their time to this cost center;
- (2) Purchase and replacement of appropriate office furniture and equipment (including related shipping and handling charges) for employees who allocate time to this cost center;
- (3) Costs associated with space occupied by the vehicle maintenance unit (e.g., rent, utilities, etc.);
- (4) Contract costs for a commercial provider of this service (if applicable);
- (5) Specialized tools, and equipment for vehicle maintenance and repair;
- (6) Incidental and routine parts and supplies (e.g., filters, oil, lubricants, etc.).

NOTE 1: Parts or supplies for nonroutine repair or maintenance jobs will be direct-charged to the agency owning the vehicle (see NOTE in 6 FAH-5 H-341.7-1(A)).

NOTE 2: Parts and supplies for repairing and maintaining ICASS vehicles are charged against 1901.0-ICASS.

6 FAH-5 H-341.7-1(C) Time Allocation

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

Employees who directly perform the services outlined above, including LE staff and/or USDH employees who supervise this function, allocate their time to this cost center.

6 FAH-5 H-341.7-1(D) How to Count

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

- a. The distribution factor is the total number of official vehicles maintained. This is a static count as of May 1.
- b. **This cost center is not modifiable.**

6 FAH-5 H-341.7-2 Administrative Supply (6133)

6 FAH-5 H-341.7-2(A) Definition of Service

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

The services include:

- (1) Maintain stock for routine office supplies and accountable forms;
- (2) Maintain inventory controls;
- (3) Manage the issuing, recordkeeping and warehousing of supplies.

6 FAH-5 H-341.7-2(B) Budgeted Costs

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

Budgeted costs include:

- (1) Salary, benefits and related support costs (e.g., residential rent and utilities, R&R travel, education allowance and travel, etc.) for USDH employees and salary and benefits (e.g., health insurance, pension, etc.) for LE staff who allocate their time to this cost center;
- (2) Purchase and replacement of appropriate office furniture and equipment (including related shipping and handling charges) for employees who allocate time to this cost center;
- (3) Costs for all inventory items purchased for the administrative supply operation (including related shipping and handling costs);
- (4) Costs associated with space occupied by the administrative supply unit (e.g., rent, utilities, etc.).

NOTE 1: All costs for ICASS administrative supplies are budgeted here, not in the individual cost centers.

NOTE 2: At posts where a significant portion of supplies are direct-charged to the agencies but are processed by the supply unit, post should consider establishing a sub-cost center that would allow for more equitable billing of customer agencies.

6 FAH-5 H-341.7-2(C) Time Allocation

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

- a. Employees who directly perform the functions outlined above, including LE staff and USDH supervisory personnel, allocate their time to this cost

center.

- b. See 6 FAH-5 H-315 for guidance on time allocations when a sub-cost center is established.

6 FAH-5 H-341.7-2(D) How to Count

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

- a. The distribution factor is the dollar value of all supplies issued to each agency. This is a cumulative count for the period May 1 through April 30.
- b. Supplies issued to ICASS offices are counted against 1901.0-ICASS and are spread through ICASS redistribution.
- c. **This cost center is not modifiable.**

NOTE: See 6 FAH-5 H-332.3 for guidance on how to count workload when a sub-cost center is used.

6 FAH-5 H-341.7-3 Procurement Services (6134)

6 FAH-5 H-341.7-3(A) Definition of Service

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

The services include:

- (1) Purchase goods and services using:
 - (a) Simplified acquisition procedures;
 - (b) Requisitions (e.g., against GSA schedules);
 - (c) Delivery tickets against blanket purchase agreements (BPAs);
 - (d) Solicitation of competitive quotes for purchases in excess of the micro-purchase threshold;
 - (e) Nonpersonal services contracts;
 - (f) Preparation of competitive and sole-source solicitations;
 - (g) Micro-purchase cards and petty cash;
- (2) Award and administer contracts, including identifying vendors, writing specifications, and negotiating terms;
- (3) Prepare documentation for all types of procurement actions, consistent with U.S. Government and agency regulations.

NOTE 1: This service does not include personal services agreements (PSAs) which are charged for under 6451-Human Resources-LE Staff Services cost

center.

NOTE 2: Highly specialized procurements for customer agencies are the programmatic responsibility of the requesting agency.

6 FAH-5 H-341.7-3(B) Budgeted Costs

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

Budgeted costs include:

- (1) Salary, benefits and related support costs (e.g., residential rent and utilities, R&R travel, education allowance and travel, etc.) for USDH employees and salary and benefits (e.g., health insurance, pension, etc.) for LE staff who allocate their time to this cost center;
- (2) Purchase and replacement of appropriate office furniture and equipment (including related shipping and handling charges) for employees who allocate time to this cost center;
- (3) Costs for specialized equipment or supplies for the procurement section.

6 FAH-5 H-341.7-3(C) Time Allocation

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

- a. USDH and LE staff employees who directly perform or supervise the above services allocate their time to this cost center.
- b. In a post where procurement personnel devote a portion of time to the post's residential or nonresidential leasing program (i.e., preparing and administering lease contracts), an appropriate percentage of their time should be allocated to 6148-Leasing Services.
- c. For additional guidance on preparing time allocation worksheets, refer to 6 FAH-5 H-315.

6 FAH-5 H-341.7-3(D) How to Count

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

- a. The distribution factor is the number of executed procurement documents. This is a cumulative count for the period May 1 through April 30.
- b. Executed procurement documents include purchase orders, contracts, requisitions (e.g., against GSA schedules), delivery tickets against

blanket purchase agreements (BPA), and any other standard means of procuring goods and/or services, including all purchases made by purchase card and petty cash actions processed by the procurement section.

- c. **This cost center is not modifiable.** However, because of the differences in the amount of work involved, charges for procurement services are **weighted** based on the size of the procurement. Under this weighting system, certain transactions are counted either as two or three transactions, respectively, as outlined in the chart below. **Posts must utilize the following categories and weights:**

CATEGORY	WEIGHTS
Formal Contracts: Defined in the FAR and DOSAR as acquisitions greater than \$100,000	3.0
Simplified Acquisitions: Defined as acquisitions greater than \$3,000 through \$100,000	2.0
Micro Purchases: Defined as acquisitions of \$3,000 or less	1.0

NOTE 1: Under existing policies and procedures, customer agencies have a major role in the procurement process, whether for routine or specialized items. Each requesting agency is expected to provide a detailed statement of work that clearly identifies their requirements and specifies any unique limitations or other factors that would affect their procurement request.

NOTE 2: Workload for procurement actions should always be allocated to the benefiting agency. For example, an agency wants to hire three LE staff employees and asks the HR section to initiate the hiring process. The HR section drafts an advertisement and sends a request to the procurement section to place the ad. The ensuing procurement action would count as workload for the agency hiring the employees.

NOTE 3: Workload for procurement actions covering routine supply items that are stocked for general mission use (e.g., maintenance supplies, cleaning supplies, office supplies, etc.) should be counted against 1901.0-ICASS and the costs related to this workload will be spread through ICASS redistribution.

NOTE 4: If a procurement action is required in support of an agency that does not subscribe to procurement services and that agency is unable to perform the procurement action on its own, the agency may request the procurement section to complete the order and that workload must be charged to the benefiting agency and be included in the following year's workload estimate.

NOTE 5: A single procurement action which carries multiple strip codes (each strip code representing one agency) is counted in the weighted category that corresponds with the dollar value associated with each agency. For example, post prepares a residential furniture contract that totals \$200,000; Agency X's share is \$110,000 for a weighted count of "3", Agencies Y and Z each have a share of \$45,000 for a weighted count of "2" for each agency.

6 FAH-5 H-341.7-4 Reproduction Services (6135)

6 FAH-5 H-341.7-4(A) Definition of Service

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

This service applies in those posts that provide printing and reproduction services through a central facility to ICASS customer agencies. (Each post must establish its own set of standards in accordance with its capabilities or post circumstances.) This service may include print documents, business cards, official invitations, flyers, posters, etc.

NOTE: Regional printing operations (RPOs) operate outside of ICASS.

6 FAH-5 H-341.7-4(B) Budgeted Costs

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

Budgeted costs include:

- (1) Salary, benefits and related support costs (e.g., residential rent and utilities, R&R travel, education allowance and travel, etc.) for USDH employees and salary and benefits (e.g., health insurance, pension, etc.) for LE staff who allocate their time to this cost center;
- (2) Purchase and replacement of appropriate office furniture and equipment (including related shipping and handling charges) for employees who allocate time to this cost center;
- (3) Equipment maintenance, paper, toner and other specialized supplies used by the central reproduction facility in support of the services provided;
- (4) Costs for replacement equipment for the reproduction section.

6 FAH-5 H-341.7-4(C) Time Allocation

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

Employees who directly perform the services noted above, and any LE staff or USDH supervisory personnel who oversee this function, allocate time to this cost center.

6 FAH-5 H-341.7-4(D) How to Count

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

- a. The distribution factor is the total number of copies printed/reproduced (each printed side of a page is counted) at the request of a customer agency. This is a cumulative count for the period May 1 through April 30.
- b. Despite the difference in cost between color and black/white copies, the count remains the same.
- c. Workload counts are charged to the agency that requested the copies be made. Copies requested by ICASS sections are charged to 1901.0-ICASS and the costs are spread through ICASS redistribution).
- d. **This cost center is not modifiable.**

6 FAH-5 H-341.7-5 Shipping and Customs (6136)

6 FAH-5 H-341.7-5(A) Definition of Service

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

These services may be provided by ICASS personnel and/or by commercial provider, as appropriate. The actual services provided in this cost center may vary from post to post depending on local circumstances. The services include:

- (1) Arrange for and oversee (as required) the packing, crating and forwarding of shipments;
- (2) Perform necessary customs clearance for all incoming and outgoing shipments (e.g., official shipments, HHE, vehicles, pouches, equipment, etc.).

6 FAH-5 H-341.7-5(B) Budgeted Costs

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

Budgeted costs include:

- (1) Salary, benefits and related support costs (e.g., residential rent and

utilities, R&R travel, education allowance and travel, etc.) for USDH employees and salary and benefits (e.g., health insurance, pension, etc.) for LE staff who allocate their time to this cost center;

- (2) Purchase and replacement of appropriate office furniture and equipment (including related shipping and handling charges) for employees who allocate time to this cost center;
- (3) Contract costs for a commercial provider of this service (if applicable);
- (4) Costs for specialized equipment and supplies for this section;
- (5) Costs associated with a dedicated utility vehicle (e.g., fuel, parking fees, tolls, etc.), where applicable.

NOTE: Actual shipping costs and clearance fees (i.e., transportation charges) for non-ICASS incoming and outgoing shipments are direct-charged to the serviced agency.

6 FAH-5 H-341.7-5(C) Time Allocation

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

- a. Employees who directly perform the functions outlined above, including LE staff and USDH supervisory personnel, allocate their time to this cost center.
- b. Customs and shipping personnel do not allocate their time to other ICASS cost centers even if they process shipments for those cost centers.
- c. For additional guidance on preparing time allocation worksheets, refer to 6 FAH-5 H-315.

6 FAH-5 H-341.7-5(D) How to Count

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

- a. The distribution factor is the total number of inbound and outbound shipments processed, regardless of size or shipping method. A shipment becomes a count when it clears customs either in-bound or out-bound. This is a cumulative count for the period May 1 through April 30.
- b. Shipments cleared for ICASS sections are counted against 1901.0-ICASS and the costs are spread through ICASS redistribution.
- c. **This cost center is not modifiable.**

6 FAH-5 H-341.7-6 Motor Pool Services (6139)

6 FAH-5 H-341.7-6(A) Definition of Service

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

This cost center includes all ICASS passenger and multi-use vehicles (see NOTE 1 in 6 FAH-5 H-341.7-6(D)):

- (1) Operate a central motor pool for the purpose of transporting personnel for official business or other authorized use (see 14 FAM 418.2-3(D) [includes garaging and minor upkeep of ICASS vehicles such as cleaning, checking tire pressure, etc.]);
- (2) Dispatch vehicles in accordance with post policies and U.S. Government regulations;
- (3) Maintain all required reports and records.

6 FAH-5 H-341.7-6(B) Budgeted Costs

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

Budgeted costs include:

- (1) Salary, benefits and related support costs (e.g., residential rent and utilities, R&R travel, education allowance and travel, etc.) for USDH employees and salary and benefits (e.g., health insurance, pension, etc.) for LE staff who allocate their time to this cost center;
- (2) Purchase and replacement of appropriate office furniture and equipment (including related shipping and handling charges) for employees who allocate time to this cost center;
- (3) Contract costs for a commercial provider of this service (if applicable);
- (4) Costs for vehicle operating expenses (e.g., fuel, parking fees, tolls, etc.);
- (5) Costs for uniforms;
- (6) Costs for physical and eye exams;
- (7) Costs associated with space occupied by the motor pool (e.g., rent, utilities, etc.);
- (8) Purchase or replacement of ICASS-owned passenger vehicles for the motor pool in accordance with established policies. Depreciation amount for multi-year replacement funding for such vehicles is budgeted here if this amount is included in post's financial plan. This does not include armored vehicles funded by DS.

NOTE: Costs for driver per diem for out of town trips is funded by the requesting agency.

6 FAH-5 H-341.7-6(C) Time Allocation

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

- a. Employees who directly perform the services outlined above (e.g., chauffeurs, dispatchers) and any LE staff or USDH supervisory personnel allocate their time to this cost center. Drivers allocate 100 percent of their time to this cost center, allowing all costs to be spread according to the distribution factor (kilometers driven).
- b. Drivers who occupy "mixed positions" and have specific duties which fall in other cost centers should allocate their time accordingly.
- c. For additional guidance on preparing time allocation worksheets, refer to 6 FAH-5 H-315.

6 FAH-5 H-341.7-6(D) How to Count

(CT:ICASS-11; 11-07-2008)

(Applies to participating ICASS agencies)

- a. The distribution factor is the total number of kilometers driven. These statistics should be obtained from daily trip logs maintained on each vehicle. This is a cumulative count for the period May 1 through April 30.

NOTE 1: This does not include kilometers driven by vehicles used exclusively as utility vehicles (i.e., water trucks, maintenance vehicles, ambulances, etc.; see 6 FAH-5 H-314.6). Kilometers driven by multi-use vehicles (e.g., those used to transport passengers and serve as utility vehicles) are included in 6139-Motor Pool Services.

NOTE 2: Kilometers driven for POTUS, FLOTUS, VPOTUS and CODELS are counted and charged against 1901.0-ICASS. Kilometers driven for agencies' VIP officials are counted against the sponsoring agency. For example, kilometers driven in support of SecState are charged against State-Program, SecDef are charged to DOD, Secretary of Commerce are charged to FCS, etc. In those cases where there is a cabinet-level visit but that agency does not have a presence at post, workload should be calculated and charged *in accordance with* the ICASS TDY *module* (see 6 FAH-5 H-360). Posts that direct-charge visiting official delegations for vehicle costs must take care not to charge for costs that are already funded through ICASS.

NOTE 3: In posts where "other authorized use" of official vehicles has been approved (e.g., for transporting children to and from school,

providing home to office transportation in high-threat posts, etc.) and more than one agency is the beneficiary, the total kilometers driven should be charged to 1901.0-ICASS and the costs will be spread through ICASS redistribution. Alternatively, if post believes that this approach would present a major inequity to some agencies, a sub-cost center for this vehicle usage may be created and the workload charged only to the agencies benefiting from the service. In the latter case, post must ensure that appropriate time and other cost allocations are made to the sub-cost center. (For additional guidance on charges for "other authorized use," see 14 FAM 418.2-4.)

NOTE 4: When official vehicles are used for "other authorized use," where an employee or agency reimburses the U.S. Government and the funds are returned to the Treasury, no workload is counted for ICASS purposes.

b. **This cost center is not modifiable.**

6 FAH-5 H-341.7-7 Nonexpendable Property Management (6143)

6 FAH-5 H-341.7-7(A) Definition of Service

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

The following services apply to office and residential furniture, furnishings, equipment and appliances or other official nonexpendable items under ICASS control:

- (1) Receive and properly document all incoming shipments, ensuring they are appropriately stored or delivered;
- (2) Maintain inventory control of stored and issued items;
- (3) Ensure appropriate warehousing and storage of property;
- (4) Pick-up and deliver furniture, furnishings and appliances; and
- (5) Dispose of official property.

6 FAH-5 H-341.7-7(B) Budgeted Costs

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

Budgeted costs include:

- (1) Salary, benefits and related support costs (e.g., residential rent and utilities, R&R travel, education allowance and travel, etc.) for USDH employees and salary and benefits (e.g., health insurance, pension,

etc.) for LE staff who allocate their time to this cost center;

- (2) Purchase and replacement of appropriate office furniture and equipment (including related shipping and handling charges) for employees who allocate time to this cost center;
- (3) Costs for contract services in support of the above services (e.g., moving services) if budgeted in ICASS;
- (4) Costs associated with leased space occupied by the nonexpendable property unit (e.g., rent, utilities, etc.);
- (5) Costs for specialized equipment and supplies in support of this service;
- (6) Costs for dedicated vehicle(s) and related fuel charges.

NOTE 1: The purchase of and related shipping costs for the nonexpendable property controlled in this cost center are direct-charged to the ordering agency, including ICASS.

NOTE 2: At posts with a residential furniture and appliance pool, contract costs for moving those items is budgeted in 6144-Household Furniture, Furnishings and Appliance Pool.

6 FAH-5 H-341.7-7(C) Time Allocation

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

- a. LE staff and USDH employees who directly perform or supervise the activities outlined above allocate their time to this cost center (e.g., NEPA staff, warehouse personnel, etc.).
- b. At posts with a pooled residential furniture program, employees in this cost center must allocate an appropriate percentage of their time to 6144-Household Furniture, Furnishings and Appliance Pool to reflect the time spent moving and maintaining inventory of the pooled furniture.

6 FAH-5 H-341.7-7(D) How to Count

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

- a. The distribution factor is the total number of USDH and other staff as counted in Basic Package (less any counts for institutional contractors) plus the number of LE staff multiplied by a factor of 0.2. For example, an agency with a total Basic Package count of 16 and an LE staff of 40, the calculation would be: $16 \text{ USDH} + (40 \text{ LE staff} \times .2) = 24$. This is a static count as of May 1.
- b. **This cost center is modifiable** in limited circumstances. Those

agencies that wish to subscribe only to the receiving, pickup/delivery and disposal functions will be given a modification factor of 0.3. Other modifications will depend on post circumstances.

6 FAH-5 H-341.7-8 Leasing Services (6148)

6 FAH-5 H-341.7-8(A) Definition of Service

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

Includes all phases of the leasing process for residential, office, warehouse, or other space as required by a requesting agency, as follows:

- (1) Locate properties;
- (2) Assess the safety and structural integrity of buildings and the condition of building systems (e.g., electrical, plumbing, HVAC, etc.);
- (3) Coordinate with the RSO's office on the review of properties for compliance with security requirements prior to leasing;
- (4) Evaluate properties to ensure they meet size requirements and/or are within the regulations;
- (5) Negotiate lease terms with the landlord or agent;
- (6) Follow-up with landlord to enforce provisions of the lease;
- (7) Initiate a lease or lease renewal according to U.S. Government regulations and host-country law (including seeking any required legal assistance in cases of dispute); and
- (8) Provide assistance with utility and telephone companies for initial connections and termination of services.

NOTE: This cost center only covers leases signed by the U.S. Government contracting officer except as provided in 6 FAH-5 H-341.7-8(D) (How to Count).

6 FAH-5 H-341.7-8(B) Budgeted Costs

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

Budgeted costs include:

- (1) Salary, benefits and related support costs (e.g., residential rent and utilities, R&R travel, education allowance and travel, etc.) for USDH employees and salary and benefits (e.g., health insurance, pension, etc.) for LE staff who allocate their time to this cost center;

- (2) Purchase and replacement of appropriate office furniture and equipment (including related shipping and handling charges) for employees who allocate time to this cost center;
- (3) Costs for real estate agents, local counsel and/or legal fees (see notes below).

NOTE 1: Real estate agent fees are budgeted in ICASS only for those properties that will be ICASS-funded. All other such fees are direct-charged to the benefiting agency.

NOTE 2: Costs for local counsel and/or legal fees when the matter is a general issue of local real estate law that pertains to all U.S. Government-signed local leases are charged to ICASS. Costs related to a specific issue arising from an individual lease are direct-charged to the sponsoring agency of the lease under consideration.

6 FAH-5 H-341.7-8(C) Time Allocation

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

- a. Employees who directly perform the services outlined above, and any LE staff or USDH supervisory personnel allocate their time to this cost center.
- b. Because of the nature of the services listed above, this cost center may appropriately include time allocations from employees in the maintenance section (excluding State-funded facilities manager).

6 FAH-5 H-341.7-8(D) How to Count

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

- a. The distribution factor is the number of leases maintained plus LQA/OHA leases, as appropriate (see example below). This is a static count as of May 1.
- b. This cost center **is modifiable** in limited circumstances with post budget committee approval. For example, at a post with a mixed STL and LQA/OHA housing program, those agencies under LQA/OHA, for whom the ICASS contracting officer does not sign leases, may wish to subscribe to some of the services outlined above (e.g., liaison with landlord, connection to utilities, etc.). In this situation, the number of LQA/OHA leases would be counted and modified as appropriate according to the services utilized.

6 FAH-5 H-341.7-9 Travel Services (6462)

6 FAH-5 H-341.7-9(A) Definition of Services

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

The following services may be performed by employees of several sections but are grouped in a single cost center:

- (1) Prepare travel orders;
- (2) Issue required travel documents;
- (3) Assist with arrival and departure in accordance with post policy;
- (4) Process flight reservation requests;
- (5) Process ground transportation reservation requests (e.g., train, rental vehicle, etc.);
- (6) Process other types of transportation requests (e.g., ferry, ship, etc.);
- (7) Process hotel accommodations requests;
- (8) Assist in obtaining visas for official travel;
- (9) Oversee the work of the travel management center contractor (where applicable), including the processing of refunds and rebates to agencies.

NOTE: With the deployment of eTravel systems under the Federal Government-wide eGov initiative of the President's Management Agenda, some functions, such as preparing travel orders, making reservations, etc., are intended to devolve entirely to the traveler.

6 FAH-5 H-341.7-9(B) Budgeted Costs

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

Budgeted costs include:

- (1) Salary, benefits and related support costs (e.g., residential rent and utilities, R&R travel, education allowance and travel, etc.) for USDH employees and salary and benefits (e.g., health insurance, pension, etc.) for LE staff who allocate their time to this cost center;
- (2) Purchase and replacement of appropriate office furniture and equipment (including related shipping and handling charges) for employees who allocate time to this cost center;
- (3) Costs for a travel management contract, where applicable (if not direct-charged);
- (4) Costs for specialized equipment, supplies or contracts in support of

the above services;

- (5) Costs for specialized publications and subscriptions.

NOTE: Budgeted costs do not include transaction fees charged by travel contractors which are direct-charged to the traveler.

6 FAH-5 H-341.7-9(C) Time Allocation

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

Employees who directly perform or supervise the functions outlined above allocate their time to this cost center. Depending on the post, employees in the HR, FM or GSO sections may perform some of these services and they should allocate their time accordingly.

6 FAH-5 H-341.7-9(D) How to Count

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

- a. The distribution factor is the number of times travelers access the services listed above. This is a cumulative count for the period May 1 through April 30.
- b. This cost center **is modifiable** in limited circumstances with post budget committee approval. Each post, working with the budget committee, must develop a transparent method for counting the workload in this cost center, defining what constitutes access to the travel office and what would justify a modification to the workload count.

6 FAH-5 H-341.8 Household Furniture, Furnishings and Appliance Pools (6144)

6 FAH-5 H-341.8-1 Definition of Service

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

- a. Each post is responsible for determining if it will have a shared residential furniture and appliance pool. The furniture and appliances supplied are provided according to an established post residential furniture and appliance pool policy approved by the budget committee and may include: ranges, refrigerators, washers, dryers, freezers, window-type air conditioners, transformers and voltage regulators, household furniture, rugs, draperies, lamps, and fabric for re-upholstery. Care must be taken to provide transparency and equity in the distribution of items under this

cost center to ensure the fullest possible participation by agencies at post (for additional guidance on furniture pools, see 6 FAH-5 H-471.8). The service includes:

- (1) Ensure appropriate warehousing and storage of pooled furniture and appliances;
- (2) Pick up and deliver pooled furniture and appliances;
- (3) Remove and dispose of pooled furniture and appliances;
- (4) Maintain inventory control of pooled furniture and appliances;
- (5) Repair/reupholster pooled furniture and equipment (if applicable under post policy).

b. **Participation in this cost center is voluntary.**

6 FAH-5 H-341.8-2 Budgeted Costs

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

Budgeted costs include:

- (1) Salary, benefits and related support costs (e.g., residential rent and utilities, R&R travel, education allowance and travel, etc.) for USDH employees and salary and benefits (e.g., health insurance, pension, etc.) for LE staff who allocate their time to this cost center;
- (2) Purchase and replacement of appropriate office furniture and equipment (including related shipping and handling charges) for employees who allocate time to this cost center;
- (3) Cost of furniture, furnishings and appliances (including related shipping and handling costs) for all items in the pool, if budgeted in ICASS (see 6 FAH-5 H-471.8 and 6 FAH-5 H-471.9);
- (4) Costs for dedicated vehicles and related fuel charges;
- (5) Costs associated with warehouse space occupied by the residential furniture, furnishings and appliance pool (e.g., rent, utilities, etc.);
- (6) Costs for supplies and materials required for repairing/refurbishing government-owned furniture and equipment;
- (7) Costs for contracts in support of the above services (e.g., moving, re-upholstery, etc.).

6 FAH-5 H-341.8-3 Time Allocation

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

Employees who directly perform or supervise the services outlined above allocate their time to this cost center (e.g., NEPA staff, warehouse personnel, re-upholsterer, etc.).

NOTE: The time allocation of these personnel to this cost center is how the costs associated with managing a furniture and appliance pool is captured and charged only to subscribing agencies.

6 FAH-5 H-341.8-4 How to Count

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

- a. The number of housing units, by agency, furnished by the pool. This is a static count as of May 1.
- b. This cost center **is modifiable** provided that the basis for modification is established by written policy and approved by the post budget committee. For example, at some posts some agencies may subscribe only to the appliance portion of the furniture and appliance pool.

6 FAH-5 H-341.9 Information Management Services

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

The Information Management Services category is divided into three cost centers:

- (1) Pouching services;
- (2) Mail and messenger services; and
- (3) Reception, switchboard and telephone services.

6 FAH-5 H-341.9-1 Pouching Services (6192)

6 FAH-5 H-341.9-1(A) Definition of Services

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

The services include:

- (1) Receive and distribute incoming pouch materials both classified and unclassified;
- (2) Prepare and forward outgoing pouches, both classified and unclassified;

- (3) Maintain related records.

6 FAH-5 H-341.9-1(B) Budgeted Costs

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

Budgeted costs include:

- (1) Salary, benefits and related support costs (e.g., residential rent and utilities, R&R travel, education allowance and travel, etc.) for USDH employees and salary and benefits (e.g., health insurance, pension, etc.) for LE staff who allocate their time to this cost center;
- (2) Purchase and replacement of appropriate office furniture and equipment (including related shipping and handling charges) for employees who allocate time to this cost center;
- (3) Costs for a dedicated vehicle and associated expenses, where applicable;
- (4) Transportation costs for unclassified pouches.

NOTE: Transportation costs for special pouches that include material for a single agency are direct-charged to that agency and are not included in the ICASS budget. However, the weight of the pouches is included in the count if the pouches are prepared by ICASS personnel.

6 FAH-5 H-341.9-1(C) Time Allocation

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

Employees who directly perform or supervise the services outlined above allocate their time to this cost center.

6 FAH-5 H-341.9-1(D) How to Count

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

- a. The distribution factor is the total cumulative weight (in kilograms) of outgoing pouches. The weight of the pouches carrying material for a single agency (and therefore direct-charged to that agency) is included in the count if the pouches are prepared by ICASS personnel. Posts must develop a sampling methodology, approved by the post budget committee, to estimate annualized weight for each agency.
- b. **This cost center is modifiable** in limited circumstances with post budget committee approval. For example, an agency may have the majority of its employees authorized only limited access to incoming

pouch services, thus receiving a lower level of service; this situation could justify a modification.

6 FAH-5 H-341.9-2 Mail and Messenger Services (6194)

6 FAH-5 H-341.9-2(A) Definition of Service

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

The services include:

- (1) Sort, distribute and pickup/deliver mail from local and APO/FPO or DPO sources;
- (2) Receive and deliver registered and express delivery (e.g., DHL, UPS, FedEx, etc.) shipments;
- (3) Transport mail to and from the airport;
- (4) Coordinate with local customs and airline personnel on mail shipments;
- (5) Provide local messenger service.

6 FAH-5 H-341.9-2(B) Budgeted Costs

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

Budgeted costs include:

- (1) Salary, benefits and related support costs (e.g., residential rent and utilities, R&R travel, education allowance and travel, etc.) for USDH employees and salary and benefits (e.g., health insurance, pension, etc.) for LE staff who allocate their time to this cost center;
- (2) Purchase and replacement of appropriate office furniture and equipment (including related shipping and handling charges) for employees who allocate time to this cost center;
- (3) Contract costs in support of the above services;
- (4) Costs for rental of post office box, where applicable;
- (5) Costs for a dedicated vehicle and associated expenses, where applicable.

6 FAH-5 H-341.9-2(C) Time Allocation

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

Employees who directly perform or supervise the services outlined above allocate their time in this cost center.

6 FAH-5 H-341.9-2(D) How to Count

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

- a. The distribution factor is the number of USDH and certain authorized TCN, U.S. contractors or other staff as described in 6 FAH-5 H-352, Categories of Personnel, as reported in the authorized system of record and who have subscribed to this service. If a subscribing agency has no USDH or other authorized personnel as noted above, then the count is "one" for that agency. This is a static count as of May 1 (for additional guidance see 6 FAH-5 H-333).
- b. **This cost center is modifiable** in limited circumstances with post budget committee approval. For example, an agency may self-provide some of the above services (sorting of incoming mail and pickup of mail from the service provider) which could justify a modification.

6 FAH-5 H-341.9-3 Reception, Switchboard and Telephone Services (6195)

6 FAH-5 H-341.9-3(A) Definition of Service

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

The services include:

- (1) Answer/direct telephone calls within mission offices;
- (2) Service instruments connected to the switchboard;
- (3) Relocate/install instruments, circuits and systems;
- (4) Support for official cell phone program, where applicable;
- (5) Greet/announce visitors;
- (6) Issue visitor passes (where appropriate).

NOTE 1: This service includes official telephones connected to the switchboard that are installed in residential properties.

NOTE 2: At posts where the cell phone program is managed by ICASS, a sub-cost center must be established.

6 FAH-5 H-341.9-3(B) Budgeted Costs

(CT:ICASS-11; 11-07-2008)
(Applies to participating ICASS agencies)

Budgeted costs include:

- (1) Salary, benefits and related support costs (e.g., residential rent and utilities, R&R travel, education allowance and travel, etc.) for USDH employees and salary and benefits (e.g., health insurance, pension, etc.) for LE staff who allocate their time to this cost center;
- (2) Purchase and replacement of appropriate office furniture and equipment (including related shipping and handling charges) for employees who allocate time to this cost center;
- (3) Costs for the embassy telephone system (e.g., installation services, leased lines, fees, etc.), excluding long-distance toll costs which are direct-charged;
- (4) Costs for all telephone charges for all ICASS sections (including cell phones and other mobile communication devices, pre-paid airtime cards, monthly fees, etc.; see NOTE 2 in this section);
- (5) Costs for new/upgraded central telephone equipment.

NOTE 1: Special phone features, equipment or upgrades are direct-charged to the requesting agency.

NOTE 2: A sub-cost center named "6195-0099-ICASS Cell and Long Dist. Charges" must be established for all charges associated with ICASS sections' long distance, cell phone and other mobile communication device costs. Only these charges will be budgeted to this sub-cost center; no *personnel* time allocations are made to this sub-cost center (see 6 FAH-5 H-341.9-3(D), How to Count).

NOTE 3: At posts where the official cell phone program is managed by ICASS, a sub-cost center must be established. Any costs attributable to this program that cannot be direct-charged are budgeted here.

6 FAH-5 H-341.9-3(C) Time Allocation

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

Employees who directly perform or supervise the services outlined above and employees who manage the post telephone system(s) allocate their time to this cost center.

NOTE 1: The Department of State is responsible for the E&E radio program. ICASS radio technicians who work on the E&E radio program as well as administrative radio programs should allocate a portion of their time to non-ICASS dual-position duties. (See 5 FAM 500.5 for more information on radios).

NOTE 2: No *personnel* time is allocated to the mandatory sub-cost center "6195-0099-ICASS Cell and Long Dist. Charges."

NOTE 3: If post has established a sub-cost center for an official cell phone program, ensure that an appropriate percentage of employee time is allocated to the sub-cost center.

6 FAH-5 H-341.9-3(D) How to Count

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

a. The distribution factor is the number of devices connected to the central switchboard. This is a static count as of May 1.

b. **This cost center is not modifiable.**

NOTE 1: The distribution factor for the ICASS "Cell and Long Dist. Charges" sub-cost center is "one" and is charged to 1901.0-ICASS. This will ensure that these costs are appropriately spread through ICASS redistribution.

NOTE 2: If post has established a sub-cost center for an official cell phone program, the distribution factor is the number of cell phones serviced.

6 FAH-5 H-341.10 Financial Management Services

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

Financial management services is divided into five cost centers.

6 FAH-5 H-341.10-1 Budgets and Financial Plans (6211)

6 FAH-5 H-341.10-1(A) Definition of Service

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

The services include:

- (1) Prepare and submit budgets, meeting the given deadlines and ensuring that the submission reflects customer's needs based on current trends, analysis and customer's input;
- (2) Provide financial advice, analysis and budget presentations, including assistance to the ICASS council and the ICASS budget committee regarding ICASS financial and budget issues.

6 FAH-5 H-341.10-1(B) Budgeted Costs

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

Budgeted costs include:

- (1) Salary, benefits and related support costs (e.g., residential rent and utilities, R&R travel, education allowance and travel, etc.) for USDH employees and salary and benefits (e.g., health insurance, pension, etc.) for LE staff who allocate their time to this cost center;
- (2) Purchase and replacement of appropriate office furniture and equipment (including related shipping and handling charges) for employees who allocate time to this cost center.

6 FAH-5 H-341.10-1(C) Time Allocation

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

Employees who directly perform or supervise the functions outlined above allocate their time to this cost center.

6 FAH-5 H-341.10-1(D) How to Count

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

- a. The distribution factor is the total number of hours spent preparing budgets and financial plans for each agency. This is a cumulative count for the period May 1 through April 30.
- b. Preparation of the ICASS budget should be counted against 1901.0-ICASS.
- c. This cost center is not modifiable.

6 FAH-5 H-341.10-2 Accounts and Records (6221)

6 FAH-5 H-341.10-2(A) Definition of Service

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

This service is provided to all "serviced agencies" (i.e., those agencies whose accounting records are maintained by RM/GFS Charleston or RM/GFS Bangkok):

- (1) Enter accounting transactions in the accounting system;
- (2) Ensure accounting records are accurate, remain within the funding limits, and are supported by valid obligation documents;

- (3) Certify funds availability;
- (4) Review and adjust current and prior year obligations on a regular basis;
- (5) Provide standard accounting reports to serviced agencies.

6 FAH-5 H-341.10-2(B) Budgeted Costs

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

Budgeted costs include:

- (1) Salary, benefits and related support costs (e.g., residential rent and utilities, R&R travel, education allowance and travel, etc.) for USDH employees and salary and benefits (e.g., health insurance, pension, etc.) for LE staff who allocate their time to this cost center;
- (2) Purchase and replacement of appropriate office furniture and equipment (including related shipping and handling charges) for employees who allocate time to this cost center.

6 FAH-5 H-341.10-2(C) Time Allocation

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

Employees who directly perform or supervise the functions outlined above allocate their time to this cost center.

6 FAH-5 H-341.10-2(D) How to Count

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

- a. The distribution factor is the total number of obligations, including each change to an obligation, as recorded by the official accounting system of record. This is a cumulative count for the period May 1 through April 30.
- b. This cost center **is modifiable** in limited circumstances with post budget committee approval (see 6 FAH-5 H-332). For example, a modification may be granted to a serviced agency that maintains its own accounts and records and utilizes only minimal services in this cost center.

6 FAH-5 H-341.10-3 Payrolling Services (6222)

6 FAH-5 H-341.10-3(A) Definition of Service

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

The services include:

- (1) Report and maintain records of time and attendance, pay, benefit, leave, allowances, and tax record;
- (2) Coordinate scheduled periodic payments for LE staff retirement/insurance plans to the host government;
- (3) Follow up on lost payroll checks and reconciling payroll problems with the payment center.

6 FAH-5 H-341.10-3(B) Budgeted Costs

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

Budgeted costs include:

- (1) Salary, benefits and related support costs (e.g., residential rent and utilities, R&R travel, education allowance and travel, etc.) for USDH employees and salary and benefits (e.g., health insurance, pension, etc.) for LE staff who allocate their time to this cost center;
- (2) Purchase and replacement of appropriate office furniture and equipment (including related shipping and handling charges) for employees who allocate time to this cost center.

6 FAH-5 H-341.10-3(C) Time Allocation

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

Employees who directly perform or supervise the services outlined above allocate their time to this cost center. In some posts, employees in the human resources section perform some duties related to the resolution of time and attendance or payroll problems. HR employees (and their supervisors) with such designated responsibilities should allocate an appropriate percentage of their time to this cost center.

NOTE: Section timekeepers who perform weekly time and attendance duties do not allocate time to this cost center.

6 FAH-5 H-341.10-3(D) How to Count

(CT:ICASS-11; 11-07-2008)

(Applies to participating ICASS agencies)

- a. The distribution factor is the total number of employees in all categories receiving payroll services (*USDH, TCN, U.S. Contractor, Other and LE*

Staff). This is a static count taken as of May 1 (for additional guidance on how to count, see 6 FAH-5 H-333).

- b. This cost center **is modifiable** in limited circumstances with post budget committee approval. For example, at a post where an agency provides many of the above services for its employees but requires minimal post support to process allowance payments may be granted a modification.

6 FAH-5 H-341.10-4 Vouchering Services (6223)

6 FAH-5 H-341.10-4(A) Definition of Service

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

The services include:

- (1) Prepare, audit (for completeness, accuracy, adequacy of documentation, and legality), and certify vouchers, and submit them for payment;
- (2) Ensure controls exist to preclude duplicate payments;
- (3) Work with the disbursing center and vendors to achieve timely payments;
- (4) Track and resolve lost or missing payments;
- (5) Maintain control over certified documents/vouchers for the required period;
- (6) Retire records in accordance with records management requirements;
- (7) Provide assistance in preparing travel vouchers consistent with rules governing eTravel; and
- (8) Provide standard voucher audit detail reports (VADRs) or electronic access to same.

6 FAH-5 H-341.10-4(B) Budgeted Costs

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

Budgeted costs include:

- (1) Salary, benefits and related support costs (e.g., residential rent and utilities, R&R travel, education allowance and travel, etc.) for USDH employees and salary and benefits (e.g., health insurance, pension, etc.) for LE staff who allocate their time to this cost center;
- (2) Purchase and replacement of appropriate office furniture and

equipment (including related shipping and handling charges) for employees who allocate time to this cost center.

6 FAH-5 H-341.10-4(C) Time Allocation

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

Employees who directly perform or supervise the services outlined above allocate their time to this cost center.

NOTE: Voucher examiners who spend a portion of their time processing cashier vouchers should allocate an appropriate percentage of time to 6224-Cashiering Services to reflect those responsibilities.

6 FAH-5 H-341.10-4(D) How to Count

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

- a. The distribution factor is the total number of noncashier strip codes processed (includes journal vouchers, disbursements, advances, return of advances, revenue, expenditure refunds, 477 transactions) as reported in the accounting system of record. This is a cumulative count for the period May 1 through April 30.
- b. This cost center **is modifiable** in limited circumstances with post budget committee approval. For example, an agency that certifies its own vouchers and simply uses this service to process the payment may be granted a modification.

6 FAH-5 H-341.10-5 Cashiering Services (6224)

6 FAH-5 H-341.10-5(A) Definition of Service

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

The services include:

- (1) Provide petty cash advances and reimbursements;
- (2) Execute cash payment vouchers;
- (3) Perform accommodation exchange and reverse accommodation exchange when commercial services are not available and in accordance with existing Department of State policy;
- (4) Perform collections;
- (5) Process receipts from the sale of U.S. Government property.

6 FAH-5 H-341.10-5(B) Budgeted Costs

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

Budgeted costs include:

- (1) Salary, benefits and related support costs (e.g., residential rent and utilities, R&R travel, education allowance and travel, etc.) for USDH employees and salary and benefits (e.g., health insurance, pension, etc.) for LE staff who allocate their time to this cost center;
- (2) Purchase and replacement of appropriate office furniture and equipment (including related shipping and handling charges) for employees who allocate time to this cost center;
- (3) Costs for contracts in support of the above services, where applicable.

6 FAH-5 H-341.10-5(C) Time Allocation

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

Employees who directly perform or supervise the services outlined above allocate their time to this cost center.

6 FAH-5 H-341.10-5(D) How to Count

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

- a. The distribution factor is the total number of strip codes processed for cashier transactions (includes cashier collections and cashier disbursements) and all accommodation exchange transactions as reported on the accounting system(s) of record. This is a cumulative count for the period May 1 through April 30.
- b. This cost center is not modifiable.

6 FAH-5 H-341.11 Human Resources Services

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

Human Resources Services is divided into two cost centers described below.

6 FAH-5 H-341.11-1 Human Resources-U.S. Citizen Services (6441)

6 FAH-5 H-341.11-1(A) Definition of Service

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

The services offered may be provided to U.S. direct-hire employees and certain authorized TCNs, U.S. contractors and others as described in 6 FAH-5 H-352:

- (1) Maintain post position schedules and related reports in the authorized personnel system of record;
- (2) Provide services related to health and life insurance selection, retirement plan, Thrift Savings Plan and other allotments;
- (3) Process documentation for changes to home of record, dependents, etc. (whether through the relevant open season, updating of family status or other);
- (4) Coordinate employee relations and grievance issues at post;
- (5) Process USDH employee evaluations;
- (6) Coordinate required ethics training;
- (7) Process mandatory financial disclosure forms;
- (8) Coordinate disciplinary actions;
- (9) Manage the mission awards program;
- (10) Provide information and assistance in the assignment bidding process;
- (11) Provide information and guidance on training and process training requests;
- (12) Notify payroll centers of adjustment to allowances due to change in dependent status, change in family members at post, time away from post, leave in the United States, etc.;
- (13) Administer the post local language program (where applicable).

NOTE 1: Some agencies process their own awards separate from the post awards program. Their participation in the mission awards ceremony does not require subscription to this cost center.

NOTE 2: In light of Service #5 in Basic Package, customer agencies do not need to subscribe to American HR services in order to be included in or receive the post staffing plan, or be entered in other State Department-mandated databases (i.e., Post Profiles, Key Officers List, etc.).

6 FAH-5 H-341.11-1(B) Budgeted Costs

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

Budgeted costs include:

- (1) Salary, benefits and related support costs (e.g., residential rent and utilities, R&R travel, education allowance and travel, etc.) for USDH employees and salary and benefits (e.g., health insurance, pension, etc.) for LE staff who allocate their time to this cost center;
- (2) Purchase and replacement of appropriate office furniture and equipment (including related shipping and handling charges) for employees who allocate time to this cost center.

NOTE: It is preferable to operate the post local language program outside of ICASS and direct-charge agencies in accordance with their usage. If a post language program is funded through ICASS, a sub-cost center must be established to ensure that costs are spread only to subscribing agencies.

6 FAH-5 H-341.11-1(C) Time Allocation

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

Employees who directly perform or supervise the services outlined in 6 FAH-5 H-341.11-1(A) allocate their time to this cost center.

6 FAH-5 H-341.11-1(D) How to Count

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

- a. **How to count:** The distribution factor is the total number of USDH and certain authorized TCN, U.S. contractors and others as defined in 6 FAH-5 H-352. This is a static count taken as of May 1 (for further guidance see 6 FAH-5 H-333).
- b. This cost center **is modifiable** with the approval of the post budget committee. For example, agencies which self-provide the majority of human resources services for their staffs and utilize only limited services in this cost center would be granted a modification.

NOTE: The workload count for a post language program sub-cost center is the total number of employees and family members taking the training. Each individual is a count of "one" for the sponsoring agency.

6 FAH-5 H-341.11-2 Human Resources Services-Locally Employed Staff (LE Staff) (6451)

6 FAH-5 H-341.11-2(A) Definition of Service

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

This cost center covers employment services for all local staff, including family member appointees. Services include:

- (1) Maintain the local compensation plan in coordination with serviced agencies in order to recruit and retain qualified staff and manage related retirement, health and other benefits programs;
- (2) Classify positions;
- (3) Manage some or all aspects of recruitment, i.e., vacancy announcements, application reviews, interviewing, selection, and salary determination;
- (4) Process required host-country documents;
- (5) Maintain the new employee orientation program;
- (6) Manage the performance evaluation process;
- (7) Manage the mission awards program;
- (8) Maintain LE staff guidebook, in recognition of local labor law and in coordination with serviced agencies;
- (9) Administer the family member employment program;
- (10) Provide career guidance, counseling, employee orientation and ensure employee awareness of rules and remedies governing workplace issues;
- (12) Maintain liaison with host-country labor officials, keeping abreast of local labor laws, workers compensation programs, etc.;
- (13) Coordinate with local counsel, Department of State Office of the Legal Adviser, the Department of Justice and the employing agency, as necessary, on legal cases.

6 FAH-5 H-341.11-2(B) Budgeted Costs

(CT:ICASS-11; 11-07-2008)
(Applies to participating ICASS agencies)

Budgeted costs include:

- (1) Salary, benefits and related support costs (e.g., residential rent and utilities, R&R travel, education allowance and travel, etc.) for USDH employees and salary and benefits (e.g., health insurance, pension, etc.) for LE staff who allocate their time to this cost center;
- (2) Purchase and replacement of appropriate office furniture and equipment (including related shipping and handling charges) for employees who allocate time to this cost center; and

(3) Costs for legal fees.

NOTE 1: Costs for local counsel and/or legal fees when the matter is related to general workplace issues affecting all LE staff are charged to ICASS. Costs related to a specific issue or legal case are direct-charged to the relevant agency.

NOTE 2: *Costs for English language training programs utilized by only ICASS LE Staff are budgeted in 8790-Miscellaneous. If an English language program supports LE staff from both ICASS sections and other agencies, it is preferable to run the program outside of ICASS and direct charge customer agencies, budgeting for ICASS employees in 8790-Miscellaneous. If the program is funded in ICASS, it is budgeted in a sub-cost center in 6451-HR Services-LE Staff.*

6 FAH-5 H-341.11-2(C) Time Allocation

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

Employees who directly perform or supervise the services outlined above allocate their time to this cost center. In some posts, the HR section may perform some duties related to the resolution of time and attendance or payroll problems. HR employees with such designated responsibilities should allocate an appropriate percentage of their time to 6222—Payrolling.

6 FAH-5 H-341.11-2(D) How to Count

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

- a. The distribution factor is the total number of staff serviced (includes EFMs hired under a FMA or temporary appointment; all other family members and LE staff hired under a direct hire appointment or PSA/PSC). This is a static count as of May 1 (for further guidance see 6 FAH-5 H-333).
- b. This cost center **is modifiable** with post budget committee approval. For example, if an agency self-provides some of the services outlined above, that would justify a modification. It is expected that all agencies with LE staff subscribe to this cost center at a minimum 0.3 level. Other modifications are based on the range of above services being provided to each subscribing agency.

NOTE: Because the ICASS platform maintains the local compensation plan which is used for all locally employed staff, all agencies must subscribe to HR services at least at the 0.3 level.

6 FAH-5 H-341.12 Building Operations

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

a. General:

- (1) The Building Operations Cost Center is divided into four categories which reflect the type (nonresidential vs. residential) and ownership (U.S. Government-owned/long-term lease vs. short-term lease) of real property at post. The policies and regulations governing the acquisition and use of real property are outlined in detail in 15 FAM and form the basis for the guidance provided in this section;
- (2) The Department of State, through its Bureau of Overseas Buildings Operations (OBO), is the Single Real Property Manager (SRPM) for nonmilitary U.S. Government-held property abroad. OBO is responsible for establishing, implementing and overseeing all policies and procedures governing the real property program as outlined in 15 FAM. Each post has a designated SRPM who is the post authority on real property management issues and serves as the official liaison with the Bureau of Overseas Buildings Operations. State's role as SRPM does not alter existing authorities and responsibilities of other agencies for real property management, e.g., USAID.

b. Basic principles:

- (1) The Department of State/OBO has funding responsibility for some functions related to GO/LTL properties (see 15 FAM 630);
- (2) Occupying agencies are responsible for their share of building operating expenses (BOE) for Government-owned/long term lease (GO/LTL) office/functional and residential properties. These costs are outlined in the building operations cost centers below;
- (3) USAID is responsible for M&R and BOE costs associated with USAID-owned or long-term leased property;
- (4) Where costs can be attributed specifically to an agency, direct charging is the preferred method of billing (see 6 FAH-5 H-323.5, Direct Charging).

c. Government-owned/long-term lease properties (GO/LTL):

- (1) Rent costs for shared office/functional and residential space under long-term lease are not included in ICASS; these lease costs are funded by OBO, regardless of the occupying agency, except for USAID properties under long-term lease;
- (2) Building operating expenses (BOE) for office/functional and residential space are the responsibility of the occupying agency, either through direct-charge (if the property is solely occupied by a

single agency) or ICASS (if the property is shared);

- (3) USAID funds all operating costs for USAID-owned or leased properties;
- (4) OBO approves and funds the maintenance and repair, minor improvements, capital construction and major improvement projects for GO/LTL office/functional and residential property under the jurisdiction of the Department of State (see 15 FAM 621), except as follows:
 - (a) Alterations peculiar to the needs of another agency (see 15 FAM 162.1, subparagraph d(1));
 - (b) Repairs necessitated by deliberate acts or negligence (see 15 FAM 162.1, subparagraph d (2)).

d. Maintenance and repair vs. building operating expenses:

- (1) Maintenance and repair: Routine "maintenance and repair" (M&R), funded by the Department of State-OBO, provides for the preservation of GO/LTL property in such condition that it can be effectively used for its intended purpose. This would equate to actions that a good landlord would take to maintain a property in an acceptable condition as part of responsibilities to the tenant as well as to maintain the investment in the property:
 - (a) Routine maintenance and repair (M&R) would include services and/or necessary materials (purchased in bulk, as appropriate) for items of a recurring nature such as painting, weather stripping and termite repair. It also includes services and/or materials used for items of a minor nature such as repairs of broken water pipes; replacement of broken/inoperable bathroom/kitchen fixtures; repairs to windows, doors, wooden shelving; repairs to a building system such as heating, central air-conditioning, and mechanical systems; repairs to electrical systems; repairs to floors (excluding carpet repair);
 - (b) Special maintenance and improvement (M&I) projects are designed to restore GO/LTL building to a fully functioning condition. Such projects can include the repair and/or replacement of building systems and structures, such as: roof replacement; electrical rewiring; replacement of plumbing/sewer systems; the modernization of bathrooms and kitchens; replacing (but not upgrading) major parts of a building such as elevators, central heating, or air conditioning plant; or the repaving of a driveway;
- (2) Building operating expenses: Building operating expenses (BOE),

funded by all occupying agencies through ICASS, are those costs associated with occupying buildings and related grounds, whether GO/LTL or short-term lease (STL) properties. BOE includes the wages, benefits, travel and training of the building operations staff (e.g., carpenters, building engineers, electricians, painters, plumbers, gardeners, custodians, etc.) but excludes the costs for the USDH facilities managers who are funded by OBO. BOE also includes contracts and related supplies for maintaining building systems (elevators, electrical, HVAC, etc.), providing custodial/janitorial, trash collection or window-washing services, and providing grounds care. Also included are utilities costs (excluding certain condo fees – see 15 FAM 168), operating fuel, municipal assessments and taxes, fire or comprehensive insurance on buildings and grounds (when required by local law), costs of necessary tools and equipment (including related shipping and handling charges), and the costs of vehicles and vehicle maintenance in support of building operations.

e. Short-term leased properties (STL):

- (1) ICASS: For shared residential, office or functional short-term leased (STL) properties, lease costs and building operating expenses (BOE) such as utilities, custodial services, and other operating costs, are direct-charged where feasible (e.g., independent electric meters for an apartment building, identifiable lease costs for an apartment building, etc.) or billed through ICASS. For residential, office, and functional property occupied by ICASS staff, lease costs and BOE are funded through ICASS and the costs are shared by all agencies through ICASS redistribution;

NOTE: A shared property is any building occupied by two or more ICASS customer agencies; ICASS does not need to be one of the tenants for a building to be considered a “shared” property;

- (2) Non-State: For residential, office or functional short-term leased (STL) properties occupied solely by a single agency, lease costs and building operating expenses (BOE) such as utilities, custodial services, and other operating costs, are direct-charged to the occupying agency. Agencies may subscribe to receive Building Operations Services for STL office and functional properties through ICASS if that is appropriate based on conditions at post, including the ICASS service provider’s ability to provide the service;
- (3) State: For residential, office or functional short-term leased (STL) properties where State (program) is the sole occupant, lease and related BOE costs are direct-charged to State; OBO funds the lease costs and the regional bureau (D&CP) funds BOE.

6 FAH-5 H-341.12-1 U.S. Government-Owned/Long-Term Lease (GO/LTL) Residential Building Operations (7810)

6 FAH-5 H-341.12-1(A) Definition of Service

(CT:ICASS-11; 11-07-2008)

(Applies to participating ICASS agencies)

This service covers all activities related to occupancy and use of GO/LTL residential properties and includes:

- (1) Ensure building systems are properly maintained by performing or contracting for preventive maintenance services (e.g., for electrical system, heating and air conditioning systems, fireplaces, elevators, and other mechanical building systems);
- (2) Perform or contract for routine maintenance services (e.g., repairing leaky faucets or broken pipes, repairing broken fixtures, repairing broken/inoperable windows and doors, repairing government-owned household appliances, etc.);
- (3) Perform or contract for full grounds care, including the periodic and seasonal care of lawns, swimming pools, *gardens*, walks, driveways and grounds for shared/common areas or facilities;
- (4) *Ensure* properties *are prepared* for new arrivals, conduct pre-occupancy and pre-departure inspections and perform between occupant fix-ups;
- (5) Provide residential “hospitality/welcome kits” in accordance with post policy;
- (6) Repair/reupholster government-owned furniture and equipment in accordance with post policy;
- (7) Provide security escort services for maintenance personnel as required in accordance with policy;
- (8) Act as contracting officer’s representative (COR) on contracts for services in this cost center.

NOTE 1: It is important to note the joint funding responsibilities in this cost center. ICASS funds staff who perform this work while OBO funds materials and/or contracts (i.e., a contract for electrical repairs due either to unavailability of ICASS staff or job complexity beyond the capabilities of the ICASS staff) related to routine maintenance and repair work (see **NOTE 1** in 6 FAH-5 H-341.12-1(B), Budgeted Costs). For USAID-owned properties, see 6 FAH-5 H-341.12, subparagraph c(3).

NOTE 2: *While ICASS oversees the make-ready process for residential properties, related costs that are directly attributable to the property are*

direct charged to the agency of the prospective occupant. For example, the work performed may include services under a contract which would be direct charged, or may include work performed by in-house staff and specific supplies and materials would be direct charged.

6 FAH-5 H-341.12-1(B) Budgeted Costs

(CT:ICASS-11; 11-07-2008)

(Applies to participating ICASS agencies)

Budgeted costs include:

- (1) Salary, benefits and related support costs (e.g., residential rent and utilities, R&R travel, education allowance and travel, etc.) for USDH employees and salary and benefits (e.g., health insurance, pension, etc.) for LE staff who allocate their time to this cost center;
- (2) Purchase and replacement of appropriate office furniture and equipment (including related shipping and handling charges) for employees who allocate time to this cost center;
- (3) Costs for preventive maintenance contracts to service building systems (where applicable);
- (4) Costs for specialized tools and equipment (including related shipping and handling costs) required to support the above services;
- (5) Costs for the following items as they relate to common areas in shared residential properties:
 - (a) Costs for custodial services (either contractor or in-house staff) and related supplies;
 - (b) Costs for periodic and seasonal care of lawns, swimming pools, gardens, walks, driveways and grounds (see limitations in NOTE 2 of this section);
- (6) Costs for utilities (electricity, gas, water, operating fuel, etc.) for shared buildings, if not separately metered;
- (7) Costs for trash removal services for shared buildings;
- (8) Costs for vehicles dedicated to the services outlined above, including ongoing fuel usage;
- (9) Costs for specialized clothing and protective gear for employees who work in this cost center;
- (10) Costs associated with space (e.g., workshops) occupied by maintenance personnel (e.g., rent, utilities, etc.);
- (11) Costs for municipal assessments and taxes (when exemptions

cannot be obtained);

- (12) Costs for fire or comprehensive insurance on buildings and grounds (when required by local law;
- (13) Costs for supplies and materials required for repairing/refurbishing government-owned furniture and equipment;
- (14) Costs for supplies for "hospitality/welcome kits";
- (15) Costs for supplies used in support of the above building operations services (for maintenance & repair supplies, see NOTE 1 of this section).

NOTE 1: OBO funds routine maintenance and repair (M&R - 7901) and special maintenance and improvement (M&I - 7902) contracts and related supplies as outlined in 15 FAM 620.

NOTE 2: Full grounds care for GO/LTL residential properties occupied by the COM, DCM, PO of a constituent post, U.S. representative to an international organization abroad (when PO), and MSGQ are not funded in ICASS. Full grounds care for similar properties occupied by the senior representatives of the foreign affairs agencies (USAID, FAS, and FCS) and the defense attaché are specifically approved and funded by the respective parent agency and are not funded in ICASS.

NOTE 3: OBO's facilities managers are directly funded by OBO and their salary and support costs are not budgeted in ICASS.

NOTE 4: Agencies requesting services in excess of commonly provided levels (i.e., minor structural changes, additional painting, etc.) will be charged directly for the additional cost. For instance, the costs for making a minor room change (i.e., removing a nonload bearing wall after approval by OBO or adding a room partition) will be charged to the requesting agency for the initial change and then for restoration to the original condition upon vacating the space.

NOTE 5: Make ready costs are funded by the occupying agency (see NOTE 2 in 6 FAH-5 H-341.12-1(A)).

6 FAH-5 H-341.12-1(C) Time Allocation

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

- a. Employees who directly perform or supervise the services outlined above (e.g., carpenters, electricians, painters, building engineers, gardeners, etc.) allocate their time to this cost center.
- b. Employees who perform one or some of the above services but are assigned **specifically** to one residence (e.g., the ambassador's gardener) should be considered a program cost and not included in ICASS.

NOTE: OBO facilities managers are not funded in ICASS and they do not allocate time to the building operations cost centers.

6 FAH-5 H-341.12-1(D) How to Count

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

- a. The distribution factor is based on gross square meters occupied as outlined in 15 FAM 238, Exhibit B. This is a static count as of May 1.
- b. **Stand-alone properties:** The count is based on the gross square meters of the residence.
- c. **Shared properties/residential compounds:** The count is based on gross square meters occupied by each tenant agency. For example, an apartment building has eight units: 2 are 1,800 gross square meters each, 4 are 2,250 gross square meters each, and two are 2,700 gross square meters each, for a total of 18,000 gross square meters. The common areas of the building (e.g., laundry room, foyer, hallways, stairwells, etc.) total an additional 4,000 square meters but are **not** counted. The costs related to the entire residential building or compound will be spread to each occupying agency in proportion to the gross square meters of space it occupies. In the example above, an off-line calculation would yield the following:

Number of Units	Total Square Meters	% of Total Square Meters	Per Unit Share of Cost
1,800 sq. meter units 2 X 1,800 =	3,600	20%	10%
2,250 sq. meter units 4 X 2,250 =	9,000	50%	12.5%
2700 sq. meter units 2 X 2,700 =	5,400	30%	15%
TOTAL	18,000	100%	

- d. **Compounds with residential and nonresidential properties:** Posts with compounds that contain both residential and nonresidential properties must allocate costs in a transparent and equitable manner. The first step is to calculate the total gross square meters of each building in order to determine the total square meters of all properties on the compound. For example, a compound with a chancery (15,000 square meters), a warehouse (10,000 square meters), an apartment building (11,000 square meters), the ambassador's residence (8,000 square

meters) and Marine security guard quarters (6,000 square meters) is measured and the total square meters of all buildings is 50,000. The nonresidential space totals 25,000 square meters (chancery and warehouse) or 50 percent of the total; this total (25,000 square meters) would be used for calculations in 7820—Non-Residential Building Operations.

- e. The remaining residential properties would be counted and charged according to their occupancy (e.g., the ambassador's residence would be counted against State-1900 and the MSGQ would be counted against State-1931); the apartment building would be allocated among the various tenant agencies according to the methodology outlined above (shared properties/residential compounds). For example, in sharing the costs for grounds care on a compound, posts should use the overall percentages determined when calculating the gross square meters of the various residential and nonresidential buildings to divide the overall cost, then use the subsequent calculations (as outlined in "shared properties/residential compounds" above) to spread the costs to tenant agencies.
- f. **This cost center is not modifiable.**

6 FAH-5 H-341.12-2 U.S. Government-Owned/Long-Term Lease (GO/LTL) Non-Residential Building Operations (7820)

6 FAH-5 H-341.12-2(A) Definition of Service

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

This service covers all activities related to occupancy and use of GO/LTL nonresidential properties and includes:

- (1) Ensure building systems are properly maintained by performing or contracting for preventive maintenance services (e.g., for electrical systems, heating and air conditioning systems, fireplaces, elevators, and other mechanical building systems);
- (2) Perform or contract for routine maintenance services (e.g., repairing leaky faucets or broken pipes, repairing broken fixtures, repairing broken/inoperable windows and doors, etc.);
- (3) Perform or contract for full grounds care, including the periodic and seasonal care of lawns, swimming pools, gardens, walks, driveways and grounds;
- (4) Provide custodial services (e.g., janitors, char force, carpet

- cleaners, window washers, building engineers, furnace persons);
- (5) Perform routine between occupant "fix-up" and prepare for new arrivals (see NOTE 3 in 6 FAH-5 H-341.12-2(B), Budgeted Costs);
 - (6) Provide support for conference room set-up or configuration, as required;
 - (7) Provide security escort services for maintenance personnel and contractors as required, where appropriate and in accordance with post policy (see NOTE 2 of this section);
 - (8) Repair/reupholster government-owned furniture and equipment in accordance with post policy;
 - (9) Provide expertise on space planning and utilization.

NOTE 1: It is important to note the joint funding responsibilities in this cost center. ICASS funds staff who perform this work while OBO funds materials and/or contracts (i.e., a contract for electrical repairs due either to unavailability of ICASS staff or job complexity beyond the capabilities of the ICASS staff) related to routine maintenance and repair work (see NOTE 1 in 6 FAH-5 H-341.12-2(B), Budgeted Costs). For USAID-owned properties, see 6 FAH-5 H-341.12, subparagraph c(3).

NOTE 2: Depending on post circumstances, it may be appropriate to establish a sub-cost center for security escort services if all agencies do not use the service.

6 FAH-5 H-341.12-2(B) Budgeted Costs

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

Budgeted costs include:

- (1) Salary, benefits and related support costs (e.g., residential rent and utilities, R&R travel, education allowance and travel, etc.) for USDH employees and salary and benefits (e.g., health insurance, pension, etc.) for LE staff who allocate their time to this cost center;
- (2) Purchase and replacement of appropriate office furniture and equipment (including related shipping and handling charges) for employees who allocate time to this cost center;
- (3) Costs for maintenance contracts to service building systems;
- (4) Costs for full grounds care, including the periodic and seasonal care of lawns, swimming pools, gardens, walks, driveways and grounds for shared properties (see 6 FAH-5 H-341.12-2(D), How to Count);
- (5) Costs for vehicles dedicated to the services outlined in 6 FAH-5 H-341.12-2(A), including ongoing fuel usage;

- (6) Costs for specialized tools and equipment (including related shipping and handling costs) required to support the above services;
- (7) Costs for utilities (electricity, gas, water, operating fuel, etc.);
- (8) Costs for trash removal services;
- (9) Costs associated with space (e.g., workshops) occupied by maintenance personnel (e.g., rent, utilities, etc.);
- (10) Costs for municipal assessments and taxes (when exemptions cannot be obtained);
- (11) Costs for fire or comprehensive insurance on buildings and grounds (when required by local law);
- (12) Costs for supplies and materials required for repairing/refurbishing government-owned furniture and equipment;
- (13) Costs for supplies used in support of the above building operations services (for Maintenance & Repair supplies, see NOTE 1 of this section).

NOTE 1: OBO funds Routine Maintenance and Repair (M&R - 7901) and Special Maintenance and Improvement (M&I - 7902) contracts and related supplies as outlined in 15 FAM 620.

NOTE 2: When sharing costs for a compound with both residential and nonresidential buildings, posts should use the overall percentages determined when calculating the gross square meters of the various buildings to divide the overall cost, then use the methodology outlined below to spread the costs between 7810-Residential Building Operations and 7820-Non-Residential Building Operations so that tenant agencies are appropriately charged.

NOTE 3: Agencies requesting services in excess of commonly provided levels (i.e., special between-occupant fix-up, more frequent cleaning, minor structural changes, etc.) will be charged directly for the additional cost. For instance, the costs for making a minor office change (i.e., removing a nonload bearing wall after approval by OBO) will be charged to the requesting agency for the initial change and then for restoration to the original condition upon vacating the space.

NOTE 4: OBO's facilities managers are directly funded by OBO and their salary and support costs are not budgeted in ICASS.

6 FAH-5 H-341.12-2(C) Time Allocation

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

Employees who directly perform or supervise the services outlined above (e.g., carpenters, electricians, painters, building engineers, gardeners, etc.) allocate their time to this cost center.

6 FAH-5 H-341.12-2(D) How to Count

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

- a. The distribution factor is based on gross square meters assigned to each agency. Unassigned or vacant office and functional space is charged to State-Program since the State Department is the Single Real Property Manager. This is a static count as of May 1.
- b. Gross square meters for office space is calculated by determining the "footprint" of each agency or section (including dedicated workshops, conference rooms, file rooms, media rooms, etc.). For example, the political section suite may contain eight individual offices, a file room, a dedicated conference room, and a common support area, all connected by interior halls or passageways. The gross square meters is determined by measuring the perimeter of the suite and calculating the total area. Conference rooms, theaters, and workshops, etc., that are under the exclusive control of an agency will be included in the calculation of their gross square meters.
- c. The common areas of the building (e.g., the main foyer, hallways, stairwells, utility areas, shared conference rooms, kitchenettes, etc.) are not counted so that their support costs are spread in relative proportion to the gross square meters occupied by each agency. These same percentages will be used to spread costs for exterior contracts (e.g., grounds care) and other building operating costs (e.g., utilities, cleaning contracts, etc.).
- d. **Warehouses:** Warehouses are measured in gross square meters and the floor space occupied determines how costs will be shared. For tiered storage space, some fractional portion of the floor space is calculated and assigned to each agency occupying dedicated warehouse space. See 6 FAH-5 H-314.2 for guidance on distributing costs for warehouse space that supports multiple cost centers and/or agencies.
- e. **Stand-alone building:** The count is based on the gross square meters of the property.
- f. **Shared office building:** The count is based on gross square meters assigned to each tenant agency as outlined above.
- g. **Compounds with residential and nonresidential properties:** Posts with compounds that contain both residential and nonresidential properties must allocate costs in a transparent and equitable manner.

The first step is to calculate the total gross square meters of each building in order to determine the total square meters of all properties on the compound. For example, a compound with a chancery (15,000 square meters), a warehouse (10,000 square meters), an apartment building (11,000 square meters), the ambassador's residence (8,000 square meters) and Marine security guard quarters (6,000 square meters) is measured and the total square meters of all buildings is 50,000. The residential space totals 25,000 square meters (apartment building, ambassador's residence and the MSGQ), or 50 percent of the total and is used for calculations in 7810-Residential Building Operations. The remaining space, 15,000 square meters for the chancery and 10,000 square meters for the warehouse, must now be divided among the various occupying agencies using the methodology outlined above.

h. **This cost center is not modifiable.**

6 FAH-5 H-341.12-3 Short-Term Lease (STL) Residential Building Operations (7850)

6 FAH-5 H-341.12-3(A) Definition of Service

(CT:ICASS-11; 11-07-2008)

(Applies to participating ICASS agencies)

This service covers all activities related to occupancy and use of short-term leased residential properties. Landlord responsibilities vary from post to post (both in practice and according to local law) and it may be necessary to adjust the kinds of services provided by the mission based on local conditions. The services include:

- (1) Work with the landlord to ensure reasonable and necessary repairs are made properly and on time and/or performing minor repairs with contractors or in-house staff, as appropriate;
- (2) *Ensure* properties *are prepared* for new arrivals, conduct pre-occupancy and pre-departure inspections and perform routine between occupant fix-ups (e.g., painting, minor repairs).
- (3) Provide residential "hospitality/welcome kits" in accordance with post policy;
- (4) Provide security escort services for maintenance personnel in accordance with post policy;
- (5) Repair/reupholster government-owned furniture and equipment in accordance with post policy.

NOTE: While ICASS oversees the make ready process for residential properties, related costs that are directly attributable to the property are

direct charged to the agency of the prospective occupant. For example, the work performed may include services under a contract which would be direct charged, or may include work performed by in-house staff and specific supplies and materials would be direct charged.

6 FAH-5 H-341.12-3(B) Budgeted Costs

(CT:ICASS-11; 11-07-2008)

(Applies to participating ICASS agencies)

Budgeted costs include:

- (1) Salary, benefits and related support costs (e.g., residential rent and utilities, R&R travel, education allowance and travel, etc.) for USDH employees and salary and benefits (e.g., health insurance, pension, etc.) for LE staff who allocate their time to this cost center;
- (2) Purchase and replacement of appropriate office furniture and equipment (including related shipping and handling charges) for employees who allocate time to this cost center;
- (3) Costs for specialized tools and equipment (including related shipping and handling charges) required to support the above services;
- (4) Costs for the following items as they relate to common areas in shared residential properties:
 - (a) Costs for custodial services (either contractor or in-house staff) and related supplies;
 - (b) Costs for periodic and seasonal care of lawns, swimming pools, gardens, walks, driveways and grounds (see limitations in NOTE 1 of this section);
- (5) Costs for utilities (electricity, gas, water, operating fuel, etc.) for shared properties;
- (6) Costs associated with warehouse space (e.g., workshops) occupied by maintenance personnel (e.g., rent, utilities, etc.);
- (7) Costs for trash removal services for shared properties;
- (8) Costs for specialized clothing and protective gear;
- (9) Costs for fire or comprehensive insurance on buildings and grounds for shared properties (when required by local law);
- (10) Costs for vehicles dedicated to the services outlined above, including ongoing fuel usage;
- (11) Costs for "hospitality/welcome kits";
- (12) Costs for supplies and materials required for repairing/refurbishing

government-owned furniture and equipment;

- (13) Costs for supplies used in support of the above building operating services.

NOTE 1: Full grounds care for STL residential properties occupied by the COM, DCM, PO of a constituent post, U.S. representative to an international organization abroad (when PO), and MSGQ are not funded in ICASS. Full grounds care for similar properties occupied by the senior representatives of the foreign affairs agencies (USAID, FAS, and FCS) and the defense attaché are specifically approved and funded by the respective parent agency and are not funded in ICASS. Grounds care responsibilities for occupants of other properties are outlined in 15 FAM 632.3.

NOTE 2: Makeready costs are funded by the occupying agency. See NOTE in 6 FAH-5 H-341.12-3(A).

6 FAH-5 H-341.12-3(C) Time Allocation

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

Employees who directly perform or supervise the services outlined above (e.g., carpenters, electricians, painters, building engineers, gardeners, etc.) allocate their time to this cost center. In some posts, liaison with the landlord may be done by ICASS employees in the maintenance, leasing or contracting offices. Post should ensure that employees and their supervisors who perform this function allocate an appropriate percentage of time to this cost center to reflect those responsibilities.

6 FAH-5 H-341.12-3(D) How to Count

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

- a. The distribution factor is based on gross square meters occupied as outlined in 15 FAM 238, Exhibit B. This is a static count as of May 1.
- b. **Stand-alone properties:** The count is based on the gross square meters of the residence.
- c. **Shared properties/residential compounds:** The count is based on gross square meters occupied by each tenant agency. For example, an apartment building has eight units: two are 1,800 gross square meters each, four are 2,250 gross square meters each, and two are 2700 gross square meters each, for a total of 18,000 gross square meters. The common areas of the building (e.g., laundry room, foyer, hallways, stairwells, etc.) total an additional 4,000 square meters but are **not**

counted. The costs related to the entire residential building or compound will be spread to each occupying agency in proportion to the gross square meters of space it occupies. In the example above, an off-line calculation would yield the following:

Number of Units	Total Square Meters	% of Total Square Meters	Per Unit Share of Cost
1,800 sq. meter units 2 X 1,800 =	3,600	20%	10%
2,250 sq. meter units 4 X 2,250 =	9,000	50%	12.5%
2700 sq. meter units 2 X 2,700 =	5,400	30%	15%
TOTAL	18,000	100%	

d. **This cost center is not modifiable.**

6 FAH-5 H-341.12-4 Short-Term Lease (STL) Non-Residential Building Operations (7860)

6 FAH-5 H-341.12-4(A) Definition of Service

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

This service covers all activities related to occupancy and use of shared STL nonresidential properties and includes:

- (1) Work with the landlord to ensure reasonable and necessary repairs are made properly and on time, the building infrastructure and grounds are properly maintained and/or perform minor repairs with contractors or in-house staff, as appropriate;
- (2) Provide or contract for custodial services;
- (3) Perform routine between occupant "fix-up" and prepare for new arrivals (see NOTE 2 in 6 FAH-5 H-341.12-4(B), Budgeted Costs);

- (4) Provide security escort services for maintenance personnel as required, in accordance with post policy (see NOTE in this section);
- (5) Repair/reupholster government-owned furniture and equipment in accordance with post policy.

NOTE: Depending on post circumstances, it may be appropriate to establish a sub-cost center for security escort services if all agencies do not use the service.

6 FAH-5 H-341.12-4(B) Budgeted Costs

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

Budgeted costs include:

- (1) Salary, benefits and related support costs (e.g., residential rent and utilities, R&R travel, education allowance and travel, etc.) for USDH employees and salary and benefits (e.g., health insurance, pension, etc.) for LE staff who allocate their time to this cost center;
- (2) Purchase and replacement of appropriate office furniture and equipment (including related shipping and handling charges) for employees who allocate time to this cost center; and
- (3) Costs for shared buildings, including:
 - (a) Rent;
 - (b) Periodic and seasonal care of lawns, swimming pools, gardens, walks, driveways and grounds;
 - (c) Utilities (electricity, gas, water, operating fuel, etc.);
 - (d) Trash removal services;
 - (e) Maintenance and repair (see NOTE 3 below);
- (4) Costs for specialized tools and equipment (including related shipping and handling charges) required to support the above services;
- (5) Costs for specialized clothing and protective gear for employees performing the services outlined above;
- (6) Costs (e.g., rent, utilities, etc.) associated with warehouse space occupied by Maintenance operations (e.g., workshops);
- (7) Costs for fire or comprehensive insurance on buildings and grounds (when required by local law);
- (8) Costs for vehicles dedicated to the services outlined above, including ongoing fuel usage;

- (9) Costs for supplies and materials required for repairing/refurbishing government-owned furniture and equipment;
- (10) Costs for supplies used in support of the above building operations services.

NOTE 1: When sharing costs for a compound with both residential and nonresidential buildings, posts should use the overall percentages determined when calculating the gross square meters of the various buildings to divide the overall cost, then use the methodology outlined below to spread the costs between 7850-Residential STL Building Operations and 7860-Non-Residential STL Building Operations so that tenant agencies are appropriately charged.

NOTE 2: Agencies requesting services in excess of commonly provided levels (i.e., special between-occupant fix-up, more frequent cleaning, minor structural changes) will be charged directly for the additional cost. For instance, the costs for making a minor office change (e.g., removing a nonload bearing wall after approval by the landlord) will be charged to the requesting agency for the initial change and then for restoration to the original condition upon vacating the space.

NOTE 3: OBO will fund required M&R costs for short-term leased nonresidential properties within the OBO ICASS target.

6 FAH-5 H-341.12-4(C) Time Allocation

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

Employees who directly perform or supervise the services outlined above (e.g., carpenters, electricians, painters, building engineers, gardeners, etc.) should allocate time to this cost center. In some posts, liaison with the landlord may be done by ICASS employees in the maintenance, leasing or contracting offices. Post should ensure that employees and their supervisors who perform this function allocate an appropriate percentage of time to this cost center to reflect those responsibilities.

6 FAH-5 H-341.12-4(D) How to Count

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

- a. The distribution factor is based on gross square meters assigned to each agency. Unassigned office and functional space is handled differently in STL properties. Under ICASS, customer agencies are required by 6 FAH-5 H-018.4 to provide six months notice on or before April 1 or October 1 prior to terminating a service; this also applies to vacating shared STL nonresidential space. During the six-month notification period, the

vacating tenant continues to bear the cost of the space unless another tenant is assigned. After the required notification period expires, unassigned office and functional space is charged proportionally to the remaining tenants as required by 15 FAM 162.2, although the Director of Overseas Buildings Operations has the authority to grant an exception in unusual circumstances. This is a static count as of May 1.

- b. Gross square meters for office space is calculated by determining the “footprint” of each agency or section (including dedicated workshops, conference rooms, file rooms, media rooms, etc.). For example, the political section suite may contain eight individual offices, a file room, a dedicated conference room, and a common support area, all connected by interior halls or passageways. The gross square meters is determined by measuring the perimeter of the suite and calculating the total area. Conference rooms, theaters, and workshops that are under the exclusive control of an agency will be included in the calculation of their gross square meters.
- c. The common areas of the building (e.g., the main foyer, hallways, stairwells, utility areas, shared conference rooms, kitchenettes, etc.) are not counted so that their support costs are spread in relative proportion to the gross square meters occupied by each agency. These same percentages will be used to spread costs for exterior contracts (e.g., grounds care) and other building operating costs (e.g., utilities, cleaning contracts, etc.).
- d. **Warehouses:** Warehouses are measured in gross square meters and the floor space occupied determines how costs will be shared. For tiered storage space, some fractional portion of the floor space is calculated and assigned to each agency occupying dedicated warehouse space. See 6 FAH-5 H-314.2 for guidance on distributing costs for warehouse space that supports multiple cost centers and/or agencies.
- e. **Stand-alone building:** The count is based on the gross square meters of the property.
- f. **Shared office building:** The count is based on gross square meters occupied by each tenant agency as outlined above.
- g. **Compounds with residential and nonresidential properties:** Posts with compounds that contain both residential and nonresidential properties must allocate costs in a transparent and equitable manner. The first step is to calculate the total gross square meters of each building in order to determine the total square meters of all properties on the compound. For example, a compound with a chancery (15,000 square meters), a warehouse (10,000 square meters), an apartment building (11,000 square meters), the ambassador’s residence (8,000 square meters) and Marine security guard quarters (6,000 square meters) is

measured and the total square meters of all buildings is 50,000. The residential space totals 25,000 square meters (apartment building, ambassador's residence and the MSGQ), or 50 percent of the total and is used for calculations in 7810-Residential Building Operations. The remaining space, 15,000 square meters for the chancery and 10,000 square meters for the warehouse, must now be divided among the various occupying agencies using the methodology outlined above.

h. **This cost center is not modifiable.**

6 FAH-5 H-341.13 Miscellaneous Costs (8790)

6 FAH-5 H-341.13-1 Definition

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

The goal of this cost center is to reflect only those costs that are not easily spread to other specific cost centers and/or are of minimal value compared to the effort and expense to spread the cost(s) precisely. The total for miscellaneous costs generally should not exceed five percent of the total ICASS budget.

6 FAH-5 H-341.13-2 Budgeted Costs

(CT:ICASS-11; 11-07-2008)

(Applies to participating ICASS agencies)

Budgeted costs include:

- (1) Costs for ICASS gratuities;
- (2) Costs for ICASS postage;
- (3) Costs for post office box rental;
- (4) Costs for miscellaneous items as outlined above (see NOTE in this section);
- (5) Costs for ICASS office machine maintenance (see NOTE in this section);
- (6) Costs for "other travel-taxis" for ICASS personnel (see NOTE in this section);
- (7) Costs for awards for ICASS personnel;
- (8) Costs for pre-employment and required in-service medical exams for LE staff;
- (9) Costs for *all* training and related travel for ICASS personnel, including workshops and conferences;

- (10) Costs for intra-country travel for ICASS employees;
- (11) Costs for summer hires, roving secretaries and other part-time or temporary workers when working in ICASS-funded sections.

NOTE 1: Items 3, 4, 5 and 6 should only be budgeted here if they are not otherwise identifiable costs for another cost center.

NOTE 2: Costs for English language training programs solely for ICASS personnel are budgeted here. See 6 FAH-5 H341.11-2(B) for English programs for mission-wide personnel.

6 FAH-5 H-341.13-3 Time Allocation

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

In principle, no USDH or LE staff allocate time to this cost center. Time allocations for rovers, summer hires, temporary or other part-time employees working in ICASS-funded sections are entered here. Another exception is in certain cases for alternate service providers (ASPs; see 6 FAH-5 H-445).

NOTE: Posts that have LE staff translators who provide services to ICASS and other agencies should budget for them in this cost center; the translator's time should be allocated to 8790-Miscellaneous.

6 FAH-5 H-341.13-4 How to Count

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

There is no distribution factor. These costs are distributed based on each agency's percentage of service costs. ICASS is treated as an agency for purposes of this distribution.

6 FAH-5 H-341.14 Non-ICASS Dual Positions (0000)

6 FAH-5 H-341.14-1 Description

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

- a. A non-ICASS dual position is a service-provider position that is not 100 percent dedicated to providing ICASS services (see 6 FAH-5 H-041, Definitions, non-ICASS dual positions). The non-ICASS portion of the position is used to perform program functions or to fill administrative functions dedicated exclusively to State-program or ASP-program

activities. Non-ICASS dual positions are often found at small posts where a single individual may perform consular work, political reporting, or some other programmatic function as well as ICASS functions.

- b. Any USDH or LE staff ICASS position can be designated a non-ICASS dual position. USDH positions must be **officially designated** as dual-function positions. LE staff positions may be designated as dual function positions with the concurrence of the post budget committee. In all cases, it is up to the post to determine the percentage of time spent performing ICASS vs. programmatic responsibilities. Once established, any changes in time allocations which would have a budgetary impact on customer agencies must be presented to the ICASS budget committee for review.

6 FAH-5 H-341.14-2 Budgeted Costs

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

Budgeted costs include:

- (1) Salary, benefits and related support costs (e.g., residential rent and utilities, R&R travel, education allowance and travel, etc.) for USDH employees and salary and benefits (e.g., health insurance, pension, etc.) for LE staff who allocate their time to this cost center;
- (2) Purchase and replacement of appropriate office furniture and equipment (including related shipping and handling charges) for employees who allocate time to this cost center.

6 FAH-5 H-341.14-3 Time Allocation

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

- a. Employees assigned to non-ICASS dual positions allocate their time among the various ICASS cost centers for which they are responsible and the remaining program responsibilities are allocated to "0000"-Non-ICASS Dual Position in the ICASS software.
- b. USAID alternate service provider (ASP) employees assigned to non-ICASS dual positions allocate their time among the various ICASS cost centers for which they are responsible and the remaining program responsibilities are allocated to "0009"-Non-ASP Administrative Services.

6 FAH-5 H-341.14-4 How to Count

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

There is no distribution factor. All costs allocated to this cost center (0000

State-Non-ICASS Dual Positions) are charged to 1900.0-State Program.

6 FAH-5 H-342 COST CENTER DESCRIPTION - ICASS LITE

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

- a. ICASS Lite uses 16 different cost centers versus the 31 cost centers in ICASS Standard.
- b. With the exception of Basic Package Services, services listed in each category below are illustrative. The listed services will be helpful to post in preparing its memorandum of understanding (MOU) and service level agreements (SLAs). At some posts, certain services may not exist. For example, services related to an international or U.S.-sponsored school may not be provided if there is no school at post.
- c. Two cost centers are mandatory for every agency at post with USDH and certain authorized TCN, U.S. contractor and other staff (as defined in 6 FAH 5 H-352, Categories of Personnel): Basic Package Services and Community Liaison Office Services. All other services are optional for subscribing agencies.
- d. The descriptions and guidance presented for each cost center apply equally to the services provided by an alternate service provider (ASP). While the terms and definitions may be specific to the Department of State, the purpose and intent should be interpreted consistently when applied to the ASP services. For example, cost centers that refer to the "authorized system of record" would use USAID's "system of record" where USAID is the service provider.

6 FAH-5 H-342.1 Basic Package Services (6150)

6 FAH-5 H-342.1-1 Definition of Service

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

- a. This cost center is mandatory for every agency at post with USDH and certain authorized TCN, U.S. contractor or other staff (as defined and identified in 6 FAH-5 H-352, Categories of Personnel). The rationale for this is that all agencies benefit from the support structure of the primary service provider (the Department of State's management section at post), and therefore all must pay a basic amount on a per-capita basis, whether or not they subscribe to any other ICASS-provided service. The official

diplomatic status of the mission and its administrative support structure are there to handle the problems of any agency employee present under chief-of-mission authority. Much like fire or police departments, the mission is there to assist on an as-needed basis and is the de facto service provider. Additionally, there are a number of specific services the mission provides from which all U.S. Government employees benefit, whether or not they sign on for any of the other standard services.

b. **The services in the Basic Package cost center listed below are standard and are not to be changed. If a service listed is not provided at post, that should be taken into consideration in determining the amount of time service providers allocate to Basic Package.**

c. The services include:

- (1) Provide diplomatic accreditation to host-government, host-country ID cards, mandatory host-country entry/exit visas, required host-country documents;
- (2) Negotiate reciprocity issues with host government, such as vehicle import/export, spousal employment, and VAT issues;
- (3) Obtain licenses and special permits;
- (4) Maintain various post reports (e.g., emergency action plan, post report, post profile, post Web sites, duty officer rosters, etc.);
- (5) Maintain post staffing plan using the authorized personnel system of record;
- (6) Draft, clear and issue administrative and security notices;
- (7) Coordinate the mission awards ceremony;
- (8) Analyze and respond to NSDD-38 requests;
- (9) Establish check-in/check-out procedures, including routine arrival/departure travel message notification;
- (10) Issue building access badges;
- (11) Manage newcomer and TDY orientation program and related materials;
- (12) Establish and manage the local U.S. disbursing officer bank account;
- (13) Provide support to the local international school, including grant management, accreditation surveys, and the school's Suspense Deposit Abroad (SDA) accounting and voucher processing;
- (14) Conduct surveys for cost of living (COLA), per diem rates, education allowance, etc.;

- (15) Negotiate hotel rates;
- (16) Support employee recreation association and commissary boards;
- (17) Provide support structure for VIP visits (See 6 FAH-5 H-315, paragraph b, and 6 FAH-5 H-360; see NOTE 1 in 6 FAH-5 H-342.1-2, Budgeted Costs).

NOTE 1: Sub-cost centers are not permitted in Basic Package. Posts that offer a service that is available to all customer agencies should add that service to another cost center with an appropriate distribution factor. For example, language classes that are offered for U.S. personnel could be added as a sub-cost center to 6441-Human Resources-U.S. Citizen Services where the workload count is number of Americans serviced.

NOTE 2: Maintenance of accurate, up-to-date information on post staffing using the authorized system of record is included in this cost center to reflect the broad interagency use of this database, both at post and in Washington. Because this database supports all agencies' requirements, the time devoted to this function should be allocated to this cost center (see 6 FAH-5 H-341.11-1, paragraph d).

6 FAH-5 H-342.1-2 Budgeted Costs

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

Budgeted costs include:

- (1) Salary, benefits and related support costs (e.g., residential rent and utilities, R&R travel, education allowance and travel, etc.) for USDH employees and salary and benefits (e.g., health insurance, pension, etc.) for LE staff who allocate their time to this cost center;
- (2) Purchase and replacement of appropriate office furniture and equipment (including related shipping and handling charges) for employees who allocate time to this cost center;
- (3) Costs for specialized equipment, supplies and/or contracts needed in support of the above services (e.g., orientation materials, contract for COLA survey, etc.).

NOTE 1: The customer requesting VIP visit support services will be direct charged outside of the ICASS reimbursement system for all service provider staff overtime, transportation and lodging, meals and incidental expense costs. The client will also be direct charged for the rental of any vehicles or other equipment and any services provided by vendors to support the visit. The service provider, based on other ICASS customer requirements and available staffing, will make the choice of using service provider staff or

outside contractors.

NOTE 2: Vehicle and related costs are not budgeted here. Those costs are budgeted in 6139-Motor Pool Services (see 6 FAH-5 H-341.7-6).

NOTE 3: Charges for Basic Package Services should be a minimal part of the total ICASS budget at post and should not exceed 6 percent.

6 FAH-5 H-342.1-3 Time Allocation

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

- a. Employees (USDH and LE STAFF) who **directly** perform the services outlined above should allocate an appropriate percentage of their time to this cost center.
- b. Not appropriate in this cost center would be time allocation of employees who provide ad hoc support for occasional VIP visits (see 6 FAH-5 H-315, paragraph b).

6 FAH-5 H-342.1-4 How to Count

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

- a. The distribution factor is the number of USDH and certain authorized TCN, U.S. contractors or other staff as described in 6 FAH-5 H-352, Categories of Personnel, as reported in the authorized personnel system of record as of May 1 (for additional guidance on how to count, see 6 FAH-5 H-333).
- b. Locally-employed staff (including EFM, summer/vacation hires, etc.), are not counted in Basic Package.
- c. Regional personnel based abroad are charged to Basic Package Services at their home post only, even if they are accredited to multiple countries.
- d. This cost center is **mandatory but modifiable** with post budget committee approval. Generally, there should not be a need to modify the level of services for Basic Package Services. However, there may be unique circumstances at post that warrant such modifications. For example, if an agency utilizes few of the services outlined above, this may support a modification of the distribution factor count.

NOTE: The data for each category of employee is entered separately (by "factor group") and modifications can be made at that level or for the total count for an agency, whichever is more appropriate.

6 FAH-5 H-342.2 Community Liaison Office (CLO)

Services (6443)

6 FAH-5 H-342.2-1 Definition of Service

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

This cost center is mandatory for every agency at post with USDH and certain authorized TCN and U.S. contractor staff (as described in 6 FAH-5 H-352, Categories of Personnel). The CLO serves an integrating function at post and provides a wide range of services including:

- (1) Prepare and maintain welcome materials;
- (2) Provide pre-arrival information;
- (3) Maintain post sponsorship program;
- (4) Manage post's formal orientation program;
- (5) Organize cultural activities, trips, seminars and other morale enhancing events;
- (6) Maintain liaison with host-country organizations, businesses and mission communities;
- (7) Identify family member employment opportunities both inside and outside the mission and provide employment information to families;
- (8) Manage the post Strategic Networking Assistance Program (SNAP) (where applicable);
- (9) Maintain liaison with schools at post in order to provide information on educational options both at and away from post and on return to the United States;
- (10) Maintain an information resource center accessible to the community and contribute to the post newsletter;
- (11) Provide guidance and referral support during crises by identifying community resources and referring clients appropriately;
- (12) Liaise with the post's RSO in areas of contingency planning and serving on the emergency action committee.

6 FAH-5 H-342.2-2 Budgeted Costs

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

Budgeted costs include:

- (1) Salary, benefits and related support costs (e.g., residential rent and

- utilities, R&R travel, education allowance and travel, etc.) for USDH employees and salary and benefits (e.g., health insurance, pension, etc.) for LE staff who allocate their time to this cost center;
- (2) Purchase and replacement of appropriate office furniture and equipment (including related shipping and handling charges) for employees in this cost center;
 - (3) Costs for specialized supplies in support of the CLO program (e.g., local maps, tour guides, permanent holiday decorations, etc.);
 - (4) Costs for specialized publications and subscriptions; and
 - (5) Costs for contracts in support of the above services (e.g., publishing post newsletter, hiring cross-cultural speakers for post orientation program, etc.).

6 FAH-5 H-342.2-3 Time Allocation

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

- a. CLO staff should allocate the majority of their time to this cost center. Recognizing the role of the CLO in some of the services listed in Basic Package, an appropriate percentage of time should be allocated to that cost center. Other ICASS personnel (e.g., the management officer, HRO or others) may allocate a percentage of time to this cost center to reflect supervisory or other responsibilities related to the services provided (e.g., overseeing the SNAP program).
- b. It is not appropriate for other non-CLO ICASS personnel to allocate their time to this cost center. For instance, a motor pool chauffeur who routinely runs errands for CLO is simply performing his or her job responsibilities as a chauffeur; this workload (kilometers driven) should be captured by the chauffeur in 6139-Motor Pool Services and charged to 1901.0-ICASS and the costs will be spread through ICASS redistribution.

6 FAH-5 H-342.2-4 How to Count

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

- a. The distribution factor is the number of USDH and certain authorized TCN, U.S. contractor employees and others as described in 6 FAH-5 H-352, Categories of Personnel, plus dependents listed on sponsors' assignment orders, whether physically residing at post or not. This count should begin with the total used in Basic Package and then add all dependents. Eligible family members (EFMs) are counted here as dependents. This is a static count as of May 1 (for additional guidance on

how to count, see 6 FAH-5 H-333).

- b. Locally-employed staff (LE staff) are not counted. While members of household (MOHs) have limited access to CLO services, they are not counted in this cost center (see 3 FAM 4180).
- c. This cost center is **mandatory but modifiable** with post budget committee approval. Generally, there should not be a need to modify the level of CLO services provided. However, there may be unique circumstances at post that would justify a modification. For example, an agency located in a remote area may not have frequent access to CLO services and that may support a modification of the distribution factor count.

6 FAH-5 H-342.3 Health Services (5624)

6 FAH-5 H-342.3-1 Description of Services

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

Services in this cost center depend on the post and what services are available. Some posts will work in coordination with a local or military hospital, some will have a regional medical staff, some will have a staffed health unit, some will have contract staff, and some will rely on regional support and/or local facilities. Services could include:

- (1) Staff and operate the health unit;
- (2) Administer first aid, immunizations, medications;
- (3) Oversee medical evacuations and related assistance;
- (4) Prepare/analyze medical reports;
- (5) Coordinate with local health facilities/personnel to identify, evaluate, recommend, provide referrals to and make arrangements with local medical resources;
- (6) Serve as the OSHA-designated medical unit for first aid in the event of an on-the-job emergency;
- (7) Support medical evacuations from posts within the region, where applicable;
- (8) Identify and advise mission personnel on local health hazards and infectious diseases (e.g., wellness programs, HIV/AIDS, malaria, etc.).

6 FAH-5 H-342.3-2 Budgeted Costs

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

Budgeted costs include:

- (1) Salary, benefits and related support costs (e.g., residential rent and utilities, R&R travel, education allowance and travel, etc.) for USDH employees, and salary and benefits (e.g., health insurance, pension, etc.) for LE staff who allocate their time to this cost center;
- (2) Purchase and replacement of appropriate office furniture and equipment (including related shipping and handling charges) for employees who allocate time to this cost center;
- (3) Costs for contracts for services in support of the functions outlined above;
- (4) Costs for medical supplies, vaccines and specialized medical equipment for the health unit that are not funded centrally by M/MED (See NOTE 1 in this section);
- (5) Costs for medical reference materials and publications;
- (6) Costs for a dedicated vehicle and related fuel charges, where applicable;
- (7) Costs for required travel and training for medical personnel that is not centrally funded (see NOTE 3 in this section).

NOTE 1: Emergency Preparedness medical supplies, including anti-viral medications, are funded centrally by MED Washington.

NOTE 2: Salary and related support costs for regional medical personnel are budgeted only at the regional employee's "home" post.

NOTE 3: Travel costs in support of regional responsibilities outside the employee's "home" post for medical personnel are centrally funded by M/MED.

NOTE 4: State M/MED funds costs for training and related travel for continuing medical education (CME) for all USDH medical personnel. In some instances, M/MED may provide funding for certain continuing medical education training for LE staff.

NOTE 5: Routine overtime costs for the health unit are budgeted in this cost center, as appropriate (e.g., extended hours for administering flu vaccines, presentation of special health programs, etc.). All other overtime costs are direct-charged to the agency of the employee(s) requiring overtime services of the medical unit.

NOTE 6: ICASS does not fund MEDEVAC travel. All costs are the responsibility of the sponsoring agency of the employee (see 3 FAM 3710

and 3 FAM 3714).

6 FAH-5 H-342.3-3 Time Allocation

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

- a. In general, all medical and directly related support personnel should allocate 100 percent of their time in support of the above services to this cost center. As outlined in 6 FAH-5 H-315, paragraph b, at posts with a significant visitor workload, it may be appropriate for the medical staff to allocate some appropriate portion of time to the Basic Package cost center.
- b. The management officer may allocate a portion of his or her time to this cost center to reflect oversight/supervisory responsibilities, as appropriate.
- c. While the medical staff may spend some of their time requesting supplies, managing personnel issues, etc., these functions are part of managing the health unit; their time is appropriately counted only in the health services cost center.
- d. There are no time allocations of other ICASS employees that would be appropriate in this cost center.

6 FAH-5 H-342.3-4 How to Count

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

- a. The distribution factor is the number of USDH, certain authorized TCN, U.S. contractor and others as described in 6 FAH-5 H-352, Categories of Personnel, as reported in the authorized system of record, plus all family members who meet MED's eligibility requirements and are included on the sponsors' assignment orders (see 16 FAM 116 for eligibility requirements), whether physically residing full time at post or not. Access to the embassy medical unit is limited to employees and family members with a valid MED clearance or administrative waiver (see 16 FAM 225). This is a static count taken as of May 1.
- b. This cost center **is modifiable** in limited circumstances with post budget committee approval as follows:
 - (1) Agencies which do not have full access to available services due to geographic limitations; or
 - (2) Agencies which provide their own full medical program.
- c. Agencies located in close proximity to the mission health unit must sign up for services at least at the 0.3 level because the health unit serves as

the OSHA-designated medical unit for first aid in the event of an on-the-job emergency.

- d. Locally employed staff (LE staff) are not counted even though the chief of mission may have approved emergency/first aid service be provided to LE staff during working hours. Other personnel approved by the chief of mission to receive limited services are also not counted (e.g., summer interns).

6 FAH-5 H-342.4 Information Management Technical Support (5458)

6 FAH-5 H-342.4-1 Definition of Service

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

This cost center provides full support for OpenNet Plus (the State Department's Sensitive But Unclassified (SBU) network) and any State Department-provided dedicated Internet networks (DINs). (See 5 FAM 800 for additional information on DINs.) Basic services include:

- (1) Maintain platform for OpenNet Plus;
- (2) Install baseline hardware/software;
- (3) Install post-specific nonbaseline software/hardware as approved by the information management office, the Department of State and/or local ITCCBs. This service does not provide support for other agency networks;
- (4) Assist in obtaining training for State Department-approved baseline applications;
- (5) Install and maintain OpenNet Plus e-mail, system backup, and manage overall system security (e.g., User IDs, virus protection, patches, etc.);
- (6) Provide customer assistance or "help desk" services (including recommendations for systems or equipment requirements/upgrades);
- (7) Support post programs for information management office-approved mobile communication devices (such as BlackBerrys), laptops and fobs (where applicable).
- (8) Provide specifications to enable customers to purchase their own OpenNet computer equipment that they may need to connect with the service provider's LAN.

6 FAH-5 H-342.4-2 Budgeted Costs

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

Budgeted costs include:

- (1) Salary, benefits and related support costs (e.g., residential rent and utilities, R&R travel, education allowance and travel, etc.) for USDH employees, and salary and benefits (e.g., health insurance, pension, etc.) for LE staff who allocate their time to this cost center;
- (2) Purchase and replacement of appropriate office furniture and equipment (including related shipping and handling charges) for employees who allocate time to this cost center;
- (3) Costs for specialized equipment required for the unclassified system (e.g., routers, encrypters, cabling) and installation or upgrade of unclassified network infrastructure.

NOTE 1: This cost center does not include the purchase of any computer equipment, software, printers, or other peripherals that a customer may need to connect to the service provider's LAN.

NOTE 2: Salary and related support costs of designated regional IM personnel are budgeted at the employee's "home" post.

NOTE 3: Travel costs for IM regional personnel to supported posts are funded by State program and not budgeted in ICASS.

NOTE 4: The Global IT Modernization (GITM) program for unclassified systems centrally funds the replacement of core network equipment (servers, backup and disaster recovery systems, CLOUT equipment, network switches for OpenNet, and uninterruptible power supply (UPS)) and client equipment (desktop workstations) for all ICASS employees on a 4-year replacement cycle. These costs are budgeted at the Washington level.

NOTE 5: Hardware and software requirements for ICASS offices beyond those which are covered under GITM are budgeted to the appropriate cost center, e.g., a color printer for the CLO section is budgeted to the CLO cost center; a laptop for the financial management office is budgeted to the appropriate financial management services cost center.

NOTE 6: An agency located outside the chancery building pays all costs related to connecting to OpenNet.

6 FAH-5 H-342.4-3 Time Allocation

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

Only ICASS employees (USDH and LE staff) who directly perform or supervise the services outlined above allocate their time to this cost center.

NOTE: State-Program IT employees are not budgeted in ICASS and they do not allocate their time to this cost center.

6 FAH-5 H-342.4-4 How to Count

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

- a. The distribution factor is a static count as of May 1 and is the sum of two components:
- (1) The total number of post-serviced devices (e.g., workstations, servers, printers, digital senders, fobs, mobile communication devices such as BlackBerrys and other related devices); and
 - (2) The total number of post-issued individual user accounts. The total number of individual user accounts is weighted by a factor of 0.3 for all serviced agencies that maintain a separate IT network (see example below).

Agency Count	Devices	#UserIDs x Wt Factor	Total
State	200	96 X 1 = 96	296
Public Dip.	275	65 X 1 = 65	340
ICASS	300	120 X 1 = 120	420
FCS*	2	6 X 0.3 = 1.8	3.8
DIA*	1	6 X 0.3 = 1.8	3.8
USAID*	1	12 X 0.3 = 3.6	4.6
FBI*	1	3 X 0.3 = 1	2
Agency X**	8	6 X 1 = 6	14

* = Agency that maintains a separate IT network. (This example is for illustrative purposes only.)

** = Non-State agency that does not maintain a separate IT network, but rather uses the State network for its IT needs.

NOTE 1: Each workstation includes a CPU, monitor, keyboard, mouse, CD-ROM drive, and internal/external devices specific to the CPU (does not include printers, scanners, etc. which are counted separately).

NOTE 2: UserIDs issued to family members are counted as workload to the sponsoring agency.

b. **This cost center is not modifiable.**

6 FAH-5 H-342.5 Non-Residential Local Guard Program Services (5826)

6 FAH-5 H-342.5-1 Definition of Service

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

- a. This cost center pertains to shared buildings such as chanceries, annexes and warehouses.
- b. Services at ICASS facilities, including warehouses, under the operational control of the regional or post security office may include the following:
 - (1) Provide appropriate guard services;
 - (2) Provide oversight, coordination and quality assurance of local guard program;
 - (3) Supervise the guard force;
 - (4) Ensure vehicle security inspection and pedestrian access control and verification of personnel entering the chancery, annex, and any other nonresidential guarded ICASS buildings or facilities;
 - (5) Prescreen visitors' baggage; conduct physical checks of personnel; screen incoming mail, parcels, vehicles, or other items through use of visual inspection, x-ray equipment, explosive-detection equipment and metal detectors;
 - (6) Provide exterior patrols of the chancery and annex buildings or compound, warehouses, and other designated buildings by guards or host-country police;
 - (7) Coordinate host-country police assigned to ICASS facilities (where applicable);
 - (8) Ensure enforcement of parking restrictions by guards or host-country police; and
 - (9) Coordinate guard force or host-country police manning of roadblocks around ICASS facilities and other duties at ICASS facilities as directed by the regional security office (RSO).

6 FAH-5 H-342.5-2 Budgeted Costs

(CT:ICASS-11; 11-07-2008)
(Applies to participating ICASS agencies)

Budgeted costs include:

- (1) Salary, benefits and related support costs for LE staff employees who allocate their time to this cost center;
- (2) Purchase and replacement of appropriate office furniture and equipment (including related shipping and handling charges) for employees who allocate time to this cost center;
- (3) Costs for training, security supplies, uniforms, equipment (*including vehicles*) and equipment maintenance costs associated with nonresidential buildings which are shared by State and other agency or ICASS personnel;
- (4) Costs associated with host-country police assigned to ICASS facilities;
- (5) Costs for local guard contract services (where applicable).

NOTE 1: Local guard costs for nonresidential stand-alone properties not billed through ICASS are direct charged to the occupying agency. DS and the occupying agency(ies) must coordinate to determine the appropriate payment and/or reimbursement mechanism.

NOTE 2: Costs associated with the residential guard program, mobile patrols, bodyguards and the surveillance detection program are not part of ICASS (see 12 FAH-7 H-322). See additional guidance in 6 FAH-5 H-342.5-4, How to Count, for compounds with residential and nonresidential properties.

NOTE 3: Although the regional security officer (RSO) is the service provider, the USDH personnel in the regional security office and their related support costs, furniture and equipment are not funded by ICASS and are not budgeted here.

NOTE 4: The Marine security guard contingent is part of the State program organization and receives ICASS services and is not an ICASS service provider. Refer to "Accounting for Marine Security Guard Costs" under 6 FAH 5 H-375, Marine Security Guard (MSG) Program, for additional guidance.

NOTE 5: There is a special ICASS Washington-held fund for the purchase of certain LGP equipment and vehicles. Posts should communicate with the Bureau of Diplomatic Security to ensure that costs more appropriately included in that fund are not charged to post allotments.

6 FAH-5 H-342.5-3 Time Allocation

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

The only employee time allocated to this cost center is the time for the LE staff guards who actually perform the guard services and their LE staff supervisors. No USDH time is allocated to this cost center.

6 FAH-5 H-342.5-4 How to Count

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

- a. The distribution factor is based on total gross square meters **assigned to** each serviced agency. This is a static count as of May 1.
- b. The costs of an entire building or compound will be spread to each occupying agency in proportion to the gross square meters of office, functional (including workshops, conference rooms, file rooms, media rooms, etc.) and space they occupy. Conference rooms, theaters, workshops, etc., that are under the exclusive control of an agency will be included in their gross square meters occupied to determine their share of local guard costs. Consequently, all agencies will share in the support costs of common space such as hallways, lobbies, shared conference rooms, furnace/utility rooms, etc. (For detailed guidance on how to measure and how to count vacant space, see 6 FAH-5 H-341.12-2, paragraph d, for GO/LTL properties and 341.12-4, paragraph d, for STL properties.)
- c. Compounds with residential and nonresidential properties: Posts with compounds that contain both residential and nonresidential properties must allocate costs in a transparent and equitable manner. The first step is to calculate the total gross square meters of each building in order to determine the total square meters of all properties on the compound. For example, a compound with a chancery (15,000 square meters), a warehouse (10,000 square meters), an apartment building (11,000 square meters), the ambassador's residence (8,000 square meters) and Marine security guard quarters (6,000 square meters) is measured and the total square meters of all buildings is 50,000. The residential space totals 25,000 square meters (apartment building, ambassador's residence and the MSGQ), or 50 percent of the total and is used for calculations in non-ICASS residential security costs. The remaining space, 15,000 square meters for the chancery and 10,000 square meters for the warehouse, must now be divided among the various occupying agencies using the methodology outlined above.
- d. **This cost center is not modifiable.**

NOTE: The GSO is responsible for providing the measurements of all nonresidential properties, broken down by agency, to the security office which then verifies which properties are provided guard services. Once

verified by the RSO, the RSO provides the final square meters for the ICASS distribution count to the financial management office.

6 FAH-5 H-342.6 Security Services (5880)

6 FAH-5 H-342.6-1 Definition of Service

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

Locally employed staff (LE staff) employees working in the security office perform a number of tasks that benefit all agencies at post. These tasks include:

- (1) Conduct background investigations for non-U.S. citizen LE staff and PSC employees;
- (2) Assist with accident and security incidents;
- (3) Conduct special investigations (e.g., employee theft investigations);
- (4) Assist with general security issues (e.g., liaison with host-country security and police officials);
- (5) Take fingerprints for official purposes;
- (6) Review and recommend security enhancements for office and functional space;
- (7) Maintain residential security files;
- (8) Prepare informal translations for security-related matters.

NOTE: Under the DS-funded Residential Security Program the regional security office is responsible for reviewing and recommending security enhancements for residences for all American staff under COM authority (see 12 FAH-8 H-100).

6 FAH-5 H-342.6-2 Budgeted Costs

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

Budgeted costs include:

- (1) Salary, benefits and related support costs (e.g., residential rent and utilities, R&R travel, education allowance and travel, etc.) for USDH employees and salary and benefits (e.g., health insurance, pension, etc.) for LE staff who allocate their time to this cost center;
- (2) Purchase and replacement of appropriate office furniture and equipment (including related shipping and handling charges) for

employees who allocate time to this cost center;

- (3) Costs for specialized security supplies, equipment and equipment maintenance.

NOTE: The cost of USDH regional security office (RSO) personnel is not budgeted in ICASS.

6 FAH-5 H-342.6-3 Time Allocation

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

- a. LE staff (including EFM) employees who directly perform the services outlined above allocate their time to this cost center. At posts with no RSO, this function is supervised by other ICASS USDH personnel; in these cases, such personnel may allocate an appropriate percentage of their time to this cost center.
- b. The USDH regional security officer (RSO) staff is not ICASS-funded and their time is not allocated to this cost center.

6 FAH-5 H-342.6-4 How to Count

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

- a. The distribution factor is the number of authorized locally employed staff as reported in the personnel system of record and USDH employees (including TCNs, U.S. contractors and others as counted in Basic Package). This is a static count as of May 1 (for additional guidance on how to count, see 6 FAH-5 H-333).
- b. This cost center is modifiable in limited circumstances with post budget committee approval. For example, a post may have an agency that falls under COM authority but is physically located a significant distance from the embassy in offices that are under the security umbrella of another entity to whom the RSO has transferred limited responsibilities. This agency may be granted a modification.

6 FAH-5 H-342.7 General Services (6145)

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

In ICASS Lite, the nine general services cost centers used in ICASS Standard are combined into a single cost center.

6 FAH-5 H-342.7-1 Definition of Service

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

The services include:

- (1) **Vehicle maintenance:** This service covers the maintenance and repair of official vehicles, to include:
 - (a) Schedule and perform routine maintenance;
 - (b) Maintain appropriate records and reports for all serviced vehicles;
 - (c) Serve as contracting officer's representative (COR) for fleet management (if outsourced);
 - (d) Coordinate with local vendors on major repairs/overhauls;

NOTE: This cost center does not include major overhauls, accident repairs, or any specialized maintenance that may be unique to a particular make or model of car and that requires specialized training, tools, or equipment. These are the responsibility of the individual agency and are direct-charged;

- (2) **Administrative supply:**
 - (a) Maintain stock for routine office supplies and accountable forms;
 - (b) Maintain inventory controls;
 - (c) Manage the issuing, recordkeeping and warehousing of supplies;
- (3) **Procurement services:**
 - (a) Purchase goods and services using:
 - Simplified acquisition procedures;
 - Requisitions (e.g., against GSA schedules);
 - Delivery tickets against blanket purchase agreements (BPAs);
 - Solicitation of competitive quotes for purchases in excess of the micro-purchase threshold;
 - Nonpersonal services contracts;
 - Preparation of competitive and sole source solicitations;
 - Micro-purchase cards and petty cash;
 - (b) Award and administer contracts, including identifying vendors, writing specifications, and negotiating terms;
 - (c) Prepare documentation for all types of procurement actions,

consistent with U.S. Government and agency regulations;

NOTE 1: This service does not include personal services agreements (PSAs) which are charged under 6445-Human Resources Services cost center;

NOTE 2: Highly specialized procurements for customer agencies are the programmatic responsibility of the requesting agency;

- (4) **Reproduction:** This service applies in those posts that provide printing and reproduction services through a central facility to ICASS customer agencies. (Each post must establish its own set of standards in accordance with its capabilities or post circumstances.) This service may include print documents, business cards, official invitations, flyers, posters, etc.;

NOTE: Regional printing operations (RPOs) operate outside of ICASS;

- (5) **Shipping and customs:** These services may be provided by ICASS personnel and/or by commercial provider, as appropriate. The actual services provided in this cost center may vary from post to post depending on local circumstances. The services include:

- (a) Arrange for and oversee (as required) the packing, crating and forwarding of shipments;
- (b) Perform necessary customs clearance for all incoming and outgoing shipments (e.g., official shipments, HHE, vehicles, pouches, equipment, etc.);

- (6) **Motor pool services:** This cost center includes all ICASS passenger and multi-use vehicles. Vehicles used exclusively as utility vehicles (i.e., water trucks, maintenance vehicles, ambulances, etc.; see 6 FAH-5 H-314.6) are excluded from this cost center. These costs are to be included in the utility vehicle cost pool:

- (a) Operate a central motor pool for the purpose of transporting personnel for official business or other authorized use (see 6 FAM 418.2-3(D)); includes garaging and minor upkeep of ICASS vehicles (cleaning, checking tire pressure, etc.);
- (b) Dispatch vehicles in accordance with post policies and U.S. Government regulations;
- (c) Maintain all required reports and records;

- (7) **Nonexpendable property management:** The following services apply to office and residential furniture, furnishings, equipment and appliances or other official nonexpendable items under ICASS control:

- (a) Receive and properly document all incoming shipments, ensuring they are appropriately stored or delivered;
 - (b) Maintain inventory control of stored and issued items;
 - (c) Ensure appropriate warehousing and storage of property;
 - (d) Pick-up and deliver furniture, furnishings and appliances; and
 - (e) Dispose of official property;
- (8) **Leasing services:** Includes all phases of the leasing process for residential, office, warehouse, or other space as required by a requesting agency, as follows:
- (a) Locate properties;
 - (b) Assess the safety and structural integrity of buildings and the condition of building systems (e.g., electrical, plumbing, HVAC, etc.);
 - (c) Coordinate with the RSO's office on the review of properties for compliance with security requirements prior to leasing;
 - (d) Evaluate properties to ensure they meet size requirements and/or are within the regulations;
 - (e) Negotiate lease terms with the landlord or agent;
 - (f) Follow-up with landlord to enforce provisions of the lease;
 - (g) Initiate a lease or lease renewal according to U.S. Government regulations and host-country law (including seeking any required legal assistance in cases of dispute); and
 - (h) Provide assistance with utility and telephone companies for initial connections and termination of services;
- (9) **Travel services:** The following services may be performed by employees of several sections but should be reported as travel services:
- (a) Prepare travel orders;
 - (b) Issue required travel documents;
 - (c) Assist with arrival and departure in accordance with post policy;
 - (d) Process flight reservation requests;
 - (e) Process ground transportation reservation requests (e.g., train, rental vehicle, etc.);
 - (f) Process other types of transportation requests (e.g., ferry, ship, etc.);

- (g) Process hotel accommodations requests;
- (h) Assist in obtaining visas for official travel;
- (i) Oversee the work of the travel management center contractor (where applicable) including the processing of refunds and rebates to agencies.

NOTE: With the deployment of eTravel systems under the Federal Government-wide eGOV initiative of the President's Management Agenda, some functions, such as preparing travel orders, making reservations, etc., are intended to devolve entirely to the traveler.

6 FAH-5 H-342.7-2 Budgeted Costs

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

The following budgeted costs apply to all areas of general services and are budgeted in this one cost center using the Lite approach:

- (1) Salary, benefits and related support costs (e.g., residential rent and utilities, R&R travel, education allowance and travel, etc.) for USDH employees, and salary and benefits (e.g., health insurance, pension, etc.) for LE staff who allocate their time to this cost center;
- (2) Purchase and replacement of appropriate office furniture and equipment (including related shipping and handling charges) for employees who allocate time to this cost center;
- (3) Costs associated with warehouse space (e.g., rent, utilities, etc.) in support of the above services (see 6 FAH-5 H-314.2, paragraph c);
- (4) Contract costs for a commercial provider of some or all of the above services (if applicable);
- (5) Costs for specialized tools, supplies and equipment in support of these services, where applicable;
- (6) Costs for all inventory items purchased for the administrative supply operation (including related shipping and handling costs);
- (7) Costs for equipment maintenance, paper, toner and other specialized supplies used by the central reproduction facility in support of the services provided;
- (8) Costs for replacement equipment for the reproduction section;
- (9) Costs for vehicle operating expenses (e.g., fuel, parking fees, tolls, etc.);
- (10) Costs for incidental and routine parts and supplies (e.g., filters, oil,

lubricants, etc.) for motor pool vehicles;

- (11) Costs for uniforms;
- (12) Costs for physical and eye exams for motor pool drivers;
- (13) Purchase or replacement of ICASS-owned passenger vehicles for the motor pool in accordance with established policies. Depreciation amount for multi-year replacement funding for such vehicles is budgeted here if this amount is included in post's financial plan. This does not include armored vehicles funded by DS;
- (14) Purchase or replacement of utility vehicles that support the services in this cost center (e.g., warehouse truck);
- (15) Costs for real estate agents, local counsel and/or legal fees (see NOTES 8 and 9 of this section);
- (16) Costs for a travel management contract, where applicable;
- (17) Costs for specialized publications and subscriptions.

NOTE 1: Vehicle maintenance - Parts or supplies for nonroutine vehicle repair or maintenance jobs will be direct charged to the agency owning the vehicle. (See NOTE under a. Definition of Service, 1. Vehicle Maintenance, above).

NOTE 2: Vehicle maintenance - Parts and supplies for repairing and maintaining ICASS vehicles are charged against 1901.0 ICASS.

NOTE 3: Administrative supply - All costs for ICASS administrative supplies are budgeted here, not in the individual cost centers.

NOTE 4: Shipping and customs - Actual shipping costs and clearance fees (i.e., transportation charges) for non-ICASS incoming and outgoing shipments are direct-charged to the serviced agency.

NOTE 5: Motor pool services - Costs for driver per diem for out-of-town trips is funded by the requesting agency.

NOTE 6: Nonexpendable property - The purchase of and related shipping costs for the nonexpendable property controlled in this cost center are direct-charged to the ordering agency, including ICASS.

NOTE 7: Nonexpendable property - At posts with a residential furniture and appliance pool, contract costs for moving those items is budgeted in 6144-Household Furniture, Furnishings and Appliance Pool.

NOTE 8: Leasing - Real estate agent fees are budgeted in ICASS only for those properties that will be ICASS-funded. All other such fees are direct-charged to the benefiting agency.

NOTE 9: Leasing - Costs for local counsel and/or legal fees when the

matter is a general issue of local real estate law that pertains to all U.S. Government-signed local leases are charged to ICASS. Costs related to a specific issue arising from an individual lease are direct-charged to the sponsoring agency of the lease under consideration.

NOTE 10: Travel services - Budgeted costs do not include transaction fees charged by travel contractors which are direct charged to the traveler.

6 FAH-5 H-342.7-3 Time Allocation

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

USDH and LE staff employees who directly perform or supervise the above services allocate their time to this cost center.

6 FAH-5 H-342.7-4 How to Count

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

- a. The distribution factor is the total number of USDH and other staff as counted in Basic Package (less any counts for institutional contractors) plus the number of LE staff multiplied by 0.2. For example, for an agency with 20 USDH employees and 50 LE staff receiving services, the calculation would be: $20 \text{ USDH} + (50 \text{ LE staff} \times 0.2 (50 \times 0.2 = 10)) = 30$.
- b. Where there are no USDH employees, but an agency has LE staff at post receiving services, the LE staff employees are still counted and that number is multiplied by 0.2 to calculate the distribution factor.
- c. This cost center is modifiable with the agreement of the post budget committee. Given the broad range of services provided in this cost center, each post must establish a policy which explains the circumstances which justify a modification to full service levels. If a modification is approved, it is applied against the total calculated distribution factor.
- d. Where an agency has its own general services office and LE staff who receive only incidental services from the ICASS general services provider, then LE staff may be omitted from the distribution factor calculation. However, serviced agencies should recognize that the number of LE staff multiplied by 0.2 generally represents a minimal relative cost to pay to obtain the support available from the ICASS general services platform.

6 FAH-5 H-342.8 Household Furniture, Furnishings and Appliance Pools (6144)

6 FAH-5 H-342.8-1 Definition of Service

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

- a. Each post is responsible for determining if it will have a shared residential furniture and appliance pool. The furniture and appliances supplied should be provided according to an established post residential furniture and appliance pool policy approved by the budget committee and may include: ranges, refrigerators, washers, dryers, freezers, window-type air conditioners, transformers and voltage regulators, household furniture, rugs, draperies, lamps, and fabric for re-upholstery. Care must be taken to provide transparency and equity in the distribution of items under this cost center to ensure the fullest possible participation by agencies at post (for additional guidance on furniture pools, see 6 FAH-5 H-471.8). The service includes:
- (1) Ensure appropriate warehousing and storage of pooled furniture and appliances;
 - (2) Pick up and deliver pooled furniture and appliances;
 - (3) Remove and dispose of pooled furniture and appliances;
 - (4) Maintain inventory control of pooled furniture and appliances;
 - (5) Repair/re-upholster pooled furniture and equipment (if applicable under post policy).
- b. **Participation in this cost center is voluntary.**

6 FAH-5 H-342.8-2 Budgeted Costs

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

Budgeted costs include:

- (1) Salary, benefits and related support costs (e.g., residential rent and utilities, R&R travel, education allowance and travel, etc.) for USDH employees and salary and benefits (e.g., health insurance, pension, etc.) for LE staff who allocate their time to this cost center;
- (2) Purchase and replacement of appropriate office furniture and equipment (including related shipping and handling charges) for employees who allocate time to this cost center; and
- (3) Cost of furniture, furnishings and appliances (including related shipping and handling costs) for all items in the pool, if budgeted in ICASS (see 6 FAH-5 H-471.8 and 6 FAH-5 H-471.9);
- (4) Costs for dedicated vehicles and related fuel charges;

- (5) Costs associated with warehouse space occupied by the residential furniture, furnishings and appliance pool (e.g., rent, utilities, etc.);
- (6) Costs for supplies and materials required for repairing/refurbishing government-owned furniture and equipment;
- (7) Costs for contracts in support of the above services (e.g., moving, re-upholstery, etc.).

6 FAH-5 H-342.8-3 Time Allocation

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

Employees who directly perform or supervise the services outlined above allocate their time to this cost center (e.g., NEPA staff, warehouse personnel, re-upholsterer, etc.).

NOTE: The time allocation of these personnel to this cost center is how the costs associated with managing a furniture and appliance pool is captured and charged only to subscribing agencies.

6 FAH-5 H-342.8-4 How to Count

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

- a. Count the number of housing units, by agency, furnished by the pool. This is a static count as of May 1.
- b. This cost center **is modifiable** provided that the basis for modification is established by written policy and approved by the post budget committee. For example, at some posts some agencies may subscribe only to the appliance portion of the furniture and appliance pool.

6 FAH-5 H-342.9 Information Management Services (6196)

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

ICASS Lite combines the three information management services cost centers described in ICASS Standard into one cost center.

6 FAH-5 H-342.9-1 Definition of Service

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

The services include:

- (1) **Pouching:**
 - (a) Receive and distribute incoming pouch materials, both classified and unclassified;
 - (b) Prepare and forward outgoing pouches, both classified and unclassified;
 - (c) Maintain related records;
- (2) **Mail and messenger:**
 - (a) Sort, distribute and pick-up/deliver mail from local and APO/FPO or DPO sources;
 - (b) Receive and deliver registered and express delivery (e.g., DHL, UPS, FedEx, etc.) shipments;
 - (c) Transport mail to and from the airport;
 - (d) Coordinate with local customs and airline personnel on mail shipments; and
 - (e) Provide local messenger service;
- (3) **Reception, switchboard and telephone:**
 - (a) Answer/direct telephone calls within mission offices;
 - (b) Service official instruments connected to the switchboard;
 - (c) Relocate/install instruments, circuits and systems;
 - (d) Support for official cell phone program, where applicable;
 - (e) Greet/announce visitors; and
 - (f) Issue visitor passes (where appropriate).

6 FAH-5 H-342.9-2 Budgeted Costs

(CT:ICASS-11; 11-07-2008)

(Applies to participating ICASS agencies)

Budgeted costs include:

- (1) Salary, benefits and related support costs (e.g., residential rent and utilities, R&R travel, education allowance and travel, etc.) for USDH employees, and salary and benefits (e.g., health insurance, pension, etc.) for LE staff who allocate their time to this cost center;
- (2) Purchase and replacement of appropriate office furniture and equipment (including related shipping and handling charges) for employees who allocate time to this cost center;
- (3) Costs for a dedicated vehicle and associated expenses, where

applicable;

- (4) Transportation costs for unclassified pouches;
- (5) Contract costs in support of the above services;
- (6) Costs for rental of post office box, where applicable;
- (7) Costs for the embassy telephone system (e.g., installation services, leased lines, fees, etc.), excluding long-distance toll costs which are direct-charged;
- (8) Costs for all telephone charges for **all** ICASS sections (including cell phones and other mobile communication devices, pre-paid airtime cards, monthly fees, etc.; see NOTE 3 in this section);
- (9) Costs for new/upgraded telephone equipment.

NOTE 1: Transportation costs for special pouches that include material for a single agency are direct-charged to that agency and are not included in the ICASS budget. However, the weight of the pouches is included in the count if the pouches are prepared by ICASS personnel.

NOTE 2: Special phone features and equipment or upgrades are direct charged to the requesting agency.

NOTE 3: A sub-cost center named "6196-0099-ICASS Cell and Long Dist. Charges" must be established for all charges associated with ICASS sections' long distance, cell phone and other mobile communication device costs. Only these charges will be budgeted to this sub-cost center; no *personnel* time allocations are made to this sub-cost center (see 6 FAH-5 H-342.9-4, How to Count).

6 FAH-5 H-342.9-3 Time Allocation

(CT:ICASS-11; 11-07-2008)

(Applies to participating ICASS agencies)

USDH and LE staff employees who directly perform or supervise the above services allocate their time to this cost center.

NOTE 1: The Department of State is responsible for the E&E radio program. ICASS radio technicians who work on the E&E radio program as well as administrative radio programs should allocate a portion of their time to non-ICASS dual position duties.

NOTE 2: No personnel time is allocated to the mandatory sub-cost center "6195-0099-ICASS Cell and Long Dist. Charges."

6 FAH-5 H-342.9-4 How to Count

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

- a. The distribution factor is the number of USDH and certain authorized TCN, U.S. contractors or other staff as described in 6 FAH-5 H-352, Categories of Personnel, as reported in the authorized personnel system of record, who have subscribed to this service. If a subscribing agency has no USDH or other authorized personnel as noted above, then the count is "one" for that agency. This is a static count taken as of May 1 (for additional guidance, see 6 FAH-5 H-333).
- b. This cost center **is modifiable** with post budget committee approval. For example, an agency which does not have full access to available services due to its geographic location, provides its own mail services, or reception and switchboard services may request a modification.

NOTE: The distribution factor for the ICASS "Cell and Long Dist. Charges" sub-cost center is "one" and is charged to 1901.0-ICASS. This will ensure that these costs are appropriately spread through ICASS redistribution.

6 FAH-5 H-342.10 Financial Management Services (6225)

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

ICASS Lite combines the five financial management services cost centers described under ICASS Standard into one cost center.

6 FAH-5 H-342.10-1 Definition of Service

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

The services include:

- (1) **Budgets and financial plans:**
 - (a) Prepare and submit budgets, meeting the given deadlines and ensuring that the submission reflects customer's needs based on current trends, analysis and customer's input;
 - (b) Provide financial advice, analysis and budget presentations, including assistance to the ICASS council and the ICASS budget committee regarding ICASS financial and budget issues;
- (2) **Accounts and records:** This service is provided to all "serviced agencies" (i.e., those agencies whose accounting records are maintained by RM/GFS Charleston or RM/GFS Bangkok):
 - (a) Enter accounting transactions in the accounting system;

- (b) Ensure accounting records are accurate, remain within the funding limits, and are supported by valid obligation documents;
 - (c) Certify funds availability;
 - (d) Review and adjust current and prior year obligations on a regular basis;
 - (e) Provide automated accounting reports to serviced agencies;
- (3) **Payrolling:**
- (a) Report and maintain records of time and attendance, pay, benefit, leave, allowances, and tax records;
 - (b) Coordinate scheduled periodic payments for LE staff retirement/insurance plans to the host government;
 - (c) Follow up on lost payroll checks and reconcile payroll problems with the payment center;
- (4) **Vouchering:**
- (a) Prepare, audit (for completeness, accuracy, adequacy of documentation, and legality), and certify vouchers, and submit them for payment;
 - (b) Ensure controls exist to preclude duplicate payments;
 - (c) Work with the disbursing center and vendors to achieve timely payments;
 - (d) Track and resolve lost or missing payments;
 - (e) Maintain control over certified documents/vouchers for the required period;
 - (f) Retire records in accordance with records management requirements;
 - (g) Provide assistance in preparing travel vouchers consistent with rules governing eTravel;
 - (h) Provide standard voucher audit detail reports (VADRs) (or electronic access to same);
- (5) **Cashiering:**
- (a) Provide petty cash advances and reimbursements;
 - (b) Execute cash payment vouchers;
 - (c) Perform accommodation exchange and reverse accommodation exchange when commercial services are not available and in accordance with existing Department of State policy;

- (d) Perform collections;
- (e) Process receipts from the sale of U.S. Government property.

6 FAH-5 H-342.10-2 Budgeted Costs

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

Budgeted costs include:

- (1) Salary, benefits and related support costs (e.g., residential rent and utilities, R&R travel, education allowance and travel, etc.) for USDH employees, and salary and benefits (e.g., health insurance, pension, etc.) for LE staff who allocate their time to this cost center;
- (2) Purchase and replacement of appropriate office furniture and equipment (including related shipping and handling charges) for employees who allocate time to this cost center;
- (3) Costs for contracts in support of the above services, where applicable.

6 FAH-5 H-342.10-3 Time Allocation

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

- a. USDH and LE staff employees who directly perform or supervise the below services allocate their time to this cost center.
- b. In some posts employees in the human resources section perform some duties related to the resolution of time and attendance or payroll problems. HR employees (and their supervisors) with such designated responsibilities should allocate an appropriate percentage of their time to this cost center.

NOTE: Section timekeepers who perform weekly time and attendance duties do not allocate time to this cost center.

6 FAH-5 H-342.10-4 How to Count

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

- a. The distribution factor is the number of strip codes processed for both cashier and noncashier transactions (includes journal vouchers, disbursements, advances, return of advances, revenue, expenditure refunds, 477 transactions, cashier transactions, cashier collections and cashier disbursements) plus accommodation exchange transactions as

reported in the accounting systems(s) of record. This is a cumulative count for the period May 1 through April 30.

- b. This cost center **is modifiable** in limited circumstances with post budget committee approval. Because of the wide range of services provided in this cost center and the workload distribution factor, each post must consider the level of effort involved in each service and determine what modification levels would be appropriate. For example, a modification might be granted to an agency that maintains its own accounts and records and prepares its own budget and plans. At some posts an agency may provide many of the above services for its employees but requires minimal post support to process allowance payments, thus justifying a modification. At other posts an agency may certify its own vouchers and simply use one of the above services to process the payment; this would justify a modification.

6 FAH-5 H-342.11 Human Resources Services (6445)

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

ICASS Lite combines the two human resources services cost centers used in ICASS Standard into one cost center.

6 FAH-5 H-342.11-1 Definition of Service

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

- a. **Human Resources – U.S. Citizen Services:** The services offered include support to U.S. direct-hire employees and certain authorized TCNs, U.S. contractors and others as described in 6 FAH-5 H-352:
 - (1) Maintain post position schedules and related reports in the authorized personnel system of record;
 - (2) Provide services related to health and life insurance selection, retirement plan, Thrift Savings Plan and other allotments;
 - (3) Process documentation for changes to home of record, dependents, etc. (whether through the relevant open season, updating of family status or other);
 - (4) Coordinate employee relations and grievance issues at post;
 - (5) Process USDH employee evaluations;
 - (6) Coordinate required ethics training;
 - (7) Process mandatory financial disclosure forms;

- (8) Coordinate disciplinary actions;
- (9) Manage the mission awards program;
- (10) Provide information and assistance in the assignment bidding process;
- (11) Provide information and guidance on training and process training requests;
- (12) Notify payroll centers of adjustment to allowances due to change in dependent status, change in family members at post, time away from post, leave in the United States, etc.;
- (13) Administer the post local language program (where applicable).

NOTE 1: Some agencies process their own awards separate from the post awards program. Their participation in the mission awards ceremony does not require subscription to this cost center.

NOTE 2: In light of Service #5 in Basic Package, customer agencies do not need to subscribe to American HR services in order to be included in or receive the post staffing plan, or be entered in other State Department-mandated databases (i.e., Post Profiles, Key Officers List, etc.).

b. Human Resources Services – Locally Employed Staff (LE Staff):

This cost center covers employment services for all local staff, including family member appointees. Services include:

- (1) Maintain the local compensation plan in coordination with serviced agencies in order to recruit and retain qualified staff and manage related retirement, health and other benefits programs;
- (2) Classify positions;
- (3) Manage some or all aspects of recruitment, i.e., job announcements, evaluation of applicants, interviewing, selection, and salary determination;
- (4) Process required host-country documents;
- (5) Maintain the new employee orientation program;
- (6) Manage the performance evaluation process;
- (7) Manage the mission awards program;
- (8) Maintain LE staff handbook, in recognition of local labor law and in coordination with serviced agencies;
- (9) Administer the family member employment program;
- (10) Provide career guidance, counseling, employee orientation and ensure employee awareness of rules and remedies governing EEO issues;

- (11) Maintain liaison with host-country labor officials, keeping abreast of local labor laws, workers compensation programs, etc.;
- (12) Coordinate with local counsel, Department of State Office of the Legal Adviser, the Department of Justice and the employing agency, as necessary, on legal cases.

6 FAH-5 H-342.11-2 Budgeted Costs

(CT:ICASS-11; 11-07-2008)

(Applies to participating ICASS agencies)

Budgeted costs include:

- (1) Salary, benefits and related support costs (e.g., residential rent and utilities, R&R travel, education allowance and travel, etc.) for USDH employees, and salary and benefits (e.g., health insurance, pension, etc.) for LE staff who allocate their time to this cost center;
- (2) Purchase and replacement of appropriate office furniture and equipment (including related shipping and handling charges) for employees who allocate time to this cost center;
- (3) Costs for legal fees.

NOTE 1: Costs for local counsel and/or legal fees when the matter is related to general workplace issues affecting all LE staff are charged to ICASS. Costs related to a specific issue or legal case are direct-charged to the relevant agency.

NOTE 2: It is preferable to operate a post local language program outside of ICASS and direct charge agencies in accordance with their usage. If a post language program is funded through ICASS, a sub-cost center will be established to ensure that costs are spread only to subscribing agencies.

NOTE 2: Costs for English language programs utilized by only ICASS LE Staff are budgeted in 8790-Miscellaneous. If an English language program supports LE staff from both ICASS sections and other agencies, it is preferable to run the program outside of ICASS and direct charge customer agencies, budgeting for ICASS employees in 8790-Miscellaneous. If the program is funded in ICASS, it is budgeted in a sub-cost center in 6445-HR Services.

6 FAH-5 H-342.11-3 Time Allocation

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

- a. USDH and LE staff employees who directly perform or supervise the services outlined above allocate their time to this cost center.

- b. In some posts, the HR section may perform some duties related to the resolution of time and attendance or payroll problems. HR employees with such designated responsibilities should allocate an appropriate percentage of their time to 6225-Financial Management Services.

6 FAH-5 H-342.11-4 How to Count

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

- a. The distribution factor is the number of USDH and certain authorized TCN, U.S. contractors and others as defined in 6 FAH-5 H-352 and the total number of LE staff serviced (includes EFMs hired under a FMA or temporary appointment, all other family members, and LE staff hired under a direct-hire appointment or PSA/PSC). This is a static count taken as of May 1 (for further guidance on how to count, see 6 FAH-5 H-333).
- b. This cost center **is modifiable** in limited circumstances with post budget committee approval. For example, agencies that provide the majority of human resources services for their own staffs and utilize only limited services from this cost center would be granted a modification. It is expected that all agencies with LE staff subscribe to this cost center at a minimum 0.3 level. Any other modifications are based on the range of the above services being provided to each subscribing agency.

NOTE 1: Because the ICASS platform maintains the local compensation plan which is used for all locally employed staff, all agencies must subscribe to HR services at least at the 0.3 level.

NOTE 2: The workload count for a post language program sub-cost center is the total number of employees and family members taking the training. Each individual is a count of "one" for the sponsoring agency.

6 FAH-5 H-342.12 Building Operations

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

a. **General:**

- (1) The building operations cost center is divided into four categories which reflect the type (nonresidential vs. residential) and ownership (Government-owned/long-term lease vs. short-term lease) of real property at post. The policies and regulations governing the acquisition and use of real property are outlined in detail in 15 FAM and form the basis for the guidance provided in this section;
- (2) The Department of State, through its Bureau of Overseas Buildings Operations (OBO), is the Single Real Property Manager (SRPM) for

nonmilitary U.S. Government-held property abroad. OBO is responsible for establishing, implementing and overseeing all policies and procedures governing the real property program as outlined in 15 FAM. Each post has a designated SRPM who is the post authority on real property management issues and serves as the official liaison with the Bureau of Overseas Buildings Operations. State's role as SRPM does not alter existing authorities and responsibilities of other agencies for real property management, e.g., USAID.

b. Basic principles:

- (1) The Department of State/OBO has funding responsibility for some functions related to GO/LTL properties (see 15 FAM 630);
- (2) Occupying agencies are responsible for their share of building operating expenses (BOE) for U.S. Government-owned/long term lease (GO/LTL) office/functional and residential properties. These costs are outlined in the building operations cost centers below;
- (3) USAID is responsible for M&R and BOE costs associated with USAID-owned or long-term leased property;
- (4) Where costs can be attributed specifically to an agency, direct charging is the preferred method of billing (see 6 FAH-5 H-323.5, Direct Charging).

c. Government-owned/long-term lease properties (GO/LTL):

- (1) Rent costs for shared office/functional and residential space under long-term lease are not included in ICASS; these lease costs are funded by OBO, regardless of the occupying agency, except for USAID properties under long-term lease;
- (2) Building operating expenses (BOE) for office/functional and residential space are the responsibility of the occupying agency, either through direct-charge (if the property is solely occupied by a single agency) or ICASS (if the property is shared);
- (3) USAID funds all operating costs for USAID-owned or leased properties;
- (4) OBO approves and funds the maintenance and repair, minor improvements, capital construction and major improvement projects for GO/LTL office/functional and residential property under the jurisdiction of the Department of State (see 15 FAM 621), except as follows:
 - (a) Alterations peculiar to the needs of another agency (see 15 FAM 162.1, subparagraph d(1));
 - (b) Repairs necessitated by deliberate acts or negligence (see 15

FAM 162.1, subparagraph d(2)).

d. **Maintenance and repair vs. building operating expenses:**

(1) **Maintenance and repair:**

- (a) Routine "maintenance and repair" (M&R), funded by the Department of State-OBO, provides for the preservation of GO/LTL property in such condition that it can be effectively used for its intended purpose. This would equate to actions that a good landlord would take to maintain a property in an acceptable condition as part of responsibilities to the tenant as well as to maintain the investment in the property;
- (b) Routine maintenance and repair (M&R) would include services and/or necessary materials (purchased in bulk, as appropriate) for items of a recurring nature such as painting, weather stripping and termite repair. It also includes services and/or materials used for items of a minor nature such as repairs of broken water pipes; replacement of broken/inoperable bathroom/kitchen fixtures; repairs to windows, doors, wooden shelving; repairs to a building system such as heating, central air-conditioning, and mechanical systems; repairs to electrical systems; repairs to floors (excluding carpet repair);
- (c) Special maintenance and improvement (M&I) projects are designed to restore GO/LTL building to a fully functioning condition. Such projects can include the repair and/or replacement of building systems and structures, such as: roof replacement; electrical rewiring; replacement of plumbing/sewer systems; the modernization of bathrooms and kitchens; replacing (but not upgrading) major parts of a building such as elevators, central heating, or air conditioning plant; or, the repaving of a driveway;

- (2) **Building operating expenses:** Building operating expenses (BOE), funded by all occupying agencies through ICASS, are those costs associated with occupying buildings and related grounds, whether GO/LTL or short-term lease (STL) properties. BOE includes the wages, benefits, travel and training of the building operations staff (e.g., carpenters, building engineers, electricians, painters, plumbers, gardeners, custodians, etc.) but excludes the costs for the USDH facilities managers who are funded by OBO. BOE also includes contracts and related supplies for maintaining building systems (elevators, electrical, HVAC, etc.), providing custodial/janitorial, trash collection or window-washing services, and providing grounds care. Also included are utilities costs

(excluding certain condo fees; see 15 FAM 168), operating fuel, municipal assessments and taxes, fire or comprehensive insurance on buildings and grounds (when required by local law), costs of necessary tools and equipment (including related shipping and handling charges), and the costs of vehicles and vehicle maintenance in support of building operations.

e. **Short-term leased properties (STL):**

- (1) **ICASS:** For shared residential, office or functional short-term leased (STL) properties, lease costs and building operating expenses (BOE) such as utilities, custodial services, and other operating costs, are direct-charged where feasible (e.g., independent electric meters for an apartment building, identifiable lease costs for an apartment building, etc.) or billed through ICASS. For residential, office, and functional property occupied by ICASS staff, lease costs and BOE are funded through ICASS and the costs are shared by all agencies through ICASS redistribution;

NOTE: A shared property is any building occupied by two or more ICASS customer agencies. ICASS does not need to be one of the tenants for a building to be considered a "shared" property;

- (2) **Non-State:** For residential, office or functional short-term leased (STL) properties occupied solely by a single agency, lease costs and building operating expenses (BOE) such as utilities, custodial services, and other operating costs, are direct-charged to the occupying agency. Agencies may subscribe to receive building operations services for STL office and functional properties through ICASS if that is appropriate based on conditions at post, including the ICASS service provider's ability to provide the service;
- (3) **State:** For residential, office or functional short-term leased (STL) properties where State (program) is the sole occupant, lease and related BOE costs are direct-charged to State; OBO funds the lease costs and the regional bureau (D&CP) funds BOE.

6 FAH-5 H-342.12-1 U.S. Government-Owned/Long-Term Lease (GO/LTL) Residential Building Operations (7810)

6 FAH-5 H-342.12-1(A) Definition of Service

(CT:ICASS-11; 11-07-2008)
(Applies to participating ICASS agencies)

This service covers all activities related to occupancy and use of GO/LTL residential properties and includes:

- (1) Ensure building systems are properly maintained by performing or

contracting for preventive maintenance services (e.g., for electrical system, heating and air conditioning systems, fireplaces, elevators, and other mechanical building systems);

- (2) Perform or contract for routine maintenance services (e.g., repairing leaky faucets or broken pipes, repairing broken fixtures, repairing broken/inoperable windows and doors, repairing government-owned household appliances, etc.);
- (3) Perform or contract for full grounds care, including the periodic and seasonal care of lawns, swimming pools, gardens, walks, driveways and grounds for shared/common areas or facilities;
- (4) *Ensure* properties *are prepared* for new arrivals, conduct pre-occupancy and pre-departure inspections and perform between occupant fix-ups;
- (5) Provide residential "hospitality/welcome kits" in accordance with post policy;
- (6) Repair/reupholster government-owned furniture and equipment in accordance with post policy;
- (7) Provide security escort services for maintenance personnel as required in accordance with policy;
- (8) Act as contracting officer's representative (COR) on contracts for services in this cost center.

NOTE 1: It is important to note the joint funding responsibilities in this cost center. ICASS funds staff who perform this work while OBO funds materials and/or contracts (i.e., a contract for electrical repairs due either to unavailability of ICASS staff or job complexity beyond the capabilities of the ICASS staff) related to routine maintenance and repair work (see NOTE 1 in 6 FAH-5 H-342.12-1(B), Budgeted Costs). For USAID-owned properties, see 6 FAH-5 H-342.12, subparagraph c(3).

NOTE 2: While ICASS oversees the make ready process for residential properties, related costs that are directly attributable to the property are direct charged to the agency of the prospective occupant. For example, the work performed may include services under a contract which would be direct charged, or may include work performed by in-house staff and specific supplies and materials would be direct charged.

6 FAH-5 H-342.12-1(B) Budgeted Costs

(CT:ICASS-11; 11-07-2008)

(Applies to participating ICASS agencies)

Budgeted costs include:

- (1) Salary, benefits and related support costs (e.g., residential rent and

utilities, R&R travel, education allowance and travel, etc.) for USDH employees and salary and benefits (e.g., health insurance, pension, etc.) for LE staff who allocate their time to this cost center;

- (2) Purchase and replacement of appropriate office furniture and equipment (including related shipping and handling charges) for employees who allocate time to this cost center;
- (3) Costs for preventive maintenance contracts to service building systems (where applicable);
- (4) Costs for specialized tools and equipment (including related shipping and handling costs) required to support the above services;
- (5) Costs for the following items as they relate to common areas in shared residential properties:
 - (a) Costs for custodial services (either contractor or in-house staff) and related supplies;
 - (b) Costs for periodic and seasonal care of lawns, swimming pools, gardens, walks, driveways and grounds (see limitations in NOTE 2 of this section);
- (6) Costs for utilities (electricity, gas, water, operating fuel, etc.) for shared buildings, if not separately metered;
- (7) Costs for trash removal services for shared buildings;
- (8) Costs for vehicles dedicated to the services outlined above, including ongoing fuel usage;
- (9) Costs for specialized clothing and protective gear for employees who work in this cost center;
- (10) Costs associated with space (e.g., workshops) occupied by maintenance personnel (e.g., rent, utilities, etc.);
- (11) Costs for municipal assessments and taxes (when exemptions cannot be obtained);
- (12) Costs for fire or comprehensive insurance on buildings and grounds (when required by local law);
- (13) Costs for supplies and materials required for repairing/refurbishing government-owned furniture and equipment;
- (14) Costs for supplies for "hospitality/welcome" kits;
- (15) Costs for supplies used in support of the above building operations services (for maintenance & repair supplies, see NOTE 1 of this section).

NOTE 1: OBO funds Routine Maintenance and Repair (M&R-7901) and

Special Maintenance and Improvement (M&I-7902) contracts and related supplies as outlined in 15 FAM 620.

NOTE 2: Full grounds care for GO/LTL residential properties occupied by the COM, DCM, PO of a constituent post, U.S. representative to an international organization abroad (when PO), and MSGQ are not funded in ICASS. Full grounds care for similar properties occupied by the senior representatives of the foreign affairs agencies (USAID, FAS, and FCS) and the defense attaché are specifically approved and funded by the respective parent agency and are not funded in ICASS.

NOTE 3: OBO's facilities managers are directly funded by OBO and their salary and support costs are not budgeted in ICASS.

NOTE 4: Agencies requesting services in excess of commonly provided levels (i.e., minor structural changes, additional painting, etc.) will be charged directly for the additional cost. For instance, the costs for making a minor room change (i.e., removing a nonload bearing wall after approval by OBO or adding a room partition) will be charged to the requesting agency for the initial change and then for restoration to the original condition upon vacating the space.

NOTE 5: Make ready costs are funded by the occupying agency (see NOTE 2 in 6 FAH-5 H-342.12-1(A)).

6 FAH-5 H-342.12-1(C) Time Allocation

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

- a. Employees who directly perform or supervise the services outlined above (e.g., carpenters, electricians, painters, building engineers, gardeners, etc.) allocate their time to this cost center.
- b. Employees who perform one or some of the above services but are assigned **specifically** to one residence (e.g., the ambassador's gardener) should be considered a program cost and not included in ICASS.

NOTE: OBO facilities managers are not funded in ICASS and they do not allocate time to the building operations cost center.

6 FAH-5 H-342.12-1(D) How to Count

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

- a. The distribution factor is based on gross square meters occupied as outlined in 15 FAM 238, Exhibit B. This is a static count as of May 1.
- b. **Stand-alone properties:** The count is based on the gross square meters of the residence.

- c. **Shared properties/residential compounds:** The count is based on gross square meters occupied by each tenant agency. For example, an apartment building has eight units: 2 are 1,800 gross square meters each, 4 are 2,250 gross square meters each, and two are 2,700 gross square meters each, for a total of 18,000 gross square meters. The common areas of the building (e.g., laundry room, foyer, hallways, stairwells, etc.) total an additional 4,000 square meters but are **not** counted. The costs related to the entire residential building or compound will be spread to each occupying agency in proportion to the gross square meters of space it occupies. In the example above, an off-line calculation would yield the following:

Number of Units	Total Square Meters	% of Total Square Meters	Per Unit Share of Cost
1,800 sq. meter units 2 X 1,800 =	3,600	20%	10%
2,250 sq. meter units 4 X 2,250 =	9,000	50%	12.5%
2700 sq. meter units 2 X 2,700 =	5,400	30%	15%
TOTAL	18,000	100%	

- d. **Compounds with residential and nonresidential properties:** Posts with compounds that contain both residential and nonresidential properties must allocate costs in a transparent and equitable manner. The first step is to calculate the total gross square meters of each building in order to determine the total square meters of all properties on the compound. For example, a compound with a chancery (15,000 square meters), a warehouse (10,000 square meters), an apartment building (11,000 square meters), the ambassador's residence (8,000 square meters) and Marine security guard quarters (6,000 square meters) is measured and the total square meters of all buildings is 50,000. The nonresidential space totals 25,000 square meters (chancery and warehouse) or 50 percent of the total; this total (25,000 square meters) would be used for calculations in 7820-Non-Residential Building Operations.
- e. The remaining residential properties would be counted and charged according to their occupancy (e.g., the ambassador's residence would be

counted against State-1900 and the MSGQ would be counted against State-1931); the apartment building would be allocated among the various tenant agencies according to the methodology outlined above (shared properties/residential compounds). For example, in sharing the costs for grounds care on a compound, posts should use the overall percentages determined when calculating the gross square meters of the various residential and nonresidential buildings to divide the overall cost, then use the subsequent calculations (as outlined in "shared properties/residential compounds" above) to spread the costs to tenant agencies.

f. **This cost center is not modifiable.**

6 FAH-5 H-342.12-2 U.S. Government-Owned/Long-Term Lease (GO/LTL) Non-Residential Building Operations (7820)

6 FAH-5 H-342.12-2(A) Definition of Service

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

This service covers all activities related to occupancy and use of GO/LTL nonresidential properties and includes:

- (1) Ensure building systems are properly maintained by performing or contracting for preventive maintenance services (e.g., for electrical systems, heating and air conditioning systems, fireplaces, elevators, and other mechanical building systems);
- (2) Perform or contract for routine maintenance services (e.g., repairing leaky faucets or broken pipes, repairing broken fixtures, repairing broken/inoperable windows and doors, etc.);
- (3) Perform or contract for full grounds care, including the periodic and seasonal care of lawns, swimming pools, gardens, walks, driveways and grounds;
- (4) Provide custodial services (e.g., janitors, char force, carpet cleaners, window washers, building engineers, furnace persons);
- (5) Perform routine between occupant "fix-up" and prepare for new arrivals (see NOTE 3 in 6 FAH-5 H-342.12-2(B));
- (6) Provide support for conference room set-up or configuration, as required;
- (7) Provide security escort services for maintenance personnel and contractors as required, where appropriate and in accordance with post policy (see NOTE 2 in this section);

- (8) Repair/reupholster government-owned furniture and equipment in accordance with post policy;
- (9) Provide expertise on space planning and utilization.

NOTE 1: It is important to note the joint funding responsibilities in this cost center. ICASS funds staff who perform this work while OBO funds materials and/or contracts (i.e., a contract for electrical repairs due either to unavailability of ICASS staff or job complexity beyond the capabilities of the ICASS staff) related to routine maintenance and repair work (see NOTE 1 in 6 FAH-5 H-342.12-2, Budgeted Costs). For USAID-owned properties, see 6 FAH-5 H-342.12, subparagraph c(3).

NOTE 2: Depending on post circumstances, it may be appropriate to establish a sub-cost center for security escort services if all agencies do not use the service.

6 FAH-5 H-342.12-2(B) Budgeted Costs

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

Budgeted costs include:

- (1) Salary, benefits and related support costs (e.g., residential rent and utilities, R&R travel, education allowance and travel, etc.) for USDH employees and salary and benefits (e.g., health insurance, pension, etc.) for LE staff who allocate their time to this cost center;
- (2) Purchase and replacement of appropriate office furniture and equipment (including related shipping and handling charges) for employees who allocate time to this cost center;
- (3) Costs for maintenance contracts to service building systems;
- (4) Costs for full grounds care, including the periodic and seasonal care of lawns, swimming pools, gardens, walks, driveways and grounds for shared properties (see 6 FAH-5 H-342.12-2(D), How to Count);
- (5) Costs for vehicles dedicated to the services outlined above, including ongoing fuel usage;
- (6) Costs for specialized tools and equipment (including related shipping and handling costs) required to support the above services;
- (7) Costs for utilities (electricity, gas, water, operating fuel, etc.);
- (8) Costs for trash removal services;
- (9) Costs associated with space (e.g., workshops) occupied by maintenance personnel (e.g., rent, utilities, etc.);

- (10) Costs for municipal assessments and taxes (when exemptions cannot be obtained);
- (11) Costs for fire or comprehensive insurance on buildings and grounds (when required by local law);
- (12) Costs for supplies and materials required for repairing/refurbishing government-owned furniture and equipment;
- (13) Costs for supplies used in support of the above building operations services (for maintenance and repair supplies, see NOTE 1 in this section).

NOTE 1: OBO funds Routine Maintenance and Repair (M&R-7901) and Special Maintenance and Improvement (M&I-7902) contracts and related supplies as outlined in 15 FAM 620.

NOTE 2: When sharing costs for a compound with both residential and nonresidential buildings, posts should use the overall percentages determined when calculating the gross square meters of the various buildings to divide the overall cost, then use the methodology outlined below to spread the costs between 7810-Residential Building Operations and 7820-Non-Residential Building Operations so that tenant agencies are appropriately charged.

NOTE 3: Agencies requesting services in excess of commonly provided levels (i.e., special between-occupant fix-up, more frequent cleaning, minor structural changes, etc.) will be charged directly for the additional cost. For instance, the costs for making a minor office change (i.e., removing a nonload bearing wall after approval by OBO) will be charged to the requesting agency for the initial change and then for restoration to the original condition upon vacating the space.

NOTE 4: OBO's facilities managers are directly funded by OBO and their salary and support costs are not budgeted in ICASS.

6 FAH-5 H-342.12-2(C) Time Allocation

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

Employees who directly perform or supervise the services outlined above (e.g., carpenters, electricians, painters, building engineers, gardeners, etc.) allocate their time to this cost center.

6 FAH-5 H-342.12-2(D) How to Count

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

- a. The distribution factor is based on gross square meters assigned to each

agency. Unassigned or vacant office and functional space is charged to State-Program since the State Department is the Single Real Property Manager. This is a static count as of May 1.

- b. Gross square meters for office space is calculated by determining the “footprint” of each agency or section (including dedicated workshops, conference rooms, file rooms, media rooms, etc.). For example, the political section suite may contain eight individual offices, a file room, a dedicated conference room, and a common support area, all connected by interior halls or passageways. The gross square meters is determined by measuring the perimeter of the suite and calculating the total area. Conference rooms, theaters, and workshops that are under the exclusive control of an agency will be included in the calculation of their gross square meters.
- c. The common areas of the building (e.g., the main foyer, hallways, stairwells, utility areas, shared conference rooms, kitchenettes, etc.) are not counted, so that their support costs are spread in relative proportion to the gross square meters occupied by each agency. These same percentages will be used to spread costs for exterior contracts (e.g., grounds care) and other building operating costs (e.g., utilities, cleaning contracts, etc.).
- d. **Warehouses:** Warehouses are measured in gross square meters and the floor space occupied determines how costs will be shared. For tiered storage space, some fractional portion of the floor space is calculated and assigned to each agency occupying dedicated warehouse space. See 6 FAH-5 H-314.2, paragraph c, for guidance on distributing costs for warehouse space that supports multiple cost centers and/or agencies.
- e. **Stand-alone building:** The count is based on the gross square meters of the property.
- f. **Shared office building:** The count is based on gross square meters assigned to each tenant agency as outlined above.
- g. **Compounds with residential and nonresidential properties:** Posts with compounds that contain both residential and nonresidential properties must allocate costs in a transparent and equitable manner. The first step is to calculate the total gross square meters of each building in order to determine the total square meters of all properties on the compound. For example, a compound with a chancery (15,000 square meters), a warehouse (10,000 square meters), an apartment building (11,000 square meters), the ambassador’s residence (8,000 square meters) and Marine security guard quarters (6,000 square meters) is measured and the total square meters of all buildings is 50,000. The residential space totals 25,000 square meters (apartment building, ambassador’s residence and the MSGQ), or 50 percent of the total and is

used for calculations in 7810-Residential Building Operations. The remaining space, 15,000 square meters for the chancery and 10,000 square meters for the warehouse, must now be divided among the various occupying agencies using the methodology outlined above.

h. This cost center is not modifiable.

6 FAH-5 H-342.12-3 Short-Term Lease (STL) Residential Building Operations (7850)

6 FAH-5 H-342.12-3(A) Definition of Service

(CT:ICASS-11; 11-07-2008)

(Applies to participating ICASS agencies)

This service covers all activities related to occupancy and use of short-term leased residential properties. Landlord responsibilities vary from post to post (both in practice and according to local law) and it may be necessary to adjust the kinds of services provided by the mission based on local conditions. The services include:

- (1) Work with the landlord to ensure reasonable and necessary repairs are made properly and on time and/or performing minor repairs with contractors or in-house staff, as appropriate;
- (2) *Ensure* properties *are prepared* for new arrivals, conduct pre-occupancy and pre-departure inspections and perform routine between occupant fix-ups (e.g., painting, minor repairs);
- (3) Provide residential "hospitality/welcome kits" in accordance with post policy;
- (4) Provide security escort services for maintenance personnel in accordance with post policy;
- (5) Repair/reupholster government-owned furniture and equipment in accordance with post policy.

NOTE: While ICASS oversees the make ready process for residential properties, related costs that are directly attributable to the property are direct charged to the agency of the prospective occupant. For example, the work performed may include services under a contract which would be direct charged, or may include work performed by in-house staff and specific supplies and materials would be direct charged.

6 FAH-5 H-342.12-3(B) Budgeted Costs

(CT:ICASS-11; 11-07-2008)

(Applies to participating ICASS agencies)

Budgeted costs include:

- (1) Salary, benefits and related support costs (e.g., residential rent and utilities, R&R travel, education allowance and travel, etc.) for USDH employees and salary and benefits (e.g., health insurance, pension, etc.) for LE staff who allocate their time to this cost center;
- (2) Purchase and replacement of appropriate office furniture and equipment (including related shipping and handling charges) for employees who allocate time to this cost center;
- (3) Costs for specialized tools and equipment (including related shipping and handling charges) required to support the above services;
- (4) Costs for the following items as they relate to common areas in shared residential properties:
 - (a) Costs for custodial services (either contractor or in-house staff) and related supplies;
 - (b) Costs for periodic and seasonal care of lawns, swimming pools, gardens, walks, driveways and grounds (see limitations in NOTE 1 in this section);
- (5) Costs for utilities (electricity, gas, water, operating fuel, etc.) for shared properties;
- (6) Costs associated with warehouse space (e.g., workshops) occupied by maintenance personnel (e.g., rent, utilities, etc.);
- (7) Costs for trash removal services for shared properties;
- (8) Costs for specialized clothing and protective gear;
- (9) Costs for fire or comprehensive insurance on buildings and grounds for shared properties (when required by local law);
- (10) Costs for vehicles dedicated to the services outlined above, including ongoing fuel usage;
- (11) Costs for "hospitality/welcome kits";
- (12) Costs for supplies and materials required for repairing/refurbishing government-owned furniture and equipment;
- (13) Costs for supplies used in support of the above building operating services.

NOTE 1: Full grounds care for STL residential properties occupied by the COM, DCM, PO of a constituent post, U.S. representative to an international organization abroad (when PO), and MSGQ are not funded in ICASS. Full grounds care for similar properties occupied by the senior representatives of the foreign affairs agencies (USAID, FAS, and FCS) and the defense attaché

are specifically approved and funded by the respective parent agency and are not funded in ICASS. Grounds care responsibilities for occupants of other properties are outlined in 15 FAM 632.3.

NOTE 2: Make ready costs are funded by the occupying agency (see NOTE 6 FAH-5 H-342.12-3(A)).

6 FAH-5 H-342.12-3(C) Time Allocation

*(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)*

Employees who directly perform or supervise the services outlined above (e.g., carpenters, electricians, painters, building engineers, gardeners, etc.) allocate their time to this cost center. In some posts, liaison with the landlord may be done by ICASS employees in the maintenance, leasing or contracting offices. Post should ensure that employees and their supervisors who perform this function allocate an appropriate percentage of time to this cost center to reflect those responsibilities.

6 FAH-5 H-342.12-3(D) How to Count

*(CT:ICASS-11; 11-07-2008)
(Applies to participating ICASS agencies)*

- a. The distribution factor is based on gross square meters occupied as outlined in 15 FAM 238 Exhibit B. This is a static count as of May 1.
- b. **Stand-alone properties:** The count is based on the gross square meters of the residence.
- c. **Shared properties/residential compounds:** The count is based on gross square meters occupied by each tenant agency. For example, an apartment building has eight units: two are 1800 gross square meters each, four are 2250 gross square meters each, and two are 2700 gross square meters each, for a total of 18,000 gross square meters. The common areas of the building (e.g., laundry room, foyer, hallways, stairwells, etc.) total an additional 4000 square meters but are **not** counted. The costs related to the entire residential building or compound will be spread to each occupying agency in proportion to the gross square meters of space it occupies. In the example above, an off-line calculation would yield the following:

<i>Number of Units</i>	<i>Total Square Meters</i>	<i>% of Total Square Meters</i>	<i>Per Unit Share of Cost</i>
1,800 sq. meter units	3,600	20%	10%

2 X 1,800 =			
2,250 sq. meter units 4 X 2,250 =	9,000	50%	12.5%
2700 sq. meter units 2 X 2,700 =	5,400	30%	15%
TOTAL	18,000	100%	

d. **This cost center is not modifiable.**

6 FAH-5 H-342.12-4 Short-Term Lease (STL) Non-Residential Building Operations (7860)

6 FAH-5 H-342.12-4(A) Definition of Service

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

This service covers all activities related to occupancy and use of shared STL nonresidential properties and includes:

- (1) Work with the landlord to ensure reasonable and necessary repairs are made properly and on time, the building infrastructure and grounds are properly maintained and/or perform minor repairs with contractors or in-house staff, as appropriate;
- (2) Provide or contract for custodial services;
- (3) Perform routine between occupant "fix-up" and prepare for new arrivals (see NOTE 2 in 6 FAH-5 H-342.12-4(B), Budgeted Costs);
- (4) Provide security escort services for maintenance personnel as required, in accordance with post policy (see NOTE in this section);
- (5) Repair/reupholster government-owned furniture and equipment in accordance with post policy.

NOTE: Depending on post circumstances, it may be appropriate to establish a sub-cost center for security escort services if all agencies do not use the service.

6 FAH-5 H-342.12-4(B) Budgeted Costs

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

Budgeted costs include:

- (1) Salary, benefits and related support costs (e.g., residential rent and utilities, R&R travel, education allowance and travel, etc.) for USDH employees and salary and benefits (e.g., health insurance, pension, etc.) for LE staff who allocate their time to this cost center;
- (2) Purchase and replacement of appropriate office furniture and equipment (including related shipping and handling charges) for employees who allocate time to this cost center;
- (3) Costs for shared buildings, including:
 - (a) Rent;
 - (b) Periodic and seasonal care of lawns, swimming pools, gardens, walks, driveways and grounds;
 - (c) Utilities (electricity, gas, water, operating fuel, etc.);
 - (d) Trash removal services;
 - (e) Maintenance and repair (See NOTE 3 in this section);
- (4) Costs for specialized tools and equipment (including related shipping and handling charges) required to support the above services;
- (5) Costs for specialized clothing and protective gear for employees performing the services outlined above;
- (6) Costs (e.g., rent, utilities, etc.) associated with warehouse space occupied by maintenance operations (e.g., workshops);
- (7) Costs for fire or comprehensive insurance on buildings and grounds (when required by local law);
- (8) Costs for vehicles dedicated to the services outlined above, including ongoing fuel usage;
- (9) Costs for supplies and materials required for repairing/refurbishing government-owned furniture and equipment;
- (10) Costs for supplies used in support of the above building operations services.

NOTE 1: When sharing costs for a compound with both residential and nonresidential buildings, posts should use the overall percentages determined when calculating the gross square meters of the various buildings to divide the overall cost, then use the methodology outlined below to spread the costs between 7850-Residential STL Building Operations and 7860-Non-Residential STL Building Operations so that tenant agencies are appropriately charged.

NOTE 2: Agencies requesting services in excess of commonly provided levels (i.e., special between-occupant fix-up, more frequent cleaning, minor

structural changes) will be charged directly for the additional cost. For instance, the costs for making a minor office change (e.g., removing a nonload bearing wall after approval by the landlord) will be charged to the requesting agency for the initial change and then for restoration to the original condition upon vacating the space.

NOTE 3: OBO will fund required M&R costs for short-term leased nonresidential properties within the OBO ICASS target.

6 FAH-5 H-342.12-4(C) Time Allocation

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

Employees who directly perform or supervise the services outlined above (e.g., carpenters, electricians, painters, building engineers, gardeners, etc.) should allocate time to this cost center. In some posts, liaison with the landlord may be done by ICASS employees in the maintenance, leasing or contracting offices. Post should ensure that employees and their supervisors who perform this function allocate an appropriate percentage of time to this cost center to reflect those responsibilities.

6 FAH-5 H-342.12-4(D) How to Count

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

- a. The distribution factor is based on gross square meters assigned to each agency. Unassigned office and functional space is handled differently in STL properties. Under ICASS, customer agencies are required by 6 FAH-5 H-018.4 to provide six months notice on or before April 1 or October 1 prior to terminating a service; this also applies to vacating shared STL nonresidential space. During the six-month notification period, the vacating tenant continues to bear the cost of the space unless another tenant is assigned. After the required notification period expires, unassigned office and functional space is charged proportionally to the remaining tenants as required by 15 FAM 162.2, although the Director of Overseas Buildings Operations has the authority to grant an exception in unusual circumstances. This is a static count as of May 1.
- b. Gross square meters for office space is calculated by determining the "footprint" of each agency or section (including workshops, conference rooms, file rooms, media rooms, etc.). For example, the political section suite may contain eight individual offices, a file room, a dedicated conference room, and a common support area, all connected by interior halls or passageways. The gross square meters is determined by measuring the perimeter of the suite and calculating the total area. Conference rooms, theaters, and workshops that are under the exclusive

control of an agency will be included in the calculation of their gross square meters.

- c. The common areas of the building (e.g., the main foyer, hallways, stairwells, utility areas, shared conference rooms, kitchenettes, etc.) are not counted so that their support costs are spread in relative proportion to the gross square meters occupied by each agency. These same percentages will be used to spread costs for exterior contracts (e.g., grounds care) and other building operating costs (e.g., utilities, cleaning contracts, etc.).
- d. **Warehouses:** Warehouses are measured in gross square meters and the floor space occupied determines how costs will be shared. For tiered storage space, some fractional portion of the floor space is calculated and assigned to each agency occupying dedicated warehouse space. See 6 FAH-5 H-314.2, paragraph c, for guidance on distributing costs for warehouse space that supports multiple cost centers and/or agencies.
- e. **Stand-alone building:** The count is based on the gross square meters of the property.
- f. **Shared office building:** The count is based on gross square meters occupied by each tenant agency as outlined above.
- g. **Compounds with residential and nonresidential properties:** Posts with compounds that contain both residential and nonresidential properties must allocate costs in a transparent and equitable manner. The first step is to calculate the total gross square meters of each building in order to determine the total square meters of all properties on the compound. For example, a compound with a chancery (15,000 square meters), a warehouse (10,000 square meters), an apartment building (11,000 square meters), the ambassador's residence (8,000 square meters) and Marine security guard quarters (6,000 square meters) is measured and the total square meters of all buildings is 50,000. The residential space totals 25,000 square meters (apartment building, ambassador's residence and the MSGQ), or 50 percent of the total and is used for calculations in 7810-Residential Building Operations. The remaining space, 15,000 square meters for the chancery and 10,000 square meters for the warehouse, must now be divided among the various occupying agencies using the methodology outlined above.
- h. **This cost center is not modifiable.**

6 FAH-5 H-342.13 Miscellaneous Costs (8790)

6 FAH-5 H-342.13-1 Definition

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

The goal of this cost center is to reflect only those costs that are not easily spread to other specific cost centers and/or are of minimal value compared to the effort and expense to spread the cost(s) precisely. The total for miscellaneous costs generally should not exceed five percent of the total ICASS budget.

6 FAH-5 H-342.13-2 Budgeted Costs

(CT:ICASS-11; 11-07-2008)

(Applies to participating ICASS agencies)

Budgeted costs include:

- (1) Costs for ICASS gratuities;
- (2) Costs for ICASS postage;
- (3) Costs for post office box rental;
- (4) Costs for miscellaneous items as outlined above (see NOTE in this section);
- (5) Costs for ICASS office machine maintenance (see NOTE in this section);
- (6) Costs for "other travel-taxis" for ICASS personnel (see NOTE in this section);
- (7) Costs for awards for ICASS personnel;
- (8) Costs for pre-employment and required in-service medical exams for LE staff;
- (9) Costs for *all* training and related travel for ICASS personnel, including workshops and conferences;
- (10) Costs for intra-country travel for ICASS employees;
- (11) Costs for summer hires, roving secretaries and other part-time or temporary workers when working in ICASS-funded sections.

NOTE 1: Items 3, 4, 5 and 6 should only be budgeted here if they are not otherwise identifiable costs for another cost center.

NOTE 2: Costs for English language training programs solely for ICASS personnel are budgeted here. See 6 FAH-5 H342.11-2 for English programs for mission-wide personnel.

6 FAH-5 H-342.13-3 Time Allocation

(CT:ICASS-8; 08-11-2008)

(Applies to participating ICASS agencies)

In principle, no USDH or LE staff allocate time to this cost center. Time allocations for rovers, summer hires, temporary or other part-time employees working in ICASS-funded sections are entered here. Another exception is in certain cases for alternate service providers (ASPs) (see 6 FAH-5 H-445).

NOTE: Posts that have LE staff translators who provide services to ICASS and other agencies should budget for them in this cost center; the translator's time should be allocated to 8790-Miscellaneous.

6 FAH-5 H-342.13-4 How to Count

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

There is no distribution factor. These costs are distributed based on each agency's percentage of service costs. ICASS is treated as an agency for purposes of this distribution.

6 FAH-5 H-342.14 Non-ICASS Dual Positions (0000)

6 FAH-5 H-342.14-1 Description

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

- a. A non-ICASS dual position is a service-provider position that is not 100 percent dedicated to providing ICASS services (see 6 FAH-5 H-041, Definitions, non-ICASS dual positions). The non-ICASS portion of the position is used to perform program functions or to fill administrative functions dedicated exclusively to State-Program or ASP-Program activities. Non-ICASS dual positions are often found at small posts where a single individual may perform consular work, political reporting, or some other programmatic function as well as ICASS functions.
- b. Any USDH or LE staff ICASS position can be designated a non-ICASS dual position. USDH positions must be **officially designated** as dual-function positions. LE staff positions may be designated as dual function positions with the concurrence of the post budget committee. In all cases, it is up to the post to determine the percentage of time spent performing ICASS vs. programmatic responsibilities. Once established, any changes in time allocations which would have a budgetary impact on customer agencies must be presented to the ICASS budget committee for review.

6 FAH-5 H-342.14-2 Budgeted Costs

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

Budgeted costs include:

- (1) Salary, benefits and related support costs (e.g., residential rent and utilities, R&R travel, education allowance and travel, etc.) for USDH employees and salary and benefits (e.g., health insurance, pension, etc.) for LE staff who allocate their time to this cost center;
- (2) Purchase and replacement of appropriate office furniture and equipment (including related shipping and handling charges) for employees who allocate time to this cost center.

6 FAH-5 H-342.14-3 Time Allocation

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

- a. Employees assigned to non-ICASS dual positions allocate their time among the various ICASS cost centers for which they are responsible and the remaining program responsibilities are allocated to "0000"-Non-ICASS Dual Position in the ICASS software.
- b. USAID alternate service provider (ASP) employees assigned to non-ICASS dual positions allocate their time among the various ICASS cost centers for which they are responsible and the remaining program responsibilities are allocated to "0009"-Non-ASP Administrative Services.

6 FAH-5 H-342.14-4 How to Count

(CT:ICASS-8; 08-11-2008)
(Applies to participating ICASS agencies)

- a. There is no distribution factor.
- b. All costs allocated to this cost center (0000-State-Non-ICASS Dual Positions) are charged to 1900.0-State Program.

6 FAH-5 H-343 THROUGH H-349 UNASSIGNED