

Pandemic Flu Committee
Standard Operating Procedures

APPENDIX A

Page

2	Communications
12	Animal Control
16	Facility Closure
17	Facility Occupant Coordination
18	Facility Review
20	Personal and Other Hygiene
21	Special Cleaning
22	Human Resources
24	Legal
27	Finance
49	Chief Information Officer
50	Fleet Management
51	Network Services
56	Traffic Management
57	Federal Supply Service

STANDARD OPERATING PROCEDURES (SOP)
Pandemic Communication Procedures/Protocols
(last revised: August 29, 2006)

OBJECTIVE

“We help other federal agencies better serve the public by offering, at best value, superior workplaces, expert solutions, acquisition services and management policies.” To best serve this mission, it is our duty to sustain full operations until it becomes in the best interest of our own employees to reduce our level of service.

The objective of this plan is to:

- Ensure that GSA communicates timely and accurate information related to an influenza pandemic to all GSA employees and the public.
- Encourage message discipline throughout the agency.
- Provide communication protocols in the event of an influenza pandemic.
- Continue agencywide and regional communications, including maintenance of any reporting requirements, in the event of an influenza pandemic.

STRATEGY

At each pandemic trigger event, OCSC, the Office of Emergency Management, and the Office of the Chief People Officer will work together to develop agencywide messages. OCSC will ensure that regional Public Affairs/Information Officers have necessary information to craft local messages for employees and the public. We will consistently point employees to www.pandemicflu.gov website, managed by the Department of Health and Human Services, as the federal government’s one-stop access to avian and pandemic flu information.

Federal Pandemic Trigger Events:

- No Trigger: Immediate Action (IA)
- Trigger One: Animal Outbreak in North America (AONA)
- Trigger Two: Human Outbreak Overseas (HOO)
- Trigger Three: Human Outbreak in North America (HONA)
- Trigger Four: First Wave Pandemic in Humans in the U.S./Worldwide (FWP)
- Trigger Five: Follow-on Wave Pandemic in Humans (FOWP)

We will defer to the COOP Communications Plan whenever possible.

MESSAGES/THEMES

Our messages will be crafted to achieve the following:

- Demonstrate caring and responsiveness to the needs of employees, building tenants, and the public.
- Provide timely and accurate information.
- Provide assurances of continuity of government operations.
- Direct employees to www.pandemicflu.gov, the federal government’s one-stop access to avian and pandemic flu information.

Specific messages will be tailored for each of the GSA Pandemic Flu Plan triggers. Depending on the situation and trigger event, messages will be developed with input from the Office of the Chief People Officer, Office of Emergency Management, the Center for Disease Control and Regional Offices.

AUDIENCES AND OBJECTIVES

OCSC Audiences:

- All GSA Employees
 - Maintain readily-available information through a variety of resources for employees use
 - Disseminate timely and accurate information about governmentwide and GSA-specific guidance and regulations related to the pandemic.
 - Provide timely and accurate information regarding regional status
- Central Office Employees
 - Provide CO-specific information via GSA INFO and InSite.
- Public including the media, federal customers and industry:
 - Provide timely and accurate information via news releases, media advisories and gsa.gov

Regional Audiences:

- All Regional employees
- GSA Employees/tenants at a specific location or facility
- **Local Federal Community (FEB, FEA)**
- Business Partners
 - Provide timely and accurate information regarding agency status, policy guidance, etc.

COMMUNICATIONS ACTIVITIES BY TRIGGER EVENT

We will follow existing policy and procedures, including information contained in our COOP plans. The following will serve as a checklist of communications activities related to an influenza pandemic.

IMMEDIATE ACTION (Normal Operations)	
OCSC	Regional PAOs
Update OCSC/communications sections of the GSA National Pandemic Plan	Update regional communications for the GSA National Pandemic Plan
<p>Work with regions to develop agencywide communications protocol and employee awareness plan for the pandemic, that may include:</p> <ul style="list-style-type: none"> • Emergency phone line script(s) • GSA Update articles • Messages to all employees • Message to regional employees • News Releases • Media advisories • Q&As on GSA policy & procedures • Overview of the GSA Pandemic plan for OEM website. • Template for emergency notice on gsa.gov • Template for emergency information on InSite • Employee Assistance Program • Leave/Time & Attendance 	Participate in development of national plan and drafts/templates.
Work with the Office of Emergency Management to enhance the OEM website to include pandemic information and links.	Enhance regional InSites with links to the established pandemic websites.
Identify existing sources (HHS/CDC) of posters, flyers, etc. on hygiene and infection control and/or develop new copy.	
Disseminate information about hygiene, infection control, GSA's plan, etc. to employees	As appropriate, tailor messages for Regional audiences.

Manage GSA InSite	
Operate and manage FirstGov.gov	
Manage National Contact Center (1-800-FED-INFO)	
Review COOP communications plan to ensure it is current and in sufficient detail.	
Communicate information about emergency preparedness to employees.	
Participate in DHS public affairs NICCL calls.	
Participate in Public Affairs conference calls.	Participate in Public Affairs conference calls.
	Provide talking points for Building Managers to use at Tenant Board Meetings
Identify CO spokesperson and subject matter expert(s) for media response.	Identify regional spokesperson and subject matter expert(s) for media response.
Identify the level of detail CO should release to the media/public.	Identify the level of detail the region should release to the media/public.
	Work with Building Security Committee (BSC) on communicating facility specific pandemic issues such as maintenance, custodial, cleaning and hygiene issues.
Encourage employees to Update emergency contact information.	
Disseminate information about GSA's telework policy.	

TRIGGER: OUTBREAK IN ANIMALS IN NORTH AMERICA (AONA)	
Participate in DHS public affairs NICCL calls.	
Participate in Public Affairs conference calls.	Participate in Public Affairs conference calls.
Ensure FirstGov links to current pandemic information.	
Monitor media for pandemic articles for possible publication in the Current Clips.	Provide articles for the Current Clips.
Continue to disseminate information about hygiene, infection control, GSA's plan, personnel guidance, policy changes, etc. to employees	As appropriate, tailor messages for Regional/local audiences.
Publish emergency information numbers/websites (www.pandemicflu.gov) on GSA websites.	Publish emergency information numbers/websites (www.pandemicflu.gov) on GSA websites.
Disseminate information about the FAS pandemic products catalog when developed via: <ul style="list-style-type: none"> • News release • www.gsa.gov • InSite • Update 	Ensure that this information communicated to the local federal community through the FEB, FEA or other organizations.

TRIGGER: OUTBREAK IN HUMANS OVERSEAS (OHO)	
Participate in DHS public affairs NICCL calls.	
Participate in Public Affairs conference calls.	Participate in Public Affairs conference calls.
Ensure FirstGov links to current pandemic information.	
Monitor media for pandemic articles for possible publication in the Current Clips.	Provide articles for the Current Clips.
Prepare Disseminate information about hygiene, infection control, GSA's plan, personnel guidance, policy changes, need for remote Internet readiness, etc. to employees	As appropriate, tailor messages for Regional/local audiences.
Update CO emergency telephone line per script.	Update regional emergency telephone lines per script.
Publish emergency information numbers on GSA websites.	
Continue to operate and manage FirstGov.gov and the National Contact Center (1-800-FED-INFO).	
Disseminate info about GSA Overseas travel advisories via various channels such as: <ul style="list-style-type: none"> • GSA Update • News releases • Gsa.gov • InSite 	Provide talking points about GSA activities to Building Managers and Contracting Officers in order to keep tenants, business partners and contractors informed on the status of the agency.

TRIGGER: OUTBREAK IN HUMANS IN NORTH AMERICA	
Participate in DHS public affairs NICCL calls.	
Participate in and/or increase frequency of Public Affairs conference calls.	Participate in Public Affairs conference calls.
Ensure FirstGov links to current pandemic information.	
Monitor media for pandemic articles for possible publication in the Current Clips.	Provide articles for the Current Clips.
Work with OEM, CPO, Regions and others to develop and disseminate information about the current situation, reinforce messages about hygiene, infection control, GSA's plan, personnel guidance, policy changes, emergency information, telework, pay and leave flexibilities, teleconferencing support, additional cleaning, hand sanitizers, face masks, social distancing, GSA employee tracking system, etc. to employees	<p>Publish message for regional/local audiences.</p> <p>Communicate information about safety measures (limited foodservice, additional cleaning, etc.) identified at specific locations.</p> <p>Provide talking points about GSA activities to Building Managers and Contracting Officers in order to keep tenants, business partners and contractors informed on the status of the agency.</p> <p>Update the local federal community on the status of GSA.</p>
Update CO emergency telephone line.	Update regional emergency telephone lines.
Publish emergency information numbers on GSA websites.	
Update FirstGov re: GSA pandemic information/activities.	
Continue to operate and manage FirstGov.gov and the National Contact Center (1-800-FED-INFO).	
As needed, issue media advisories/news releases about governmentwide policies such as	Maintain accurate information on associates' health status (working with local human resources)

travel, lodging, telework, etc.	
Work with NCR to develop and/or issue communication for employees in the Washington, D.C. Metropolitan area.	

TRIGGER: FIRST WAVE PANDEMIC IN HUMANS IN THE U.S/WORLDWIDE (FWP)	
Participate in and/or increase frequency of Public Affairs conference calls.	Participate in Public Affairs conference calls.
Ensure FirstGov links to current pandemic information.	
Monitor media for pandemic articles for possible publication in the Current Clips.	
Disseminate information about the current situation, reinforce messages about hygiene, infection control, GSA's plan, personnel guidance, policy changes, emergency information, cleaning schedules, building closures, hand sanitizers, face masks, etc. to employees	Provide talking points about GSA activities to Building Managers and Contracting Officers in order to keep tenants, business partners and contractors informed on the status of the agency. Update the local federal community on the status of GSA.
Update CO emergency telephone line.	
Publish emergency information numbers on GSA websites.	
Continue to operate and manage FirstGov.gov and the National Contact Center (1-800-FED-INFO).	
Press Office issues media advisory alert any reduction of activities or closed facilities.	Issue regional media advisory alert any reduction of activities or closed facilities.
As needed, issue media advisories and/or news releases about governmentwide policies such as travel, lodging, telework, etc.	Maintain accurate information on associates' health status (working with local human resources)

TRIGGER: FOLLOW-ON WAVE PANDEMIC IN HUMANS (FOWP)	
Participate in DHS public affairs NICCL calls.	
Participate in Public Affairs conference calls.	
Ensure FirstGov links to current pandemic information.	
Monitor media for pandemic articles for possible publication in the Current Clips.	
Disseminate information about the current situation, reinforce messages about hygiene, infection control, GSA's plan, personnel guidance, policy changes, emergency information, etc. to employees	<p>Provide talking points about GSA activities to Building Managers and Contracting Officers in order to keep tenants, business partners and contractors informed on the status of the agency.</p> <p>Update the local federal community on the status of GSA.</p>
Update CO emergency telephone line per script.	
Publish emergency information numbers on GSA websites.	
Continue to operate and manage FirstGov.gov and the National Contact Center (1-800-FED-INFO).	
Press Office will Issue media advisory/news release about raise fleet card limit, if necessary.	Maintain accurate information on associates' health status (working with local human resources)



Standard Operating Procedure – Animal Control Contract

Introduction

Avian influenza is a highly contagious disease of birds which is currently epidemic amongst poultry and waterfowl in Asia. Highly pathogenic Avian Influenza could spread to many other animals such as cats, dogs, swine, seals, horses, etc.. Animal handling must be carried out in a way that protects workers from exposures to avian influenza virus and its mammalian variants and therefore reduces the likelihood of illness or gene swapping or mutation.

Animal control methods should be implemented once an animal flu outbreak in America (AOUS) has occurred. One method of control is through an animal control contract or modification of an existing Pest management contract.

This statement of work (SOW) is intended to be used on a contract for handling and proper disposal of animals found on Heartland federal facilities. The SOW should be modified to fit the specific features of the facility(s) covered.

STATEMENT OF WORK

Background

GSA Heartland Region manages Federal facilities with accompanying exterior property. Birds, squirrels and similar urban wildlife periodically occupy this property. The purpose of this contract is to ensure the proper handling and disposal of any dead animals found on Heartland property. The requirements set forth in this contract are directed at minimizing risk of human illness from exposure to infected animals.

Scope and Terms

This contract covers the following facility(s):

List facility names, addresses, points of contact to be covered by contract

This is a firm-price contract to be awarded for 1 full year with 5 options, each covering 1 year in duration. The contract term will be from *(start date)* to *(end date)*

Animal Handling and Disposal Requirements

Contractor shall be notified by GSA whenever a dead animal has been found. Within 24 hrs after notification, the contractor shall arrive at the site and extract the animal for proper disposal. Contractor shall perform the following minimum steps in removing the animal:

1. Restrict access to the area such that no one is within 6 ft of the animal.
2. Ascertain whether the animal handling requires personal protective equipment (PPE).
 - a. Fully dehydrated small animals, not adhering to any substrate may be picked up with a pair of tongs or similar device, without the use of PPE.
3. If PPE is needed, contractor shall don disposable gloves, booties and disposable mask.
4. Pick up animal and place in zip-loc type bag of sufficient strength to hold animal until disposal. Freezer type gallon size bags are considered minimum sufficient. Bag is then sealed shut, placed in a second bag along with disposable gloves and mask and also sealed shut.
5. Contractor shall clean wipe any gross bio-liquid or other material from the bird remaining on the ground. The area shall then be sprayed with 10% bleach solution or equivalent to disinfect the surface.
6. Contractor shall finally transport the animal off-site to a proper facility for disposal along with disposable PPE worn by contractor.. Proper disposal includes, but is not necessarily limited to: an incinerator that accepts bio-waste, a medical facility that can hand bio-waste, a landfill that accepts bio-waste. At the direction of GSA, contractor may be required to package and transport animals for medical evaluation using the method described in Appendix A.
7. Individuals who have been in close contact animals potentially infected with influenza, should wash their hands frequently. Hand hygiene should consist of washing with soap and water for 15-20 seconds or the use of other standard disinfectant products deemed appropriate against viruses.
8. Contractor shall also monitor any employee potentially exposed to an influenza infected animal, and should monitor their health for the development of fever, respiratory symptoms, and/or conjunctivitis (i.e., eye infections) for 1 week after last exposure Contractor shall provide medical care to any employee who develops influenza-type sickness.

9. Contractor shall develop a reporting system for recording all animals handled and disposed of under this contract. Such a system shall be electronic (excel spreadsheet or access database are two acceptable examples) and shall include at minimum the response date, location, type of animal, general condition, and action take to dispose.

Personal Protective Equipment

When required by GSA or from the condition of the animal, PPE to be worn by the contractor may include:

- Protective clothing capable of being disinfected or disposed.
- Gloves capable of being disinfected or disposed; gloves should be carefully removed and discarded or disinfected and hands should be cleaned;
- Respirators: the minimum recommendation is a disposable particulate respirator (e.g. N95, N99 or N100).
- Goggles;
- Boots or protective foot covers that can be disinfected or disposed.

Minimum Qualifications

Contractor shall have 1 year prior experience in performing animal or rodent control services. Contractor’s personnel proposed for this contract shall have received OSHA bloodborne pathogen training, and orientation on PPE.

Unvaccinated workers should receive the current season’s influenza vaccine to reduce the possibility of dual infection with avian and human influenza viruses. Workers should receive an influenza antiviral drug daily for the duration of time during which direct contact with known infected animals or contaminated surfaces occurs.

Bid Sheet

Contractor shall furnish a single unit price for each facility. Each price shall cover transportation, supplies, labor and disposal costs to respond to each animal removal episode:

Facility Bid:\$_____

APPENDIX A
Instructions for Collection and Shipment of Animal Carcasses for Diagnostic Evaluation
(<http://www.doi.gov/issues/avianflu.html>)

The following are general guidelines for collecting and shipping carcasses to veterinary diagnostic labs to insure adequate and well preserved specimens. Federal animal handlers should contact the specific laboratory that they will be working with well in advance of any specimen collection and shipping to receive specific instruction for specimen submissions to that lab. Labs should always be notified ahead of time when a shipment is being made to their facility. Once you have determined what equipment and supplies will be needed for specimen shipping, keep adequate numbers of shipping containers, frozen ice packs, shipping labels and packing materials available at all times. If you plan to collect animals while in the field, take along a cooler with ice packs to chill the carcasses.

More than one disease may be affecting the population simultaneously. Different species may have varying susceptibility to disease agents. Therefore, collect and ship specimens representative of all species and geographic areas affected. Obtain good specimens for necropsy. Carcasses that are decomposed or scavenged are unacceptable. If the carcass has an odor, is soft and mushy, has skin discoloration, feathers or skin that easily rubs off, or has maggots present, it is too decomposed for testing.

Collect animals under the assumption that an infectious disease or toxic substance is involved and other animals or humans may be at risk. Remember to protect yourself as some of these diseases and toxins are hazardous to humans. Guidelines for personal protection against disease exposure for individuals working with sick or dead wild animals can be obtained from the USGS National Wildlife Health Center, the Centers for Disease Control and Prevention, and OSHA websites. Always wear latex or nitrile gloves when picking up sick or dead animals. If you are dealing with a significant number of dead animals, or you suspect the presence of a zoonotic disease agent, additional protective equipment including coveralls, eye protection and N95 respiratory protection should be used.

Attach a leg tag to each animal with the following information in pencil/waterproof ink:

- species
- date collected
- location (state, county, location name, and latitude/longitude if available)
- found dead or euthanized
- collector (name/address/phone)
- additional history or comments on back of tag

Place each animal in a plastic bag, tie shut, then place inside a second bag and tie shut. This system of double bagging prevents cross-contamination of individual specimens and leaking shipping containers that can contaminate vehicle surfaces and handlers during transportation. Contact the diagnostic lab for guidance in assistance with collecting samples from animals that are too large to ship.

Ship animals in a sturdy hard sided plastic cooler. These coolers can be disinfected and returned to you if a pre-paid shipping label or commercial shipping company account number is provided to the diagnostic lab. Be sure to provide a street address for return of the cooler. Line the shipping cooler with a large plastic bag and pack the individually bagged animal(s) in the cooler with enough blue ice to keep carcasses cold. Disperse blue ice packs among the carcasses so that all carcasses are kept chilled. If you are shipping blood tubes, culture tubes, or other specimen containers along with the carcasses, these specimens should be placed within a sturdy cardboard or plastic box or screw cap container with padding material to prevent breakage. That container should be placed next to blue ice packs within the large cooler. Do not use bagged wet ice for shipments in order to avoid fluid leakage during shipment. Do not use dry ice unless instructed to do so by the diagnostic lab. Place crumpled newspaper or similar absorbent material in the cooler with the bagged carcasses to fill unused space, hold the ice in contact with carcasses, provide insulation, and absorb any liquids. Tape the cooler shut with sturdy strapping tape. Place a detailed history of the animal and circumstances associated with the mortality event in a paper envelope or a plastic sleeve and tape it to the outside of the cooler. A copy of this history should be faxed or e-mailed to the diagnostic lab at the time of shipment. A standard wildlife specimen history form can be found on the last page of these instructions.

Prior to shipping contact the diagnostic lab to inform them of the type and number of specimens being shipped. Ship specimens for next day delivery (overnight service) from Monday through Wednesday to guarantee arrival at the

diagnostic lab before the weekend. If specimens are fresh and need to be shipped on Thursday or Friday contact the diagnostic lab to make special arrangements for receipt of specimens. Freezing and thawing can make isolation of some pathogens difficult and damage tissues needed for microscopic examination. Diagnostic labs prefer unfrozen specimens if they can be sent within 24 – 48 hours of collection or death. The diagnostic lab can provide guidance on when or if to freeze samples on a case-by-case basis. If you are in the field and cannot call or ship within 24-48 hours, freeze the animal(s).

Prior to shipping contact the commercial shipping company to obtain guidelines for shipping diagnostic or biological specimens. Label coolers with clear, legible labels including the diagnostic lab name, street address, and telephone number. In addition to the mailing address, attach a label reading “**DIAGNOSTIC SPECIMENS –WILDLIFE**” to the side of the cooler. If dry ice was used in the shipment a standard dry ice warning label will be required. These can be obtained from the shipping company. Please make note of the tracking number in case packages are delayed.

Veterinary Laboratories Currently Certified to avian influenza Virus Diagnostics

Kansas

Unknown at this time.

Iowa

Dr. Bruce Janke, Laboratory Director
Veterinary Diagnostic Laboratory
Iowa State University
1600 South 16th Street
Ames, Iowa 50011
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Missouri

Dr. Alex Bermudez, Laboratory Director
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University of Missouri
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Dr. Stanley Casteel

Nebraska

Dr. David Steffen, Laboratory Director
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Standard Operating Procedure – Facility Closure Criteria

Introduction

When threatened by influenza pandemic, it may become necessary to restrict access to a facility or close it completely to reduce the risk of illness spread. This standard operating procedure (SOP) is meant to assist facility managers and occupants in determining under what circumstances access should be reduced.

Facility Agency Mission Review

Each building security committee and/or tenant board in conjunction with the GSA facility manager shall review the agency missions to ascertain risk of illness from contractors, visitors and/or the public. The review should address the following areas:

1. Identify the types of spaces present (for example)
 - Office and/or warehouse
 - Laboratory (types)
 - Courthouse and/or jail
 - Post Office
 - Service Counters
 - Cafeteria
 - Child Care
2. Identify each agency's mission as it pertains to the facility (for example)
 - No public contact
 - Infrequent public contact
 - Extensive public contact
 - Medical Services
 - Veterinary Services
 - Wildlife Services

Restricted Access

In conjunction with the GSA facility manager, the BSC and/or tenant board shall review and revise facility access, control and protective measures as needed to reduce potential illness risk based on the mission and space types identified above. Control measures may include one or more of the following:

- Develop shift schedule for to reduce work density population but maintain mission.
- Implement sign-in/sign-out requirement for all workers.
- Develop reporting system for the care of anyone who becomes sick or dies on duty.
- Declare the facility off-limits to the Public.
- Operate the facility on a part-time basis to allow ventilation cleaning.
- Close the facility entirely (see below)
- Develop a voluntary HSIP - "Healthy Shelter-in-Place":

Facility Closing

As described here, closing refers to a consensus agreement to completely restrict access to a facility during a pandemic. This is different from a facility being abandoned due to occupants unable to or unwilling to enter. In rare instances, a facility may need to be closed to minimize risk of illness. One example may be a facility located in a neighborhood of surrounded by severe pandemic outbreak. Simply leaving the facility open may attract visitors or occupants who could contract influenza by passing through the neighborhood. Facility managers in conjunction with the tenant board and/or building security committee shall review their respective facility to determine whether any condition might exist requiring complete closure. If such a condition exists, they shall then determine the trigger event dictating closure in the event of a pandemic.



Standard Operating Procedure – Facility Occupant Coordination

Introduction

When threatened by influenza pandemic, it is essential to communicate and coordinate all facility and GSA activities with the respective occupants.

Occupant Coordination Guidelines

All communication within a facility regarding pandemic influenza should correlate closely with the Heartland communication plan. Information on GSA activities, educational briefings, notices and updates shall include all facility occupant agencies and shall be initiated by or coordinated through the Heartland regional communication officer. Agency differences in pandemic response plans shall be reviewed in advance by the facility manager, the tenant board and/or building security committee. Any resulting conflicts or discrepancies that may potentially result in increased risk of infection shall be resolved to the benefit of all facility occupants in advance of any pandemic outbreak.

Coordination may take the form of one or more of the following methods:

- At monthly tenant board meetings include pandemic issues in the agenda
- Schedule pandemic planning meetings with all facility occupants
- Rely on the Heartland regional communication office to coordinate educational briefings for occupants
- Issue articles concerning Pandemic Flu through the Heartland communication officer in facility newsletters



Standard Operating Procedure – Facility Review

Introduction

An influenza pandemic will influence the various components of facility operations that impact occupants. Critical components of Heartland facilities that may be affected by flu include:

- Custodial cleaning
- Food service
- Medical support contracts
- Ventilation systems

When threatened by influenza pandemic, each of these components shall be reviewed for each facility. This standard operating procedure (SOP) instructs program managers, contracting officers and/or facility managers on how to perform this review in an effort to identify facility-specific, risk reduction measures.

Custodial Cleaning Contract Review

For each contract, the Contracting Officer, Custodial Cleaning Program Manager and Facility Manager shall review the cleaning specifications and contractor capabilities for each facility under contract. The review shall be directed at determining the following:

- Is the contractor currently performing cleaning, disinfecting and bloodborne pathogen handling in accordance with the specifications?
- Is the contractor capable of performing special cleaning as defined by the SOP?
- Is the contractor equipped and adequately trained to perform the special cleaning?

Once each of these 3 questions can be answered “yes”, they must determine which special cleaning provisions shall be performed at which locations within a facility. Otherwise, steps must be taken by the review team to answer each question in the affirmative. Such steps may include, sponsoring contractor training, hiring a subcontractor to perform any special cleaning, increasing contractor oversight. Finally, modifications to each cleaning contract must then be made as necessary to include special cleaning provisions.

Food Service Delivery Review

For each facility, the Food Service Program manager in conjunction with the facility manager and contracting officer shall create an inventory all locations where food is served. Service areas shall be divided into two groups: packaged and fresh food delivery. Packaged areas include vending and snack shop areas where food is always served in pre-sealed containers. Fresh food areas are locations where food is dished fresh or otherwise served uncovered, such as cafeterias. Each fresh food location shall be further reviewed to determine what steps, if any, are necessary to reduce risk of illness spread from the operation. The review shall focus on:

- how food is served,
- current contractor hygiene practices
- products or service lines that present the greatest illness risk. Such products or lines may include salad bars, freshly-served entrees on open plates.
- appropriate steps needed to reduce risk. Such steps may include: eliminating the service or prepackaging the product

Finally, modifications to each food service contract must be made, as necessary for services or products that require change. Packaged food delivery areas are by comparison lower risk, since plastic wrappers do not promote influenza spread.

Federal Occupational Health Services Review

The Heartland medical surveillance program manager shall review the existing medical services existing and available under the Federal Occupational Health (FOH) memorandum of understanding (MOU). The program manager shall identify whether the current contract includes influenza pandemic services and shall determine whether FOH is capable of providing such services. Services needed of medical professionals in the event of influenza pandemic include:

- Medical screening and/or diagnosis of influenza in facility occupants
- Procurement and administration of influenza vaccinations to facility occupants
- General influenza training and education for facility occupants
- Expert medical consulting to assist the regional Communications Officer.

The program manager shall then modify the MOU to include any of the above services that may be available. The manager shall also identify which services are available to each facility in the region and include this breakdown in the modification. The manager shall make arrangements to contract additional medical services, as needed, for facilities not covered under the MOU.

Building Ventilation & Exhaust System Review

Recognizing that influenza spread is almost always through physical contact or airborne droplets traveling short distances, a general review of ventilation systems is still appropriate to recognize any unforeseen risk of illness. Facility managers, in conjunction with PBS Facility Support representatives, shall review the overall operation of each facility's ventilation system to identify potential risks from pandemic flu. The review of each facility shall include at minimum the following steps:

- Identify air intakes that could spread influenza particles. Such intakes would either need to be in close proximity (~3 ft) to influenza particles and/or exhibit sufficiently high air flows to keep droplets airborne for significant distances.
- Identify air returns or exchanges that could spread influenza particles. One example might be a local exhaust fan in a daycare infant changing area that immediately discharges into the breathing zone of children in an adjacent room.

For facilities that include one or more of these configurations, the review team shall determine what steps are necessary and feasible to reduce the risk of illness spread. Such steps then be completed before the immediate threat of influenza pandemic exists.



Standard Operating Procedure – Personal and Office Hygiene

Introduction

Influenza is most commonly transmitted through close contact with infected persons or surfaces they touch. Influenza virus may also remain on solid surfaces for several hours depending on the virus and atmospheric conditions. Therefore, one of the most effective means of limiting the spread of any virus is through diligent personal hygiene. This standard operating procedure (SOP) is **for all GSA associates and others working in Heartland facilities to follow**. The SOP addresses areas immediately controlled by individuals. Common areas are addressed in the Special Cleaning SOP.

General Hygiene Procedures

Good personal hygiene is always advisable. The 3 steps below should be followed everyday to minimize the general spread of flu, colds or related illnesses:

1. Wash hands with a disinfectant soap after using the restroom
2. Wash hands with a disinfectant soap after before eating
3. Wash hands and face with a disinfectant soap after close contact with someone sick

Pandemic Influenza Hygiene Procedures

When threatened by influenza pandemic, each individual should practice the following additional steps:

4. Wipe down all solid surfaces in their work station as often as practicable, but at minimum twice daily using an effective disinfectant.
5. After each meeting, wipe down the table surface, using an effective disinfectant wipe.
6. If a surface or individual is touched while in a group setting such as meetings or break areas, wash hands with disinfectant soap.
7. If sick with cold or respiratory illness symptoms use facial tissues at all times while on-duty. Always sneeze and cough into tissues and away from others and immediately dispose of tissue in trash can. Wash hands with disinfectant soap frequently; particularly after sneezing or coughing. Consider wearing a disposable surgical or dust mask while on-duty to avoid spreading airborne droplets to others while sneezing or coughing.
8. Practice social distancing whenever feasible in all interactions with others. Social distancing is the process of avoiding close contact and includes:
 - o Maintaining a distance of at least 3 feet during face-to-face interactions
 - o Substituting teleconferences for face-to-face meetings
 - o Postponing meetings and travel until after a pandemic has passed

Personal Protective Equipment

Medical authorities have not determined that respirators, masks, suits, gloves and similar equipment is particularly effective in preventing the spread of flu. Hygiene and social distancing are the best methods of reducing illness risk. It is therefore, GSA Heartland policy that associates, contractors and visitors will not be issued protective equipment en masse during a pandemic threat. However, the use of disposable dust or surgical masks by sick individuals may reduce risk to others by trapping droplets discharged during sneezing or coughing. Disposable masks will therefore be made available to individuals who wish to protect others and choose to wear them while on-duty.

Disinfectant cleaners and soaps

Appropriate soaps and cleaners are those advertised as effective against viruses or those using quaternary ammonium salts as an active ingredient. Federal Acquisition Service (FAS) has a list of available products that meet the minimum criteria for protecting against pandemic flu. GSA Public Buildings Service will procure and place soaps, sanitizers and disinfectants in many locations throughout facilities for individuals to use.



Standard Operating Procedure – Special Cleaning

Introduction

Influenza is most commonly transmitted through close contact with infected persons or surfaces they touch. Influenza may also remain on certain surfaces for several hours. Therefore, one method of limiting virus spread is through frequent special cleaning. Since facility cleaning in the heartland region is performed through custodial contracts, this standard operating procedure (SOP) **is for all GSA cleaning contractors to follow**. If the existing custodial workforce is unable or unavailable to perform, other contractors must be hired to perform these same tasks in the manner described below.

General Cleaning Procedures

Heartland region custodial contracts use performance-based specifications to cover the following critical cleaning activities:

- Trash receptacle emptying
- Surface dusting and vacuuming
- Solid surface cleaning
- Soap and tissue replacement
- Accidental spill cleanup

Successful cleaning is determined by inspections that measure contractor performance. Spill cleanup includes rigid specifications for blood, vomit and similar human waste. Contractor requirements for such biohazard handling are taken from the Occupational Safety & Health Administration (OSHA) bloodborne pathogen standard. These cleaning, disinfecting and bloodborne procedures generally reduce the risk of illness infection within a facility and should always be performed in accordance with the contract requirements.

Pandemic Influenza Cleaning Procedures

When threatened by influenza pandemic, the following additional procedures should be followed to further reduce the risk of illness. A thorough review of each custodial contract should have been completed (using the Facility Review Standard Operating Procedure) initially before proceeding with these special provisions. Such a review should have determined that these special cleaning procedures are feasible and appropriate for the given facility.

The GSA Contracting Officer(s) shall coordinate with each contractor and modify the existing contract language as necessary to ensure that custodians perform the following special cleaning steps:

1. Ensure all restroom soap dispensers contain disinfectant soap.
2. Using disinfectant wipes, clean all horizontal surfaces in common gathering places, at minimum 2 times daily. Common areas include but are not limited to: meeting rooms, break areas, snack areas, drinking fountains, lobbies and restrooms.
3. Replace hand sanitizer solutions at locations where dispensers have been installed by GSA Public Buildings Service (PBS).
4. Treat trash disposal as though the receptacles contained bloodborne pathogens.

Supervision of Influenza Cleaning Procedures

Heartland Region inspectors shall ensure all disinfectant and sanitizer solutions proposed by a custodial contractor meets the criteria outlined in this SOP. Inspectors shall also ensure contractor personnel are adequately trained in bloodborne pathogens handling and they are given adequate personal protective equipment (PPE), as required. Contractors may request assistance from PBS in selecting adequate PPE.

Disinfectant cleaners and soaps

Appropriate soaps and cleaners are those advertised as effective against viruses or those using quaternary ammonium salts as an active ingredient. Federal Acquisition Service (FAS) has a list of available products that meet the minimum criteria for protecting against pandemic flu. GSA Public Buildings Service will procure and place soaps, sanitizers and disinfectants in many locations throughout facilities for individuals to use.



Human Resources & Management Services Division (6CP)

Pandemic Influenza Policy/Regulation Reference Document

GSA policy will form the basis of HR's preparation and response to a pandemic influenza event. The Region 6 HR office will work in coordination with the services/staff offices to fully utilize the flexibilities afforded to management in existing GSA policy. In addition, HR will work in coordination with the Office of the Chief People Officer, the national labor relations staff, regional counsel, and the services/staff offices to implement any pandemic-related changes to GSA's human resources policy. Below are links to GSA human resources policies that are relevant to pandemic preparation and response. Also included are links to relevant information on the Office of Personnel Management's pandemic site, including applicable regulations, fact sheets for employees, and human capital management policies.

GSA Policy: Employee Assistance Program:

<http://insite.gsa.gov/Insite/gsa/ep/portletView.do?pageTypeld=8683&channelId=-8790&redirectUrl=http%3A%2F%2Finternotes.gsa.gov%2FInsite%2Fgsad.nsf%2FInsiteDirectivesDisplay%2FF84C7B28DCC9B6C285256927006728DD%3FOpenDocument>

GSA's Employee Assistance Program Information:

http://insite.gsa.gov/Insite/gsa/ep/contentView.do?contentType=GSA_OVERVIEW&contentId=10968&noc=I

GSA Policy: Time and Leave Administration Handbook OAD P 6010.4:

<http://insite.gsa.gov/Insite/gsa/ep/portletView.do?pageTypeld=8683&channelId=-8790&redirectUrl=http%3A%2F%2Finternotes.gsa.gov%2FInsite%2Fgsad.nsf%2FInsiteDirectivesDisplay%2F16B454211DFA2ADC85255FAC007CBC16%3FOpenDocument>

Chapters relevant to pandemic preparation/response:

- **Chapter 1: Leave Transfer Program, absences for parental and family responsibilities, enforced leave**
- **Chapter 2: Annual Leave**
- **Chapter 3: Sick Leave**
- **Chapter 8: Excused Absence/Administrative Leave**
- **Chapter 9: Administrative Dismissals and Closings**
- **Chapter 12: Hours of Duty and Telework Policy**

Telework Forms:

- ***Modified Work Agreement Flexible Workplace Program (GSA3654):***

<http://www.gsa.gov/Portal/gsa/ep/formslibrary.do?viewType=DETAIL&formId=5CBFF5396176A55585256A2C005468A3>

- **Modified Telecommuter Work Agreement for Telework Center (GSA3654A)**

<http://www.gsa.gov/Portal/gsa/ep/formslibrary.do?viewType=DETAIL&formId=C8174C2DBEC2A9C985256B8F004DB7FE>

- **Work At Home Program Safety Checklist - Employee Certification (GSA3655)**

<http://www.gsa.gov/Portal/gsa/ep/formslibrary.do?viewType=DETAIL&formId=62052C013698FE1885256B8F004F9770>

- **Supervisory-Employee Checkout List (GSA3656)**

<http://www.gsa.gov/Portal/gsa/ep/formslibrary.do?viewType=DETAIL&formId=836658CC4B35DCCD85256A730011474F>

- **Flexiplace Renewal Agreement (GSA3657)**

<http://www.gsa.gov/Portal/gsa/ep/formslibrary.do?viewType=DETAIL&formId=DD0249DB3BA792E085256A2C00548659>

National Agreement between GSA and AFGE

<http://insite.gsa.gov/Insite/gsa/ep/portletView.do?pageTypeId=8683&channelId=-8790&redirectUrl=http%3A%2F%2Finternotes.gsa.gov%2FInsite%2Fgsad.nsf%2FInsiteDirectivesDisplay%2F89BEBEBAEC26D3CE852568160050111B%3FOpenDocument>

OTHER HUMAN RESOURCES REFERENCES/INFORMATION:

OPM Pandemic Influenza Information: <http://www.opm.gov/pandemic/index.asp>

- Employee Guidance:
 - Fact Sheets and Guides for Federal Employees:
<http://www.opm.gov/pandemic/agency/informations.asp>
- Agency Guidance - Human Capital Management Policy for a Pandemic Influenza
 - Hiring Flexibilities: <http://www.opm.gov/pandemic/agency1c-hiring.pdf>
 - Leave Flexibilities: <http://www.opm.gov/pandemic/agency1d-leave.pdf>
 - Pay Flexibilities: <http://www.opm.gov/pandemic/agency1e-pay.pdf>
 - Benefits: <http://www.opm.gov/pandemic/agency1f-benefits.pdf>
 - Alternative Work Arrangements: <http://www.opm.gov/pandemic/agency1g-alternative.pdf>
 - Medical Evaluation Program Guidance: <http://www.opm.gov/pandemic/agency1i-misc.pdf>
 - Questions and Answers: <http://www.opm.gov/pandemic/agency/questions.asp>
 - Fact Sheets and Guides: <http://www.opm.gov/pandemic/agency/factsheets.asp>
 - Collecting Workforce Data During a Pandemic Influenza Episode:
<http://www.opm.gov/pandemic/agency/factsheets.asp>

STANDARD OPERATING PROCEDURES
FOR JUSTIFICATION AND AUTHORIZATION OF OTHER THAN FULL AND OPEN
COMPETITION

Applicable Authority: 41 USC 253(c); FAR Part 6.3, FAR Part 8.4

Open Market Buys: 41 USC 253(c); FAR Part 6.3

GSA Multiple Award Schedule Buys: FAR Part 8.4

GENERAL

The activity desiring to obtain goods and/or services through other than full and open competition must work closely with the contracting officer and the Office of Regional Counsel in order to ensure that all contracting and legal requirements are met for the procurement. The contracting office must obtain sufficient information from the activity in writing to support the justification.

OPEN MARKET BUYS

For Open Market Buys a contracting activity must utilize full and open competition unless an exception to full and open competition applies as set forth in 41 USC 253(c)(1 through 7). FAR 6.302-1 through 7 tracks with the statute. The 2 most common exceptions are found at 6.302-1 and 2:

6.302-1: Only one responsible source and no other supplies or services will satisfy agency requirements

Use of this authority may be appropriate in situations when there is a reasonable basis to conclude that the agency's minimum needs can only be satisfied by a) unique supplies or services available from only one source or only one supplier with unique capabilities;

6.302-2: Unusual and compelling urgency

This authority is utilized where there is such an unusual and compelling urgency that the Government would be seriously injured unless the agency is permitted to limit the number of sources from which it solicits bids or proposals.

In a pandemic influenza situation, unusual urgency is the most likely basis for utilizing other than full and open competition. The FAR, Part 6 sets forth the necessary information which must be contained in the Justification and Authorization for Other Than Full and Open, as follows:

6.303-2 Content.

(a) Each justification shall contain sufficient facts and rationale to justify the use of the specific authority cited. As a minimum, each justification shall include the following information:

(1) Identification of the agency and the contracting activity, and specific identification of the document as a "Justification for other than full and open competition."

(2) Nature and/or description of the action being approved.

(3) A description of the supplies or services required to meet the agency's needs (including the estimated value).

(4) An identification of the statutory authority permitting other than full and open competition.

(5) A demonstration that the proposed contractor's unique qualifications or the nature of the acquisition requires use of the authority cited.

(6) A description of efforts made to ensure that offers are solicited from as many potential sources as is practicable, including whether a notice was or will be publicized as required by Subpart 5.2 and, if not, which exception under 5.202 applies.

(7) A determination by the contracting officer that the anticipated cost to the Government will be fair and reasonable.

(8) A description of the market research conducted (see Part 10) and the results or a statement of the reason market research was not conducted.

(9) Any other facts supporting the use of other than full and open competition, such as:

(i) Explanation of why technical data packages, specifications, engineering descriptions, statements of work, or purchase descriptions suitable for full and open competition have not been developed or are not available.

(ii) When 6.302-1 is cited for follow-on acquisitions as described in 6.302-1(a)(2)(ii), an estimate of the cost to the Government that would be duplicated and how the estimate was derived.

(iii) When 6.302-2 is cited, data, estimated cost, or other rationale as to the extent and nature of the harm to the Government.

(10) A listing of the sources, if any, that expressed, in writing, an interest in the acquisition.

(11) A statement of the actions, if any, the agency may take to remove or overcome any barriers to competition before any subsequent acquisition for the supplies or services required.

(12) Contracting officer certification that the justification is accurate and complete to the best of the contracting officer's knowledge and belief.

(b) Each justification shall include evidence that any supporting data that is the responsibility of technical or requirements personnel (*e.g.*, verifying the Government's minimum needs or schedule requirements or other rationale for other than full and open competition) and which form a basis for the justification have been certified as complete and accurate by the technical or requirements personnel.

SIGNATURE LEVELS REQUIRED

Different signature levels are required based on the dollar amounts of the procurement and are found at FAR 6.304.

MULTIPLE AWARD SCHEDULE BUY

For Multiple Award Schedule buys, FAR Part 38 notes that FAR Part 6 is not applicable to orders placed under Schedule contracts. It also directs attention to FAR 8.404 for schedule buys. FAR 8.405-6 states that sole source justifications must provide the information contained in FAR Part 6.303-2 modified to cite that the acquisition is conducted under the authority of Section 201 of the Federal Property and Administrative Services Act of 1949.

SIGNATURE LEVELS REQUIRED

Different signature levels are required based on the dollar amounts of the procurement and are found at FAR Part 8.405-7.

CLASS JUSTIFICATIONS

While sole source justifications and authorizations are normally for a single procurement, class justifications can be used under emergency situations, and are addressed in GSAM Part 506.3. For class justifications, place a copy of the class justification in each contract file when it is used. You will be expected to obtain as many sources as practicable; however, if competition is not solicited or obtained, the contract file should be documented to state why multiple sources could not be obtained. A memo for the record in the contract file will suffice.

EMERGENCY PROCUREMENT AUTHORITY

Special Emergency Procurement Authority, 41 USC 428a changes definitions of dollar thresholds in cases of procurements in support of contingency operations.

EXAMPLES OF JUSTIFICATION AND AUTHORIZATIONS FOR OTHER THAN FULL AND OPEN COMPETITION

Examples of Justification and Authorizations for Other Than Full and Open Competition may be provide by GSA upon request.

ACCESS TO STATUTES AND REGULATIONS

Statutes and regulations may be found at:

http://www.firstgov.gov/Topics/Reference_Shelf/Laws.shtml



Office of the Chief Financial Officer

Pandemic Influenza Standard Operating Plan

Action: Coordinate any needed purchase or travel credit cards in the for the General Services Administration. This includes emergency rising of limits, and issuing emergency purchase and travel cards to new cardholders.

During an emergency situation, regional charge card coordinators or central office coordinators may change the credit card limits of cardholders. Instructions for obtaining credit cards or changing credit card limits are available in the attached Credit Card Procedures document.

Heartland Region Purchase Card/Travel Card Coordinators:

**Bradley Farris
William McKaig - Alternate
Finance Division (6BC)
1500 East Bannister Road
Kansas City, MO 64131-3088
Phone: (816) 823-1188
Alternate Phone: (816) 926-6962
FAX: (816) 926-6796**

Central Office Purchase Card Coordinator (Backup)

**Yolanda Reynolds
Office of Finance (BCDT)
1800 F Street, NW, Room 3128
Washington, DC 20405
Phone: (202) 501-0919
FAX:(202) 219-4130**

Central Office Travel Card Coordinators

**David Perry
Relocation Mgmt & Travel Policy Branch (BCDE)
1800 F St., N.W.
Room: 3116
Washington, DC 20405
Phone: (202) 208-0247
Fax: (202) 501-3261**

**LaVerne Barron
Financial Initiatives Division (BCD)**

**1800 F STREET NW
Room: 3110
WASHINGTON, DC 20405-0001**

(202) 501-0422 x350

Action: Access and take steps to resolve employee travel issues that may arise due to relocation/return from affected areas.

During an emergency situation, OCFO, Heartland Finance Center travel personnel will assist personnel relocating from potentially infected areas.

**Julie Strohm
Phone: (816) 926-7012
Fax: (816) 926-5189
julie.strohm@gsa.gov
General Services Administration
Financial Operations & Disbursement Division (6BCP)
1500 E. Bannister Road, Room 1011
Kansas City, MO 64131**

**Connie James
Phone: (816) 926-3256
Fax: (816) 926-5189
connie.james@gsa.gov
General Services Administration
Financial Operations & Disbursement Division (6BCP)
1500 E. Bannister Road, Room 1011
Kansas City, MO 64131**

The operating procedures for all aspects of Travel Relocation may be found at the following links:

Federal Travel Regulations:

http://www.gsa.gov/gsa/cm_attachments/GSA_DOCUMENT/41cfr_302_R2JL1-u_0Z5RDZ-i34K-pR.htm

GSA Internal Travel Policy:

<http://internotes.gsa.gov/insite/gsad.nsf/d918e928855e021285255faa007aa137/089361b5bc3e31d285255feb00521a86?OpenDocument>

GSA Associate Relocation Guide:

<http://finance-kc.gsa.gov/payable/ttr.htm>

GSA policy website:

http://www.gsa.gov/Portal/gsa/ep/contentView.do?programId=9299&channelId=-13224&oid=10359&contentId=14886&pageTypeId=8203&contentType=GSA_BASIC&programPage=%2Fep%2Fprogram%2FgsaBasic.jsp&P=MTT



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1800 F Street, NW, Room 3128
Washington, DC 20405
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LaVerne Barron
Financial Initiatives Division (BCD)
1800 F STREET NW
Room: 3110
WASHINGTON, DC 20405-0001

(202) 501-0422 x350

Instructions:

Contacts:

Central Office:

Dave Perry (BCD) – Travel Credit Cards, 202-208-0247
Laverne Barron (BCD) – Travel Credit Cards, 202-501-0422
Paul Taylor (BCD) – Purchase Credit Cards, 202-501-4991
Yolanda Reynolds (BCD) – Paul Taylor’s backup, 202-501-0919 X335
Fax: 202-219-4130 for BCD
Joyce Deanell (BDA)
Code Request@gsa.gov

CitiBank Client Account Managers (CAM) and Client Account Specialist (CAS):

Eddie McKenzie (CAM)
1-800-790-7206, opt 4, ext 69888
emckenz@citicorp.com

Alex Medina (CAS)
opt 4, ext 69881
alexandra.medina@citicorp.com

Paula Gillon (CAS)
1-800-790-7206, opt 4, ext 69882
pgillon@citicorp.com

Becky Riley (CAS)
1-800-790-7206, opt 4, ext 69883
briley@citicorp.com
Fax: 904-954-7700 – to above CAM
New Applications Fax Number
605-357-2092
Maintenance Forms Fax Number
605-330-6801

Acquisition Policy (CO): **Albert Matera @ 202-501-1224**
contact for policy questions when referred by CO

Visa problems contact VISA at 1-800-847-2911
Mellon Bank contact Kathy Michaels, 1-800-832-5212 option 4

To find out to what Government Agency a Merchant ID # is assigned

Do not issue credit cards to Co-ops unless they are being converted full time.

Do not issue credit cards to Contracted employees.

Do not transfer a purchase credit card between regions or offices per Paul Taylor. “Delegation of Authority” terminates upon transfer to another agency or office. However, you may transfer a travel credit card.

Database:

Fox Pro database of all cardholders: **S:\6BCA\CASH\CITIBANK\CITIBANK.dbf**

Update with new cardholders and changes

File hard copies in pending folder. When Citibank monthly report is received, compare changes before filing in appropriate folder

Word Document Forms: S:\6BCA\CASH\CITIBANK\FORMS

citibank_travel_form revised 03_2004.doc - blank Citibank Government Travel Card (Individually Billed account) Set Up form for travel application only. Do not set up on-line in CitiDirect; must have signatures.

GSA_Form_3661_Revised_03_2002.pdf - blank Purchase Card Application and Maintenance form (GSA Form 3661) - for purchase card new applicants and changes only

The below documents are used for faxing information and documents necessary for the type of action. Information and actions for each form are provided.

GSA Fax Generic.doc

A blank fax application form

GSA Fax for CAS.doc

Fax cover sheet for rush jobs to Citibank Client Account Specialist

GSA Fax for Citibank Maintenance.doc

Fax cover sheet for all maintenance changes only

GSA Fax for Citibank.doc

Fax cover sheet for new applications only

GSA Fax for Pegasys.doc

Fax purchase card changes to BCD, Paul Taylor, (New accounts, approving official changes and new approving officials)

Effective 12/20/04, the following purchase card changes are emailed to Code Request@gsa.gov :

Adding and deleting reconcilers to individual accounts

Adding and deleting users as daily email recipients

Default Coding changes

Name changes

Extensions of effective dates

The GSA form 3661 is faxed to BCD, (202) 219-4130 for following changes:

New Cardholders

New Approving Officials

Approving Official changes

Do not send purchase card cancellations. BCD will update based on file from Citibank.

Pre-formatted Word Form Documents **S:\6BCA\CASH\CITIBANK\FORMS**

Travel Card Application

Application located at **S:\6BCA\CASH\CITIBANK\FORMS\citibank_travel_form revised 03_2004.doc**
(Form title = Citibank Government Travel Card (Individually Billed Account) Set Up)

Most transactions are accomplished on-line in CitiDirect **except** a new travel application. Cardholder must complete the Citibank Travel Card (Individually Billed Account) Set-Up form. Effective 11/3/2005, it is mandatory to take the "GSA Travel Card Training" at website:

http://insite.gsa.gov/travel/Travel_Card_Program/Travelcontents.htm

Cardholder must print and send to the credit card coordinator a copy of the certificate as proof of completing the course.

New Travel Card transactions are billed directly to the cardholder and he/she is responsible for payment. When the cardholder vouchers in FedDesk, the payment may be split between GSA (direct payment to Citibank) and themselves.

Do not set-up the cardholder in CitiDirect. Citibank needs their signature on the form before they will process the application.

Enter \$10,000 cycle limit and 13% cash.

Enter the hierarchy under Reporting Parameters section

Cardholder must sign the form under Section V

At the top of the form by the CitiGroup logo, it must be signed by the requesting official and dated.

Applicant should enter the home address for both statement billing address and home address unless the card is being overnighted. Use the work address when rushing the application. After the card is received, then change back the home address in CitiDirect.

Enter the hierarchy at the top of the page (see hierarchy units below)

Credit Card Coordinator or alternate must sign, date and enter the phone and fax number at the bottom of the form

Fax form to Citibank (see above fax numbers)

Purchase Card Application

May be processed in CitiDirect or fax the Word document located at
s:\6bca\cash\citibank\forms\citibank_purchase_form_revised_07_2003.doc to Citibank

Purchase card charges are direct-billed to GSA on a daily basis. Citibank electronically pulls the funds from GSA. This payment is booked to deferred 206X 1911. As the cardholders or their reconcilers reconcile the charges in Pegasys, the amount of the charge is cleared from deferred and posted to the correct expense.

Applicant **must** complete the GSA On-Line University "Micro-purchase and Section 508" and "Purchase Card Training Vs 3" courses before setting up a cardholder. No exceptions.

Print a copy of each of the GSA Online University courses for the cardholder's file.

Non-warranted cardholder's cannot exceed \$2500 single purchase limit.

Warranted cardholder's cannot exceed \$100,000 single purchase limit. A copy of the warrant must be in the cardholder's file. Check to see if it is a temporary warrant. If so, follow-up when the warrant expires requesting a GSA 3661 to decrease the limits.

Division Director or higher and funds manager must sign the GSA Form 3661. If they are the same person, they can sign once, but their name must be printed in both blocks.

The GSA Form 3661 must have the Pegasys coding for the charges.

To add reconcilers to the cardholder, GSA Form 3661 section V must be filled out. The cardholder is automatically a reconciler. If only the cardholder will be a reconciler, leave that section blank.

Fax GSA Form 3661 to BCD, Paul Taylor.

Update FoxPro database with all the applicable information

Open Foxpro

Type **use s:\6bca\cash\citibank\citibank**

Type **brow**

CTL/F

Type in cardholder's name

If the cardholder has a travel card, enter today's date in the Pur_date column

Enter remaining data for the cardholder

Change the **T** (travel) to an **I** (capital i) in the Status column

If the cardholder is not in the database, add them to the database

Press **CTRL/N** (this will add a blank line at the bottom of the file)

Enter all the data applicable to the cardholder

Enter the training dates at the end of the record

Pur_trng and Trng 508

In the **Status field**, enter one of the following: **T** (travel); **P** (purchase); **I** (integrated -both travel and purchase cardholder) or **C** (closed).

In the **Svc field**, enter the following Service Abbreviation as it applies.

Corresp Level_3	Service		
Symbol Hierarchy	Abbreviation	Title	
6A	00100	ADM	Administration
6B	00200	CFO	Office of Chief Financial Officer
6C	00300	HRMS	Human Resource Management Services
6F	00500	FSS	Federal Supply Services
6P	01100	PBS	Public Building Services
6T	01300	FTS	Federal Telecommunications Svc

Hierarchy Units

Type	Unit 1	Unit 2	Unit 3	Unit 4	Account
29592	60155	(per above)	none		Travel
09592	60122	(per above)	AO*		Purchase

* An Excel spreadsheet under **S:\6BCA\CASH\CITIBANK\R06HIER.XLS** includes the sequential number assigned to each approving official

Unit 1 = Type of credit card at GSA agency level (travel or purchase)
 Unit 2 = Type of credit card at Regional level (travel or purchase)
 Unit 3 = Service (travel or purchase)
 Unit 4 = Approving Official (purchase only)

CitiDirect

Follow the instructions for making changes in CitiDirect. There is a separate ID and password in CitiDirect for travel and purchase card. Be sure to access the correct one. CitiDirect URL is: <http://www.cards.citidirect.com/welcome.html>

Cancel Card

Access CitiDirect

Select **Card Management**

Select **Account Management**

Select **Modify Account**

Enter cardholder's Last Name

Select the correct cardholder by clicking on the account number

Select **Search**

By Account Status line; select **V9 – closed - company**

Select **Print** icon to print changes

Select **Submit** button

Select **Print** icon to print (confirmation page)

Update FoxPro database

Open Foxpro

Type **use s:\6bca\cash\citibank\citibank**

Type **brow**

CTL/F

Type in cardholder's name

In the remarks field, type in the date the account was closed

Enter a **C** (closed) in the Status column

Hierarchy changes for cardholder

Access CitiDirect

Select **Card Management**

Select **Account Management**

Select **Modify Account**

Enter cardholder's Last Name

Select **Search** button

Select the correct cardholder by clicking on the account number
By Hierarchy, click on the **Reassign** button
Select the first Hierarchy Level_1
Select **Next** button
Select the correct Hierarchy Level_2
Select **Next** button
Select the correct Hierarchy Level_3 (purchase only)
Select **Assign** button
Select **Print** icon to print changes
Select **Submit** button
Select **Print** icon to print (confirmation page)
If purchase card, email Code Request@gsa.gov
Update FoxPro database

All other changes:

Access CitiDirect
Select **Card Management**
Select **Account Management**
Select **Modify Account**
Enter cardholder's Last Name
Select **Search** button
Select the correct cardholder by clicking on the account number
Enter changes
Select **Print** icon to print changes
Select **Submit** button
Select **Print** icon to print (confirmation page)
If purchase card, fax GSA Form 3661 to Pegasys
Update FoxPro database

Limit Changes

Travel card - monthly limit cannot exceed \$10,000 and cash advance cannot exceed 13%. This is GSA policy, not Citibank.

Purchase card - changes for single and 30 day purchase limit. Non-warranted cardholder's cannot exceed \$2,500.00 single purchase limit. Warranted cardholders cannot exceed \$100,000 single purchase limit. There is no dollar limitation for the 30 day limit. A copy of the warrant must be on file before the limit may be changed. Check to see if it is a temporary warrant. If so, follow –up when the warrant expires and request a GSA form 3661 to decrease the limits.

New AO or Changing Existing AO information – Purchase Card Only

AO **must** complete the GSA On-Line University “Micro-purchase and Section 508” and “Purchase Card Training Vs 3” courses before setting up an AO. No exceptions.
Adding or changing AO in CitiDirect
Access CitiDirect
Select **Hierarchy**
Select **View**

Click on **60122 GSA REGION 6**

Click on the correct level 3 hierarchy being changed (00100 etc)

Click on level 4 hierarchy to add or change (00001 etc)

To add a new approving official to a new level 4 hierarchy, select **create sub-unit**

Under Unit Name, enter **GSA and correspondence symbol** in parenthesis

Enter all data

Select **submit**

To replace a current approving official, select **edit unit**

Enter all data

Under Unit Name, enter **GSA and correspondence symbol** in parenthesis

Complete the remaining information

Select **submit**

Changing Hierarchy for Cardholder in Citidirect:

Access CitiDirect

Select **Card Management**

Select **Account Management**

Select **Modify Account**

Enter cardholder's Last Name

Select **Search** button

Select the correct cardholder by clicking on the account number

Cursor down to the hierarchy and select **Reassign** button

Click on **Next** 60122 – GSA Region 6 is always true

Select the **Next** hierarchy level to be changed (i.e 00100 etc)

Select the next hierarchy level (i.e. 00001) - Purchase card only

Select **Assign**

Select **Print** icon to print form

Select **Submit button**

Select **Print** icon to print (confirmation page)

If purchase card, fax copy of GSA 3661 form to Paul Taylor/Yolanda Reynolds, BCD, 202-219-4130

Update FoxPro database

For purchase cardholder, all cardholders, approving officials and each reconciler will automatically receive a monthly summary of all the cardholder's charges.

Creating a new purchase cardholder in CitiDirect:

Access CitiDirect

Select **Card Management**

Select **Account Management**

Select **New Account**

Click on the **Assign** button and select the appropriate hierarchy

Select the first Hierarchy Level_1 (always 60122)

Select **Next** button

Select the correct Hierarchy Level_2

Select **Next** button

Select the correct Hierarchy Level_3

Select **Assign** button

Enter cardholder's Last Name

Select **Look-Up**

Select Model Name **Pur** – Purchase –Centrally billed

Select **Create** button

Enter all of the information requested. Verification is required – enter the last four digits of their social security number

Select **Print** icon to print form

Select **Submit** button

Select **Print** icon to print (confirmation page)

If purchase card, fax GSA Form 3661 to Pegasys

Update FoxPro database

Update **s:\6bca\cash\citibank\R06 Hier.xls** spreadsheet

Print copy and file in binder under Hierarchy

To fax the change instead of using CitiDirect, change on Form **New Purchase Card.doc**

1. Enter name, work address beginning with correspondence symbol, work phone number, work email, GSA line of accounting (master accounting code), hierarchy, monthly limit, single limit, check yes or no for convenience checks. If checked yes for convenience checks, enter # of books requested.

2. Fax Government Purchase Card Setup Form to Citibank—be sure to sign it.

If cardholder needs card overnighted, fax to 904-954-7700 Attention: Ed McKenzie and handwrite “Rush-please overnight to cardholder’s work address”

Fax GSA Form 3661 to Pegasys

Add cardholder to Foxpro database if doesn’t already exist.

Open Foxpro

Type **use s:\6bca\cash\citibank\citibank**

Type **brow**

CTL/F

Type in cardholder’s name

If the cardholder has a travel card, enter the today’s date in the Pur_date column

Enter remaining data for the cardholder

Change the **T** to an **I** (capital i) in the Status column

If the cardholder is not in the database, add them to the database

Press **CTRL/N** (this will add a blank line at the bottom of the file)

Enter all the data applicable to the cardholder

Enter the training dates at the end of the record

Pur_trng and Trng 508

2. Fax the Government Travel Card Setup Form to Citibank—be sure to sign it

If cardholder needs card overnighted, fax to 904-954-7700 Attention: Ed McKenzie and handwrite “Rush-please overnight to cardholder’s work address”. If there is not time to deliver to work address, the card may be sent overnight to the Hotel. Provide the address and phone number of the Hotel.

Nothing is faxed to Pegasys for Travel cards because the cardholder is billed directly

Add cardholder information to Foxpro database

Type **use s:\6bca\cash\citibank\citibank**

Type **brow**

CTL/F

Type in cardholder’s name

If the cardholder has a travel card, enter the today’s date in the Pur_date column

Enter remaining data for the cardholder

Enter a **T** (if cardholder does not have purchase card) or an **I** (capital i, if cardholder has a purchase card) in the Status column

If the cardholder is not in the database, add them to the database

Press **CTRL/N** (this will add a blank line at the bottom of the file)

Enter all the data applicable to the cardholder

Order Checks – First time only for purchase card – thereafter, cardholder orders the checks

Changing in Citidirect:

1. Access CitiDirect
2. Select **Card Management**
3. Select **Convenience Checks**
4. Enter **Last Name** or Account Number
5. Select the **Look Up** button; this will match the record with the cardholder
6. Enter the address to be shipped to in the designated box
7. Select the right quantity at the bottom
8. Select **Print** icon to print form
9. Select **Order**
10. Select **Print** icon to print (confirmation page)
11. Update FoxPro database and enter a **Y** in the Checks column

Excel Document: **S:\6BCA\CASH\CITIBANK\R06HIER.XLS**

Includes purchase credit card hierarchy for all services

Update this file when a new approving official is added or changed

Cardholder/Approving Official files with hard copies of all forms and maintenance changes for all cardholders

If a travel cardholder received their card prior to when 6BCDA assumed the credit card responsibilities, there might not be a file for the cardholder.

All travel cardholders are in the database even if there is not a file

FORMS (HARD COPY) – Copy in files

Government Approving Official (Agency Account) Setup/Maintenance Form

Used to add or replace an approving official

Do not use this form to change an approving official for a cardholder. Make that change in CitiDirect.

GSA form 3661 (s:\6bca\cash\Citibank\gsa3661_rev.pdf) – Purchase Card Application and Maintenance Form to request a purchase credit card or changes

Section I – Type of Action - Does not always include every type of change. Applicant will need to write in if not on the form.

Section II – Cardholder

Section III – Privileges and Coding

Cardholder must take the both courses “Micro-purchase and Section 508” and “Purchase Card Training Vs 3” on On-Line University before processing the application.

Verify (see instructions for accessing On-Line University) and print the pages with the scores and dates of completion.

Look to see if box for checks is marked “yes”

Check the Pegasys coding. It must be Pegasys not NEAR coding

Single Purchase Limit/30 Day Purchase Limit must be entered

Single purchase limit cannot exceed \$2,500 without a certificate of warrant

Warranted person cannot exceed \$100,000 for single purchase limit

No dollar limit on 30 day purchase limit

Section IV - Approving Official

Must be filled out for new application

Section V – Accounting Transaction Reconciler

Information for Pegasys

Cardholder automatically is notified of daily transactions

Approving Official automatically receives monthly summary report

Name will be for any other people that need access to the cardholder's transactions.

Section V – Signatures

To process, must have Requesting Official and Funds Manager's signatures

Enter in CitiDirect or fill out the "Citibank Government Purchase Card Setup Form"

If you use the form, fax to Citibank and Pegasys.

Citibank Government Purchase Card Set-Up Form

Enter information from the GSA form 3661 and fax to Citibank and Pegasys or do not fill out this form and key into CitiDirect.

5. Government Travel Card (Individually Bill Account) Setup form

a. The cardholder fills out this form to receive a travel credit card.

b. Travel card must have the cardholder's signature

c. Travel card must have the requesting official's signature and date at the top of the form by the Citigroup logo.

d. Credit Card Coordinator must sign and date in the appropriate section at the bottom of the form.

e. Fax to Citibank's new applications fax number.

Government Cardholder Dispute Form – give to cardholder if they are disputing a charge. Cardholder may also receive from Citibank

Account numbers:

4486 - always begin with these four numbers

29592 - Travel Hierarchy

290 in 5th-7th positions represents card has been cancelled and reissued

09592 Purchase Hierarchy

799 in 5th-7th positions represents card has been cancelled and reissued

WEBSITES:

Travel Application: http://insite.gsa.gov/travel/citibank_travel_form.doc

GSA form 3661: <http://insite.gsa.gov/travel/pcam.pdf>

CitiDirect: <http://www.cards.citidirect.com/welcome.html>

Citibank Electronic Reports:

<https://www.electrpts.cards.citidirect.com/cers/servlet/RevealServlet.RevealServlet>

Citibank forms:

http://www.citigroup.com/transactionservices/homepage/cash/cc/gov/rep_online.htm

On-Line University: <http://www.olu.gsa.gov/>

GSA's Travel page: <http://insite.gsa.private/travel.htm>

Citibank Manager: <http://www.citimanager.com>

Integrated Travel and Purchase Card Program:
<http://insite.gsa.gov/travel/smartcd.hmt>

FOIA (Freedom of Information Act) request <http://hydra.gsa.gov/staff/c/ca/links.htm>

Treasury's Website Regarding Government Credit Cards:
<http://www.fms.treas.gov>

Select Reference and Guidance
Select Treasury Financial Manual
Select Volume I
Select Disbursing (Part 4)
Select Chapter 4500

Researching Statements

Access CitiDirect – travel or purchase

Select **Inquiry**

Select either **Statement** or **Transactions**

Statement – enter name and the month you are requesting

Provides entire statement for month requested

Transactions – enter name and the date range requesting

Can only query for 90 days at a time

Make several queries to receive a long history

Use this function more often to research for travel payments

Information may be copy and pasted to Excel or an email

DECLINE PURCHASES:

Need the Cardholder's account number (from Citibank reports or database) Vendor Name, date declined and amount.

Call 9-1-800-790-7206 ext 0 (Citibank help desk), give them the account number and your password as requested. Give them the vendor information and ask why their purchase was declined.

If the cardholder has exceeded their limits, then call the cardholder back and tell them. The cardholder has the option to contact their approving official to get their limits increased. You may raise a limit temporarily (3661 required) but the approving official must request it then change it back during the time frame requested.

Sometimes it is a merchant using the wrong expiration date. The cardholder needs to verify the expiration date and request the merchant to retry.

If the decline does not show up in Citibank, then it is not a decline by Citibank. Periodically, the merchant uses an old expired account from a previous account. The merchant does not change account numbers even if the cardholder has given them the new number. If this is not the case, then there is a problem at the vendor level not Citibank.

Pending authorizations – Vendors may request authorization for a transaction without processing the charge, which puts the charge on hold. Whenever this occurs, the amount will reduce the monthly limit available for 15 days. If the charge has not processed by then, the amount will drop off and no longer be held against the account. The monthly limit will then increase by the held amount. Sometimes this is the reason a transaction is declined. This may also be held over into the next month's cycle.

FORCED AUTHORIZATION:

Each vendor is assigned a template (Merchant Activity Code, MAC) that defines the type of merchant. Per Paul Taylor, 7/22/03, the regional credit card coordinators cannot change with Citibank a template assigned to a vendor. However, the regional coordinators may request Citibank to force an authorization without Central Office's approval if the charge is legitimate. Sometimes, legitimate purchases are blocked due to the template (MAC) assigned to the merchant. The merchant must call Citibank to receive the manual authorization. It will not be approved through scanning.

PIN NUMBER NOT WORKING:

Cardholder must report to the bank and request a new PIN number.

If the cardholder is going on travel and needs the money now, an advance may be processed through FedDesk and an EFT payment will be sent to their bank OR Mazuma Credit Union will give them cash using their credit card. There are two fees when requesting cash.

Citibank charges 1.25% of the amount.

Mazuma Credit Union charges \$5 regardless of the amount.

The cardholder may also receive cash from any bank.

CHECKS:

Many cardholders use checks with their credit cards. The fee is 1.25% of the check amount.

GSA's tax ID#: **44-0553234** (some cardholders may call requesting this number).

Re-ordering checks: The cardholder is responsible for re-ordering checks. They may call 1-800-790-7206 or FAX 904-954-8733 or mail to:

Citibank Government Cards

PO Box 45134

Jacksonville, FL 32232

PEGAYS CREDIT CARD COST TRANSFERS

Cardholder's reconciler(s) must (1) unreconcile charge in Pegasys, (2) if charge on log, must change coding on log, and (3) re-reconcile charge to new coding in Pegasys.

Chad Wagner, Human Resources

Email a list of all new purchase card applicants with their correspondence symbol.

PURCHASE CARD: SINGLE PURCHASE LIMIT

Cannot exceed **\$2,500** unless a Contracting Officer with a Warrant. We **must** have a copy of the warrant certificate before we can process the application. Warranted cardholder cannot exceed \$100,000 single purchase limit.

PURCHASE CARD: MONTHLY PURCHASE LIMIT

There is no limit on the purchase card. However, \$500,000 is the most that has been set up in Region 6.

TRAVEL CARD: MONTHLY LIMIT AND CASH ADVANCE

Monthly limit is calculated by adding charges in the current billing cycle to any previous cycle balance due. Payments are applied against any previous cycle balance first. A cardholder can only charge up to the amount of their monthly limit each billing cycle. For example: a cardholder cannot charge \$10,000, then pay \$5000 and expect to have \$5000 available.

Monthly limit cannot exceed \$10,000 and cash advance cannot exceed 13%. Citibank will accept the change, but Central Office policy only allows \$10,000 and 13%.

TRAVEL CARD TRAINING

Effective 11/3/2005, **ALL** travel credit card applicants are required to take the web-based training “GSA Travel Card Training” at web site http://insite.gsa.gov/travel/Travel_Card_Program/Travelcontents.htm The applicant must provide a copy of the certificate of completion before the credit card application is processed.

PURCHASE CARD TRAINING

ALL purchase cardholders and **ALL** approving officials must take “Purchase Card Training Version 3” and Micro-purchase and Section 508” credit card training. Both courses are available in On-Line University and must be completed before processing an application. No exceptions.

ON-LINE UNIVERSITY TEST SCORES

The test scores must be validated at the above WebSite prior to submitting the application at On-Line University: <http://www.olu.gsa.gov/learningcenter>
70% is passing.

Contacts:

Chee Ong at 202-501-1264

Helen Borochoff at 202-501-1264

GSA OLU Technical Support: techs@geolearning.com

Or 888-722-3647

Follow the below instructions to find the test score

1. Access the above Web site
 2. Click on **Logon** and enter your ID R6C666@gsa.gov
- Click on the elevator to go to the second floor
Click on **Administration** on the navigation bar
Click on **Reports** on the navigation bar
Click on **Students by Course**
Enter the beginning start date
Enter the ending start date
Select the **Purchase Card Training Version 3** or **Micro-purchase and Section 508** course
Select output type **Excel** or **PDF** document

Select **Submit** button

Follow the below instructions to take the course:

1. Access the above Web site

Click on **Logon** and enter your ID and password (first time password is golearn)

If you forgot your password, click on “I Forgot My Password” and an e-mail will be sent to you with your password.

Click on Log On

To register for the Purchase Card Training, on the Lobby screen, click on “**Purchase Card Training, Version 3**” or “**Micro-purchase and Section 508**”

Click on the **Register** button

Indicate purpose for taking the training (Mandatory Agency Training)

Click on the **Register** button again

Click on **My Courses** located on the dark blue bar at the top of the Lobby screen

The Purchase Card Training, Version 3 will be listed. Click on **start the class now** (right hand side)

Click on the course title Purchase Card Training, Version 3

Follow the instructions on each page

After reading the course material, click on **Take Test**

Click on the red **Submit** button to move to the next test question

After answering all of the test questions, click on the top right X

Test score of 70% or higher is passing and only then may the certificate be printed

Click on **My Courses** on the dark blue bar at the top of the screen

Click on **Completion Certificate** next to the correct course

Click on **File**

Click on **Print**

CITIDIRECT

WebSite: <http://www.citidirect-gcs.com/welcome.asp>

Select CitiDirect Agency **GSA**

Select **start logon process**

Enter your user ID and password (two id's: one for travel and one for purchase)

Inbox:

Current Status

Status of reports requested

Report Log

Lists reports requested to be downloaded

Card Management

New Account

Use to set up new account

Modify Account

Use to make changes on accounts

View

Views status of cardholder's account

Maintenance Log

Lists changes made from start date to end date requested

Convenience Checks

Use to order convenience checks

Hierarchy**View**

Use to view, change or add to current hierarchy

Reporting**Reports**

Lists all reports available for request

Click on title of report and enter information requested

Once report requested, will appear in the Inbox under Current Status and Report Log

Inquiry**E-Statement**

May view and print any Region 6 monthly cardholder statement. Enter the month needed.

Transaction

May request any Region 6 cardholder's daily transactions. May only request 90 days at a time or a message will appear "out of range". Must do multiple requests to retrieve more than 90 days activity.

Dispute Log

Request cardholders name, account number or all cardholder's status of pending disputes

Assistance**Guides**

User guides

Training Tutorial

Currently unavailable "Under Construction"

Change Password**Citibank Electronic Reports:**

<https://www.electrpts.cards.citidirect.com/cers/servlet/RevealServlet.RevealServlet>

There are four reports available at the above Website that replaces all of the hard copies.

Each month Citibank sends an email to inform you that the below reports are available for both purchase and travel credit cards. Download the reports to s:\6bca\cash\citibank\reports\fyXX and name them as follows:

TBR Cycle Reports - Pur_List_mmyy.txt

Trav-List_mmyy.txt

TBR Monthly Reports - TBR_Pur_mmyy.txt

TBR-Trave_mmyy.txt

TBR-Monthly Report – includes

Report Manifest – Header page

Forecast of Reissue/Non-Reissue

Card Management Report

Declined Authorization Report

TBR-Cycle Report - includes

Report Manifest – Header page

Unit Cycle Statistics – Statistical report by Division (Service)

Account Cash Advance Report – List of month's cash advances by Division (Service) and cardholder

Account Aging Analysis – Record of all unpaid accounts by Division (Service), cardholder and number of statements past due

Account Listing – Alphabetical list of all cardholders

Use this report to find account numbers, verify set up, and check limits

Includes Name, account number, service, hierarchy, address, status (open or closed), credit limits

Account Suspension and Cancellation – All suspended and cancelled accounts

Reflects the same information as the Pre-Suspension/Cancellation report.

Account Pre-Suspension/Cancellation – All accounts in pre-suspension and pre-cancellation status. All are 31 or older days past due.

Central Office sends an email report to each Regional Credit

Card Coordinator. Region 6 Credit Card Coordinator checks each delinquent account in CitiDirect to verify if a partial or full payment was made. He/She then adds the information to an email and forwards to the Regional Administrator's office and copies in Dollie Meredith (RA's secretary), Deputy RA and Cathy Rayfield (Deputy RA's secretary). Cathy Rayfield forwards to each appropriate Division's ARA. The ARA replies and sends a report to the Regional IG's office, David Perry (Central Office, travel card). Central Office then forwards a report to the CFO.

Delinquent Account Codes

G1 – Account 15-24 days past due

G2 – Account 25-35 days past due

G3 – Account 36-89 days past due – will not authorize - suspended

G4 – Account 90-100 days past due – will not authorize – pre-cancel

G5 – Account 101+ days past due – no authorizations and account cancelled. If an account reaches a G5 status, Citibank collections department has to review the account and GSA may or may not reopen the account.

G6 – Account is past due 3rd time pre-cancel

Full payment will remove the negative credit rating on the day the payment posts.

Partial payment may roll the account to a less delinquent status on the day the payment posts.

Credit Ratings

B3 – Bankrupt

B4 – Bankrupt Chapter 13

B6 – Collections writeoff

B9 – Deceased

FA – Fraud/Counterfeit card

F1 – Card reported lost

T4 – Card reported not received

T5 – Card reported stolen

M9 – Closed – Citibank request

NR – Account is past due and does not have good contact information

T1 – Employee no longer with the agency

T2 – Closure due to returned mail

V8 – Card closed – cardholder request

V9 – Card closed – agency request

Per Bruce Fitch 1/6/99 email. GSA internal regulations regarding travel card delinquencies 4290.1, chapter 9,(7).....”Payment is expected to be made in full upon receipt of the monthly billing statement date. The GSA Standard of Conduct (ADM 7900.9), 105-735.210 requires GSA personnel to pay their just financial obligations in a proper and timely manner. Failure to pay Government contractor’s bills when due could result in disciplinary action. If travel charge privileges are canceled or suspended due to non payment of bills, the employee will be considered a travel charge card decline.....” One of the disciplinary actions can be refusal to issue the employee a government card. Personnel should be contacted for more guidance on more serious disciplinary action.

Undisputed Delinquent Travel Card Debt – Offset of Biweekly pay for delinquent travel card debt – See GSA Order PFM 4253.1 Accounts Receivable Handbook, Chapter 14, Part 5, Section 4. Collection from GSA employee’s disposable pay of undisputed delinquent amounts owed to the contractor issuing the individually billed travel charge card. Website for more information: <http://insite.gsa.gov/travel/offset.htm>

Credit Checks – The GSA contract prohibits credit checks on new accounts for GSA cardholders. However, OMB has a draft to change that policy probably in 2006.

6BD Pandemic SOP

The following assumptions apply should a local outbreak occur:

1. All major upgrades to operating systems, databases, etc., will be held in abeyance pending a return to full staffing.
2. Only critical “patches” will be installed. All other patches will be held in abeyance pending a return to full staffing.
3. A moratorium will be declared on all application changes (except those mandated by law).
4. Equipment roll outs and issuances will cease.

Mission Area	Action	Responsibility
1. Awareness	Ensure all fixed and portable hardware/software is up-to-date (e.g., patches have been applied, configuration settings are = to standard, virus protection is current and set to automatically update, etc.)	6BD AIM Team
	Ensure all 6BD personnel have RAS/VPN accounts established.	6BD AIM/ADAM Teams
	Ensure all 6BD personnel test their respective RAS/VPN account	6BD AIM/ADAM Teams
2. Prevention	Assist regional teams in capacity testing of VPN.	6BD AIM/ADAM Teams
	Set all portable devices to download and upgrade automatically. (e.g., Microsoft patches)	6BD AIM Team
	Issue Call List ¹ to all 6BD employees.	6BD AIM/ADAM Teams
3. Response	Send ADAM staff to work-at-home	6BD ADAM Manager
	Send all AIM staff not required to work on-site, home.	6BD AIM Manager
	Notify customers of Outbreak, reduced staff, alternate call numbers, and limited operations.	6BD AIM/ADAM Teams
	Post “Outbreak” message on website(s).	6BD AIM Team
	Maintain essential ADAM services: <ol style="list-style-type: none"> 1. Access Management 2. Application Helpdesk Support <ul style="list-style-type: none"> • Forward messages, where applicable.² • Change Helpdesk Phone Messages to inform caller of new number (i.e., home phone number of support personnel) • Password Resets 3. Provide Application Support (in order of criticality) 	6BD ADAM Team
	Announce curtailed/altered helpdesk support	6BD AIM Team
	Maintain essential AIM services <ol style="list-style-type: none"> 1. Engineering and Technical Support 	6BD AIM Team

¹ Call List = home phone numbers, cell numbers, etc., for all staff members.

² For Nortel phone system: to forward messages: Pick up receiver. Make sure you’re on the main line, dial 106 and wait for a second dial tone, then dial the telephone number to which you want to forward your calls, then hang up. To verify it worked, get on another line and call your number - it should ring at the forwarded number. To undo this, pick up your line and dial 107 - that cancels the forwarding.

	<ul style="list-style-type: none"> a. Hardware & Software Architecture <ul style="list-style-type: none"> (1) MultiNet administration (2) Data exchange management (3) Desktop management (4) Operating system administration b. Network Switching and Telecommunication <ul style="list-style-type: none"> (1) Local network telecommunication management (2) Wide area network coordination c. Security <ul style="list-style-type: none"> (1) SecureNet administration (2) Security monitoring <p>2. Data Administration</p> <ul style="list-style-type: none"> d. Application Database Administration <ul style="list-style-type: none"> (1) Database support – storage and backup (2) Application support – troubleshooting, export/import, cloning, and script maintenance (3) Replication management e. Data management <ul style="list-style-type: none"> (1) Repository maintenance (2) Data security (3) Data quality 	
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DRAFT

Region 6 Chief Information Officer

Pandemic Influenza Standard Operating Procedure

Mission Area 1: Awareness

A. Internal Communications

- Establish links to “FirstGov” and “CDC” from the regional home page
- The R6 webmaster adds these links to the regional home page, providing ready access to the latest information on the pandemic to regional associates.

B. Increased threat of attacks and hacks of our IT infrastructure

- Remind associates of their responsibilities to be vigilant and to report anything suspicious to their ISSO.
- Increased emphasis on review of logs on a timely basis.

C. IT Security information dissemination

- Decrease the timeline for dissemination of IT security information. This event can result in increased attempts to penetrate the network, as well as increased instances of virus/work/Trojan Horse activity.
- Discuss the increased threat with senior management in each service, emphasizing current known threats and actions that can be taken to minimize vulnerability and impact.

Mission Area 2: Prevention

A. Increased need for helpdesk staff as both federal and contractor staff are effected.

- Advise COR and contracting officer for this contract that additional staffing will be required as the event progresses.
- Determine if funds are available for the anticipated need.

B. Initiate enhanced “Work at Home” for all who have appropriate resources to do so.

- Assist users with “Remote” mail access, RAS accounts, VPN service and other remote access needs.

C. Determine capacity for additional remote traffic

- Work with GSA CO to determine that sufficient capacity exists in infrastructure services to support additional remote access requirements.

Mission Area 3: Response

Mission Area 4 – Recovery

STANDARD OPERATING PROCEDURES

FLEET MANAGEMENT DIVISION (6FBF)

For the Fleet Management Division, the protection and response measures for the first wave of pandemic in humans in the United States will require that the Heartland Region Fleet Management Division coordinate with Fleet Management Division's Central Office. Central Office controls the contract for the Fleet card and controls national programs, such as, the Maintenance Control Center (MCC) and the Accident Management Center (AMC).

In case there is a wave of Pandemic in humans in the United States, the Heartland Fleet Management Division will assess the need for additional contractor support for the Fleet card and will coordinate requests for additional support with Central Office Fleet Management Division. Central Office Fleet Management Division has sole authority to increase the Fleet card limit. In addition, the Heartland Fleet Management Division will assess and coordinate staff/contractor support provided by Fleet Service Representatives (FSRs), MCC and the AMC to ensure that essential services are provided to Fleet customers.

Appendix E
(To The Network Services Field Office Emergency Action Plan)

**Network Services Telecommunications Staff Shortages
Augmentation Plan & Standard Operating Procedure**

As part of any prudent emergency action plan (EAP), a standard operating procedure (SOP) must be developed to deal with extraordinary situations that may result in internal or external telecommunications support staff shortages. The most common scenario likely to affect staff, while at the same time leaving the telecommunications infrastructure intact would be a pandemic illness. This appendix to the Network Services Field Office Voice Telecommunications Emergency Action Plan deals with potential staff shortages.

Groups affected

Staff shortages might well affect the following groups of individuals that are charged with directly or indirectly supporting telecommunications services to GSA customers.

- GSA/FTS Area Telecommunications Managers (ATMs)
- GSA regional office support staff
- Telecommunication Ordering And Payment System (TOPS) personnel.
- Vendor supplied maintenance personnel charged with maintaining GSA owned and or managed telephone systems.
- Local Exchange Carrier personnel including:
 - Central office personnel
 - Outside cable plant personnel
 - Installation and repair personnel
 - Software support personnel
- Competitive Local Exchange Carrier (CLEC) personnel including:
 - Central office personnel
 - Outside cable plant personnel
 - Installation and repair personnel
 - Software support personnel
- Inter-exchange Carrier (IXC) personnel
- Wireless carrier personnel

Impacts

Staff shortages in any of these critical support areas could have a dramatic impact on Network Service's ability to deliver effective telecommunications services to our customers. Including:

- Providing Area Telecommunications Manager support to GSA customers
- Switch maintenance support – contractor maintenance for GSA owned switches
- Local calling problems (local dial-tone services)
- Long distance FTS2001 calling problems
- TOPS billing – telecom ordering and payment system billing to customers

Assessment

In order to compensate for staff shortages in any particular area an assessment needs to be made into the following areas:

- Assumptions about certain key factors – (See listed assumptions).
- The number of current personnel qualified to act as temporary fill in staff to augment the various impacted areas.
- Length of time the augmentation might be required and number of staff impacted.
- Location where the augmentation might be required.
- Essential functions that must be staffed.
- Any special requirements needed e.g. security clearances, specialized training and certifications, and union (labor) requirements.

Assumptions:

An assumption is made that the telecommunications infra-structure as well as the field offices, and regional office is intact. Only telecommunications staff is impacted.

An assumption is made that only essential functions will require augmentation personnel. Other non-essential functions will resume after event duration is complete.

An assumption is made that the LEC, CLEC, IXC, and wireless carriers will have internal contingency plans that deal with their organizations staff shortages.

An assumption is made that the LEC, CLEC, IXC, and wireless carriers will supply augmentation personnel that have the proper security clearances, and that if required are unionized.

Number of FTE government personnel in Network Services.

Currently Network Services consists of the following FTE government personnel.

One – Director of Telecommunications

One – Manager, Systems Administration

* Nine – Area Telecommunications Managers:

Three in St. Louis

* One additional ATM in St. Louis is on active duty military

Two in Omaha

Two in downtown Kansas City

Two in Regional Office

Three – Regional Office support staff (Telecommunications Managers)

One – Telecommunications intern

One – Administrative assistant

One – Telecommunications Ordering And Payment System (TOPS)

Total of seventeen people that could serve as a potential pool of individuals for augmentation. Of these seventeen individuals only fourteen currently have the skill sets necessary for augmentation as telecommunications specialists to support field office and regional office essential critical functions.

Length of time the augmentation might be required.

For planning purposes a 60 day event window is planned with potential for a 40% absenteeism rate among the staff. This will include any staff quarantine time.

Location where the augmentation might be required.

Staff shortages might occur in any of the following areas.

St. Louis, MO (effecting the eastern half of MO).

Omaha, NE (effecting Des Moines, IA and Lincoln, NE)

Downtown Kansas City (effecting Topeka, KS, Wichita, KS, Kansas City, KS, downtown Kansas City, MO, and western half of MO).

Regional Office (effecting regional office, south Kansas City, MO, and the TOPS group)

Network Services functions that must be staffed

The following list of functions will need to be supported.

GSA owned switch administration which includes:

- resolving maintenance issues
- moves, adds, and change (MAC) orders and issues
- responding to customer requests
- coordination with the LEC, CLEC, IXC, and wireless carriers
- local and long distance calling issues

TOPS billing which includes:

- paying customer bills
- reconciling bills

National Communications System Regional Manager (NCSRM) and Regional Emergency Communications Planner (RECP), ESF-2, and ComSec support. Currently members of the regional office support staff function as the primary and alternate NCSRM, and RECP. And a member of the IT Solutions staff functions as the alternate ComSec custodian.

Any special requirements needed e.g. security clearances, specialized training and certifications, and union (labor) requirements.

- Vendor maintenance personnel need to be certified by the OEM to work on our GSA owned and managed switches.
- NCSRM, RECP, and ComSec position require a Top-secret security clearance.
- At some locations maintenance and MAC personnel are required to have security clearances or to be escorted by individuals with proper clearances. Or be escorted by individual agency personnel.
- At some locations switch maintenance personnel are required to be unionized.
- Individuals need to be familiar with the TOPS software.

Augmentation chart – the following chart shows location impacted, position impacted, and augmentee availability.

Location Impacted	Position Impacted	Augmentee Availability
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St. Louis field office	All ATM's ill	Regional office staff or other ATM from downtown Kansas City field office temporarily assigned to field office for St. Louis, and eastern MO. Or temporary transfer of functions.
St. Louis field office	Two ATM's ill	Other ATM assumes duties for all locations in St. Louis
Omaha field office	Both ATM's ill	Regional office staff or other ATM from regional office temporarily assigned to field office. Or temporary transfer of functions.
Omaha field office	One ATM ill	Other ATM assumes duties for Omaha, Des Moines, Lincoln
Downtown Kansas City field office	Both ATM's ill	Regional office staff or other ATM from regional office temporarily assigned to field office. Or temporary transfer of functions.
Downtown Kansas City field office	One ATM ill	Other ATM assumes duties for downtown, Topeka, Wichita, and western MO.
Regional office field office	Both ATM's ill	Regional office staff or other ATM from downtown Kansas City temporarily assigned to field office. Or temporary transfer of functions.
Regional office field office	One ATM ill	Other ATM assumes duties for all customers at regional office

Regional office	Primary NCSRM (ESF-2), RECP, ComSec becomes ill	The alternate NCSRM, RECP, and ComSec custodian assume responsibilities.
Regional office	Both primary and alternate NCSRM (ESF-2), RECP, ComSec become ill	The Headquarters National Communications System (NCS) Manager will assume responsibility. And the Headquarters ComSec Office will assume responsibility for ComSec functions.
Regional office	TOPS personnel become ill	Regional office staff or ATM from the South Kansas City field office assumes responsibility with support from the St. Louis ATM (if available).

Note – For planning purposes it may be possible to do a temporary transfer of functions and transfer phone lines from the affected field offices to another location. Either another field office, or the regional office. And to provide services to client agencies and deal with maintenance issues from a secondary location. Thereby keeping additional personnel out of the affected area.

STANDARD OPERATING PROCEDURES

TRAFFIC MANAGAEMENT DIVISION (6FBD-X)

In the event of a Human Outbreak in the United States, the Transportation Management Staff has several resources at its disposal to monitor availability of transportation resources.

The first and most readily available resource is the Transportation Management Services Solution (TMSS). TMSS is an automated transportation system that gives immediate access to freight transportation service providers (TSPs) providing equipment and rates for the movement of less than truckload (LTL) and truckload (TL) freight-all-kinds shipments. Rates contained in TMSS cover all domestic origins and destinations. TMSS provides multiple TSPs for each route requested. TMSS also currently contains rates covering the shipments of LTL and TL commodities coming out of GSA's Western Distribution Center (WDC) and Easter Distribution Center (EDC).

The second available resource would be paper tenders that are currently on file with 6FBD-X. These paper tenders cover a wide range of equipment not currently available in TMSS. Some of the equipment available via paper tenders includes: refrigerated; flatbed; lowboy; drive-away/tow-away; and 2nd and 3rd proviso shipments. 6FBD-X also has access to paper tenders negotiated by its other zonal offices to include air services.

The third available resource would be the contract services available via the Transportation, Delivery and Relocation Solutions (TDRS) Schedule 48. Services available under this schedule include: express small package delivery; ground small package delivery; ground passenger transportation; and local courier service. The only drawback to Schedule 48 is that some of the services are not covered nationwide.

The final and fourth available resource is the ability to obtain one-time-only (OTO) rate quotes for any and all transportation services required. The 6FBD-X staff has the authority and experience to negotiate OTOs to cover areas or commodities that cannot be met by the first three resources identified above.

In the event of a human outbreak in the United States, the Heartland Region is in a position to obtain needed transportation resources as identified by the methods above. And, based on the knowledge of the 6FBD-X employees and relationships established with the TSP community, we would also be in a position to monitor the availability of transportation resources through close contact with the TSPs. In addition, the National Customer Service Center has experience in working with TSPs serving the WDC and the EDC.



Heartland Region Pandemic Influenza SOP

Standard Operating Procedure – Federal Acquisition Service (Supply)

24/7 Emergency Order Processing

Background

Emergencies happen 24/7 and the proper response to the emergencies must also be available 24/7. Past experience has also shown that the weeks and months following a disaster require considerable investment in man-hours. It is essential that the federal community is able to place requisitions for supplies 24/7.

Procedure

Two GSA websites, GSA Advantage and GSA Global Supply, offer 24/7 order processing using either a credit card or an acquisition advice code (AAC). Phone ordering and assistance using these sites is limited from 7am to 6pm CST. On both websites customers can also receive requisition status updates 24/7, even for requisitions not submitted on the sites. GSA's National Customer Service Center is available between 7am to 6pm CST to provide updates, shipping information, and to handle discrepancies.

References

GSA Advantage website (<http://www.gsaadvantage.gov>)

GSA Global Supply website (<https://www.gsaglobalsupply.gsa.gov>)

Emergency Supply Requests

Background

An influenza pandemic may result in an increased number of emergency order requests. The size and severity of the pandemic will affect the volume and the priority of the requests. Supply organizations must have procedures in place to process high priority, emergency orders in a timely manner. In addition, they must have a system in place to expedite shipping and contracting actions.

Procedure

The Office of Global Supply utilizes the Department of Defense 4000.25-1-M Military Standard Requisitioning and Issue Procedures (MILSRIP), DTD 28 Apr 04 for the establishment of a priority and project code system. The priority codes identify the urgency of the requisition. The project codes identify requisitions that belong to certain contingencies, operations, natural disasters, or other event. The combination of priority codes and project codes establishes a system for processing requisitions in a timely manner in order of urgency.

Priority codes range from 1(highest priority) to 15(lowest priority). High priority requisitions (with a code of 1 through 3) are processed within a few days. Priority 1 orders are typically processed within 1 day.

Project codes are 3 character alpha-numeric identifiers that indicate the requisition is in response to a contingency, operation, natural disaster or other event. For example, Operation Enduring Freedom, Hurricane Katrina, and Hurricane Rita, all have their own project codes. An influenza pandemic would be assigned its own project code so that requisitions being received would be easily identifiable from other priority orders.

High priority requisitions are expedited through contracting, at the supplier or warehouse, and routinely have expedited shipping requirements. Additional requests can be placed with the call centers or acquisition centers.

References

DoD 4000.25-1-M (MILSTRIP) Appendix 2.13, Project Codes

DoD 4000.25-1-M (MILSTRIP) Appendix 2.14, Priority Designators, Standard and Required Delivery Dates

Pandemic Products Catalog

Background

The Department of Health and Human Services (HHS) suggests that business and government organizations provide sufficient and accessible infection control supplies (e.g. hand hygiene products, tissues, and receptacles for their disposal in all business/work locations). The Office of Global Supply has produced and made available to the federal community a Disaster Support Catalog on CD.

Procedure

Produce a digital catalog or expand the existing disaster support catalog to include products that are anticipated to be in high demand in the preparation stages and during a pandemic flu outbreak. Focus will be placed on products identified by HHS such as hand hygiene products, tissues, and receptacles for their disposal.

References

Business Pandemic Influenza Planning Checklist (HHS)
Disaster Support Catalog CD – Hardware 2006 (GSA Global Supply)