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International Cooperative Administrative Support Services Handbook

## **6 FAH-5 H-340 COST CENTERS**

*(CT:ICASS-27; 08-13-2012)*  
*(Office of Origin: CGFS/ICASS)*

### **6 FAH-5 H-341 COST CENTER DESCRIPTION– ICASS STANDARD**

*(CT:ICASS-19; 07-25-2011)*  
*(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 U.S direct hire (USDH) and certain authorized third-country nationals (TCNs), 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.
- d. See Exhibit 6 FAH-5 H-341 at the end of this chapter for a list of the ICASS Cost Centers (Function Codes) for Standard and Lite methodology.

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

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

*(CT:ICASS-19; 07-25-2011)*  
*(Applies to participating ICASS agencies)*

- a. This cost center is mandatory for every agency at post with USDH and certain authorized TCNs, U.S. contractor, or other staff (as defined and identified in 6

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

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 or the alternate service provider), 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, and required host-country documents;
  - (2) Negotiate reciprocity issues with host government, such as vehicle import/export, spousal employment, and value-added tax (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 National Security Decision Directive (NSDD) 38 requests (see 2 FAM Exhibit 111.3);
  - (9) Manage check-in/check-out procedures, including routine arrival/departure Travel Message notification, and processing initial/final allowance application forms upon arrival at post;
  - (10) Issue building access badges;
  - (11) Manage newcomer and temporary duty (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

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

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; and

(17) Provide support structure for very important person (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 should 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(A), Note 2).

### 6 FAH-5 H-341.1-2 Budgeted Costs

*(CT:ICASS-19; 07-25-2011)*

*(Applies to participating ICASS agencies)*

Budgeted costs include:

- (1) Salary, benefits, and related support costs (e.g., residential rent and utilities, rest and recuperation (R&R) travel, education allowance, and travel, etc.) for USDH employees and salary and benefits (e.g., health insurance, pension, etc.) for locally employed (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 specialized equipment, supplies and/or contracts needed in support of the above services (e.g., orientation materials, contract for COLA survey, building passes, 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

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

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. See 6 FAH-5 H-363.1 for guidance on direct costs in support of visits and 6 FAH-5 H-363.2 for exceptions for TDY invoicing related to VIP visits.

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

**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.

**NOTE 4:** Although negotiating VAT issues falls under Basic Package, the VAT costs are not budgeted in this cost center. VAT should be allocated to the same cost center as the budgeted cost that results in the VAT expense.

### 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-19; 07-25-2011)*

*(Applies to participating ICASS agencies)*

- a. The distribution factor is the number of USDH and certain authorized TCNs, 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). This is a static count.
- b. Locally-employed staff (including eligible family members (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

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

the services outlined above, this may support a modification of the workload count.

**NOTE 1:** The human resources section is responsible for gathering the annual workload count.

**NOTE 2:** The workload count data for each category of employee is entered separately (by "distribution factor") in the ICASS software. Approved modifications are then entered under each distribution factor.

**NOTE 3:** The workload count for Basic Package is used to spread the Washington costs of Second Destination Transportation (SDT) charges related to APO/FPO/DPO posts and Diplomatic Pouch and Mail (DPM).

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

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

*(CT:ICASS-19; 07-25-2011)*

*(Applies to participating ICASS agencies)*

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

- (1) Provide welcome and orientation services; 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 Global Employment Initiative (GEI) (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;

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

- (11) Provide guidance and referral support during crises by identifying community resources and referring clients appropriately; and
- (12) Liaise with the post's RSO in areas of contingency planning and serving on the emergency action committee.

**NOTE:** Managing the newcomer and TDY orientation program and related materials are Basic Package Service number 11.

### 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-19; 07-25-2011)*

*(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 (i.e., welcome and orientation services number 11), 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 GEI 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 cost center 6139-Motor Pool Services and charged to ICASS

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook  
agency code 1901.0-ICASS and the costs will be spread through ICASS  
redistribution.

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

*(CT:ICASS-19; 07-25-2011)*

*(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 all eligible family members (EFMs), including same sex domestic partners, listed on sponsors' assignment orders, whether physically residing at post or not (see 14 FAM 511.3 for definition of eligible family member and 3 FAM 1610 for domestic partner). This count should begin with the total used in Basic Package and then add all EFMs, including same sex domestic partners. 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).

**NOTE 1:** Family members on Separate Maintenance Allowance (SMA) are not included in the workload count.

**NOTE 2:** A domestic partner is an individual who meets all of the criteria to be a domestic partner and has been declared to be a domestic partner of an employee in accordance with 3 FAM 1610.

**NOTE 3:** Members of household (MOH) are those persons who have accompanied or join an employee assigned abroad and who the employee has declared to the chief of mission (COM) are part of his or her household, who will reside at post with the employee, and who are other than legitimate domestic staff. MOHs do not include those persons who are family members or eligible family members within the meaning of the FAM (see 14 FAM 511.3 and 3 FAM 4180). Although post is encouraged to allow the MOHs to participate in Community Liaison Office sponsored events, MOHs are not included in workload counts.

- b. Locally-employed staff (LE staff) are not included in the workload count.
- 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 (see 6 FAH-5 H-332.1 paragraph e(1)).

**NOTE:** The human resources section, in partnership with the community liaison office, is responsible for gathering the annual workload count.

**UNCLASSIFIED (U)**

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

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

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

*(CT:ICASS-19; 07-25-2011)*

*(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 (MEDEVAC) 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 Occupational Safety and Health Administration (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; and
- (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-19; 07-25-2011)*

*(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



## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

the health unit that are not funded centrally by the Office of Medical Services (MED) (see Note 1 in this section);

- (5) Costs for medical reference materials and publications; and
- (6) Costs for a dedicated vehicle and related fuel costs, where applicable;

**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 MED. Costs for any training and related travel expenses not centrally-funded by MED are budgeted in 8790-Miscellaneous Costs.

**NOTE 4:** State MED funds costs for training and related travel for continuing medical education (CME) for all USDH medical personnel. In some instances, 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 ICASS Working Group (IWG) approved MEDEVAC centers (ICASS 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 16 FAM 511).

### 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).

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

- 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-19; 07-25-2011)*

*(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 eligible family members (EFMs), including same sex domestic partners who meet MED's eligibility requirements and are included on the sponsors' assignment orders, (see 16 FAM 122 for eligibility requirements), whether physically residing full time at post or not. Access to the embassy medical unit is limited to employees and EFMs with a valid MED clearance or administrative waiver (see 16 FAM 210). This is a static count as of May 1.

**NOTE 1:** Family members on separate maintenance allowance (SMA) are not included in the workload count.

**NOTE 2:** A domestic partner is an individual who meets all of the criteria to be a domestic partner and has been declared to be a domestic partner of an employee in accordance with 3 FAM 1610.

**NOTE 3:** Members of household (MOH) are those persons who have accompanied or join an employee assigned abroad and who the employee has declared to the COM are part of his or her household, who will reside at post with the employee, and who are other than legitimate domestic staff. MOHs do not include those persons who are family members or eligible family members within the meaning of the FAM (see 14 FAM 511.3 and 3 FAM 4180). MOHs are not eligible for Health Services.

- b. This cost center is modifiable in limited circumstances with post budget committee approval as follows:
  - (1) Agencies that do not have full access to available services due to geographic limitations; or
  - (2) Agencies that provide their own full medical program.

**NOTE:** The modified workload count for Health Services is used to spread the Washington costs related to the overseas medical program.

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

- 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. If applicable, post must determine the area that is in "close proximity" to the mission and establish the requirements for a modification in this cost center (see 6 FAH-5 H-332.1 paragraph e (1)).
- d. Locally employed staff (LE staff) are not included in the workload count 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 agency code 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.

**NOTE:** The human resources section, in partnership with the health unit, is responsible for collecting the annual workload counts.

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

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

*(CT:ICASS-19; 07-25-2011)*

*(Applies to participating ICASS agencies)*

This cost center provides full support for OpenNet Plus (the State Department's Sensitive But Unclassified (SBU) network) and all State Department-provided dedicated Internet networks (DINs) (see 5 FAM 872 for additional information on DINs). Basic services include:

- (1) Maintain platform for OpenNet Plus;
- (2) Install baseline hardware/software;
- (3) Install post-specific non-baseline software/hardware as approved by the information management office, the Department of State, and/or local Information Technology Change Control Board (ITCCBs). This service does not provide support for other agency networks;
- (4) Assist in obtaining training for State Department-approved baseline applications;

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

- (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); and
- (8) Provide specifications to enable customers to purchase their own OpenNet computer equipment that they may need to connect with the service provider's local area network (LAN).

### 6 FAH-5 H-341.4-2 Budgeted Costs

*(CT:ICASS-19; 07-25-2011)*

*(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 and supplies required for the unclassified system (e.g., routers, encrypters, cabling) and installation or upgrade of unclassified network infrastructure; and
- (4) Costs for internet services that cannot be direct-charged.

**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)

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

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 that are covered under GITM are budgeted to the appropriate cost center; e.g., a color printer for the CLO section is budgeted to 6443-CLO Services; 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-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-19; 07-25-2011)*

*(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 serviced); 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	#User IDs 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

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

DIA*	1	6 X .3 = 1.8	2.8
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 instead 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., that are counted separately).

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

**NOTE 3:** The workload count for post serviced devices may include other related equipment if ICASS staff spend time servicing and maintaining the equipment. For example, uninterrupted power supply (UPS) equipment is typically replaced instead of repaired and therefore would not be included in the workload count.

c. This cost center is not modifiable.

**NOTE:** The information management section is responsible for collecting the annual workload count.

## 6 FAH-5 H-341.5 Local Guard Program Services

*(CT:ICASS-25; 04-24-2012)*

*(Applies to participating ICASS agencies)*

The four cost centers in this section cover all ICASS-funded local guard program services for residential and non-residential properties under the operational control of the regional security officer (RSO). The local guard program services are mandatory for all personnel under Chief of Mission Authority. It is the responsibility of the RSO to determine the appropriate type and level of guard services at each post. A post security officer (PSO) serving at a constituent post implements the approved guard services directed by the RSO. Post's threat ratings on the Security Environment Threat List impact post's guard presence and requirements (see 12 FAH-6).

**NOTE 1:** The RSO is the service provider; however, the costs for U.S. direct-hire personnel assigned to the regional security office (including salary and related costs) are DS-Program funded. Workload counts related to the RSO staff are counted against 1900.0-State Program. However, workload counts related to RSO

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

and ARSO positions funded by the Worldwide Security Program are counted against 1942.0-State-DS.

**NOTE 2:** Security assessments of residential and non-residential properties are an RSO responsibility. Travel and per diem costs for RSO staff to travel to distant locations to provide such assessments are direct-charged to the benefitting agency.

**NOTE 3:** The Marine Security Guard (MSG) program is not related to the local guard program. Refer to 6 FAH-5 H-375, MSG Program, for additional guidance. Workload counts related to the Marine Security Guard office are counted against 1931.0-State-MSG Support.

**NOTE 4:** Missions with constituent posts must create a location budget and activate appropriate cost centers for local guard services (5821, 5822, 5823 and 5826).

**NOTE 5:** Beginning in FY13, workload counts related to all residential and non-residential local guard program (LGP) staff and activities are counted against 1901.0-ICASS. LGP PSA guards are not counted in 6143-Non-Expendable Property Services.

## **6 FAH-5 H-341.5-1 Residential Local Guard Program Services (5821)**

### **6 FAH-5 H-341.5-1(A) Definition of Service**

*(CT:ICASS-25; 04-24-2012)*

*(Applies to participating ICASS agencies)*

This cost center covers local guard services at residential properties in the mission housing program, including properties acquired through the living quarters (LQA) or overseas housing allowance (OHA) programs. The services may include:

- (1) Provide oversight, coordination, and quality assurance of the residential local guard program;
- (2) Supervise the residential guard force;
- (3) Ensure vehicle security inspection, pedestrian access control and verification of individuals entering residential properties;
- (4) Prescreen visitors' baggage, conduct physical checks of individuals, screen vehicles or other items through use of visual inspection and other means as determined by the RSO; and
- (5) Provide perimeter patrols of residential properties in accordance with Overseas Security Policy Board (OSPB) security standards (see 12 FAH-6).

**UNCLASSIFIED (U)**

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

**6 FAH-5 H-341.5-1(B) Budgeted Costs**

*(CT:ICASS-27; 08-13-2012)*

*(Applies to participating ICASS agencies)*

Budgeted costs include:

- (1) Salary, benefits, and related support costs (including awards) for LGP LE staff who allocate their time to this cost center;
- (2) Purchase and replacement of appropriate office furniture and equipment and portable guard booths (including related shipping and handling charges) for LGP LE staff who allocate time to this cost center (see Note 1);
- (3) Costs for LGP training, security supplies, uniforms, security equipment (e.g., radios, handcuffs, duty-belt, batons, whistles, etc.) and security equipment maintenance costs related to LGP LE staff who allocate time to this cost center (see Notes 2 and 3);
- (4) Costs for auto fuel, auto parts, and supplies for dedicated residential LGP vehicles (see Note 4);
- (5) Costs associated with host-country police or military personnel assigned to residential properties (see Note 5); and
- (6) Costs for the local guard contract (where applicable), including any central working capital fund (WCF) surcharges that are assessed (see Note 6).

**NOTE 1:** For detailed information on funding responsibilities for security-related costs, see 15 FAM 165, Security Costs and 15 FAM Exhibit 161, Matrix of Costs and Funding Sources.

**NOTE 2:** At posts where specialized security equipment (e.g., CCTV, alarms, vehicle barriers, etc.) may be required to support guard services; such equipment is funded by DS-Program or *Overseas Buildings Operations (OBO)*.

**NOTE 3:** At posts with armed local guards funded by contract, the cost of firearms is typically included in the contract; if the contractor is not able to purchase firearms, DS-Program funds the cost. For armed PSA guards, DS-Program funds the firearms (see 12 FAH-7 H-621).

**NOTE 4:** At posts with contract guards, vehicle costs are typically included in the contract. At posts with PSA guards and posts where the contractor is not able to procure the necessary vehicles, acquisition costs for residential LGP vehicles are funded by DS in Washington and shared as a below-the-line cost on Washington agency invoices.

**NOTE 5:** The RSO is responsible for establishing an agreement with the host-country police or military personnel that outlines the services to be provided and the compensation to be paid.



## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

**NOTE 6:** When budgeting for LGP contracts, post must include the cost breakdown provided in the contract for standard services, additional and emergency (A&E) services, vehicles, communication and other equipment, value added tax (VAT), Defense Base Act (DBA) insurance, WCF surcharges, etc. Totals for each of these contract line items should be detailed in Post's Budget Summary Worksheet.

**NOTE 7:** Where appropriate, guards will be removed from vacant residences with no assigned occupant after 30 days.

**NOTE 8:** Residential security upgrades for properties in the mission housing pool are funded by DS and OBO. For new NSDD-38-approved positions, the cost of residential security upgrades must be included in the position start-up costs and charged to the occupying agency. For more details on funding responsibilities, see 15 FAM 165, Security Costs.

### 6 FAH-5 H-341.5-1(C) Time Allocation

*(CT:ICASS-25; 04-24-2012)*

*(Applies to participating ICASS agencies)*

Only LE staff guards who actually perform the guard services, their LE staff supervisors and the Local Guard Coordinators allocate time to this cost center. No USDH time is allocated to this cost center.

**NOTE 1:** Some large posts may have a Local Guard Clerk position, which requires prior DS approval as well as approval by the post ICASS Council; where such positions exist, the incumbents may allocate time to this cost center.

**NOTE 2:** LE Security Coordinators (in contrast to Residential Security Coordinators) perform DS-Program duties and are funded by DS. Workload counts related to Security Coordinators (LE staff or EFM) are charged to 1900.0–State Program.

### 6 FAH-5 H-341.5-1(D) How to Count

*(CT:ICASS-25; 04-24-2012)*

*(Applies to participating ICASS agencies)*

- a. The distribution factor is the total annual guard hours assigned to each residence of a serviced agency based on the post guard schedule (Schedule A for a PSA guard force or Exhibit A at a post with a contractor-provided guard force). Annual guard hours assigned to an apartment building occupied by multiple agencies are prorated based on the percentage of total residential units in the apartment building. This is a static count as of May 1.
- b. This cost center is not modifiable.

**NOTE 1:** For new USDH positions, residential guard costs should be included in the basic start-up costs outlined in the NSDD-38 process and direct-charged to

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

the employee's agency for the remainder of the current (arrival) fiscal year. The workload and costs are fully incorporated in the next fiscal year budget.

**NOTE 2:** If material changes to guard hours occur during the fiscal year (e.g., the security situation deteriorates and residential guard coverage changes from a 12/7 guard post to a 24/7 guard post), workload counts must be changed, as needed, in the next available budget and required funding adjustments coordinated with DS. Unanticipated/unbudgeted changes that occur after submission of the final budget and that cannot be met within available resources, may be submitted as a contingency fund request in accordance with guidance provided in 6 FAH-5 H-435.2-9 Contingency Fund Replenishment.

## **6 FAH-5 H-341.5-2 Non-Residential Local Guard Program Services/Single Agency Occupied Building (5822)**

### **6 FAH-5 H-341.5-2(A) Definition of Service**

*(CT:ICASS-25; 04-24-2012)*

*(Applies to participating ICASS agencies)*

This cost center covers local guard services for non-residential stand-alone buildings that are occupied by a single agency (see Note). The services provided are the same as those covered under 5826-Non-Residential Local Guard Program Services (see 6 FAH-5 H-341.5-4) and may include:

- (1) Provide oversight, coordination, and quality assurance of local guard program;
- (2) Supervise the guard force;
- (3) Ensure vehicle security inspection and pedestrian access control and verification of individuals entering the building, facilities or compound;
- (4) Prescreen visitors' baggage; conduct physical checks of personnel; screen incoming mail, parcels, vehicles, or other items through use of visual inspection, and other means as determined by the RSO;
- (5) Provide exterior patrols of buildings, facilities or compounds; and
- (6) Coordinate manning of roadblocks around stand-alone buildings, facilities or compounds, and other duties at these sites as directed by the RSO.

**NOTE:** Constituent posts that are comprised of only State agencies should be entered in this cost center using all applicable ICASS agency codes.

### **6 FAH-5 H-341.5-2(B) Budgeted Costs**

*(CT:ICASS-27; 08-13-2012)*

*(Applies to participating ICASS agencies)*

Budgeted costs include:

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

- (1) Salary, benefits, and related support costs (including awards) for LGP LE staff who allocate their time to this cost center;
- (2) Purchase and replacement of appropriate office furniture and equipment and portable guard booths (including related shipping and handling charges) for LGP LE staff who allocate time to this cost center (see Note 1);
- (3) Costs for LGP training, security supplies, uniforms, security equipment (e.g., radios, handcuffs, duty-belt, batons, whistles, etc.) and security equipment maintenance costs related to LGP LE staff who allocate time to this cost center (see Notes 2 and 3);
- (4) Costs for auto fuel, auto parts and supplies for dedicated non-residential LGP vehicles (see Note 4);
- (5) Costs associated with host-country police or military personnel assigned to non-residential properties (see Note 5); and
- (6) Costs for the local guard contract (where applicable), including any central working capital fund (WCF) surcharges that are assessed (see Note 6).

**NOTE 1:** For detailed information on funding responsibilities for security-related costs see 15 FAM 165, Security Costs and 15 FAM Exhibit 161, Matrix of Costs and Funding Sources.

**NOTE 2:** At single agency occupied buildings where specialized security equipment (e.g., CCTV, alarms, vehicle barriers, etc.) may be required to support guard services; such equipment is funded and maintained by the occupant agency.

**NOTE 3:** At posts with armed local guards funded by contract, the cost of firearms is typically funded in the contract; if the contractor is not able to purchase firearms, DS-Program funds the costs. For armed PSA guards, DS-Program funds the firearms (see 12 FAH-7 H-621).

**NOTE 4:** At posts with contract guards, vehicle costs are typically included in the contract. At posts with PSA guards and posts where the contractor is not able to procure the necessary vehicles, acquisition costs for non-residential LGP vehicles are funded by DS in Washington and shared as a below-the-line cost on Washington agency invoices.

**NOTE 5:** The RSO is responsible for establishing an agreement with host country police or military personnel that outlines the services to be provided and the compensation to be paid.

**NOTE 6:** When budgeting for LGP contracts, post must include the cost breakdown provided in the contract for standard services, additional and emergency (A&E) services, vehicles, communication and other equipment, value added tax (VAT), Defense Base Act (DBA) insurance, WCF surcharges, etc. Totals for each of these contract line items should be detailed in Post's Budget Summary Worksheet.

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

**NOTE 7:** Posts that have more than one stand-alone non-residential building occupied by a single agency must create a sub-cost center for each property.

**NOTE 8:** *Budget a stand-alone non-residential building solely occupied by 1901.0-ICASS in a sub-cost center under 5826–Non-Residential Local Guard Program Services and share the costs through ICASS Redistribution (see 6 FAH-5 H-341.5-4(B) NOTE 7 for additional budgeting details).*

**NOTE 9:** *Local guard costs related to OBO construction site security are funded by OBO and are not included in the post DS target; these costs are direct charged to OBO post allotments under either function code 7142 or 7913. If OBO is using the post guard contract, post must ensure that all overhead costs (i.e., vehicles, communications equipment, VAT, etc.) and A&E hours related to the OBO project guards are included in the OBO guard invoice. Charge all workload counts related to the OBO local guard contract to 1920.0-Overseas Buildings Operations. At PSA posts, count guards hired for OBO construction projects as OBO employees and charge all related costs (i.e., uniforms, security equipment, overtime, VAT, etc.) and relevant workload counts to 1920.0-Overseas Buildings Operations. Charge all other local guard costs related to OBO personnel (e.g., 5821, 5823 and 5826) to 1920.0-Overseas Buildings Operations.*

**NOTE 10:** *Costs for additional guard coverage required for post-managed construction projects that are funded directly by OBO (X0535) are charged to the appropriate OBO function code (e.g., 7902 or 7945), they are not charged to DS.*

### 6 FAH-5 H-341.5-2(C) Time Allocation

*(CT:ICASS-25; 04-24-2012)*

*(Applies to participating ICASS agencies)*

Only LE staff guards who actually perform the guard services, their LE staff supervisors and the Local Guard Coordinators allocate time to this cost center. No USDH time is allocated to this cost center.

**NOTE 1:** Some large posts may have a Local Guard Clerk position which requires prior DS approval as well as approval by the post ICASS Council; where such positions exist, the incumbents may allocate time to this cost center.

**NOTE 2:** LE Security Coordinators (in contrast to Residential Security Coordinators) perform DS-Program duties and are funded by DS. Workload counts related to Security Coordinators (LE staff or EFM) are charged to 1900.0–State Program.

### 6 FAH-5 H-341.5-2(D) How to Count

*(CT:ICASS-25; 04-24-2012)*

*(Applies to participating ICASS agencies)*

- a. The distribution factor is the total annual guard hours assigned to a non-residential single-agency occupied building based on the post guard schedule

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

(Schedule A for a PSA guard force and Exhibit A for a contractor-provided guard force). This is a static count as of May 1.

b. This cost center is not modifiable.

**NOTE:** If material changes to guard hours occur during the fiscal year (e.g., the security situation deteriorates and additional guard hours are required), workload counts must be changed, as needed, in the next available budget and required funding adjustments coordinated with DS. Unanticipated/unbudgeted changes that occur after submission of the final budget and that cannot be met within available resources, may be submitted as a contingency fund request in accordance with guidance provided in 6 FAH-5 H-435.2-9 Contingency Fund Replenishment.

### **6 FAH-5 H-341.5-3 Mobile Patrol Local Guard Program Services (5823)**

#### **6 FAH-5 H-341.5-3(A) Definition of Service**

*(CT:ICASS-25; 04-24-2012)*

*(Applies to participating ICASS agencies)*

This cost center covers mobile patrol local guard program services for residential properties. Services provided may include:

- (1) Provide oversight, coordination, and quality assurance of the residential mobile patrol program;
- (2) Provide supervision and inspection of the mobile patrol guard force;
- (3) Provide inspections of residential properties, compounds and other designated buildings; and
- (4) Monitor residential alarms, provide alarm response and dispatch mobile patrols.

#### **6 FAH-5 H-341.5-3(B) Budgeted Costs**

*(CT:ICASS-25; 04-24-2012)*

*(Applies to participating ICASS agencies)*

Budgeted costs include:

- (1) Salary, benefits, and related support costs (including awards) for LGP 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 LGP LE staff who allocate time to this cost center;
- (3) Costs for LGP training, security supplies, uniforms, security equipment (e.g., radios, handcuffs, duty-belt, batons, whistles, etc.) and security

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

equipment maintenance costs related to LGP LE staff who allocate time to this cost center (see Note 1);

- (4) Costs for auto fuel, auto parts and supplies for dedicated mobile patrol LGP vehicles (see Note 2);
- (5) Costs associated with host-country police or military personnel assigned to mobile patrol services (see Note 3); and
- (6) Costs for the local guard contract (where applicable), including any central working capital fund (WCF) surcharges that are assessed (see Note 4).

**NOTE 1:** At posts with armed local guards funded by contract, the cost of firearms is typically included in the contract; if the contractor is not able to purchase firearms, DS-Program funds the cost. For armed PSA guards, DS-Program funds the firearms (see 12 FAH-7 H-621).

**NOTE 2:** At posts with contract guards, vehicle costs are typically included in the contract. At posts with PSA guards and posts where the contractor is not able to procure the necessary vehicles, acquisition costs for mobile patrol LGP vehicles are funded by DS in Washington and shared as a below-the-line cost on Washington agency invoices.

**NOTE 3:** The RSO is responsible for establishing an agreement with host country police or military personnel that outlines the services to be provided and the compensation to be paid.

**NOTE 4:** When budgeting for LGP contracts, post must include the cost breakdown provided in the contract for standard services, additional and emergency (A&E) services, vehicles, communication equipment, value added tax (VAT), DBA insurance, WCF surcharges, etc. Totals for each of these contract line items should be detailed in the Budget Summary Worksheet.

## 6 FAH-5 H-341.5-3(C) Time Allocation

*(CT:ICASS-25; 04-24-2012)*

*(Applies to participating ICASS agencies)*

Only LE staff guards who actually perform mobile patrol guard services, their LE staff supervisors, LE Local Guard Coordinators, LE Residential Security Coordinators, and LE Residential Security Technicians allocate time to this cost center. No USDH time is allocated to this cost center.

**NOTE 1:** Where they exist, the LE Residential Security Coordinator and LE Residential Security Technician position costs are budgeted in this cost center even if post does not have a Mobile Patrol Security program. Allocating their time to this cost center provides the most equitable approach to sharing the costs using the number of residential units in the housing program.

**NOTE 2:** When an Eligible Family Member (EFM) fills a Residential Security Coordinator or Residential Security Technician position, their salary costs are

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

funded through DS/EX/HRM. All other costs are ICASS-funded and their workload counts are charged to 1901.0-ICASS.

**NOTE 3:** Some large posts may have a Local Guard Clerk position, which requires prior DS approval as well as approval by the post ICASS Council; where such positions exist, the incumbents may allocate time to this cost center.

**NOTE 4:** LE Security Coordinators (in contrast to Residential Security Coordinators) perform DS-Program duties and are funded by DS. Workload counts related to Security Coordinators (LE staff or EFM) are charged to 1900.0-State Program.

### 6 FAH-5 H-341.5-3(D) How to Count

*(CT:ICASS-25; 04-24-2012)*

*(Applies to participating ICASS agencies)*

- a. The distribution factor is the total number of residential units (either single family house or apartment) assigned to an agency. This is a static count as of May 1.
- b. This cost center is not modifiable.

**NOTE:** For new USDH positions, mobile patrol guard costs should be included in the basic start-up costs outlined in the NSDD-38 process and direct-charged to the employee's agency for the remainder of the current (arrival) fiscal year. The workload counts and costs are fully incorporated in the next fiscal year budget.

### 6 FAH-5 H-341.5-4 Non-Residential Local Guard Program (LGP) Services (5826)

#### 6 FAH-5 H-341.5-4(A) Definition of Service

*(CT:ICASS-25; 04-24-2012)*

*(Applies to participating ICASS agencies)*

This cost center covers local guard services for shared buildings such as chanceries, annexes, warehouses, and may include:

- (1) Provide oversight, coordination, and quality assurance of local guard program;
- (2) Supervise the guard force;
- (3) Ensure vehicle security inspection and pedestrian access control and verification of personnel entering the chancery, annex, and any other non-residential guarded ICASS buildings or facilities;
- (4) Prescreen visitors' baggage; conduct physical checks of personnel; screen incoming mail, parcels, vehicles, or other items through use of visual

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

inspection, and other means as determined by the RSO;

- (5) Provide perimeter patrols of the chancery and annex buildings or compound, warehouses, and other designated buildings; and
- (6) Coordinate manning of roadblocks around buildings, facilities or compounds, and other duties at these sites as directed by the RSO.

### 6 FAH-5 H-341.5-4(B) Budgeted Costs

*(CT:ICASS-27; 08-13-2012)*

*(Applies to participating ICASS agencies)*

Budgeted costs include:

- (1) Salary, benefits, and related support costs (including awards) for LGP LE staff who allocate their time to this cost center;
- (2) Purchase and replacement of appropriate office furniture and equipment and portable guard booths (including related shipping and handling charges) for LGP LE staff who allocate time to this cost center (see Note 1);
- (3) Costs for LGP training, security supplies, uniforms, security equipment (e.g., radios, handcuffs, duty-belt, batons, whistles, etc.) and security equipment maintenance costs related to LGP LE staff who allocate time to this cost center (see Notes 2 and 3);
- (4) Costs for auto fuel, auto parts, and supplies for dedicated non-residential LGP vehicles (see Note 4);
- (5) Costs associated with host-country police or military personnel assigned to non-residential properties (see Note 5); and
- (6) Costs for the local guard contract (where applicable), including any central working capital fund (WCF) surcharges that are assessed (see Note 6).

**NOTE 1:** For detailed information on funding responsibilities for security-related costs see 15 FAM 165, Security Costs and 15 FAM Exhibit 161, Matrix of Costs and Funding Sources.

**NOTE 2:** At posts where specialized security equipment (e.g., CCTV, alarms, vehicle barriers, etc.) may be required to support guard services; such equipment is funded by DS-Program or OBO.

**NOTE 3:** At posts with armed local guards funded by contract, the cost of firearms is typically included in the contract; if the contractor is not able to purchase firearms, DS-Program funds the cost. For armed PSA guards, DS-Program funds the firearms (see 12 FAH-7 H-621).

**NOTE 4:** At posts with contract guards, vehicle costs are typically included in the contract. At posts with PSA guards and posts where the contractor is not able to procure the necessary vehicles, acquisition costs for non-residential LGP vehicles



## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

are funded by DS in Washington and shared as a below-the-line cost on Washington agency invoices.

**NOTE 5:** The RSO is responsible for establishing an agreement with host country police or military personnel that outlines the services to be provided and the compensation to be paid.

**NOTE 6:** When budgeting for LGP contracts, post must include the cost breakdown provided in the contract for standard services, additional and emergency (A&E) services, vehicles, communication and other equipment, value added tax (VAT), Defense Base Act (DBA) insurance, WCF surcharges, etc. Totals for each of these contract line items should be detailed in Post's Budget Summary Worksheet.

**NOTE 7:** *Charge a stand-alone non-residential building solely occupied by ICASS rged to 1901.0-ICASS and spread the costs through Redistribution. If the stand-alone non-residential building is a warehouse that supports multiple ICASS functions and post uses the 9664-Warehouse Cost Pool to spread building operating costs and rent, post should use the same percentages to share the LGP costs. Charge all warehouse space allocated to cost centers, plus any dedicated ICASS storage space, to 1901.0-ICASS.*

### 6 FAH-5 H-341.5-4(C) Time Allocation

*(CT:ICASS-25; 04-24-2012)*

*(Applies to participating ICASS agencies)*

Only LE staff guards who actually perform the guard services, their LE staff supervisors and Local Guard Coordinators allocate time to this cost center. No USDH time is allocated to this cost center.

**NOTE 1:** Some large posts may have a Local Guard Clerk position, which requires prior DS approval as well as approval by the post ICASS Council; where such positions exist, the incumbents may allocate time to this cost center.

**NOTE 2:** LE Security Coordinators (in contrast to Residential Security Coordinators) perform DS-Program duties and are funded by DS. Workload counts related to Security Coordinators (LE staff or EFM) are charged to 1900.0–State Program.

### 6 FAH-5 H-341.5-4(D) How to Count

*(CT:ICASS-25; 04-24-2012)*

*(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 and functional

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

(including workshops, conference rooms, file rooms, media rooms, etc.) space they are assigned. Conference rooms, theaters, workshops, etc., that are under the exclusive control of an agency will be included in their gross square meters assigned to determine their share of local guard costs. All agencies will share in the support costs of common space such as hallways, lobbies, shared conference rooms, furnace/utility rooms, guard areas, etc. since these square meters are not included in any workload count. (For detailed guidance on how to measure and how to count vacant space, see 6 FAH-5 H-342.12-2(D) for GO/LTL properties and 6 FAH-5 342.12-4(D) for STL properties.)

- c. Compounds with residential and non-residential properties: To allocate costs equitably, posts with compounds that contain both residential and non-residential properties must combine the total square meters for all types of properties on the compound. The total residential gross square meters occupied by each agency (as reported in the workload counts for 7810-GO/LTL Residential Building Operations or 7850-STL Residential Building Operations) plus the total non-residential gross square meters assigned to each agency (as reported in the workload counts for 7820-GO/LTL Non-Residential Building Operations or 7860-STL Non-Residential Building Operations) will be the total workload for each agency in this cost center. Post must include all properties on the compound (e.g., Ambassador's Residence, DCM's Residence, Marine Security Guard Quarters, apartment building, warehouse, chancery, annex, etc.) so that all square meters are properly allocated to the responsible agency.
- d. This cost center is not modifiable.

**NOTE:** The general services section is responsible for providing the measurements of all non-residential and residential properties, broken down by agency, to the regional security officer (RSO) who then verifies which properties are provided guard services. Once verified by the RSO, the general services section provides the final gross square meter totals 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-19; 07-25-2011)*  
*(Applies to participating ICASS agencies)*

Locally employed staff (LE staff) 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 Personal Service Contract (PSC) employees;
- (2) Assist with accident and security incidents;
- (3) Conduct special investigations (e.g., employee theft investigations);

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

- (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; and
- (8) Prepare informal translations for security-related matters.

**NOTE 1:** Under the DS-funded Residential Security Program the regional security officer is responsible for reviewing and recommending security enhancements for residences for all American staff under Chief of Mission (COM) authority (see 12 FAH-8 H-100).

**NOTE 2:** The issuance of building access badges is a Basic Package Service.

### 6 FAH-5 H-341.6-2 Budgeted Costs

*(CT:ICASS-19; 07-25-2011)*

*(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 related fuel costs, where applicable; and
- (4) Costs for specialized security supplies, equipment and equipment maintenance.

**NOTE 1:** The cost of USDH regional security office (RSO) personnel is not budgeted in ICASS.

**NOTE 2:** Travel and per diem costs for ICASS staff to travel to distant locations in order to provide security assessments for residential and non-residential properties should be direct-charged to the benefitting agency.

### 6 FAH-5 H-341.6-3 Time Allocation

*(CT:ICASS-19; 07-25-2011)*

*(Applies to participating ICASS agencies)*

- a. Locally employed (LE staff) (including eligible family members (EFMs) who directly perform the services outlined above allocate their time to this cost

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

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 U.S. direct hire (USDH) regional security office (RSO) staff is not ICASS-funded and their time is not allocated to this cost center.

**NOTE:** Security office staff who issue building access badges, Basic Package Service number 10, should allocate an appropriate percentage of their time to cost center 6150-Basic Package.

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

*(CT:ICASS-19; 07-25-2011)*

*(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 third country nationals (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, some posts may have an agency that falls under COM authority but may be 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 security related responsibilities. This agency may be granted a modification.

**NOTE:** The human resources section, in partnership with the regional security office, is responsible for collecting the annual workload counts.

### 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 Services (6132)

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

*(CT:ICASS-19; 07-25-2011)*

*(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;

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U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

- (3) Serve as contracting officer's representative (COR) for fleet management (if outsourced); and
- (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 or 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-19; 07-25-2011)*

*(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; and
- (6) Routine parts and incidental supplies (e.g., filters, oil, lubricants, etc.).

**NOTE 1:** Agencies will be direct-charged for parts or supplies for non-routine repair or maintenance jobs to their non-ICASS motor pool vehicles.

**NOTE 2:** Parts and supplies for repairing and maintaining ICASS vehicles (including those from motor pool consolidation) are budgeted to the cost center that the vehicle is assigned to. For example, motor pool vehicles would fall under 6139-Motor Pool Operations and vehicles assigned to the building operations would be budgeted to the 78XX Building Operations cost centers.

**NOTE 3:** ICASS is responsible for the cost to repair vehicles, both armored and non-armored, which have been contributed to a combined ICASS motor pool but which remain titled to the owning agency.

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International Cooperative Administrative Support Services Handbook

**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-19; 07-25-2011)*

*(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.

**NOTE:** The general services section is responsible for collecting the annual workload counts.

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

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

*(CT:ICASS-19; 07-25-2011)*

*(Applies to participating ICASS agencies)*

The management of the overseas administrative supply operations differ significantly from post to post. Some posts manage the operation within ICASS but direct-charge customer agencies for the administrative supplies issued. Other posts manage the operation and also budget for the items issued within ICASS and do not direct-charge. Other posts combine these methods. Depending on the method used, post will need to appropriately budget for the cost of the management as well as the supplies issued. In this cost center services include:

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

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

*(CT:ICASS-19; 07-25-2011)*

*(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

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U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

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 that are not direct-charged (including related shipping and handling costs) (see Notes immediately below); and
- (4) Costs associated with space occupied by the administrative supply unit (e.g., rent, utilities, etc.).

**NOTE 1:** Posts that direct-charge customers for the cost of administrative supplies issued do not budget for direct-charged supplies procured in this cost center. In order to address the cost of supplies issued to ICASS sections, post must establish a sub-cost center. In this sub-cost center, post should budget only for the cost of administrative supplies that are issued to ICASS sections or other customer agencies who are not direct-charged for the cost of the supplies.

**NOTE 2:** For posts that fund the cost of administrative supplies that are issued to all customer agencies within ICASS (i.e., no direct-charging), the cost of the items is budgeted in this cost center. A sub-cost center is not required for this method.

**NOTE 3:** For posts that use a combination of the methods described in the Notes immediately above, when some items are direct-charged and some are funded within ICASS, the cost of the items funded by ICASS must be budgeted in a sub-cost center.

**NOTE 4:** Supplies that are unique to a cost center and not centrally stocked (e.g., CLO maps and guides, specialized Procurement Section folders, etc.) are budgeted in the cost center where they are used.

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

*(CT:ICASS-19; 07-25-2011)*

*(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. No personnel time is allocated to the sub-cost center. The purpose of the sub-cost center is only to budget for the cost of administrative supplies funded within ICASS.

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

*(CT:ICASS-19; 07-25-2011)*

*(Applies to participating ICASS agencies)*

- a. The distribution factor is the dollar value of all supplies issued to each agency.

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U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

This is a cumulative count for the period May 1 through April 30.

- b. The workload count for the main cost center is the dollar value of both direct charged supplies as well as supplies funded within ICASS, including any funded in a sub-cost center.
- c. If a sub-cost center is established, the workload count is the dollar value of all supplies issued to each agency that are funded in the sub-cost center.
- d. Supplies issued to ICASS offices are counted against ICASS agency code 1901.0-ICASS and are spread through ICASS redistribution.
- e. This cost center is not modifiable.

**NOTE 1:** The general services section is responsible for collecting the annual workload counts.

**NOTE 2:** The workload count for the main cost center includes the dollar value of both direct-charged and ICASS funded items supplied because this properly allocates the costs for providing this service. This workload count also includes the dollar value of any supplies budgeted in a sub-cost center, if one exists.

**NOTE 3:** If a sub-cost center is established, the workload count for the sub-cost center properly allocates just the cost of these supplies.

**NOTE 4:** See 6 FAH-5 H-314.4 for more guidance and a decision matrix on how to use a sub-cost center in this cost center.

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

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

*(CT:ICASS-19; 07-25-2011)*

*(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) Non-personal services contracts;
  - (f) Preparation of competitive and sole-source solicitations; and
  - (g) Micro-purchase cards and petty cash;
- (2) Award and administer contracts, including identifying vendors, writing specifications, and negotiating terms; and



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U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

- (3) Prepare documentation for all procurement actions, consistent with U.S. Government and agency regulations.

**NOTE 1:** This service does not include personal services agreements (PSAs) that are charged for under cost center 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-19; 07-25-2011)*

*(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 specialized equipment or supplies for the procurement section.

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

*(CT:ICASS-19; 07-25-2011)*

*(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 non-residential leasing program (i.e., preparing and administering lease contracts), an appropriate percentage of their time should be allocated to cost center 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-25; 04-24-2012)*

*(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.

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U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

- b. Executed procurement documents include purchase orders, contracts, requisitions (e.g., against GSA schedules), delivery tickets against blanket purchase agreements (BPA), task orders, delivery orders, 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, each executed procurement document is weighted based on the dollar value 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:

<b>CATEGORY</b>	<b>WEIGHTS</b>
Formal Contracts: Defined in the FAR and DOSAR as acquisitions greater than \$150,000	3.0
Simplified Acquisitions: Defined as acquisitions greater than \$3,000 through \$150,000	2.0
Micro Purchases: Defined as acquisitions of \$3,000 or less	1.0

**NOTE 1:** The general services section is responsible for collecting the annual workload counts.

**NOTE 2:** 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 3:** Workload for procurement actions should always be allocated to the benefiting agency. For example, an agency wants to hire three LE staff 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 advertisement. The ensuing procurement action would count as workload for the agency hiring the employees.

**NOTE 4:** 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 5:** 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

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U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

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 6:** A single procurement action that 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 \$250,000; Agency X's share is \$160,000 for a weighted count of "3", Agencies Y and Z each have a share of \$90,000 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-19; 07-25-2011)*

*(Applies to participating ICASS agencies)*

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

**NOTE:** Global Publishing Solutions (A/GIS/GPS) operates outside of ICASS.

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

*(CT:ICASS-19; 07-25-2011)*

*(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, contracts, paper, toner, and other specialized supplies used by the central reproduction facility in support of the services provided; and
- (4) Costs for replacement equipment for the reproduction section.

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U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

**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-19; 07-25-2011)*

*(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 workload 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.

**NOTE:** The general services section is responsible for collecting the annual workload counts. At those posts where this service is managed under information management services, the collection of workload counts will fall under their section.

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

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

*(CT:ICASS-19; 07-25-2011)*

*(Applies to participating ICASS agencies)*

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; and
- (2) Perform necessary customs clearance actions for all incoming and outgoing shipments (e.g., official shipments, HHE, vehicles, pouches, equipment, etc.).

**NOTE:** These services may be provided by ICASS personnel and/or by commercial provider, as appropriate.

**UNCLASSIFIED (U)**

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

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

*(CT:ICASS-19; 07-25-2011)*

*(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; and
- (5) Costs associated with a dedicated utility vehicle (e.g., fuel, parking fees, tolls, etc.), where applicable.

**NOTE:** The actual shipping costs and clearance fees (i.e., transportation charges) for 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-19; 07-25-2011)*

*(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 ICASS agency code 1901.0-ICASS and the costs are spread through ICASS redistribution.
- c. This cost center is not modifiable.

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

**NOTE:** The general services section is responsible for collecting the annual workload counts.

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

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

*(CT:ICASS-19; 07-25-2011)*

*(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 431) [includes garaging and minor upkeep of ICASS vehicles such as cleaning, checking tire pressure, etc.];
- (2) Dispatch vehicles in accordance with U.S. Government regulations and post policies; and
- (3) Maintain all required reports and records.

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

*(CT:ICASS-19; 07-25-2011)*

*(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, licensing, insurance, etc.);
- (5) Costs for uniforms for motor pool staff;
- (6) Costs for physical and eye exams for motor pool drivers;
- (7) Costs associated with space occupied by the motor pool (e.g., rent, utilities, etc.); and
- (8) Purchase or replacement of ICASS-owned passenger vehicles for the motor pool in accordance with established policies. Depreciation amount for

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U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

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 through direct charging.

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

*(CT:ICASS-19; 07-25-2011)*

*(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 that 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-19; 07-25-2011)*

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

**NOTE 1:** The general services section is responsible for collecting the annual workload counts.

**NOTE 2:** 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 3:** 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 Secretary of State are charged against State-Program, Secretary of Defense are charged to Department of Defense, Secretary of Commerce are charged to Foreign Commercial Services, etc. In those cases where there is a cabinet-level visit but that agency does not have a

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U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

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 4:** 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 433.2).

**NOTE 5:** 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.

## 6 FAH-5 H-341.7-7 Non-expendable Property Management Services (6143)

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

*(CT:ICASS-19; 07-25-2011)*  
*(Applies to participating ICASS agencies)*

The following services apply to office and residential furniture, furnishings, equipment and appliances, or other official non-expendable 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 (see Note);
- (3) Ensure appropriate warehousing and storage of property;
- (4) Pick-up and deliver furniture, furnishings and appliances; and
- (5) Dispose of official property.

**NOTE 1:** As appropriate or required for agencies that subscribe to full service in this cost center, an electronic and a hard copy of their inventory will be provided from the service provider's asset management system of record.

**NOTE 2:** Agencies retain ownership of all property that they procure even if these items are stored in an ICASS warehouse. Post is not authorized to issue or use other agency property without express permission from the property owner or a



## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

delegated representative. For those agencies that do not subscribe to non-expendable property, but request dedicated storage space in the ICASS warehouse, post should establish internal controls to ensure that the property is not misappropriated.

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

*(CT:ICASS-19; 07-25-2011)*

*(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 warehouse space occupied by the non-expendable property unit (e.g., rent, utilities, etc.);
- (5) Costs for specialized equipment and supplies in support of this service; and
- (6) Costs for dedicated vehicle(s) and related fuel charges.

**NOTE 1:** The purchase of and related shipping costs for the non-expendable 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 cost center 6144-Household Furniture, Furnishings and Appliance Pool.

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

*(CT:ICASS-19; 07-25-2011)*

*(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., non-expendable property staff, warehouse personnel, etc.).
- b. At posts with a pooled residential furniture program, employees 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 residential furniture.

**UNCLASSIFIED (U)**

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

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

*(CT:ICASS-19; 07-25-2011)*

*(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 weighted 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 USDH + 8 (which represents 40 LE staff multiplied by 0.2) = 24. This is a static count as of May 1.

**NOTE:** The count for LE staff is weighted by a factor of 0.2 and modified as appropriate whether or not USDH are included in this cost center

- 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.

**NOTE:** The human resources section, in partnership with the general services section, is responsible for collecting the annual workload counts.

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

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

*(CT:ICASS-19; 07-25-2011)*

*(Applies to participating ICASS agencies)*

This cost center 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

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U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

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-19; 07-25-2011)*

*(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 related fuel costs, where applicable; and
- (4) 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.

**NOTE 3:** Travel and per diem costs for ICASS staff to travel to distant locations in order to provide leasing services should be direct-charged to the benefiting agency.

### 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).

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U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

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

*(CT:ICASS-19; 07-25-2011)*

*(Applies to participating ICASS agencies)*

- a. The distribution factor is the number of leases maintained plus living quarters allocation (LQA) or overseas housing allowance (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 short-term lease (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.

**NOTE:** The general services section is responsible for collecting the annual workload counts.

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

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

*(CT:ICASS-19; 07-25-2011)*

*(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; and
- (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, some functions, such as preparing travel orders, making reservations, etc., are intended to be performed entirely by the traveler.

**UNCLASSIFIED (U)**

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

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

*(CT:ICASS-19; 07-25-2011)*

*(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 a dedicated vehicle and related fuel costs, where applicable; and
- (6) Costs for specialized publications and subscriptions.

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

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

*(CT:ICASS-19; 07-25-2011)*

*(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 human resources, financial management, and general services sections may perform some of these services and they should allocate their time to this cost center accordingly.

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

*(CT:ICASS-19; 07-25-2011)*

*(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 the 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.

**UNCLASSIFIED (U)**

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

**NOTE:** The general services section is responsible for collecting the annual workload counts.

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

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

*(CT:ICASS-19; 07-25-2011)*

*(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 reupholstery. 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; and
  - (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-19; 07-25-2011)*

*(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;

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

- (3) Cost of furniture, furnishings, and appliances (including related shipping and handling costs) for all items in the pool; if pooled, furniture is 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; and
- (7) Costs for contracts in support of the above services (e.g., moving, reupholstery, etc.).

**NOTE 1:** For those posts that direct-charge agencies for the annual replacement costs of furniture and appliances, instead of funding within ICASS, there are generally no furniture or appliance costs in this cost center.

**NOTE 2:** When the annual contributions for furniture pools are direct-charged to agencies, the budgeted amount for ICASS USDH participants are entered in the individual USDH cost pools in the American staffing module in the ICASS software, and are not budgeted to this cost center. See 6 FAH-5 H-314.1 Note 1.

### 6 FAH-5 H-341.8-3 Time Allocation

*(CT:ICASS-19; 07-25-2011)*

*(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 personnel to this cost center is how the costs associated with managing a furniture and appliance pool are captured and charged only to subscribing agencies.

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

*(CT:ICASS-19; 07-25-2011)*

*(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 if a written policy is established and approved by the post budget committee. For example, at some posts agencies may subscribe only to the appliance portion of the furniture and appliance pool.

**NOTE:** The general services section is responsible for collecting the annual workload counts.

**UNCLASSIFIED (U)**

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

## **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; and
- (3) Maintain related records.

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

*(CT:ICASS-19; 07-25-2011)*

*(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; and
- (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



## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

budget. However, the weight of the pouches is included in the workload 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-19; 07-25-2011)*

*(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 may develop a sampling methodology, approved by the post budget committee, to estimate annualized weight for each agency, instead of an annual cumulative count.
- 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.

**NOTE:** The information management section is responsible for collecting the annual workload counts.

### 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-19; 07-25-2011)*

*(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; and
- (5) Provide local messenger service.

**UNCLASSIFIED (U)**

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

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

*(CT:ICASS-19; 07-25-2011)*

*(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; and
- (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-19; 07-25-2011)*

*(Applies to participating ICASS agencies)*

- a. The distribution factor is the number of USDH and certain authorized TCNs, 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 and who have subscribed to this service. A subscribing agency with no USDH or other authorized personnel as noted above will have a workload count of "one" under the "other" distribution factor. 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) that could justify a modification.

**NOTE:** The human resources section, in partnership with the information management section, is responsible for collecting the annual workload counts.

**UNCLASSIFIED (U)**

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

**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-19; 07-25-2011)*

*(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); and
- (7) Service and maintain the ICASS administrative network radios.

**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-25; 04-24-2012)*

*(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 that are direct-charged;
- (4) Costs for new/upgraded central telephone equipment; and
- (5) Costs for toll charges for local and long distance calls that cannot be identified with a specific agency.

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

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

**NOTE 2:** At posts where the official cell phone program is managed by ICASS, a sub-cost center must be established. The purchase of an ongoing subscription for official cell phones and/or other mobile communication devices are direct charged to the using agency. Any costs attributable to this program that cannot be direct-charged are budgeted here.

**NOTE 3:** At those posts using a long distance telephone service that charges a flat rate with unlimited usage, the annual service cost should be budgeted to this cost center (see 6 FAH-5 H-314.5).

**NOTE 4:** Costs related to a radio network in support of ICASS administrative services (i.e. motor pool, LGP, facilities management, etc.) and costs related to placement of repeaters are budgeted in this cost center. Costs related to the embassy emergency and evacuation (E&E) network are State Program funded. Lease costs for property where the administrative services repeaters are mounted are ICASS funded and are budgeted to a sub-cost center 7860-XXXX STL Non-Residential Building Operations and ICASS agency code 1901.0-ICASS is the only subscriber. Lease costs for property where the E&E repeaters are mounted are OBO funded and are not ICASS leases.

**NOTE 5:** All charges for official long distance calls are direct-charged to the using agency to the extent possible. All charges for official long distance calls, local calls, and costs for mobile communication devices for ICASS sections are budgeted to cost center 8790-Miscellaneous Costs. But for those posts that do not direct charge customer agencies for telephone costs, the costs related to ICASS customers should remain in this cost centers. See 6 FAH-5 H-314.5 paragraph c.

**NOTE 6:** Based on prior year's history, estimated costs for unidentifiable charges for official long distance calls for all non-ICASS agencies are budgeted to this cost center.

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

*(CT:ICASS-25; 04-24-2012)*

*(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 should allocate a portion of their time to cost center 0000-Non-ICASS dual-position duties. (See 5 FAM 540 for more information on radios).

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

**NOTE 2:** 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-19; 07-25-2011)*

*(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 information management section is responsible for collecting the annual workload counts.

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

**NOTE 3:** For posts with multiple ICASS-maintained switchboards, the devices connected to all ICASS maintained switchboards are counted.

### **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 Services (6211)**

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

*(CT:ICASS-19; 07-25-2011)*

*(Applies to participating ICASS agencies)*

The services include:

- (1) Prepare and submit budgets, meeting the agreed upon deadlines and ensuring that the submission reflects customer's needs based on current trends, analysis and customer's input; and
- (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.

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

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

*(CT:ICASS-19; 07-25-2011)*

*(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; and
- (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-19; 07-25-2011)*

*(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.

**NOTE:** The financial management section is responsible for collecting the annual workload counts.

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

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

*(CT:ICASS-19; 07-25-2011)*

*(Applies to participating ICASS agencies)*

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

- (1) Enter accounting transactions in the accounting system;

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

- (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; and
- (5) Provide standard accounting reports to serviced agencies.

**NOTE:** The services provided in this cost center do not include the maintenance of "cuff records" for a non-serviced agency.

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

*(CT:ICASS-19; 07-25-2011)*

*(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; and
- (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-19; 07-25-2011)*

*(Applies to participating ICASS agencies)*

- a. The distribution factor is the total number of obligation lines, including each change to an obligation line, 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.

**NOTE:** The financial management section is responsible for collecting the annual

**UNCLASSIFIED (U)**

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

workload counts.

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

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

*(CT:ICASS-19; 07-25-2011)*

*(Applies to participating ICASS agencies)*

The services include:

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

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

*(CT:ICASS-19; 07-25-2011)*

*(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; and
- (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-19; 07-25-2011)*

*(Applies to participating ICASS agencies)*

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



**UNCLASSIFIED (U)**

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

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

*(CT:ICASS-19; 07-25-2011)*

*(Applies to participating ICASS agencies)*

- a. The distribution factor is the total number of employees in all categories receiving payroll services (USDH, TCNs, U.S. Contractors, 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, an agency that provides many of the above services for its employees but requires minimal post support to process allowance payments may be granted a modification.

**NOTE:** The financial management section is responsible for collecting the annual workload counts. The human resources office is responsible for the workload counts when this function is performed in its office.

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

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

*(CT:ICASS-19; 07-25-2011)*

*(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 are in place to prevent 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 (VADR's) or electronic access to same.

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

*(CT:ICASS-19; 07-25-2011)*

*(Applies to participating ICASS agencies)*

Budgeted costs include:

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International Cooperative Administrative Support Services Handbook

- (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 for RM/GFS Post Support Unit (PSU) to provide vouchering services under the terms of a service level agreement.

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

*(CT:ICASS-19; 07-25-2011)*

*(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-19; 07-25-2011)*

*(Applies to participating ICASS agencies)*

- a. The distribution factor is the total number of non-cashier strip codes processed (including journal vouchers, disbursements, advances, return of advances, revenue, and expenditure refunds) 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 uses this service to only process the payment may be granted a modification.

**NOTE:** The financial management section is responsible for collecting the annual workload counts.

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

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

*(CT:ICASS-19; 07-25-2011)*

*(Applies to participating ICASS agencies)*

The services include:

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International Cooperative Administrative Support Services Handbook

- (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; and
- (5) Process receipts from the sale of U.S. Government property.

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

*(CT:ICASS-19; 07-25-2011)*

*(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 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-19; 07-25-2011)*

*(Applies to participating ICASS agencies)*

- a. The distribution factor is the total number of strip codes processed for cashier transactions (including 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.

**NOTE:** The financial management section is responsible for collecting the annual workload counts.

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International Cooperative Administrative Support Services Handbook

**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-19; 07-25-2011)*

*(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 plans, Thrift Savings Plan and other allotments;
- (3) Process documentation for changes to home of record, dependents, etc. (whether through the relevant open season, change in 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 (see Note 1 below);
- (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.; and
- (13) Administer the post local language program (where applicable). See Note 3 below.

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

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International Cooperative Administrative Support Services Handbook

**NOTE 2:** In light of service number 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.).

**NOTE 3:** Posts that manage and fund a post local language program within ICASS should create a sub-cost center to isolate the budgeted costs. See 6 FAH-5 H-341.11-1(D) Note 2 for related information.

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

*(CT:ICASS-19; 07-25-2011)*

*(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; and
- (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 charged only to subscribing agencies.

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

*(CT:ICASS-19; 07-25-2011)*

*(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.

**NOTE:** Employees who directly perform language training, support, or supervise the post local language program should allocate their time to the language sub-cost center.

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

*(CT:ICASS-19; 07-25-2011)*

*(Applies to participating ICASS agencies)*

- a. The distribution factor is the total number of USDH and certain authorized TCNs, 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).

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U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

- b. This cost center is modifiable with the approval of the post budget committee. For example, agencies that 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 1:** The human resources section is responsible for collecting the annual workload counts.

**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.

**NOTE 3:** The Department of State USDHs are generally the only subscribers to this cost center. Non-state agency USDHs and Marine Security Guards generally do not utilize these services and should not have a workload count in this cost center. Post must justify workload counts for any non-State agencies.

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

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

*(CT:ICASS-19; 07-25-2011)*

*(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 LE staff 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;
- (11) Maintain liaison with host-country labor officials, keeping abreast of local

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International Cooperative Administrative Support Services Handbook

labor laws, workers compensation programs, etc.; and

- (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-341.11-2(B) Budgeted Costs

*(CT:ICASS-19; 07-25-2011)*

*(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 cost center 8790-Miscellaneous Costs. 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 Costs. If the program is funded in ICASS, it is budgeted in a sub-cost center in 6451-HR-LE Staff Services.

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

*(CT:ICASS-19; 07-25-2011)*

*(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.

**NOTE:** If a sub-cost center is created for English language training, employees who perform English language training, support or supervise this program should allocate their time to the language sub-cost center.

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International Cooperative Administrative Support Services Handbook

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

*(CT:ICASS-19; 07-25-2011)*

*(Applies to participating ICASS agencies)*

- a. The distribution factor is the total number of staff members serviced (includes EFM's hired under a FMA or temporary appointment; all other family members and LE staff hired under a direct hire appointment or personal service agreement (PSA) or personal services contract (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 1:** The human resources section is responsible for collecting the annual workload counts.

**NOTE 2:** Because the ICASS platform maintains the local compensation plan that applies to all LE staff, all agencies must subscribe to HR services for their LE staff at least at the 0.3 level.

### 6 FAH-5 H-341.12 Building Operations

*(CT:ICASS-25; 04-24-2012)*

*(Applies to participating ICASS agencies)*

a. General:

- (1) The Building Operations Cost Center is divided into four categories that reflect the type (non-residential 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; and
- (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:



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- (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) and short term lease (STL) office/functional and residential properties as well as the building maintenance expenses (BME) for GO/LTL and STL office/function properties only. These costs are outlined in the building operations cost centers below;
  - (3) USAID is responsible for maintenance and repair (M&R) and BOE costs associated with USAID-owned or long-term leased property; and
  - (4) Where costs can be attributed specifically to an agency, direct charging is the preferred method of billing (see 6 FAH-5 H-313, 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 GO/LTL and STL office/functional and residential properties as well as the building maintenance expenses (BME) for only office/functional properties 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; and
  - (4) OBO approves and funds routine capital construction, and repair and 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)); and
    - (b) Repairs necessitated by deliberate acts or negligence (see 15 FAM 162.1, subparagraph d (2)).
- d. Maintenance and repair, building operating, and building maintenance 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

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International Cooperative Administrative Support Services Handbook

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); and

- (b) Repair and Improvement (R&I) projects are designed to restore a GO/LTL building to a fully functioning condition, enhance the value of a building or change its functional nature by design, or to comply with building and fire codes. Such projects can include improvements to, or 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 major parts of a building such as elevators, central heating, or air conditioning plant; or the repaving of a driveway. In addition, these projects can include installing a brand new building system or adding a new kitchen or bathroom; changing the size, nature, or function of a facility such as enlarging or completely renovating bathrooms or kitchens; putting extensions of any kind on a building; combining two residential units into one or vice versa; and making offices out of residential space or vice versa.
- (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 and benefits 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 providing custodial/janitorial, trash collection or window-washing services, and providing grounds care. Also included are utility 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.
  - (3) Building maintenance expenses: Building maintenance expenses (BME) are a type of expense within BOE that are specifically attributable to proper maintenance of the physical plant or major building systems of any non-residential facility or compound. The non-residential facility or compound may be government owned, long-term leased or short-term leased. BME covers only preventive maintenance service contracts related to building

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U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

systems (i.e., water treatment systems, uninterruptible power supplies, generators, elevators, electrical, HVAC, etc.) associated with occupying the non-residential property.

**NOTE:** BME does not cover preventive maintenance activities at short-term leased non-residential facilities that are a landlord responsibility.

### 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.

**NOTE:** For guidance on transient or temporary quarters see 15 FAM 249 Transient or Temporary Duty (TDY) Housing.

## **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-19; 07-25-2011)*

*(Applies to participating ICASS agencies)*

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

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U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

- (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 residential furniture and equipment in accordance with post policy (see Note 6 in the Budgeted Costs section below);
- (7) Provide security escort services for maintenance personnel as required in accordance with policy; and
- (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 that 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-19; 07-25-2011)*

*(Applies to participating ICASS agencies)*

Budgeted costs include:

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U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

- (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 residential furniture and equipment (see Note 6 below);
- (14) Costs for supplies for "hospitality/welcome kits"; and
- (15) Costs for supplies used in support of the above building operations services (for maintenance & repair supplies, see Note 1 of this section).

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U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

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

**NOTE 2:** Full grounds care for GO/LTL residential properties occupied by the COM, deputy chief of mission (DCM), principal officer (PO) of a constituent post, U.S. representative to an international organization abroad (when PO), and Marine security guard quarters (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 will be charged directly for the additional costs that fall into the category of M&R. If the nature of the service requested falls into the category of R&I then the agency must send a reimbursement to OBO and have it funded by the OBO R&I account.

**NOTE 5:** Make-ready costs are direct-charged to the agency of the prospective occupant (see Note 2 in 6 FAH-5 H-341.12-1(A)).

**NOTE 6:** At posts with a pooled residential furniture program, the costs related to repairing/refurbishing government owned residential furniture in the pool falls under cost center 6144-Household Furniture, Furnishings, and Appliance Pool.

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

*(CT:ICASS-19; 07-25-2011)*

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

**NOTE 2:** For additional guidance on time allocation, see 6 FAH-5 H-314.2 subparagraph b(3) Note 3 and 6 FAH-5 H-315.

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

*(CT:ICASS-19; 07-25-2011)*

*(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.

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**NOTE:** For posts moving into new facilities in the next fiscal year, and space assignments have not yet been finalized, the workload counts may be updated at the initial or final budget stage. Post should consider creating a sub-cost center for the new facility for budgeting and allocation of costs. Post must include an explanation in the Budget Summary Worksheet if workload counts are changed.

- 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 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 non-residential properties: Posts with compounds that contain both residential and non-residential (i.e., chancery, annex, consular annex, warehouse, etc.) 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 portion of the costs that should be allocated to residential and non-residential properties. 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 MSGQ (6,000 square meters) is measured and the total gross square meters of all buildings is 50,000. The non-residential space totals 25,000 square meters (chancery and warehouse) or 50 percent of the total; this total (25,000 square meters) would

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U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

be used for calculations in cost center 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 ICASS agency code 1900.0-State and the MSGQ would be counted against ICASS Agency code 1931.0 State MSG Support); 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 non-residential 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.

**NOTE:** The general services section, in partnership with the facilities section, is responsible for providing the measurements of all non-residential and residential properties, broken down by agency.

## **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-19; 07-25-2011)*

*(Applies to participating ICASS agencies)*

This service covers all activities related to occupancy and use of GO/LTL non-residential 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)(see 6 FAH-5 H-341.12 paragraph d(3) for definition of building maintenance expenses);
- (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



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U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook  
(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 non-residential furniture and equipment in accordance with post policy; and
- (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-19; 07-25-2011)*

*(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, including BME 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.);

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U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

- (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 non-residential furniture and equipment; and
- (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 repair improvement (R&I) contracts and related supplies as outlined in 15 FAM 620.

**NOTE 2:** When sharing costs for a compound with both residential and non-residential 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 cost center 7810-Residential Building Operations and cost center 7820-Non-Residential Building Operations so that tenant agencies are appropriately charged.

**NOTE 3:** Agencies requesting services in excess of commonly provided levels will be charged directly for the additional costs that fall into the category of M&R. If the nature of service requested falls into the category of R&I, then the agency must send a reimbursement to OBO and have it funded by the OBO R&I account.

**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-19; 07-25-2011)*  
*(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

**UNCLASSIFIED (U)**

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

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 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 non-residential properties: Posts with compounds that contain both residential and non-residential (i.e., chancery, annex, consular annex, warehouse, etc.) 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 portion of the costs that should be allocated to residential and non-residential properties. 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 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 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.

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

h. This cost center is not modifiable.

**NOTE 1:** The general services section, in partnership with the facilities section, is responsible for providing the measurements of all non-residential and residential properties, broken down by agency.

**NOTE 2:** For posts moving into new facilities in the next fiscal year, and space assignments have not yet been finalized, the workload counts may be updated at the initial or final budget stage. For budgeting and allocation of costs, posts may create a sub-cost center for the new facility during the transition year. Post must include an explanation in the Distribution Worksheet if workload counts are changed.

### **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-25; 04-24-2012)

(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; and
- (5) Repair/reupholster government-owned residential furniture and equipment in accordance with post policy (see Note 4 in 6 FAH-5 H-341.12-13(B) Budgeted Costs).

**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 that would be direct-charged, or may include work performed by in-house staff and specific supplies and materials would be direct-charged.

**UNCLASSIFIED (U)**

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

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

*(CT:ICASS-19; 07-25-2011)*

*(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 residential furniture and equipment (see Note 4 below); and
- (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, deputy chief of mission (DCM), principal officer (PO) of a constituent post, U.S. representative to an international organization abroad (when PO), and Marine

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U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

security guard quarters (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 direct-charged to the agency of the prospective occupant. See Note in 6 FAH-5 H-341.12-3(A).

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

**NOTE 4:** At posts with a pooled residential furniture program, the costs related to repairing/refurbishing government owned residential furniture in the pool falls under cost center 6144-Household Furniture, Furnishings and Appliance Pool.

### 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-19; 07-25-2011)*

*(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 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

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U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

calculation would yield the following:

<b>Number of Units</b>	<b>Total Square Meters</b>	<b>% of Total Square Meters</b>	<b>Per Unit Share of Cost</b>
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.

**NOTE:** The general services section, in partnership with the facilities section, is responsible for providing the measurements of all non-residential and residential properties, broken down by agency.

**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-19; 07-25-2011)*

*(Applies to participating ICASS agencies)*

This service covers all activities related to occupancy and use of shared STL non-residential 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); and
- (5) Repair/reupholster government-owned non-residential furniture and equipment in accordance with post policy.

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

**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-25; 04-24-2012)

(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; and
  - (e) Maintenance and repair including BME (see Notes 3 and 5 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 non-residential furniture and equipment; and
- (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 non-residential buildings, posts should use the overall percentages determined when calculating the gross square meters of the various buildings to divide the overall



## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

cost, then use the methodology outlined below to spread the costs between cost center 7850-Residential STL Building Operations, and cost center 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 non-load 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 non-residential properties within the OBO ICASS target.

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

**NOTE 5:** BME preventative maintenance contracts may be budgeted in this cost center.

### 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-19; 07-25-2011)*

*(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 non-residential 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

**UNCLASSIFIED (U)**

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

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 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 non-residential properties: Posts with compounds that contain both residential and non-residential (i.e., chancery, annex, consular annex, warehouse, etc.) 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 portion of the costs that should be allocated to each type of property, residential and non-residential. 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 MSGQ (6,000 square meters) is measured and the total gross 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 cost center 7850-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.

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

h. This cost center is not modifiable.

**NOTE 1:** The general services section, in partnership with the facilities section, is responsible for providing the measurements of all non-residential and residential properties, broken down by agency.

**NOTE 2:** For posts moving into new facilities in the next fiscal year, and space assignments have not yet been finalized, the workload counts may be updated at the initial or final budget stage. For budgeting and allocation of costs, posts may create a sub-cost center for the new facility during the transition year. Post must include an explanation in the Distribution workload counts are changed.

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

### 6 FAH-5 H-341.13-1 Definition

*(CT:ICASS-19; 07-25-2011)*  
*(Applies to participating ICASS agencies)*

This cost center includes 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-19; 07-25-2011)*  
*(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 described in the "Definition" 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 (except for drivers as noted in 6 FAH-5 H-341.7 paragraph 6(B));
- (9) Costs for all training and related travel for ICASS USDH and LE staff, including workshops and conferences;

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

- (10) Costs for in-country travel for ICASS USDH and LE staff;
- (11) Costs for summer hires, roving secretaries and other part-time or temporary workers when working in ICASS-funded sections;
- (12) Costs for advertising vacant ICASS positions; and
- (13) Salary and benefits (e.g., health insurance, pension, etc.) for LE staff who allocate their time to this cost center.
- (14) Costs for all telephone charges for all ICASS sections (including cell phones and other mobile communication devices, pre-paid airtime cards, monthly fees, etc.

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

**NOTE 2:** Costs for English language training programs solely for ICASS personnel are budgeted here. See 6 FAH-5 H-341.11-2(B) for guidance on budgeting for English programs for mission-wide personnel.

**NOTE 3:** Permanent part-time employees (e.g., an employee who works year round in a specific section on a part-time schedule) are budgeted in the cost center in which their services are provided.

### 6 FAH-5 H-341.13-3 Time Allocation

*(CT:ICASS-19; 07-25-2011)*  
*(Applies to participating ICASS agencies)*

In general, USDH or LE staff, full time or permanent part-time, do not allocate time to this cost center. The following positions are exceptions and should allocate time to this cost center:

- (1) Rovers, summer hires, temporary, or other part-time employees working in ICASS-funded sections;
- (2) ICASS coordinators, whether full time or part time;
- (3) ICASS LE staff translators who provide ICASS services to all agencies; and
- (4) Alternate service providers (ASPs) staff as noted in 6 FAH-5 H-445.

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

*(CT:ICASS-19; 07-25-2011)*  
*(Applies to participating ICASS agencies)*

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

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U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

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

**6 FAH-5 H-341.14-1 Description**

*(CT:ICASS-19; 07-25-2011)*

*(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). In the non-ICASS portion of the position, the staff member performs program functions or fills 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 that would have a budgetary impact on customer agencies must be presented to the ICASS budget committee for review.

**NOTE:** In order to be eligible to use the Non-ICASS dual position category, part of the employees' duties must include ICASS services. An employee may not have 100 percent of their time allocated to this cost center.

**6 FAH-5 H-341.14-2 Budgeted Costs**

*(CT:ICASS-19; 07-25-2011)*

*(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; and
- (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.

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International Cooperative Administrative Support Services Handbook

**6 FAH-5 H-341.14-3 Time Allocation**

*(CT:ICASS-25; 04-24-2012)*

*(Applies to participating ICASS agencies)*

- a. Employees assigned to non-ICASS dual positions allocate their time to 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 to the various ICASS cost centers for which they are responsible and the remaining program responsibilities are allocated to cost center "0009"-Non-ASP Administrative Services.
- c. The Department of State is responsible for the E&E radio program. ICASS radio technicians who work on the E&E radio program should allocate a portion of their time to cost center "0000"-Non-ICASS dual-position duties. See 5 FAM 540 for more information on radios.

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

*(CT:ICASS-19; 07-25-2011)*

*(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 ICASS agency code 1900.0-State.

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

*(CT:ICASS-19; 07-25-2011)*

*(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 U.S direct hire (USDH) and certain authorized third-country national (TCNs), 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.

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

- 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.
- e. See Exhibit 6 FAH-5 H-341 at the end of this chapter for a list of the ICASS Cost Centers (Function Codes) for Standard and Lite methodology.

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

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

*(CT:ICASS-19; 07-25-2011)*

*(Applies to participating ICASS agencies)*

- a. This cost center is mandatory for every agency at post with USDH and certain authorized TCNs, 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 or the alternate service provider), 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. Some Basic Package services:
  - (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 value added tax (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.);

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U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

- (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 National Security Decision Directive (NSDD) 38 requests (see 2 FAM Exhibit 111.3);
- (9) Manage check-in/check-out procedures, including routine arrival/departure travel message notification and processing initial/final allowance application forms;
- (10) Issue building access badges;
- (11) Manage newcomer and temporary duty (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; and
- (17) Provide support structure for VIP visits (See 6 FAH-56 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 should be added as a sub-cost center to cost center 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-342.11-1 paragraph a, Note 2).



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U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

### 6 FAH-5 H-342.1-2 Budgeted Costs

*(CT:ICASS-19; 07-25-2011)*

*(Applies to participating ICASS agencies)*

Budgeted costs include:

- (1) Salary, benefits and related support costs (e.g., residential rent and utilities, rest and recuperation (R&R) travel, education allowance and travel, etc.) for USDH employees and salary and benefits (e.g., health insurance, pension, etc.) for locally employed (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 specialized equipment, supplies and/or contracts needed in support of the above services (e.g., orientation materials, contract for COLA survey, building passes, 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. See 6 FAH-5 H-363.1 for guidance on direct costs in support of visits and 6 FAH-5 H-363.2 for exceptions for TDY invoicing related to VIP visits.

**NOTE 2:** Vehicle and related costs are not budgeted here. Those costs are budgeted in 6145 General Services (see 6 FAH-5 H-342.72).

**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.

**NOTE 4:** Although negotiating VAT issues falls under Basic Package, the VAT costs are not budgeted in this cost center. VAT should be allocated to the same cost center as the budgeted cost that results in the VAT expense.

### 6 FAH-5 H-342.1-3 Time Allocation

*(CT:ICASS-19; 07-25-2011)*

*(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

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

b).

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

*(CT:ICASS-19; 07-25-2011)*

*(Applies to participating ICASS agencies)*

- a. The distribution factor is the number of USDH and certain authorized TCNs, 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). This is a static count.
- b. Locally-employed staff (including eligible family members (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 workload count.

**NOTE 1:** The human resources section is responsible for gathering the annual workload count

**NOTE 2:** The workload count data for each category of employee is entered separately (by "distribution factor") in the ICASS software. Approved modifications are then entered under each distribution factor.

**NOTE 3:** The workload count for Basic Package is used to spread the Washington costs of Second Destination Transportation (SDT) charges related to APO/FPO/DPO posts and Diplomatic Pouch and Mail (DPM).

### 6 FAH-5 H-342.2 Community Liaison Office (CLO) Services (6443)

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

*(CT:ICASS-19; 07-25-2011)*

*(Applies to participating ICASS agencies)*

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

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U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

- (1) Provide welcome and orientation services; 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 Global Employment Initiative (GEI) (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; and
- (12) Liaise with the post's RSO in areas of contingency planning and serving on the emergency action committee.

**NOTE:** Managing the newcomer and TDY orientation program and related materials are Basic Package Service number 11.

### **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

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

- (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-19; 07-25-2011)*

*(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 (i.e. welcome and orientation services number 11), 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 GEI 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. The chauffeur's costs will be allocated to cost center 6145 General Services, of which the CLO is a customer. Some of the costs related the driver will be charged ICASS Agency code 1901.0-ICASS and the costs will be spread through ICASS redistribution.

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

*(CT:ICASS-19; 07-25-2011)*

*(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 all eligible family members (EFMs), including same sex domestic partners listed on sponsors' assignment orders, whether physically residing at post or not (see 14 FAM 511.3 for definition of eligible family member and 3 FAM 1610 for domestic partner). This count should begin with the total used in Basic Package and then add all EFMs, including domestic partners. 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).

**NOTE 1:** Family members on Separate Maintenance Allowance (SMA) are not included in the workload count.

**NOTE 2:** A domestic partner is an individual who meets all of the criteria to be a domestic partner and has been declared to be a domestic partner of an employee in accordance with 3 FAM 1610.

**NOTE 3:** Members of household (MOH) are those persons who have accompanied or joined an employee assigned abroad and who the employee has declared to the

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

chief of mission (COM) are part of his or her household, who will reside at post with the employee, and who are other than legitimate domestic staff. MOHs do not include those persons who are family members or eligible family members within the meaning of the FAM (see 14 FAM 511.3 and 3 FAM 4180). Although post is encouraged to allow the MOHs to participate in Community Liaison Office sponsored events, MOHs are not included in workload counts.

- b. LE staff are not counted.
- 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 (see 6 FAH-5 H-332.1 paragraph e (1)).

**NOTE:** The human resources section, in partnership with the community liaison office, is responsible for collecting the annual workload counts.

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

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

*(CT:ICASS-19; 07-25-2011)*  
*(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 (MEDEVAC) 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 Occupational Safety and Health Administration (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; and

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U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

- (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-19; 07-25-2011)*

*(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 the Office of Medical Services (MED) (See Note 1 in this section);
- (5) Costs for medical reference materials and publications; and
- (6) Costs for a dedicated vehicle and related fuel charges, where applicable;

**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 MED. Costs for any training and related travel expenses not centrally-funded by MED are budgeted in cost center 8790-Miscellaneous Costs.

**NOTE 4:** State MED funds costs for training and related travel for continuing medical education (CME) for all USDH medical personnel. In some instances, 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 ICASS Working Group (IWG) approved MEDEVAC centers (ICASS agency code 9913.0 MEDEVAC) that support regional medical evacuations, a sub-cost center must be established. A portion of the salaries and

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

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 costs are the responsibility of the sponsoring agency of the employee (see 16 FAM 511).

### 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-19; 07-25-2011)*

*(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 eligible family members (EFMs), including same sex domestic partners who meet MED's eligibility requirements and are included on the sponsors' assignment orders, (see 16 FAM 122 for eligibility requirements), whether physically residing full time at post or not. Access to the embassy medical unit is limited to employees and EFMs with a valid MED clearance or administrative waiver (see 16 FAM 210). This is a static count as of May 1.

**NOTE 1:** Family members on separate maintenance allowance (SMA) are not included in the workload count.

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

**NOTE 2:** A domestic partner is an individual who meets all of the criteria to be a domestic partner and has been declared to be a domestic partner of an employee in accordance with 3 FAM 1612.

**NOTE 3:** Members of household (MOH) are those persons who have accompanied or join an employee assigned abroad and who the employee has declared to the COM are part of his or her household, who will reside at post with the employee, and who are other than legitimate domestic staff. MOHs do not include those persons who are family members or eligible family members within the meaning of the FAM (see 14 FAM 511.3 and 3 FAM 4180). MOHs are not eligible for Health Services.

b. This cost center is modifiable in limited circumstances with post budget committee approval as follows:

- (1) Agencies that do not have full access to available services due to geographic limitations; or
- (2) Agencies that provide their own full medical program.

**NOTE:** The modified workload count for Health Services is used to spread the Washington costs related to the overseas 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. If applicable, post must determine the area that is in "close proximity" to the mission and establish the requirements for a modification in this cost center (see 6 FAH-5 H-332.1 paragraph e (1)).
- 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.

**NOTE:** The human resources section, in partnership with the health unit, is responsible for collecting the annual workload counts.



**UNCLASSIFIED (U)**

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

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

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

*(CT:ICASS-19; 07-25-2011)*

*(Applies to participating ICASS agencies)*

This cost center provides full support for OpenNet Plus (the State Department's Sensitive But Unclassified (SBU) network) and State Department-provided dedicated Internet networks (DINs) (see 5 FAM 872 for additional information on DINS. Basic services include:

- (1) Maintain platform for OpenNet Plus;
- (2) Install baseline hardware/software;
- (3) Install post-specific non-baseline software/hardware as approved by the information management office, the Department of State and/or local Information Technology Change Control Board (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); and
- (8) Provide specifications to enable customers to purchase their own OpenNet computer equipment that they may need to connect with the service provider's local area network (LAN).

### **6 FAH-5 H-342.4-2 Budgeted Costs**

*(CT:ICASS-19; 07-25-2011)*

*(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

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook  
(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; and
- (4) Costs for internet services that cannot be direct-charged.

**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 that are covered under GITM are budgeted to the appropriate cost center, e.g., a color printer for the CLO section is budgeted to cost center 6443-CLO Services; a laptop for the financial management office is budgeted to cost center 6225-Financial Management Services.

**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-19; 07-25-2011)*  
*(Applies to participating ICASS agencies)*

- a. The distribution factor is a static count as of May 1 and is the sum of two

**UNCLASSIFIED (U)**

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 serviced); 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).

<b>Agency Count</b>	<b># Devices</b>	<b>#User IDs x Wt Factor</b>	<b>Total</b>
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	2.8
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 instead 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:** User IDs issued to family members are counted as workload to the sponsoring agency.

**NOTE 3:** The workload count for post serviced devices may include other related equipment if ICASS staff spend time servicing and maintaining the equipment. For example, uninterrupted power supply (UPS) equipment is typically replaced instead of repaired and therefore would not be included in the workload count.

b. This cost center is not modifiable.

**NOTE:** The information management section is responsible for gathering the

**UNCLASSIFIED (U)**

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook  
annual workload count.

## **6 FAH-5 H-342.5 LOCAL GUARD PROGRAM SERVICES**

*(CT:ICASS-25; 04-24-2012)*  
*(Applies to participating ICASS agencies)*

The four cost centers in this section cover all ICASS-funded local guard program services for residential and non-residential properties under the operational control of the regional security officer (RSO). The local guard program services are mandatory for all personnel under Chief of Mission Authority. It is the responsibility of the RSO to determine the appropriate type and level of guard services at each post. A post security officer (PSO) serving at a constituent post implements the approved guard services directed by the RSO. Post's threat ratings on the Security Environment Threat List impact post's guard presence and requirements (see 12 FAH-6).

**NOTE 1:** The RSO is the service provider; however, the costs for U.S. direct-hire personnel assigned to the regional security office (including salary and related costs) are DS-Program funded. Workload counts related to the RSO staff are counted against 1900.0-State Program. However, workload counts related to RSO and ARSO positions funded by the Worldwide Security Program are counted against 1942.0-State-DS.

**NOTE 2:** Security assessments of residential and non-residential properties are an RSO responsibility. Travel and per diem costs for RSO staff to travel to distant locations to provide such assessments are direct-charged to the benefitting agency.

**NOTE 3:** The Marine Security Guard (MSG) program is not related to the local guard program. Refer to 6 FAH-5 H-375, MSG Program, for additional guidance. Workload counts related to the Marine Security Guard office are counted against 1931.0-State-MSG Support.

**NOTE 4:** Missions with constituent posts must create a location budget and activate appropriate cost centers for local guard services (5821, 5822, 5823 and 5826).

**NOTE 5:** Beginning in FY13, workload counts related to all residential and non-residential local guard program (LGP) staff and activities are counted against 1901.0-ICASS. Workload counts for LGP PSA guards in 6145-General Services should be modified at the .3 level.

**UNCLASSIFIED (U)**

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

## **6 FAH-5 H-342.5-1 Residential Local Guard Program Services (5821)**

### **6 FAH-5 H-342.5-1(A) Definition of Service**

*(CT:ICASS-25; 04-24-2012)*

*(Applies to participating ICASS agencies)*

This cost center covers local guard services at residential properties in the mission housing program, including properties acquired through the living quarters (LQA) or overseas housing allowance (OHA) programs. The services may include:

- (1) Provide oversight, coordination, and quality assurance of the residential local guard program;
- (2) Supervise the residential guard force;
- (3) Ensure vehicle security inspection, pedestrian access control and verification of individuals entering residential properties;
- (4) Prescreen visitors' baggage, conduct physical checks of individuals, screen vehicles or other items through use of visual inspection and other means as determined by the RSO; and
- (5) Provide perimeter patrols of residential properties in accordance with Overseas Security Policy Board (OSPB) security standards (see 12 FAH-6).

### **6 FAH-5 H-342.5-1(B) Budgeted Costs**

*(CT:ICASS-25; 04-24-2012)*

*(Applies to participating ICASS agencies)*

Budgeted costs include:

- (1) Salary, benefits, and related support costs (including awards) for LGP LE staff who allocate their time to this cost center;
- (2) Purchase and replacement of appropriate office furniture and equipment and portable guard booths (including related shipping and handling charges) for LGP LE staff who allocate time to this cost center (see Note 1);
- (3) Costs for LGP training, security supplies, uniforms, security equipment (e.g., radios, handcuffs, duty-belt, batons, whistles, etc.) and security equipment maintenance costs related to LGP LE staff who allocate time to this cost center (see Notes 2 and 3);
- (4) Costs for auto fuel, auto parts, and supplies for dedicated residential LGP vehicles (see Note 4);
- (5) Costs associated with host-country police or military personnel assigned to residential properties (see Note 5); and

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

- (6) Costs for the local guard contract (where applicable), including any central working capital fund (WCF) surcharges that are assessed (see Note 6).

**NOTE 1:** For detailed information on funding responsibilities for security-related costs see 15 FAM 165, Security Costs and 15 FAM Exhibit 161, Matrix of Costs and Funding Sources.

**NOTE 2:** At posts where specialized security equipment (e.g., CCTV, alarms, vehicle barriers, etc.) may be required to support guard services; such equipment is funded by DS-Program or OBO.

**NOTE 3:** At posts with armed local guards funded by contract, the cost of firearms is typically included in the contract; if the contractor is not able to purchase firearms, DS-Program funds the cost. For armed PSA guards, DS-Program funds the firearms (see 12 FAH-7 H-621).

**NOTE 4:** At posts with contract guards, vehicle costs are typically included in the contract. At posts with PSA guards and posts where the contractor is not able to procure the necessary vehicles, acquisition costs for residential LGP vehicles are funded by DS in Washington and shared as a below-the-line cost on Washington agency invoices.

**NOTE 5:** The RSO is responsible for establishing an agreement with the host-country police or military personnel that outlines the services to be provided and the compensation to be paid.

**NOTE 6:** When budgeting for LGP contracts, post must include the cost breakdown provided in the contract for standard services, additional and emergency (A&E) services, vehicles, communication and other equipment, value added tax (VAT), Defense Base Act (DBA) insurance, WCF surcharges, etc. Totals for each of these contract line items should be detailed in Post's Budget Summary Worksheet.

**NOTE 7:** Where appropriate, guards will be removed from vacant residences with no assigned occupant after 30 days.

**NOTE 8:** Residential security upgrades for properties in the mission housing pool are funded by DS and OBO. For new NSDD-38-approved positions, the cost of residential security upgrades must be included in the position start-up costs and charged to the occupying agency. For more details on funding responsibilities, see 15 FAM 165, Security Costs.

## 6 FAH-5 H-342.5-1(C) Time Allocation

*(CT:ICASS-25; 04-24-2012)*

*(Applies to participating ICASS agencies)*

Only LE staff guards who actually perform the guard services, their LE staff supervisors and the Local Guard Coordinators allocate time to this cost center. No USDH time is allocated to this cost center.

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

**NOTE 1:** Some large posts may have a Local Guard Clerk position, which requires prior DS approval as well as approval by the post ICASS Council; where such positions exist, the incumbents may allocate time to this cost center.

NOTE 2: LE Security Coordinators (in contrast to Residential Security Coordinators) perform DS-Program duties and are funded by DS. Workload counts related to Security Coordinators (LE staff or EFM) are charged to 1900.0–State Program.

### 6 FAH-5 H-342.5-1(D) How to Count

*(CT:ICASS-25; 04-24-2012)*

*(Applies to participating ICASS agencies)*

- a. The distribution factor is the total annual guard hours assigned to each residence of a serviced agency based on the post guard schedule (Schedule A for a PSA guard force or Exhibit A at a post with a contractor-provided guard force). Annual guard hours assigned to an apartment building occupied by multiple agencies are prorated based on the percentage of total residential units in the apartment building. This is a static count as of May 1.
- b. This cost center is not modifiable.

**NOTE 1:** For new USDH positions, residential guard costs should be included in the basic start-up costs outlined in the NSDD-38 process and direct-charged to the employee's agency for the remainder of the current (arrival) fiscal year. The workload and costs are fully incorporated in the next fiscal year budget.

**NOTE 2:** If material changes to guard hours occur during the fiscal year (e.g., the security situation deteriorates and residential guard coverage changes from a 12/7 guard post to a 24/7 guard post), workload counts must be changed, as needed, in the next available budget and required funding adjustments coordinated with DS. Unanticipated/unbudgeted changes that occur after submission of the final budget and that cannot be met within available resources, may be submitted as a contingency fund request in accordance with guidance provided in 6 FAH-5 H-435.2-9 Contingency Fund Replenishment.

### 6 FAH-5 H-342.5-2 Non-Residential Local Guard Program Services/Single Agency Occupied Building (5822)

#### 6 FAH-5 H-342.5-2(A) Definition of Service

*(CT:ICASS-25; 04-24-2012)*

*(Applies to participating ICASS agencies)*

This cost center covers local guard services for non-residential stand-alone buildings that are occupied by a single agency (see Note). The services provided

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

are the same as those covered under 5826-Non-Residential Local Guard Program Services (see 6 FAH-5 H-342.5-4) and may include:

- (1) Provide oversight, coordination, and quality assurance of local guard program;
- (2) Supervise the guard force;
- (3) Ensure vehicle security inspection and pedestrian access control and verification of individuals entering the building, facilities or compound;
- (4) Prescreen visitors' baggage; conduct physical checks of personnel; screen incoming mail, parcels, vehicles, or other items through use of visual inspection, and other means as determined by the RSO;
- (5) Provide exterior patrols of buildings, facilities or compounds; and
- (6) Coordinate manning of roadblocks around stand-alone buildings, facilities or compounds, and other duties at these sites as directed by the RSO.

**NOTE:** Constituent posts that are comprised of only State agencies should be entered in this cost center using all applicable ICASS agency codes.

### 6 FAH-5 H-342.5-2(B) Budgeted Costs

*(CT:ICASS-25; 04-24-2012)*

*(Applies to participating ICASS agencies)*

Budgeted costs include:

- (1) Salary, benefits, and related support costs (including awards) for LGP LE staff who allocate their time to this cost center;
- (2) Purchase and replacement of appropriate office furniture and equipment and portable guard booths (including related shipping and handling charges) for LGP LE staff who allocate time to this cost center (see Note 1);
- (3) Costs for LGP training, security supplies, uniforms, security equipment (e.g., radios, handcuffs, duty-belt, batons, whistles, etc.) and security equipment maintenance costs related to LGP LE staff who allocate time to this cost center (see Notes 2 and 3);
- (4) Costs for auto fuel, auto parts and supplies for dedicated non-residential LGP vehicles (see Note 4);
- (5) Costs associated with host-country police or military personnel assigned to non-residential properties (see Note 5); and
- (6) Costs for the local guard contract (where applicable), including any central working capital fund (WCF) surcharges that are assessed (see Note 6).



## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

**NOTE 1:** For detailed information on funding responsibilities for security-related costs see 15 FAM 165, Security Costs and 15 FAM Exhibit 161, Matrix of Costs and Funding Sources.

**NOTE 2:** At single agency occupied buildings where specialized security equipment (e.g., CCTV, alarms, vehicle barriers, etc.) may be required to support guard services; such equipment is funded and maintained by the occupant agency.

**NOTE 3:** At posts with armed local guards funded by contract, the cost of firearms is typically funded in the contract; if the contractor is not able to purchase firearms, DS-Program funds the costs. For armed PSA guards, DS-Program funds the firearms (see 12 FAH-7 H-621).

**NOTE 4:** At posts with contract guards, vehicle costs are typically included in the contract. At posts with PSA guards and posts where the contractor is not able to procure the necessary vehicles, acquisition costs for non-residential LGP vehicles are funded by DS in Washington and shared as a below-the-line cost on Washington agency invoices.

**NOTE 5:** The RSO is responsible for establishing an agreement with host country police or military personnel that outlines the services to be provided and the compensation to be paid.

**NOTE 6:** When budgeting for LGP contracts, post must include the cost breakdown provided in the contract for standard services, additional and emergency (A&E) services, vehicles, communication and other equipment, value added tax (VAT), Defense Base Act (DBA) insurance, WCF surcharges, etc. Totals for each of these contract line items should be detailed in Post's Budget Summary Worksheet.

**NOTE 7:** Posts that have more than one stand-alone non-residential building occupied by a single agency must create a sub-cost center for each property.

**NOTE 8:** *A stand-alone non-residential building solely occupied by 1901.0-ICASS should be budgeted in a sub-cost center under 5826-Non-Residential Local Guard Program Services and the costs will be shared through ICASS Redistribution (see 6 FAH-5 H-341.5-4(B) NOTE 7 for additional budgeting details).*

**NOTE 9:** *Local guard costs related to OBO construction site security are funded by OBO and are not included in the post DS target; these costs are direct charged to OBO post allotments under either function code 7142 or 7913. If OBO is using the post guard contract, post must ensure that all overhead costs (i.e., vehicles, communications equipment, VAT, etc.) and A&E hours related to the OBO project guards are included in the OBO guard invoice. Charge all workload counts related to the OBO local guard contract to 1920.0-Overseas Buildings Operations. At PSA posts, count guards hired for OBO construction projects as OBO employees and charge all related costs (i.e., uniforms, security equipment, overtime, VAT, etc.) and relevant workload counts to 1920.0-Overseas Buildings Operations. All other local guard costs related to OBO personnel (e.g., 5821, 5823 and 5826) should be charged to 1920.0-Overseas Buildings Operations.*

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

**NOTE 10:** *Costs for additional guard coverage required for post-managed construction projects that are funded directly by OBO (X0535) are charged to the appropriate OBO function code (e.g., 7902 or 7945), they are not charged to DS.*

### 6 FAH-5 H-342.5-2(C) Time Allocation

*(CT:ICASS-25; 04-24-2012)*

*(Applies to participating ICASS agencies)*

Only LE staff guards who actually perform the guard services, their LE staff supervisors and the Local Guard Coordinators allocate time to this cost center. No USDH time is allocated to this cost center.

**NOTE 1:** Some large posts may have a Local Guard Clerk position which requires prior DS approval as well as approval by the post ICASS Council; where such positions exist, the incumbents may allocate time to this cost center.

**NOTE 2:** LE Security Coordinators (in contrast to Residential Security Coordinators) perform DS-Program duties and are funded by DS. Workload counts related to Security Coordinators (LE staff or EFM) are charged to 1900.0–State Program.

### 6 FAH-5 H-342.5-2(D) How to Count

*(CT:ICASS-25; 04-24-2012)*

*(Applies to participating ICASS agencies)*

- a. The distribution factor is the total annual guard hours assigned to a non-residential single-agency occupied building based on the post guard schedule (Schedule A for a PSA guard force and Exhibit A for a contractor-provided guard force). This is a static count as of May 1.
- b. This cost center is not modifiable.

**NOTE:** If material changes to guard hours occur during the fiscal year (e.g., the security situation deteriorates and additional guard hours are required), workload counts must be changed, as needed, in the next available budget and required funding adjustments coordinated with DS. Unanticipated/unbudgeted changes that occur after submission of the final budget and that cannot be met within available resources, may be submitted as a contingency fund request in accordance with guidance provided in 6 FAH-5 H-435.2-9, Contingency Fund Replenishment.

### 6 FAH-5 H-342.5-3 Mobile Patrol Local Guard Program Services (5823)

#### 6 FAH-5 H-342.5-3(A) Definition of Service

*(CT:ICASS-25; 04-24-2012)*

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

*(Applies to participating ICASS agencies)*

This cost center covers mobile patrol local guard program services for residential properties. Services provided may include:

- (1) Provide oversight, coordination, and quality assurance of the residential mobile patrol program;
- (2) Provide supervision and inspection of the mobile patrol guard force;
- (3) Provide inspections of residential properties, compounds and other designated buildings; and
- (4) Monitor residential alarms, provide alarm response and dispatch mobile patrols.

### 6 FAH-5 H-342.5-3(B) Budgeted Costs

*(CT:ICASS-25; 04-24-2012)*

*(Applies to participating ICASS agencies)*

Budgeted costs include:

- (1) Salary, benefits, and related support costs (including awards) for LGP 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 LGP LE staff who allocate time to this cost center;
- (3) Costs for LGP training, security supplies, uniforms, security equipment (e.g., radios, handcuffs, duty-belt, batons, whistles, etc.) and security equipment maintenance costs related to LGP LE staff who allocate time to this cost center (see Note 1);
- (4) Costs for auto fuel, auto parts and supplies for dedicated mobile patrol LGP vehicles (see Note 2);
- (5) Costs associated with host-country police or military personnel assigned to mobile patrol services (see Note 3); and
- (6) Costs for the local guard contract (where applicable), including any central working capital fund (WCF) surcharges that are assessed (see Note 4).

**NOTE 1:** At posts with armed local guards funded by contract, the cost of firearms is typically included in the contract; if the contractor is not able to purchase firearms, DS-Program funds the cost. For armed PSA guards, DS-Program funds the firearms (see 12 FAH-7 H-621).

**NOTE 2:** At posts with contract guards, vehicle costs are typically included in the contract. At posts with PSA guards and posts where the contractor is not able to procure the necessary vehicles, acquisition costs for mobile patrol LGP vehicles are funded by DS in Washington and shared as a below-the-line cost on Washington agency invoices.

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

**NOTE 3:** The RSO is responsible for establishing an agreement with host country police or military personnel that outlines the services to be provided and the compensation to be paid.

**NOTE 4:** When budgeting for LGP contracts, post must include the cost breakdown provided in the contract for standard services, additional and emergency (A&E) services, vehicles, communication equipment, value added tax (VAT), DBA insurance, WCF surcharges, etc. Totals for each of these contract line items should be detailed in the Budget Summary Worksheet.

### 6 FAH-5 H-342.5-3(C) Time Allocation

*(CT:ICASS-25; 04-24-2012)*

*(Applies to participating ICASS agencies)*

Only LE staff guards who actually perform mobile patrol guard services, their LE staff supervisors, LE Local Guard Coordinators, LE Residential Security Coordinators, and LE Residential Security Technicians allocate time to this cost center. No USDH time is allocated to this cost center.

**NOTE 1:** Where they exist, the LE Residential Security Coordinator and LE Residential Security Technician position costs are budgeted in this cost center even if post does not have a Mobile Patrol Security program. Allocating their time to this cost center provides the most equitable approach to sharing the costs using the number of residential units in the housing program.

**NOTE 2:** When an Eligible Family Member (EFM) fills a Residential Security Coordinator or Residential Security Technician position, their salary costs are funded through DS/EX/HRM. All other costs are ICASS-funded and their workload counts are charged to 1901.0-ICASS.

**NOTE 3:** Some large posts may have a Local Guard Clerk position, which requires prior DS approval as well as approval by the post ICASS Council; where such positions exist, the incumbents may allocate time to this cost center.

**NOTE 4:** LE Security Coordinators (in contrast to Residential Security Coordinators) perform DS-Program duties and are funded by DS. Workload counts related to Security Coordinators (LE staff or EFM) are charged to 1900.0-State Program.

### 6 FAH-5 H-342.5-3(D) How to Count

*(CT:ICASS-25; 04-24-2012)*

*(Applies to participating ICASS agencies)*

- a. The distribution factor is the total number of residential units (either single family house or apartment) assigned to an agency. This is a static count as of May 1.
- b. This cost center is not modifiable.

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

**NOTE:** For new USDH positions, mobile patrol guard costs should be included in the basic start-up costs outlined in the NSDD-38 process and direct-charged to the employee's agency for the remainder of the current (arrival) fiscal year. The workload and costs are fully incorporated in the next fiscal year budget.

### **6 FAH-5 H-342.5-4 Non-Residential Local Guard Program (LGP) Services (5826)**

#### **6 FAH-5 H-342.5-4(A) Definition of Service**

*(CT:ICASS-25; 04-24-2012)*

*(Applies to participating ICASS agencies)*

This cost center covers local guard services for shared buildings, such as chanceries, annexes, warehouses, and may include:

- (1) Provide oversight, coordination and quality assurance of local guard program;
- (2) Supervise the guard force;
- (3) Ensure vehicle security inspection and pedestrian access control and verification of personnel entering the chancery, annex, and any other non-residential guarded ICASS buildings or facilities;
- (4) Prescreen visitors' baggage; conduct physical checks of personnel; screen incoming mail, parcels, vehicles, or other items through use of visual inspection, and other means as determined by the RSO;
- (5) Provide perimeter patrols of the chancery and annex buildings or compound, warehouses, and other designated buildings; and
- (6) Coordinate manning of roadblocks around buildings, facilities or compounds, and other duties at these sites as directed by the RSO.

#### **6 FAH-5 H-342.5-4(B) Budgeted Costs**

*(CT:ICASS-27; 08-13-2012)*

*(Applies to participating ICASS agencies)*

Budgeted costs include:

- (1) Salary, benefits, and related support costs (including awards) for LGP LE staff who allocate their time to this cost center;
- (2) Purchase and replacement of appropriate office furniture and equipment and portable guard booths (including related shipping and handling charges) for LGP LE staff who allocate time to this cost center (see Note 1);
- (3) Costs for LGP training, security supplies, uniforms, security equipment

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

(e.g. radios, handcuffs, duty-belt, batons, whistles, etc.) and security equipment maintenance costs related to LGP LE staff who allocate time to this cost center (see Notes 2 and 3);

- (4) Costs for auto fuel, auto parts, and supplies for dedicated non-residential LGP vehicles (see Note 4);
- (5) Costs associated with host-country police or military personnel assigned to non-residential properties (see Note 5); and
- (6) Costs for the local guard contract (where applicable), including any central working capital fund (WCF) surcharges that are assessed (see Note 6).

**NOTE 1:** For detailed information on funding responsibilities for security-related costs see 15 FAM 165, Security Costs and 15 FAM Exhibit 161, Matrix of Costs and Funding Sources.

**NOTE 2:** At posts where specialized security equipment (e.g., CCTV, alarms, vehicle barriers, etc.) may be required to support guard services; such equipment is funded by DS-Program or OBO.

**NOTE 3:** At posts with armed local guards funded by contract, the cost of firearms is typically included in the contract; if the contractor is not able to purchase firearms, DS-Program funds the cost. For armed PSA guards, DS-Program funds the firearms (see 12 FAH-7 H-621).

**NOTE 4:** At posts with contract guards, vehicle costs are typically included in the contract. At posts with PSA guards and posts where the contractor is not able to procure the necessary vehicles, acquisition costs for non-residential LGP vehicles are funded by DS in Washington and shared as a below-the-line cost on Washington agency invoices.

**NOTE 5:** The RSO is responsible for establishing an agreement with host country police or military personnel that outlines the services to be provided and the compensation to be paid.

**NOTE 6:** When budgeting for LGP contracts, post must include the cost breakdown provided in the contract for standard services, additional and emergency (A&E) services, vehicles, communication and other equipment, value added tax (VAT), Defense Base Act (DBA) insurance, WCF surcharges, etc. Totals for each of these contract line items should be detailed in Post's Budget Summary Worksheet.

**NOTE 7:** *A stand-alone non-residential building solely occupied by ICASS should be charged to 1901.0-ICASS and the costs spread through Redistribution. If the stand-alone non-residential building is a warehouse that supports multiple ICASS functions and post uses the 9664-Warehouse Cost Pool to spread building operating costs and rent, post should use the same percentages to share the LGP costs. All warehouse space allocated to cost centers, plus any dedicated ICASS storage space, should be charged to 1901.0-ICASS.*

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

### 6 FAH-5 H-342.5-4(C) Time Allocation

*(CT:ICASS-25; 04-24-2012)*

*(Applies to participating ICASS agencies)*

Only LE staff guards who actually perform the guard services, their LE staff supervisors and Local Guard Coordinators allocate time to this cost center. No USDH time is allocated to this cost center.

**NOTE 1:** Some large posts may have a Local Guard Clerk position, which requires prior DS approval as well as approval by the post ICASS Council; where such positions exist, the incumbents may allocate time to this cost center.

**NOTE 2:** LE Security Coordinators (in contrast to Residential Security Coordinators) perform DS-Program duties and are funded by DS. Workload counts related to Security Coordinators (LE staff or EFM) are charged to 1900.0-State Program.

### 6 FAH-5 H-342.5-4(D) How to Count

*(CT:ICASS-25; 04-24-2012)*

*(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 and functional (including workshops, conference rooms, file rooms, media rooms, etc.) space they are assigned. Conference rooms, theaters, workshops, etc., that are under the exclusive control of an agency will be included in their gross square meters assigned to determine their share of local guard costs. All agencies will share in the support costs of common space such as hallways, lobbies, shared conference rooms, furnace/utility rooms, guard areas, etc. since these square meters are not included in any workload count. (For detailed guidance on how to measure and how to count vacant space, see 6 FAH-5 H-342.12-2(D), for GO/LTL properties and 6 FAH-5 H-342.12-4(D), for STL properties.)
- c. Compounds with residential and non-residential properties: To allocate costs equitably, posts with compounds that contain both residential and non-residential properties must combine the total square meters for all types of properties on the compound. The total residential gross square meters occupied by each agency (as reported in the workload counts for 7810-GO/LTL Residential Building Operations or 7850-STL Residential Building Operations) plus the total non-residential gross square meters assigned to each agency (as reported in the workload counts for 7820-GO/LTL Non-Residential Building Operations or 7860-STL Non-Residential Building Operations) will be the total workload for each agency in this cost center. Post must include all properties on the compound (e.g., Ambassador's Residence, DCM's Residence, Marine

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

Security Guard Quarters, apartment building, warehouse, chancery, annex, etc.) so that all square meters are properly allocated to the responsible agency.

d. This cost center is not modifiable.

**NOTE:** The general services section is responsible for providing the measurements of all non-residential and residential properties, broken down by agency, to the regional security officer (RSO) who then verifies which properties are provided guard services. Once verified by the RSO, the general services section provides the final gross square meter totals for the ICASS workload 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-19; 07-25-2011)*

*(Applies to participating ICASS agencies)*

Locally employed staff (LE staff) 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 Personal Service Contract (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; and
- (8) Prepare informal translations for security-related matters.

**NOTE 1:** Under the DS-funded Residential Security Program the regional security officer is responsible for reviewing and recommending security enhancements for residences for all American staff under COM authority (see 12 FAH-8 H-100).

**NOTE 2:** The issuance of building access badges is a Basic Package service.

### 6 FAH-5 H-342.6-2 Budgeted Costs

*(CT:ICASS-19; 07-25-2011)*

*(Applies to participating ICASS agencies)*

Budgeted costs include:



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International Cooperative Administrative Support Services Handbook

- (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 related fuel costs, where applicable; and
- (4) Costs for specialized security supplies, equipment and equipment maintenance.

**NOTE 1:** The cost of USDH regional security office (RSO) personnel is not budgeted in ICASS.

**NOTE 2:** Travel and per diem costs for ICASS staff to travel to distant locations in order to provide security assessments for residential and non-residential properties should be direct-charged to the benefitting agency.

### 6 FAH-5 H-342.6-3 Time Allocation

*(CT:ICASS-19; 07-25-2011)*

*(Applies to participating ICASS agencies)*

- a. LE staff (including EFM) 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.

**NOTE:** Security office staff who issue building access badges, Basic Package service number 10, should allocate an appropriate percentage of their time to cost center 6150-Basic Package.

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

*(CT:ICASS-19; 07-25-2011)*

*(Applies to participating ICASS agencies)*

- a. The distribution factor is the number of authorized LE 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, some posts may have an agency that falls under COM authority but may be physically located a significant distance from the embassy in offices that are under the security umbrella of another entity to

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International Cooperative Administrative Support Services Handbook

whom the RSO has transferred limited security related responsibilities. This agency may be granted a modification.

**NOTE:** The human resources section, in partnership with the security section, is responsible for collecting the annual workload counts.

## 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-19; 07-25-2011)*

*(Applies to participating ICASS agencies)*

The services include:

- (1) Vehicle maintenance services: 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); and
  - (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 or that requires specialized training, tools, or equipment. These are the responsibility of the individual agency and are direct-charged;

- (2) Administrative supply services:
  - (a) Maintain stock for routine office supplies and accountable forms;
  - (b) Maintain inventory controls; and
  - (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);

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International Cooperative Administrative Support Services Handbook

- Solicitation of competitive quotes for purchases in excess of the micro-purchase threshold;
- Non-personal services contracts;
- Preparation of competitive and sole source solicitations; and
- 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 services:** This service is used in those posts that provide printing and reproduction services through a central facility to ICASS customer agencies. Each post must establish standards in accordance with its capabilities or post circumstances. This service may include printing documents, business cards, official invitations, flyers, posters, etc.;

**NOTE:** Global Publishing Solutions (A/GIS/GPS) operate outside of ICASS;

- (5) **Shipping and customs services:** 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; and
  - (b) Perform necessary customs clearance actions for all incoming and outgoing shipments (e.g., official shipments, HHE, vehicles, pouches, equipment, etc.);

**NOTE:** These services may be provided by ICASS personnel and/or by commercial provider, as appropriate.

- (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 14 FAM 431); includes garaging and minor upkeep of ICASS vehicles (cleaning, checking tire pressure, etc.);
- (b) Dispatch vehicles in accordance with U.S. Government regulations and

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U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook  
post policies; and

- (c) Maintain all required reports and records;
- (7) Non-expendable property management services: The following services apply to office and residential furniture, furnishings, equipment and appliances or other official non-expendable 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 (see Note 2);
  - (c) Ensure appropriate warehousing and storage of property;
  - (d) Pick-up and deliver furniture, furnishings and appliances; and
  - (e) Dispose of official property;

**NOTE 1:** As appropriate or required for agencies that subscribe to cost center 6145 General Services, an electronic and hard copy of their inventory will be provided from the service provider's asset management system of record.

**NOTE 2:** Agencies retain ownership of all property that they procure even if these items are stored in an ICASS warehouse. Post is not authorized to issue or use other agency property without express permission from the property owner or a delegated representative. For those agencies that do not subscribe to non-expendable property, but request dedicated storage space in the ICASS warehouse, post should establish internal controls to ensure that the property is not misappropriated.

- (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

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U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook  
connections and termination of services;

**NOTE:** This service 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.

- (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; and
  - (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, some functions, such as preparing travel orders, making reservations, etc., are intended to be performed entirely by the traveler.

### 6 FAH-5 H-342.7-2 Budgeted Costs

*(CT:ICASS-19; 07-25-2011)*

*(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 four of the major services: Non-expendable Property, Motor Pool, Vehicle Maintenance and Administrative Supplies the above services (see 6

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U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook  
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, contracts, 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, licensing, insurance, etc.);
- (10) Costs for routine parts and incidental 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 (if not direct-charged); and
- (17) Costs for specialized publications and subscriptions.

**NOTE 1:** Vehicle maintenance: Agencies will be direct-charged for parts or supplies for non-routine vehicle repair or maintenance jobs to their non-ICASS motor pool vehicle. (See Note under a. Definition of Service, 1. Vehicle Maintenance, above).

**NOTE 2:** Vehicle maintenance services: Parts and supplies for repairing and maintaining ICASS vehicles (including those from motor pool consolidation) are budgeted to the cost center that the vehicle is assigned to. For example, motor pool vehicles would fall under cost center 6145-General Services and parts in support of building operations vehicles would be budgeted in the 78XX-Building Operations cost centers.

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U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

**NOTE 3:** ICASS is responsible for the cost to repair vehicles, both armored and non-armored, which have been contributed to a combined ICASS motor pool but which remain titled to the owning agency.

**NOTE 4:** Administrative supply services: All costs for ICASS administrative supplies are budgeted here, not in the individual cost centers. Posts should not budget for administrative supplies that will be direct charged to customer agencies.

**NOTE 5:** Shipping and customs services: 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 6:** Motor pool services: Costs for driver per diem for out-of-town trips is funded by the requesting agency.

**NOTE 7:** Non-expendable property services: The purchase of and related shipping costs for the non-expendable property controlled in this cost center are direct-charged to the ordering agency, including ICASS.

**NOTE 8:** Non-expendable property services: 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 9:** Leasing services: 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 10:** Leasing services: 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 11:** Leasing services: Travel and per diem costs for ICASS staff to travel to distant locations in order to provide leasing services should be direct-charged to the benefitting agency.

**NOTE 12:** 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-19; 07-25-2011)*

*(Applies to participating ICASS agencies)*

- a. USDH and LE staff who directly perform or supervise the above services allocate their time to this cost center.
- b. At posts with a pooled residential furniture program, employees must allocate an appropriate percentage of their time to 6144-Household Furniture, Furnishings and Appliance Pool to reflect the time spent moving and

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U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

maintaining inventory of the pooled residential furniture.

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

*(CT:ICASS-19; 07-25-2011)*

*(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 weighted by 0.2. For example, for an agency with 20 USDH employees and 50 LE staff receiving services, the calculation would be: 20 USDH + 10 (that represents 50 LE staff multiplied by 0.2) = 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 that explains the circumstances which justify a modification to full service levels. If a modification is approved, it is applied against the total calculated workload count that includes USDH as well as LE staff.
- 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 workload count. 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.

**NOTE:** The human resources section, in partnership with the general services section, is responsible for collecting the annual workload counts.

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

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

*(CT:ICASS-19; 07-25-2011)*

*(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,



## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

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:

- (1) Ensures appropriate warehousing and storage of pooled furniture and appliances;
- (2) Picks up and delivers pooled furniture and appliances;
- (3) Removes and disposes of pooled furniture and appliances;
- (4) Maintains inventory control of pooled furniture and appliances; and
- (5) Repairs/reupholsters 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-19; 07-25-2011)*

*(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 pooled furniture is 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; and
- (7) Costs for contracts in support of the above services (e.g., moving, re-upholstery, etc.).

**NOTE 1:** For those posts that direct-charge agencies for the annual replacement costs of furniture and appliances, instead of funding within ICASS, there are generally no furniture or appliance costs in this cost center.

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

**NOTE 2:** When the annual contributions for furniture pools are direct-charged to agencies, the budgeted amount for ICASS USDH participants are entered in the individual USDH cost pools in the American staffing module in the ICASS software, and not in this cost center. See 6 FAH-5 H-314.1 Note 1.

### 6 FAH-5 H-342.8-3 Time Allocation

*(CT:ICASS-19; 07-25-2011)*  
*(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 personnel to this cost center is how the costs associated with managing a furniture and appliance pool are captured and charged only to subscribing agencies.

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

*(CT:ICASS-19; 07-25-2011)*  
*(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.

**NOTE:** The general services section is responsible for collecting the annual workload counts.

### 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-19; 07-25-2011)*  
*(Applies to participating ICASS agencies)*

The services include:

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U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

- (1) Pouching:
  - (a) Receive and distribute incoming pouch materials, both classified and unclassified;
  - (b) Prepare and forward outgoing pouches, both classified and unclassified; and
  - (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;
  - (f) Issue visitor passes (where appropriate); and
  - (g) Service and maintain the ICASS administrative network radios.

**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-342.9-2 Budgeted Costs

*(CT:ICASS-25; 04-24-2012)*

*(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;

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

- (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 that are direct-charged; and
- (8) Costs for new/upgraded telephone equipment.
- (9) Costs for toll charges for local and long distance calls that cannot be identified with a specific agency based on prior year expenses.

**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:** At those posts where local calls are metered and identifiable to a specific agency, related costs should be direct-charged.

**NOTE 4:** At those posts using a long distance telephone service that charges a flat rate with unlimited usage, the annual service cost should be budgeted to this cost center (see 6 FAH-5 H-314.5).

**NOTE 5:** Costs related to a radio network in support of ICASS administrative services (i.e., motor pool, LGP, facilities management, etc.) and costs related to placement of repeaters are budgeted in this cost center. Costs related to the embassy emergency and evacuation (E&E) network are State Program funded. Short term lease costs for property where the administrative services repeaters are mounted are ICASS funded and are budgeted to a sub-cost center 7860-XXXX STL Non-Residential Building Operations and ICASS agency 1901.0-ICASS is the only subscriber. Lease costs for property where the E&E repeaters are mounted are OBO funded and are not ICASS costs.

**NOTE 6:** All charges for official long distance calls are direct-charged to the using agency to the extent possible. All charges for official long distance calls, local calls, and costs for mobile communication devices for ICASS sections are budgeted to cost center 8790-Miscellaneous Costs. But for those posts that do not direct charge customer agencies for telephone costs, the costs related to ICASS customers should remain in this cost centers. See 6 FAH-5 H-314.5 paragraph c.

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U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

**NOTE 7:** Based on prior year's history, estimated costs for unidentifiable charges for official long distance calls for all non-ICASS agencies are budgeted to this cost center.

**NOTE 8:** The purchase of and ongoing subscription charges for official cell phones and/or other mobile communication devices are direct charged to the using agency.

### 6 FAH-5 H-342.9-3 Time Allocation

*(CT:ICASS-19; 07-25-2011)*

*(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:** 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.

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

*(CT:ICASS-19; 07-25-2011)*

*(Applies to participating ICASS agencies)*

- a. The distribution factor is the number of USDH and certain authorized TCNs, 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. A subscribing agency with no USDH or other authorized personnel as noted above will have a workload count of "one" under the "other" distribution factor. 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 that 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 human resources section, in partnership with the information management section, is responsible for collecting the annual workload counts.

### 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.

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U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

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

*(CT:ICASS-19; 07-25-2011)*

*(Applies to participating ICASS agencies)*

The services include:

- (1) Budgets and financial plans services:
  - (a) Prepare and submit budgets, meeting the agreed upon deadlines and ensuring that the submission reflects customer's needs based on current trends, analysis and customer's input; and
  - (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 services: This service is provided to all "serviced agencies" (i.e., those agencies that have accounting records 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; and
  - (e) Provide automated accounting reports to serviced agencies;

**NOTE:** The services provided in this cost center do not include the maintenance of "cuff records" for a non-serviced agency.

- (3) Vouchering services:
  - (a) Prepare, audit (for completeness, accuracy, adequacy of documentation, and legality), and certify vouchers, and submit them for payment;
  - (b) Ensure controls are in place to prevent 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; and
  - (h) Provide standard voucher audit detail reports (VADR) (or electronic

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U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook  
access to same);

- (4) Cashiering services:
  - (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; and
  - (e) Process receipts from the sale of U.S. Government property.

### **6 FAH-5 H-342.10-2 Budgeted Costs**

*(CT:ICASS-19; 07-25-2011)*

*(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 for RM/GFS Post Support Unit to provide vouchering services and other financial services under the terms of a service level agreement; and
- (4) Costs for contracts in support of the above services where applicable.

### **6 FAH-5 H-342.10-3 Time Allocation**

*(CT:ICASS-19; 07-25-2011)*

*(Applies to participating ICASS agencies)*

- a. USDH and LE staff who directly perform or supervise the below services allocate their time to this cost center.
- b. In some posts employees in the financial management (FM) section perform some duties related time and attendance or payroll. FM employees (and their supervisors) with such designated responsibilities should allocate an appropriate percentage of their time to cost center 6445 Human Resources.

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U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

### **6 FAH-5 H-342.10-4 How to Count**

*(CT:ICASS-19; 07-25-2011)*

*(Applies to participating ICASS agencies)*

- a. The distribution factor is the number of strip codes processed for both cashier and non-cashier transactions (including journal vouchers, disbursements, advances, return of advances, revenue, expenditure refunds, 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.

**NOTE:** The financial management section is responsible for collecting the annual workload counts.

### **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-19; 07-25-2011)*

*(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 plans, Thrift Savings Plan and other allotments;



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U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

- (3) Process documentation for changes to home of record, dependents, etc. (whether through the relevant open season, change in 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 (see Note 1 below);
- (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.; and
- (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 is a Basic Package service and does not require subscription to this cost center.

**NOTE 2:** In light of service number 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.).

**NOTE 3:** Posts that manage a local language program within ICASS should create a sub-cost center. See 6 FAH-5 H-342.11-2(D) How to Count, Note 2 for related information.

- 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, applicant reviews, interviewing, selection, and salary determination;
  - (4) Process required host-country documents;
  - (5) Maintain the new employee orientation program;

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

- (6) Manage the performance evaluation process;
- (7) Manage the mission awards program (see Note 1 in the previous section on Human Resources–U.S. Citizen Services);
- (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.; and
- (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.

### c. Payrolling Services:

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

## 6 FAH-5 H-342.11-2 Budgeted Costs

*(CT:ICASS-19; 07-25-2011)*

*(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:** 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

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U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

language program is funded through ICASS, a sub-cost center must be established to ensure that costs are charged only to subscribing agencies.

**NOTE 3:** Costs for English language programs utilized by only ICASS LE staff are budgeted in cost center 8790-Miscellaneous Costs. 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 cost center 8790-Miscellaneous Costs. 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-19; 07-25-2011)*

*(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 Financial Management section may perform some duties related to the time and attendance or payroll. FM employees with such designated responsibilities should allocate an appropriate percentage of their time to this cost center.

**NOTE 1:** If a sub-cost center is created for language training, employees who directly perform, support, or supervise the post local language program or the English language program should allocate their time to the appropriate language sub-cost center.

**NOTE 2:** Section timekeepers who perform weekly time and attendance duties do not allocate time to this cost center.

### 6 FAH-5 H-342.11-4 How to Count

*(CT:ICASS-19; 07-25-2011)*

*(Applies to participating ICASS agencies)*

- a. The distribution factor is the number of USDH and certain authorized TCNs, U.S. contractors and others as defined in 6 FAH-5 H-352 and the total number of LE staff serviced (including 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

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

provided to each subscribing agency.

**NOTE 1:** The human resources section is responsible for collecting the annual workload counts.

**NOTE 2:** Because the ICASS platform maintains the local compensation plan that applies to all locally employed staff, all agencies must subscribe to HR services for their locally employed staff at least at the 0.3 level.

**NOTE 3:** 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.

**NOTE 4:** The workload count for an English language program sub-cost center is the total number of employees taking the training.

**NOTE 5:** The Department of State USDHs are generally the only subscribers to this cost center. Non-state agency USDHs and Marine Security Guards generally do not utilize these services and should not have a workload count in this cost center. Post must justify workload counts for any non-State agencies.

## 6 FAH-5 H-342.12 Building Operations

*(CT:ICASS-25; 04-24-2012)*

*(Applies to participating ICASS agencies)*

### a. General:

- (1) The building operations cost center is divided into four categories that reflect the type (non-residential 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; and
- (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

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U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

expenses (BOE) for U.S. Government-owned/long term lease (GO/LTL) and short term lease (STL) office/functional and residential properties as well as the building maintenance expenses (BME) for GO/LTL and STL office/function properties only. These costs are outlined in the building operations cost centers below; and

- (3) USAID is responsible for maintenance and repair (M&R) and BOE costs associated with USAID-owned or long-term leased property; and
- (4) Where costs can be attributed specifically to an agency, direct charging is the preferred method of billing (see 6 FAH-5 H-313, 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 GO/LTL and STL office/functional and residential properties as well as the building maintenance expenses (BME) for only office/functional properties 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; and
- (4) OBO approves and funds routine capital construction and repair and 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, paragraph d(1)); and
  - (b) Repairs necessitated by deliberate acts or negligence (see 15 FAM 162.1, paragraph d(2)).

d. Maintenance and repair, building operating, and building maintenance 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

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

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); and

- (b) Repair and improvement (R&I) projects are designed to restore a GO/LTL building to a fully functioning condition, enhance the value of a building or change its functional nature by design, or to comply with building and fire codes. Such projects can include improvements to, or 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 major parts of a building such as elevators, central heating, or air conditioning plant; or the repaving of a driveway. In addition, these projects can include installing a new building system or adding a new kitchen or bathroom; changing the size, nature, or function of a facility such as enlarging or completely renovating bathrooms or kitchens; putting extensions of any kind on a building; combining two residential units into one or vice versa; and making offices out of residential space or vice versa.
- (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 and benefits 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 providing custodial/janitorial, trash collection or window-washing services, and providing grounds care. Also included are utility 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.
- (3) Building maintenance expenses: Building maintenance expenses (BME) are a category of expenses within BOE that are specifically attributable to proper maintenance of the physical plant or major building systems of any non-residential facility or compound. The non-residential facility or compound may be government owned, long-term leased or short-term leased. BME covers only preventive maintenance service contracts related to building systems (i.e., water treatment systems, uninterruptible power supplies, generators, elevators, electrical, HVAC, etc.) associated with occupying the non-residential property.

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

**NOTE:** BME does not cover preventive maintenance activities at short-term leased non-residential facilities that are a landlord responsibility.

### 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; and

(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.

**NOTE:** For guidance on transient or temporary quarters see 15 FAM 249 Transient or Temporary Duty (TDY) Housing.

## **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-25; 04-24-2012)*

*(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);

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U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

- (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 residential furniture and equipment in accordance with post policy (see Note 6 in 6 FAH-5 H-342.12-1(B) Budgeted Costs);
- (7) Provide security escort services for maintenance personnel as required in accordance with policy; and
- (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-19; 07-25-2011)*

*(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;



## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

- (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 residential furniture and equipment (see Note 6 below);
- (14) Costs for supplies for "hospitality/welcome" kits; and
- (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 repair and improvement (R&I) contracts and related supplies as outlined in 15 FAM 620.

**NOTE 2:** Full grounds care for GO/LTL residential properties occupied by the COM, deputy chief of mission (DCM), principal officer (PO) of a constituent post, U.S. representative to an international organization abroad (when PO), and Marine

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

security guard quarters (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 will be charged directly for the additional costs that fall into the category of M&R. If the nature of the service requested falls into the category of R&I then the agency must send a reimbursement to OBO and have it funded by the OBO R&I account.

**NOTE 5:** Make-ready costs are direct-charged to the agency of the prospective occupant (see Note 2 in 6 FAH-5 H-342.12-1(A)).

**NOTE 6:** At posts with a pooled residential furniture program, the costs related to repairing/refurbishing government owned residential furniture in the pool falls under cost center 6144-Household Furniture, Furnishings and Appliance Pool.

### 6 FAH-5 H-342.12-1(C) Time Allocation

*(CT:ICASS-19; 07-25-2011)*

*(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 1:** OBO facilities managers are not funded in ICASS and they do not allocate time to the building operations cost center.

**NOTE 2:** For additional guidance on time allocation, see 6 FAH-5 H-314.2 paragraph b(3) Note 3 and 6 FAH-5 H-315.

### 6 FAH-5 H-342.12-1(D) How to Count

*(CT:ICASS-19; 07-25-2011)*

*(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.

**NOTE:** For posts moving into new facilities in the next fiscal year, and space assignments have not yet been finalized, the workload counts may be updated at the initial or final budget stage. Post should consider creating a sub-cost center for the new facility for budgeting and allocation of costs. Post must include an explanation in the Budget Summary Worksheet if workload counts

**UNCLASSIFIED (U)**

are changed.

- 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 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:

<b>Number of Units</b>	<b>Total Square Meters</b>	<b>% of Total Square Meters</b>	<b>Per Unit Share of Cost</b>
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%
<b>TOTAL</b>	<b>18,000</b>	<b>100%</b>	

- d. Compounds with residential and non-residential properties: Posts with compounds that contain both residential and non-residential (i.e., chancery, annex, consular annex, warehouse, etc.) 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 portion of the costs that should be allocated to residential and non-residential properties. 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 MSGQ (6,000 square meters) is measured and the total gross square meters of all buildings is 50,000. The non-residential 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 cost center 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

**UNCLASSIFIED (U)**

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

ICASS agency code 1900.0-State and the MSGQ would be counted against ICASS agency code 1931.0-State-MSG Support); 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 non-residential 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.

**NOTE:** The general services section, in partnership with the facilities section, is responsible for providing the measurements of all non-residential and residential properties, broken down by agency.

## **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-19; 07-25-2011)*  
*(Applies to participating ICASS agencies)*

This service covers all activities related to occupancy and use of GO/LTL non-residential 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) (see 6 FAH-5 H-342.12 paragraph d(3) for definition of building maintenance expenses);
- (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), 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

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U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

Note 2 in this section);

- (8) Repair/reupholster government-owned non-residential furniture and equipment in accordance with post policy; and
- (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-19; 07-25-2011)*

*(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, including BME 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 in 6 FAH-5 H-342.12-2(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.);

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

- (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 non-residential furniture and equipment; and
- (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 repair and improvement (R&I) contracts and related supplies as outlined in 15 FAM 620.

**NOTE 2:** When sharing costs for a compound with both residential and non-residential 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 cost center 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 will be charged directly for the additional costs that fall into the category of M&R. If the nature of service requested falls into the category of R&I, then the agency must send a reimbursement to OBO and have it funded by the OBO R&I account.

**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-19; 07-25-2011)*  
*(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

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

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, 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 non-residential properties: Posts with compounds that contain both residential and non-residential (i.e., chancery, annex, consular annex, warehouse, etc.) 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 portion of the costs that should be allocated to residential or non-residential properties. 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 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 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.

**NOTE 1:** The general services section, in partnership with the facilities section, is responsible for providing the measurements of all non-residential and residential properties, broken down by agency.

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

**NOTE 2:** For posts moving into new facilities in the next fiscal year, and space assignments have not yet been finalized, the workload counts may be updated at the initial or final budget stage. For budgeting and allocation of costs, posts may create a sub-cost center for the new facility during the transition year. Post must include an explanation in the Distribution Worksheet if workload counts are changed.

### **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-25; 04-24-2012)*

*(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; and
- (5) Repair/reupholster government-owned residential furniture and equipment in accordance with post policy (see Note 4 in 6 FAH-5 H-342.12-3(B) Budgeted Costs).

**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.



**UNCLASSIFIED (U)**

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

**6 FAH-5 H-342.12-3(B) Budgeted Costs**

*(CT:ICASS-19; 07-25-2011)*

*(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 residential furniture and equipment (see Note 4); and
- (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, deputy chief of mission (DCM), principal officer (PO) of a constituent post, U.S. representative to an international organization abroad (when PO), and Marine security guard quarters (MSGQ) are not funded in ICASS. Full grounds care for

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U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

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 direct-charged to the agency of the prospective occupant (see Note 6 FAH-5 H-342.12-3(A)).

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

**NOTE 4:** At posts with a pooled residential furniture program, the costs related to repairing/refurbishing government owned residential furniture in the pool falls under cost center 6144-Household Furniture, Furnishings and Appliance Pool.

### 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-19; 07-25-2011)*

*(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 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:

**UNCLASSIFIED (U)**

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

<b>Number of Units</b>	<b>Total Square Meters</b>	<b>% of Total Square Meters</b>	<b>Per Unit Share of Cost</b>
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%
<b>TOTAL</b>	<b>18,000</b>	<b>100%</b>	

d. This cost center is not modifiable.

**NOTE:** The general services section, in partnership with the facilities section, is responsible for providing the measurements of all non-residential and residential properties, broken down by agency.

**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-19; 07-25-2011)*

*(Applies to participating ICASS agencies)*

This service covers all activities related to occupancy and use of shared STL non-residential 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); and
- (5) Repair/reupholster government-owned non-residential 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.

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U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

**6 FAH-5 H-342.12-4(B) Budgeted Costs**

*(CT:ICASS-25; 04-24-2012)*

*(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 locally employed (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 including BME (See Notes 3 and 5 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 non-residential furniture and equipment; and
- (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 non-residential 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 cost center 7850-Residential STL Building Operations and cost center 7860-Non-

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

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 non-load 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 non-residential properties within the OBO ICASS target.

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

**NOTE 5:** BME preventative maintenance contracts may be budgeted in this cost center.

### 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-19; 07-25-2011)*

*(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 6 months notice on or before April 1 or October 1 prior to terminating a service; this also applies to vacating shared STL non-residential space. During the 6-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

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

“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 occupied by each tenant agency as outlined above.
- g. Compounds with residential and non-residential properties: Posts with compounds that contain both residential and non-residential (i.e., chancery, annex, consular annex, warehouse, etc.) 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 portion of the costs that should be allocated to each type of property, residential or non-residential. 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 MSGQ (6,000 square meters) is measured and the total gross 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 cost center 7850-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.

**NOTE 1:** The general services section, in partnership with the facilities section, is

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

responsible for providing the measurements of all non-residential and residential properties, broken down by agency.

**NOTE 2:** For posts moving into new facilities in the next fiscal year, and space assignments have not yet been finalized, the workload counts may be updated at the initial or final budget stage. For budgeting and allocation of costs, posts may create a sub-cost center for the new facility during the transition year. Post must include an explanation in the Distribution Worksheet if workload counts are changed.

## 6 FAH-5 H-342.13 Miscellaneous Costs (8790)

### 6 FAH-5 H-342.13-1 Definition

*(CT:ICASS-19; 07-25-2011)*

*(Applies to participating ICASS agencies)*

This cost center includes 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-25; 04-24-2012)*

*(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 described in the "Definition" 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 (except for drivers as noted in 6 FAH-5 H-341.7 paragraph 6(b));
- (9) Costs for all training and related travel for ICASS USDH and LE staff, including workshops and conferences;
- (10) Costs for in-country travel for ICASS USDH and LE staff;

## UNCLASSIFIED (U)

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

- (11) Costs for summer hires, roving secretaries and other part-time or temporary workers when working in ICASS-funded sections.
- (12) Costs for LE staff ICASS Coordinators; and
- (13) Costs for advertising vacant ICASS positions.
- (14) Costs for all telephone charges for all ICASS sections (including cell phones and other mobile communication devices, pre-paid airtime cards, monthly fees, etc.

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

**NOTE 2:** Costs for English-language training programs solely for ICASS personnel are budgeted here. See 6 FAH-5 H-342.11-2 Note 3 for guidance on budgeting for English programs for mission-wide personnel.

**NOTE 3:** Permanent part-time employees (e.g., an employee who works year round in a specific section on a part-time schedule) are budgeted in the cost center in which their services are provided.

### 6 FAH-5 H-342.13-3 Time Allocation

*(CT:ICASS-19; 07-25-2011)*  
*(Applies to participating ICASS agencies)*

In general, USDH or LE staff, full time or permanent part-time, do not allocate time to this cost center. The following positions are exceptions and should allocate time to this cost center:

- (1) Rovers, summer hires, temporary or other part-time employees working in ICASS-funded sections;
- (2) ICASS coordinators, whether full time or part time;
- (3) ICASS LE staff translators who provide ICASS services to all agencies; and
- (4) Alternate service providers (ASPs) staff as noted in 6 FAH-5 H-445.

### 6 FAH-5 H-342.13-4 How to Count

*(CT:ICASS-19; 07-25-2011)*  
*(Applies to participating ICASS agencies)*

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



**UNCLASSIFIED (U)**

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

## **6 FAH-5 H-342.14 Non-ICASS Dual Positions (0000)**

### **6 FAH-5 H-342.14-1 Description**

*(CT:ICASS-19; 07-25-2011)*

*(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). In the non-ICASS portion of the position, the staff member performs program functions or fills 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 that would have a budgetary impact on customer agencies must be presented to the ICASS budget committee for review.

**NOTE:** In order to be eligible to use the Non-ICASS dual position category, part of the employees' duties must include ICASS services. An employee may not have 100 percent of their time allocated to this cost center.

### **6 FAH-5 H-342.14-2 Budgeted Costs**

*(CT:ICASS-19; 07-25-2011)*

*(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; and
- (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.

**UNCLASSIFIED (U)**

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

**6 FAH-5 H-342.14-3 Time Allocation**

*(CT:ICASS-25; 04-24-2012)*

*(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.
- c. The Department of State is responsible for the E&E radio program. ICASS radio technicians who work on the E&E radio program should allocate a portion of their time to non-ICASS dual-position duties. See 5 FAM 540 for more information on radios.

**6 FAH-5 H-342.14-4 How to Count**

*(CT:ICASS-19; 07-25-2011)*

*(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 ICASS agency code 1900.0-State.

**6 FAH-5 H-343 THROUGH H-349 UNASSIGNED**

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International Cooperative Administrative Support Services Handbook

**6 FAH-5 EXHIBIT H-341  
ICASS COST CENTERS (FUNCTION CODES)**

*(CT:ICASS-25; 04-24-2012)  
(Applies to participating ICASS agencies)*

<b>STANDARD</b>	<b>LITE</b>	<b>COST CENTER NAMES</b>
6150	6150	Basic Package Services
6443	6443	Community Liaison Services
5624	5624	Health Services
5458	5458	Information Management Technical Support Services
5821	5821	Residential Local Guard Program Services
5822	5822	Non-Residential Local Guard Program Services/Single Agency Occupied Building
5823	5823	Mobile Patrol Local Guard Program Services
5826	5826	Non-Residential Local Guard Program Services
5880	5880	Security Services
	6145	General Services
6132		Vehicle Maintenance Services
6133		Administrative Supply Services
6134		Procurement Services
6135		Reproduction Services
6136		Shipping and Customs Services
6139		Motor Pool Services
6143		Non-Expendable Property Management Services
6148		Leasing Services

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<b>STANDARD</b>	<b>LITE</b>	<b>COST CENTER NAMES</b>
6462		Travel Services
6144	6144	Household Furniture, Furnishings & Appliance Pools Services
	6196	Information Management Services
6192		Pouching Services
6194		Mail & Messenger Services
6195		Reception, Switchboard & Telephone Services
	6225	Financial Management Services
6211		Budgeting and Financial Plans Services
6221		Accounts and Records Services
6222		Payrolling Services
6223		Vouchering Services
6224		Cashiering Services
	6445	Human Resources Services
6441		Human Resources–US Citizen Services
6451		Human Resources–LE Staff Services
7810	7810	GO/LTL Residential Building Operations
7820	7820	GO/LTL Non-Residential Building Operations
7850	7850	STL Residential Building Operations
7860	7860	STL Non-Residential Building Operations
8790	8790	Miscellaneous Costs
0000	0000	Non-ICASS Dual Positions