

# Installation Management Command U.S. Army Garrison Fort Sill, Oklahoma



## Catalog of Services

*Our Mission: USAG Fort Sill integrates and delivers installation support to enable a mission-ready Fires' force and military community.*



**DEPARTMENT OF THE ARMY**  
UNITED STATES ARMY INSTALLATION MANAGEMENT COMMAND  
HEADQUARTERS, UNITED STATES ARMY GARRISON, FORT SILL  
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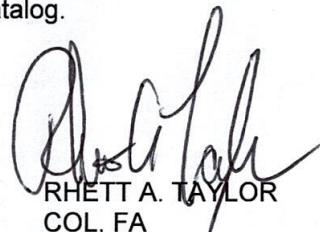
AMIM-SIR-MM

17 March 2022

MEMORANDUM FOR U.S. Army Garrison Fort Sill, Oklahoma (USAG SILL) Supported Organizations

SUBJECT: U.S. Army Garrison Fort Sill Common Levels of Support (CLS) and Reimbursable Services Catalog for FY22

1. Welcome to the U.S. Army Garrison Fort Sill. We designed this catalog of base operations services of familiarize customers with the services available from our Garrison. It is intended to let you, the customer, know what to expect for the next fiscal year in terms of CLS or reimbursement requirements.
2. We are committed to providing requested support to Army, DoD, and non-Federal activities to the extent that capabilities exist and mission assignments permit, within the best interest of the United States Government.
3. Services will be delivered in accordance with Installation Management Command (IMCOM) CLS structure and the annual directed capability levels, which are based on funding levels. The levels of support outlined in this catalog are effective 01 October 2021, and will remain in effect until superseded or rescinded.
4. Customers requiring services above the directed capabilities level simply need to request the increased services. Guidance to request these services and the incremental costs associated with the increase, are identified in this catalog.
5. The USAG Sill Installation Agreement point of contact (POC) is Ms. Lisa Dyer, (580) 442-3560, lisa.m.dyer.civ@army.mil.
6. If you have questions or concerns, please do not hesitate to contact the Garrison POC provided for each service throughout this catalog.

  
RHETT A. TAYLOR  
COL, FA  
Commanding

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# List of Services By Directorate

## Command Support

Service 100 Installation Management

Service 102 Legal Services

Service 106 Religious Support

Service 107 Public Affairs

Service 109 Equal Employment Opportunity (EEO)

Service 111 Internal Review

Service 112 Garrison Safety

# Installation Management Office

100	INSTALLATION MANAGEMENT
<b>Service Definition</b>	Senior leaders set the strategy and vision and build the culture for the installation. The commander provides good stewardship of installation resources, forms partnerships, leads business improvement initiatives, establishes the tone for the workplace, and leads the Senior Management Team in overseeing the installation operations and services.
<b>Service Outcome</b>	IMCOM mission systems fully operational

ISR PSC	CLS SSP	Title	Description
1	C	Information Management	Plans for enterprise class information technology (IT) capabilities to support IMCOM mission requirements to include oversight, compliance, and liaison to other Department of Defense activities, Finance, Audit, Strategy, and Policy.
			Manages IMCOM Mission-related information management (IM) requirements to include system administration, maintenance, project management, support, development, and engineering. Manages the IMCOM information assurance (IA) program to include system security, accreditation, portfolio oversight, and IA.
			Provides management oversight of all internal IM requirements to include support to local IMCOM staff at garrisons, oversee help desk and other Command, Control, Communications and Computers (C4) IM Services, support contracts to support workforce automation, and audiovisual and visual information.

Installation / Location	Hours	POCs
Installation Management Office Building 463, Room 110 Fort Sill, OK 73503	0800-1600 Monday - Friday	Shane Babb (580) 558-1922 martin.s.babb.civ@army.mil

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	No	No	No	No
Reimburse for Above Baseline Services	No	No	No	No	No

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Information Management	NA	Baseline	NA	NA	NA

Service Specific Instructions / Definitions
Conduct periodic/regulatory maintenance, assurance and accreditation, and system security checks as required.
<b>SUPPLIER WILL:</b> NA
<b>RECEIVER WILL:</b> NA
<b>NOTE:</b> IT connectivity is through local NEC
<b>References:</b> Title 10 U.S.C. 3013, AR 10-87, AR 600-20, Title 10 USC 2222, AR 25-1, AR 25-2, DA PAM 25-1-1 (para 6-4)

# Office of the Staff Judge Advocate

102	Legal Services
<b>Service Definition</b>	Provide administrative and civil law support: Advice installation officials on administrative law (i.e., command authority, international law and operational law, ethics, etc.) and civil law (i.e., environmental law, contract and fiscal law, labor law, etc.). Provide military justice support: Conduct courts-martial. Prosecute courts-martial. Provide statutorily required victim and witness assistance. Provide commanders and law enforcement agencies responsive, correct, legal advice. Conduct prosecution research and investigations. Conduct U.S. District Court and U.S. Magistrate Court prosecutions. Provide client services: Assist eligible individuals and address personal legal issues responsively and professionally. Provide claims support: Investigate, process and settle meritorious tort, , Article 139, and other claims arising from military operations and activities.
<b>Service Outcome</b>	

ISR PSC	CLS SSP	Title	Description
1		Legal Services	Advise the Command and Staff on Admin/Civil Law, provide Labor and Employment Law Services, Ethics Services, Environmental Law Services, Contract and Fiscal Law Services, and Support Chapter 11 Claims, US Army Claims Service.
2		Criminal Law & Discipline	Advise and Support Command Law Enforcement, conduct Courts-Martial, OSJA outside help is defined as any assistance provided outside of the supervision of the Staff Judge Advocate, administer the Commander's Military Justice Program, support Federal Magistrate/District Court Program, Post-Trial Processing & Systems, provide Victim/Witness Services,
3		Client Services	Assist eligible individuals and address personal legal issues responsively and professionally.
4		Claims	Investigate, process and settle meritorious tort, Article 139, and other claims arising from military operations and activities.

Installation / Location	Hours	POCs
Installation Legal Office 462 Hamilton Road, 2 <sup>nd</sup> Floor B4700, 4 <sup>TH</sup> Floor Fort Sill, OK 73503	0900 – 1700 Monday - Friday	Chief Crystal Edwards-Neal (580) 442-2785 Beth Whittington, (580) 442-2673

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	No	No	No	No
Reimburse for Above Baseline Services	No	No	No	No	No

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
See Service Specific Instructions/Definitions below	NA	NA	NA	NA	NA

Service Specific Instructions / Definitions
<p>LOCAL SJAS, IN COORDINATION WITH THEIR SENIOR CCOMMANDERS, AND THE SJAS OF IMCOM, TRADOC, FORSCOM, AMC, AND THE OFFICE OF THE JUDGE ADVOCATE GENERAL WILL DETERMINE SERVICES, OR LEVELS OF SERVICE PERFORMANCE THAT ARE ABOVE BASE LINE AND REQUIRED REIMBURSEMENT. NOTE: This service is not provided by IMCOM at all garrison locations.</p> <p>*OSJA outside help is defined as any assistance provided outside of the supervision of the Staff Judge Advocate</p> <p><b>SUPPLIER WILL:</b> Provide Administrative and civil law support</p> <p><b>RECEIVER WILL:</b> Comply with directives, regulations and Supplier's current policies and procedures.</p> <p><b>NOTE:</b> This service is not provided by IMCOM at all garrison locations</p> <p><b>References:</b> Army Regulation 27-40 'Litigation'; DoD Joint Travel Regulation; Army Regulation 27-1 'Judge Advocate Legal Services' Army Regulation 690-600 'Equal Employment Opportunity'; 29 CFR 1614; Army Regulation 200-1 'Environmental Protection and Enhancement' AR 15-6; DoDFMR2016. Numerous authorities under USC 10, 32, and 37; Over 70 Army Regulations, DoD Directives, and DoD Instructions. Article 6, UCMJ; AR 27-10, AR 635-200, AR 600-8-24; Manual for Courts-martial; AR 190-29. 10 USC 1044; Army Regulation 27-3 "The Army Legal Assistance Program". Army Regulation 27-20 "Claims". 31 USC 3721, 10 USC 2636a, 10 USC 2740; Defense Transportation Regulation (DTR) DOD 4500.9R, Part IV.</p>



# Religious Support Office

106	RELIGIOUS SUPPORT
<b>Service Definition</b>	Conduct religious support activities that meet the free exercise of religion requirements for Soldiers, Families, and authorized DOD Civilians including APF and NAF employees. Conduct weekly worship services, rites, sacraments, and ordinances; Religious Education; Pastoral Care and Counseling; Family Life Ministry; hospital and confinement support; and military ceremonies and memorial services or funerals.
<b>Service Outcome</b>	Provides complete worship and religious education experiences that support faith formation, spiritual fitness, and personal resiliency.

ISR PSC	CLS SSP	Title	Description
1	A	Advise the Commander and Staff on matters of religion, morals, and morale	Advise the Commander and Staff on matters of religion, morals, and morale
2	B	Provide worship services and religious events, including essential rites, sacraments, and ordinances.	This program provides complete worship experiences comparable to the civilian community, integrated within the military community to meet the needs of the authorized population for the free exercise of religion.
3	C	Provide religious education	This program provides for comprehensive, lifelong religious education/faith formation programs and processes that complement worship experiences, include all ages, respond to diverse life situations, and facilitate the spiritual resilience of the Army community. This includes weekday, as well as weekend, activities.
4	D	Provide pastoral care and counseling services	This program provides comprehensive pastoral care to include individual and group faith-based counseling, visitation, and complementary faith-based activities as well as 24/7 "On-Call" Chaplain support.
5	E	Provide Soldier and Family Ministries	Under Chaplain leadership, this program provides faith-based training and programs that enhance spiritual growth, strengthen spiritual community and values, and build and maintain strong family structures and relationships.
6	F	Provide required training	This program provides for the professional development of Chaplains, Religious Affairs Specialist, directors of religious education, and other civilian religious support personnel to maintain professional credentials, military skills and professional competencies.

Installation / Location	Hours	POCs
Fort Sill, Oklahoma	Duty Days 0900-1700  WED & FRI Evenings, 1800-2100  Sundays 0800-1230	<ul style="list-style-type: none"> <li>Advise the CMD – Garrison &amp; Deputy Garrison Chaplain's offices at Cache Creek Chapel, (580)-442-3308 or 3319.</li> <li>Provide Worship Services - Garrison &amp; Deputy Garrison Chaplain's w/offices at Cache Creek Chapel, (580) 442-3308 or 3319.</li> <li>Provide Religious Education – Mr. Rob Plush, Director of Religious Education at Frontier Chapel (580) 442-1875</li> <li>Provide Pastoral Care &amp; Counseling – Garrison Family Life Chaplain at Frontier Chapel, (580) 442-5003.</li> <li>Soldier &amp; Family Ministry – Garrison Family Life Chaplain at Frontier Chapel, (580) 442-3319.</li> <li>Provide Required Training –Deputy Garrison Chaplain at Cache Creek Chapel, (580) 442-3319.</li> </ul>

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	No	NA	NA	No
Reimburse for After Duty Hours Services	No	No	NA	NA	No

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Advise the Commander and Staff on religion, morals, morale	Quarterly, or as warranted	Baseline			
Provide worship services and religious events	Weekly	Baseline			
Provide Religious Education	Weekly	Baseline			
Provide pastoral care and counseling					

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Provide Soldier and Family Ministries	Weekly	Baseline			
Provide required training	Monthly	Baseline			

#### Service Specific Instructions / Definitions

**SUPPLIER WILL:** Provide complete worship experiences comparable to the civilian community, integrated within the military community to meet the needs of the authorized population for the free exercise of religion. Provide comprehensive, lifelong religious education/faith formation programs and processes that complement worship experiences, includes all ages, respond to diverse life situations, and facilitates the spiritual resilience of the Army community. Provide comprehensive pastoral care to include individual and group faith-based counseling, visitation, and complementary faith-based activities. Under Chaplain leadership, provide faith-based training and programs that enhance spiritual growth, strengthen spiritual community and values, and build and maintain strong family structures and relationships. Provide for the professional development of chaplains, Religious Affairs Specialist, directors of religious education and other civilian religious support personnel to maintain professional credentials, military skills and professional competencies.

**RECEIVER WILL:** Some religious education classes and ministry programs such as Strong Bonds, Soldier retreats, and such require registration. Interested parties contact their unit chaplain. Appointments are usually necessary for routine counseling. Soldiers, Families and authorized DOD Civilians should contact their assigned unit chaplain for more information.

**NOTE:** This service is not provided by IMCOM at all garrison locations.

**References:** AR 670-1, Army Chaplain Corps Activities, June 23 2015

# Public Affairs Office

<b>107</b>	<b>Public Affairs</b>
<b>Service Definition</b>	Develop, manage, and evaluate garrison public affairs (PA) policies, plans, and programs.
<b>Service Outcome</b>	PA command wide execution of strategies, plans, policies, and programs for garrison's internal and external recipients. Facilitation of media access to information and people, and providing PA training to command representatives. Foster good relations with affected communities. Acquire, produce and disseminate information products to achieve planned goals and objectives.

ISR PSC	CLS SSP	Title	Description
1	A	Public Information	As directed in Army Regulation (AR) 600-20, the Garrison Commander (GC) represents the Army and the installation in the surrounding community as directed by the Senior Commander (SC). To accomplish this mandated task, the garrison must have a program that provides both internal and external audiences with installation information that raises awareness and understanding of Army operations on the installation.
2	B	Community Engagement	The installation must establish and maintain relationships in local communities that allow for two-way communication and facilitate positive, day-to-day interactions between community members, Army leaders, Soldiers and their Families. The installation community relations program should be able to facilitate key leader engagements and track local community concerns (traffic to and from the base, training noises, environmental and cultural sensitivities, etc.).
3	C	Internal Information	The Garrison Commander (GC) is the executive integrator of installation functions. The installation Public Affairs Office (PAO) is the integrator of installation communications. Information Integration includes advising the commander and staff on Public Affairs (PA) strategies and planning, conducting crisis communications, PA integration in exercises, and coordination with other PA elements on the installation (supported commands and organizations).

Installation / Location	Hours	POCs
Fort Sill, OK 463 Hamilton Rd, Suite 110 Fort Sill, OK 73503	0900-1700 Monday - Friday	Marie Pihulic (580) 442-2391

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	No	NA	NA	No
Reimburse for Above Baseline Services/After Duty Hours	No	No	NA	NA	No

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Give adequate publicity to missions of the Army	As events warrant	Baseline	Updated information item		
Provide unclassified information about the Army and its activities to the public.	As events warrant	Baseline	Updated information item		
Produce official installation news products	As events warrant	Baseline	A news product		
Engage local media	As events warrant	Baseline	A media engagement		
Respond to media queries	As events warrant	Baseline	A media response		
Facilitate relationships with off-base local communities, civic organizations, and governments	Quarterly	Baseline	An interaction		
Develop and implement PA plans and programs	As events warrant	Baseline	An event		

**Service Specific Instructions / Definitions**

**SUPPLIER WILL:** Provide both internal and external audiences with installation information that raises awareness and understanding of Army operations on the installation. Establish and maintain local relationships. Advise the commander and staff on Public Affairs (PA) strategies and planning in coordination with other PA elements on the installation (support command and organizations).  
We provide no reimbursable services. Items are to be provided in accordance with AR 360-1.

**PROVIDER WILL:** Comply with directives, regulations, and current policies and procedures, specifically AR 360-1 Army Public Affairs Program. Notify PAO of any media queries/visits to their units and adhere to the PAO media policy.

**References:** AR 360-1 The Army Public Affairs Program, 10/15/2020

# Equal Employment Opportunity (EEO)

109	Equal Employment Opportunity
<b>Service Definition</b>	Direct the Equal Employment Opportunity (EEO) Program (to include EEO training for supervisors and employees and special emphasis programs) and develop/implement Affirmative Employment Plans (AEP) for Department of the Army Civilians, in accordance with Federal laws and guidelines. Provide routine updates to Commander. Execute the administrative EEO complaints procedures and advise management and employees of the process.
<b>Service Outcome</b>	Provide highest quality service to the commands that help to create and sustain a discrimination free environment and to recruit, retain and develop a diverse and inclusive workplace.

ISR PSC	CLS SSP	Title	Description
1	A	Manage the EEO Pre- Complaint Process - Traditional Counseling	Process EEO pre-complaints of discrimination in accordance with AR 690-600 and other applicable directives and provide required reports.
2	B	Manage the EEO Formal Complaint Process	Process EEO Complaints of discrimination in accordance with AR 690-600 and other applicable directives and provide required reports.
3	C	Provide Compliance and Program Services	Monitor and track reasonable accommodation requests.

Installation / Location	Hours	POCs
Equal Employment Opportunity Office Building 1670, Craig Road Fort Sill, OK 73503	0730 – 1600 Monday - Friday	Matline Liverman, (580) 442-2017, matline.p.liverman.civ@army.mil

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	NA	NA	NA	NA
Reimburse for Above Baseline Services	Yes	NA	NA	NA	NA

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Process EEO pre-complaints of discrimination in accordance with AR 690-600	As requested	Baseline	Per hour	Civilian labor cost	
Process EEO Complaints of discrimination in accordance with AR 690-600	As requested	Baseline	Per hour	Civilian labor cost	
Monitor and track reasonable accommodation requests	As requested	Baseline	Per hour	Civilian labor cost	

Service Specific Instructions / Definitions
<p><b>SUPPLIER WILL:</b> Manage and process EEO pre-complaints of discrimination for traditional counseling and formal complaint in accordance with (IAW) AR 690-600; MD 110; 29CFR1614 and other applicable directives and provide required reports. Monitor and track reasonable accommodation requests IAW AR 690-12, App C. (Please note that as a result of staff reductions some IMCOM servicing EEO offices have approached tenet Commands that have an EEO office on site about administering their own reasonable accommodation request.)</p> <p><b>RECEIVER WILL:</b> Implement and administer an EEO program to ensure the workplace is free of discriminatory and harassment to include commitment to equal employment opportunity. Enforce EEO policies as required IAW AR 690-600, MD-110 and 29 CFR 1614, Presidential Executive Orders, EOC, and other regulations, policies and directives. Be personally responsible for the EEO climate in their area of responsibility. Act promptly to prevent or correct situations that may give rise to meritorious complaints of discrimination. Provide timely response to requests for accommodations to ensure access for all employees to enjoy the privilege and benefits of employment. Provide collateral duty resources to support servicing office that is collateral duty EEO counselors, Special Emphasis Program Managers, and committee members. Provide funding for complaint cost (Informal and formal) for court reporters; and mediations/investigations conducted by Department of Defense, Civilian Personnel Management Service, Investigations and Resolutions Division (IRD).</p> <p><b>References:</b> AR 690-600 Equal Employment Opportunity Discrimination Complaints, 02/09/2004; AR 690-12, 12/22/2016; MD-110 and 29 CFR 1614</p>

# Internal Review Office

<b>111</b>	<b>Internal Review</b>
<b>Service Definition</b>	The IR Program provides an independent, objective audit and analysis activity within the command designed to add value and improve the command's operations. IR helps an organization accomplish its objectives by bringing a systematic, disciplined approach to foster a positive and strong management control environment and to evaluate and improve effectiveness of risk management and governance processes. The objective of the IR program is to provide commanders and their staffs with a full range of professional, timely internal review services that support local decision makers and ensure effective stewardship.
<b>Service Outcome</b>	Provide audit services in accordance with Army Regulation 11-7, Internal Review Program. This includes conducting Audits, Providing Liaison assistance with Financial Statement Audit Readiness and Sustainment, Liaison services and conducting Audit Follow-Ups on recommendations (AR 11-7).

ISR PSC	CLS SSP	Title	Description
1	E	Performance Audits and Attestation Engagements	Monitor percentage of audits completed as planned in the annual audit plan approved by Garrison Commander or Senior Commander (or the mission Chief of Staff) to support audit readiness.
3	D	Audit Follow-up	Conduct follow-up reviews to determine if appropriate action has been taken on internal and external recommendations within agreed upon timeframes. All work including work paper preparation, reports, and recommendations must be conducted and documented in accordance with government auditing standards.
3	C	Liaison Service	Manage audits, surveys, and reviews performed by external agencies as required by law, directed by regulation or by the Commander. This includes all efforts to facilitate visits by OASA (FM&C) or Independent Contracting Firms to perform audit readiness assessments.

Installation / Location	Hours	POCs
Internal Review and Audit Compliance Office 4700 Mow-Way Rd., Suite 463 Fort Sill, OK 73503	0730 – 1600 Monday - Friday	Carri Watkins (580) 442-3712

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI	
Tenant Sub-Category					MWR	AAFES
Reimburse for Baseline Services	No	NA	NA	NA	No	NA
Reimburse for Above Baseline Services	No	NA	NA	NA	No	NA

PSC / SSP / Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
See Service Specific Instructions/Definitions below	NA	NA	NA	NA	NA

Service Specific Instructions / Definitions
<p><b>SUPPLIER WILL:</b> Audits and attestation engagements requested by command are completed using Government Audit Standards. Audits and attestation engagements are linked to command priorities and focus on improving operations at reduced cost. Provide audit services in accordance with Army Regulation 11-7, this includes conducting audits and attestation engagements. Provide command and DA activities an assessment of whether audit remediation corrective actions were implemented and effective. Internal and external recommendations are followed up within 6 months of implementation date. Any external audit reports with recommendations to the garrison are replied to in accordance with AR 36-2 and IMCOM policy. Provide audit services in accordance with generally accepted audit standards that identify monetary benefits. Recommendations from internal and external audits are implemented. Any external audit reports with recommendations to the garrison are replied to in accordance with AR 36-2 and IMCOM policy. External Audit and Audit Readiness site visits are facilitated and successfully completed.</p> <p><b>RECEIVER WILL:</b> Request audit services by contacting the local Garrison IR office; provide all accurate and complete documentation required to execute audits and attestation engagements; and make staff available to answer questions regarding the audited process as well as provide clarifications on documentation provided.</p> <p><b>NOTE:</b> This service is not provided by IMCOM at all garrison locations as some do not have an IR office.</p> <p><b>References:</b> AR 11-7</p>

# Installation Safety Office

<b>112</b>	<b>Safety</b>
<b>Service Definition</b>	Provide safe, healthful environments and operations for Garrison personnel and those affected by Army operations. Comply with all applicable federal statutes and regulatory Safety and Occupational Health (SOH) requirements and higher authority policy directives. Support the integration, implementation, and evaluation of risk management into installation activities, systems, and processes.
<b>Service Outcome</b>	Reduce risk and frequency of occupational accidents, injuries and illnesses to Garrison employees and Installation populations.

ISR PSC	CLS SSP	Title	Description
3	E	Provide Mandated Installation Safety Services	Develop, plan, and execute required and/or mandated Installation safety services that Garrison provides to mission/tenant units that are required by Public Law, Army Regulation, and/or MOU/MOA. Additionally this metric includes inspections of those workplaces, ranges, facilities managed by Garrison that offer services to the Installation population (Bowling Center, Auto Shop, Swimming Pool, CYS, Parks, etc....) and will vary by Garrison. This is a subset of SSP A.
4	B	Manage Command's Accident Investigations	Identify mishap causal factors and potentially unsafe practices or conditions, and recommendations for corrective actions to prevent mishap recurrence and reduce Garrison hazardous conditions. This includes mishap screening, reviewing Garrison accident reports, notifications, investigations, report reviews/coordination, report processing, mishap logs, board appointments, command level reviews, countermeasure developments, and Garrison's OSHA reports.
5	A	Manage Commander's Annual Safety Plan	Develop, manage, plan, organize, and implement the Garrison Commander's CASP to manage compliance with statutory and regulatory standards. This includes leader consultation, resource management, policy, guidance, councils, and records management.
6	D	Facilitate Command's Required Safety Training	Design, conduct, develop and execute Garrison safety awareness, statutory and regulatory training, promotional and special emphasis campaigns and programs to enhance safety awareness throughout the command.
7	C	Manage Command's Workplace Inspections	Establish and execute a program for the conduct of inspections, surveys and assessments of Garrison programs, projects, events, workplaces and training sites

Installation / Location	Hours	POCs
Installation Safety Office 4700 Mow-Way Rd., Suite 467 Fort Sill, OK 73503	0730 – 1600 Monday – Friday	Mr. Ken Broughton, (580) 442-4466

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI IMCOM NAF / Other NAF
Reimburse for Baseline Services	Yes	Yes	Yes	Yes	No / Yes
Reimburse for Above Baseline Services	Yes	Yes	Yes	Yes	Yes

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Provide Mandated Installation Safety Services	Upon Request	Unit level based agreement	Hourly (based on GS level providing support)	Hours x labor rate	

Service Specific Instructions / Definitions
<p>The following, partial list is the common safety support that the Garrison Commander is required to provide to various mission/tenant units. Details are extensive and found in various AR and PAMs.</p> <ol style="list-style-type: none"> <li>1. Radiation Safety – collect annual reports of tenants' radioactive material inventory and issue Army radiation permits.</li> <li>2. Explosives Safety – license arms rooms, maintain installation site plan, and approve storage sites.</li> <li>3. Range Safety – provide oversight all range safety matters, evaluate range safety training, inspect range infrastructure, review range safety policies and construction/renovation, and assist in UXO awareness.</li> <li>4. Respiratory Protection – serve as installation respiratory program manager and fit testing specialist.</li> <li>5. Workplace Inspections – provide, upon request, safety inspection checklists.</li> </ol> <p>For all other safety support (list provided in DA PAM 385-10, Table J-2 and J-3)...</p> <p><b>NOTE:</b> Not all IMCOM garrisons perform all the listed (1-5) services and some only perform service 5.</p> <p><b>SUPPLIER WILL:</b> As directed by the Senior Commander, provide safety support to non-USAG mission and tenant units. Service delivery will be dependent upon several factors (risk, staffing, priorities, etc.) and may not be delivered in the timeframe desired by the Receiver. ...</p>

**RECEIVER WILL:** Provide a completed Risk Assessment justifying the need for the service. The Receiver will first go through their Chain of Command to their first 0018 to seek assistance. Safety is a Commander's responsibility. Assistance from Garrison Safety will be risk-based.

**References:** 29 CFR 1960, 29 CFR 1910, DoDI 6055.1, AR 385-10, DA PAM 395-10



## Directorate of Emergency Services

Service 401 Fire and Emergency Services

Service 600 Physical Security

Service 601 Law Enforcement (LE) Services

# Directorate of Emergency Services

<b>401</b>	<b>Fire and Emergency Services</b>
<b>Service Definition</b>	Provide fire prevention and all-hazard emergency response services for: structure fires, hazardous materials incidents, aircraft rescue firefighting, CBRNE response, technical rescue response, and wildland fire response.
<b>Service Outcome</b>	Provide fire prevention and all-hazard emergency response services to meet AR 420-1 and OACSIM policy standards.

ISR PSC	CLS SSP	Title	Description
1	C	All-Hazards Emergency Response	Provided the minimum manpower and apparatus requirements to safely and effectively execute the mission to save lives, property and protect the environment. This SSP supports all program compliance requirements to include emergency response to safely mitigate structural, hazardous materials, CBRNE, technical rescue, wild land, natural /manmade disasters and other miscellaneous incidents.
2	D	Emergency Aircraft Rescue Firefighting (ARFF) Response	Provided the minimum manpower and apparatus requirements to safely and effectively execute the mission to save lives, property and protect the environment. This SSP supports all program compliance requirements to include emergency response to safely mitigate aircraft incidents (Rotary or Fixed Wing). This SSP also supports SSP C Emergency Response Services for All Hazard Emergencies during major incidents or decrease in manpower.
3	A	Provide Emergency Response Services for All Hazard Emergencies	Provide Incident Command and Control (C2) to safely and effectively execute the mission to save lives, property and protect the environment. This SSP supports all incident Command System Requirements for SSP C and D. C2 emergency response to safely mitigate structural, aircraft, and hazardous materials. CBRNE, technical rescue, wildland, natural/manmade disasters and other miscellaneous incidents.
4	E	Provide Fire Prevention Services	Provide all program compliance requirements and implement the fire prevention program of Enforcement, Engineering, and Education (3-E's), IAW DoDI 6055.06, AR 420-1, NFPA Standards and Unified Facility Criteria.
5	B	Emergency Dispatch Services	This program provides 24 hrs. / 365 days capability for the Installation Emergency Control Center (ECC) or 911 Dispatch services under the Director of DES. The ECC is the installation's nerve center for dispatching all emergency incidents for Fire, Law Enforcement and EMS. The ECC provides critical infrastructure capability to support all emergency responders to include Command and Control (C2), Communications, Resource Notification, cordon/safe route plotting and acts as the Emergency Operations Center (EOC) until relieved in support of the Incident Commander to safely mitigate the emergency incident.

Installation / Location	Hours	POCs
Fort Sill Fire Department 2025 Adams Road Fort Sill, OK 73503	0730 – 1630 Monday - Friday	Fire Chief Clint Langford, (580) 442-6010 Clint.a.langford.civ@army.mil

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	Normally No. See Note 1	Normally No. See Note 1	Yes. See Note 2	No
Reimburse for Above Baseline Services	Yes	Yes	Yes	Yes	Yes

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Fire Prevention Services	As required		Hour	Per hour x * Rate	* Actual Cost
Emergency Dispatch Services	As required		Hour	Per hour x * Rate	* Actual Cost
Response to all-hazard emergencies	As required		Hour	Per hour x * Rate	* Actual Cost
Emergency ARFF Response	As required		Hour	Per hour x * Rate	* Actual Cost

**Service Specific Instructions / Definitions**

**Note 1. Reimbursement requires a legal review of interagency agreements.**

**Note 2. Reimbursement required from Privatized Army Lodging (PAL) and Residential Community Initiative (RCI) partners per ASA IE&E policy.**

**\* Actual Cost = \* Rate determined by ASA IE&E Reimbursable Worksheet**

**SUPPLIER WILL:**

1. Provide Fire Prevention inspections, enforcement, engineering support, and education IAW AR 420-1 Chapter 25 and OACSIM policy to reduce risks in order to prevent fire resulting in loss of life and property.
2. Provide All-Hazards Dispatch directly or through local agreements in order to prevent loss of life and preserve property IAW DoDI 6055.06.
3. Provide All-Hazards Emergency response in order to prevent loss of life and preserve property as required by RECEIVER.
4. Provide All-Hazards Aircraft Rescue and Fire Fighting (ARFF) response to prevent loss of life and preserve property as required by RECEIVER.

**RECEIVER WILL:**

1. Comply with SUPPLIER's regulations, policies and directives.
2. Reimburse SUPPLIER for costs associated with providing services.
3. Reimburse SUPPLIER for the costs associated with control and containment if any petroleum, hazardous substances, or hazardous waste spill to include response, handling, and sampling.
4. Provide and maintain fire extinguishers.
5. Provide and maintain fire suppression, fire detection, and fire alarm systems.

**References:** AR 420-1 Chapter 25

# Directorate of Emergency Services

600	Physical Security
<b>Service Definition</b>	Provides a safe and secure environment through employment of physical security measures that are realistic, harmonized with other security disciplines, and provide the necessary flexibility for commanders to prevent unauthorized access and protect personnel, installations, operations, and related assets and resources against capable threats (loss, misuse, damage, destruction) from terrorists, criminal activity, and other subversive or illegal activity. Provides planning and services for blast mitigation, physical security communication systems, explosives detection, electronic intrusion detection, personnel protection, site improvements, and security forces and technicians. <b>Provides Planning and Services</b> does not imply that Physical Security will provide the funding for those services; some funding will be the garrison or tenant organizations responsibility.
<b>Service Outcome</b>	Provide a safe and secure installation and support tenant organizations requirements.

ISR PSC	CLS SSP	Title	Description
1	A	Execute Physical Security Program Management	Provide management and direction for core PS missions to maintain a safe and secure installation to include support to tenant organizations. Provides for the regulatory compliance and certification of facilities used to protect Arms, Ammunition and Explosives (AA&E), mission sensitive and classified resources; The planning, programming, budgeting, and execution (PPBE) process; contract management, training, inspections and surveys, risk analysis, designate restricted areas, designate MEVA, MILCON review, MDEP management and budget development and execution.
2	B	Execute Electronic Security Systems (ESS) Management	Execute electronic security system (IDS/ICIDS, Installation Access Control Systems, Barriers, Drop Arms, PS Infrastructure, and other electronic equipment) management in accordance with appropriate laws, regulations Maintain systems IAW manufacturer specifications and or the Performance work statements or Statements of Work or awarded contract.
3	C	Execute Installation Access Control Procedures	Provides administration and operation of installation access control points, visitor control, and equipment, consistent with Army policy and local conditions, to safeguard personnel, facilities, and assets. Restrict or control entrance to those authorized persons. Screen identity and trustworthiness to prevent access to those personnel deemed a threat to the installation.

Installation / Location	Hours	POCs
Fort Sill Physical Security Office 2025 Adams Road Fort Sill, OK 73503	0800 – 1600 Monday – Friday	Mark E. Brown, (580) 558-6527

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	No	No	No	No
Reimburse for Above Baseline Services	Yes	Yes	Yes	Yes	Yes

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Program Management	Daily/weekly / quarterly Annually / IAW AR 190-11, 13	Inspections (Baseline)	AR 190-11 and 13 inspection requirements	N/A	Inputted by garrison
Program Management	Daily/weekly / quarterly Annually / IAW AR 190-11, 13	Inspections – 2	Tenant organizations that have credentialed Physical Security personnel (MEDCOM, TRADOC, FORSOM are some examples) and inspections for organizations that don't meet AR 190-11, 13 inspection requirements.	Loaded Hourly Cost: \$85. Total hours spent on conduction inspection(s), preparing and distributing report(s).	Inputted by garrison
ESS Management	Quarterly or as needed Maintenance / Procurement / Monitoring	IDS (Baseline)  <b>See Note: 4</b>	Arms Rooms / Installation Access Control Point (IACP) Duress	Cost per zone - # of zones / by contract cost.	Inputted by garrison

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
<b>ESS Management; CHANGE dtd Sep 2020</b>	Quarterly or as needed Maintenance / Procurement / Monitoring	IDS – 2  <b>See Note: 4</b>	Above baseline services: Commissary and PX cash cage / CONCUS and OCONUS Bank facilities, ATMs, SCIFs / Open Storage / Postal facilities / Duress not associated with ACPs / GO QTRS / MEVAS / Ammunition Storage Points (ASP) / Ammunition Holding Areas (AHA) / Museum / MTC / MWR facilities / Airfields / Pharmacies and all other IDS/Duress not covered and not associated with baseline.	# of zones / by contract cost or actual cost plus manpower costs for those installations that have Wage Grade employees	Inputted by garrison
<b>ESS Management</b>	Quarterly or as needed Maintenance / Procurement	CCTV (Baseline)  <b>See Note: 1</b>	CCTVs associated with IACPs / not including ATEC owned and funded, Biological / Chemical / and Nuclear sites)	Cost per CCTV - # of CCTV / by contract cost	Inputted by garrison
<b>ESS Management</b>	Quarterly or as needed Maintenance / Procurement / Monitoring	CCTV - 2	Installation Perimeter / parking lots / housing areas / MEVAS / MWR facilities / barracks / GOV buildings / Airfields / DES buildings / and all other CCTV not covered and not associated with baseline	# of CCTV / by contract cost or actual cost plus manpower costs for those installations that have Wage Grade employees	Inputted by garrison
<b>ESS Management</b>	Quarterly or as needed Maintenance / Procurement	Building Entry Control system (Baseline)	There is no baseline requirements; Building Entry Control systems are above baseline	N/A	Inputted by garrison
<b>ESS Management</b>	Quarterly or as needed Maintenance / Procurement	Building Entry Control system – 2 <b>See Note: 2</b>	All systems are tenant Organizations responsibility, this includes all DES buildings	Actual cost based on tenant organizations requirements	Inputted by garrison
<b>ESS Management</b>	Quarterly or as needed Maintenance / Procurement	Entry Control into Restricted Areas (Baseline)	There is no baseline requirements; Entry Control into Restricted Areas are above baseline	N/A	Inputted by garrison
<b>ESS Management</b>	Quarterly or as needed Maintenance / Procurement	Entry Control into Restricted Areas – 2 <b>See Note: 2</b>	Entry Control into Restricted Areas are tenant Organizations responsibility, this includes all DES buildings	Actual cost based on tenant organizations requirements	Inputted by garrison
<b>ESS Management</b>	Quarterly or as needed Maintenance / Procurement	Lighting (Baseline)	Associated with IACPs lighting ONLY (Canopy and Vehicle Search Areas)	Cost for light replacement through DPW	Inputted by garrison
<b>ESS Management</b>	Quarterly or as needed Maintenance / Procurement	Lighting - 2	Motor Pools / transition lighting / MEVAs / Airfield / Perimeter / and all other lighting not Associated with IACPs	Cost charged by DPW to perform the work.	Inputted by garrison
<b>ESS Management</b>	Quarterly or as needed Maintenance / Procurement	Locks (Baseline)  <b>See Note: 3</b>	IACP locking systems	N/A	Inputted by garrison
<b>ESS Management</b>	Quarterly or as needed Maintenance / Procurement	Locks - 2	All locking systems are garrison DPW or tenant Organizations responsibility	Cost charged by DPW to perform the work.	Inputted by garrison
<b>Access Control</b>	Daily	Installation Access Control Point manning (DASG) (Baseline)	IAW AR 190-13 and garrison's IACPs normal operational hours	N/A	Inputted by garrison
<b>Access Control</b>	When required	Installation Access Control Point manning DASG - 2	Additional operating hours needed to support above baseline manning requirements  Garrison Command Specific missions.	Loaded Hourly \$65; Overtime costs incurred for support events that cause an increase to NORMAL traffic volume	Inputted by garrison

<b>Access Control; CHANGE dtd Sep 2020</b>	Procurement / maintenance / clear zones	Fencing (Baseline)	Fencing needed to have the capability to secure (close) an IACP. <b>(Swing Gate)</b> All other fencing is above baseline	N/A	Inputted by garrison
<b>Access Control</b>	Procurement / maintenance / clear zones	Fencing – 2	All fencing is either the garrison's or tenant organization's responsibility, this is to include installation perimeter gates other than an IACP	Based on either the garrison's or tenant organizations requirements	Inputted by garrison
<b>Access Control; CHANGE dtd Sep 2020</b>	Procurement / maintenance	Barriers (Active) (Baseline)	All active barriers associated with an installation IACP, only those that are not considered real property.	# of barriers	Inputted by garrison
<b>Access Control CHANGE dtd Sep 2020</b>	Procurement / maintenance	Barriers (Active) – 2	IACP barriers that are considered real property / Installation Perimeter / parking lots / housing areas / MEVAS / MWR facilities / barracks / GOV buildings / Airfields / DES buildings / all other active barriers that are not associated with an IACP	Based on either the garrison's or tenant organizations barrier requirements	Inputted by garrison
<b>Access Control; CHANGE dtd Sep 2020</b>	Procurement / maintenance	Barriers (Passive) (Baseline)	Removable barriers that support the IACP Barrier Plan and <b>top 3 MEVAS</b>	N/A	N/A
<b>Access Control CHANGE dtd Sep 2020</b>	Procurement / maintenance	Barriers (Passive) – 2	Installation Perimeter / parking lots / housing areas / MEVAS / MWR facilities / barracks / GOV buildings / Airfields / DES buildings / all passive barriers that are not permanently affixed into the ground are considered personnel property and all permanently affixed barriers are considered real property.	Garrison determines # of barriers, types	Inputted by garrison
<b>Access Control</b>	Daily	Installation Visitor Control Center (VCC), vetting (Baseline)	IAW AR 190-13 and garrison's VCC normal operational hours	During NORMAL operational hours NORMAL processing volume	N/A
<b>Access Control</b>	When required	Installation Visitor Control Center, vetting - 2	Additional operating hours to support above baseline manning requirements  Garrison Command Specific missions.	Loaded Hourly \$65; Overtime costs incurred for support events that cause an increase to NORMAL traffic volume	Inputted by garrison

#### Service Specific Instructions / Definitions

**SUPPLIER WILL:** Provide services associated with the Army Regulation 190 series

**RECEIVER WILL:** Responsible for reimbursement or funding, actual services above baseline, funding will be provided through a MIPR or GFEBS. This document replaces the need for separate MOA/MOU.

**References:** All Army Regulation 190 series. QPSM only receives funding for requirements outlined in AR 190 series

#### Note 1: Removed dtd Sep 2020

**Note 2:** DES building security is a cost share. Any DES building that is occupied by more than Physical Security will have a cost share for the IDS, CCTV, and restricted area entry system. If Physical Security is not co-located with the DES then the DES is responsible for the full funding.

**Note 3:** If the garrison's PSO wants to maintain managing the garrison Key and Lock program that is a garrison command decision. The intent is for DPW and tenant organizations in the garrison to fund their lock requirements.

**Note 4:** Changes are based on that none of the references below mandates QPSM funds for any security requirements. All the references has some security requirements and has outlined guidance for funding those requirements. The references referred too are; AR 215-8 and AFI 34-211 (I) Army and Air Force Exchange Service Operations dated 5 Oct 12, EOP 16-01 Security dated October 2013, EOP 40-11 Special Retail Programs dated January 2011, DODD 5105.55 Defense Commissary Agency (DeCA) dated 12 Mar 08, and DOD 4525.6 Department of Defense Postal Manual dated 15 Aug 02.

**Note 4 changes will take effect 1 Oct 22, garrisons need to establish reimbursable cost.**

# Directorate of Emergency Services

601	Law Enforcement
<b>Service Definition</b>	Enforce Federal and State criminal and traffic laws in order to protect buildings, grounds, property and persons. This SSP supports all program compliance requirements to include: enforcement of all federal and state criminal law when federal criminal law and the Uniform Code of Military Justice do not apply. This includes conducting investigations, serving Federal warrants and subpoenas, maintaining a database of domestic violence incidences, enforcement of civilian protective orders, conservation law, and the enforcement of traffic law. Requires law enforcement records to be appropriately collected, stored, and disseminated in accordance with Federal Law and DoD policy. Department of the Army Police Officers and Military Police must be properly trained and certified in order to perform Law Enforcement duties in a legally sufficient manner. Law enforcement responds to intrusion detection system alarms and conducts periodic security checks of facilities and areas outside of unit level responsibility that are used to store sensitive or critical items or equipment in support of the physical security mission and security in depth concept at the installation level.
<b>Service Outcome</b>	Provide a safe and secure installation and support tenant organizations requirements.

ISR PSC	CLS SSP	Title	Description
1	A	Provide Law Enforcement Patrol Operations	Maintain the safety and security of Army installations (and Joint Bases) and its members through Law Enforcement response to emergency calls for service and proactive Law Enforcement patrols to deter / detect criminal activity and promote traffic safety.
2	B	Provide Law Enforcement Emergency Dispatch Services	Provides for the resources and management of law enforcement emergency dispatch services.
3	C	Provide Law Enforcement Investigations	Provides for the ability to conduct specialized LE investigations of misdemeanor crimes and juvenile offenses which occur on Army installations (and Joint Bases).
4	D	Conduct Traffic Investigations	Provides for the ability to conduct specialized LE investigations of serious traffic accidents which occur on Army installations (and Joint Bases).
5	E	Provide Law Enforcement Reports and Records Services	Provides for the resourcing and management of maintaining installation Law Enforcement records and reports.

Installation / Location	Hours	POCs
Fort Sill Police Department 2025 Adams Road Fort Sill, OK 73503	24/7	Chief Joe Glanzer, (580) 558-6530, alan.j.glanzer.civ@army.mil Deputy Chief Ronald Cox, (580) 442-5383, Ronald.s.cox5.civ@army.mil

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	No	No	No	No
Reimburse for Above Baseline Services	Yes	Yes	Yes	Yes	Yes

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Enforce Federal and State Criminal and Traffic Law	24 / 7 / 365	Inspections (Baseline)	IAW Regulatory Requirements	N/A	0.0
Law Enforcement Administration	24 / 7 / 365	Inspections (Baseline)	IAW Regulatory Requirements	N/A	0.0
Police Offer Services for Special Events	As requested	Above Baseline	Per hour	Total hours x labor rate	

Service Specific Instructions / Definitions
<b>SUPPLIER WILL:</b> Enforcement Federal and State Criminal and Traffic Law: Enforce Federal and State criminal and traffic laws in order to protect buildings, grounds, property and persons. This SSP supports all program compliance requirements to include enforcement of federal and state criminal and traffic law when observed by or reported to law enforcement. Ensures all Department of the Army Law Enforcement Officers are properly authorized, trained and certified in order to perform Law Enforcement duties in a legally sufficient manner. This SSP includes: <ul style="list-style-type: none"> <li>- Conducting investigations</li> <li>- Serving Federal warrants and subpoena's</li> <li>- Investigate, report, and maintain a database of domestic violence incidences</li> <li>- Enforcement of civilian protective orders</li> <li>- Enforcement of Federal and state statutes</li> <li>- Enforcement of conservation statutes</li> <li>- Enforcement of traffic statutes</li> <li>- Certification of law enforcement officers at the DA Police Academy</li> </ul>

- Annual law enforcement sustainment training
- Semi-annual weapons qualification for law enforcement officers
- Annual physical fitness testing for law enforcement officers
- Conducts Security Checks
- Responds to Intrusion Detection System Alarms

Law Enforcement Administration: This SSP covers law enforcement administrative tasks necessary to support law enforcement operations on installations. This SSP includes the requirement to:

- Manage law enforcement records in accordance with Federal law
- Collect and submit fingerprints
- Collect and submit DNA identification information
- Support Victim/Witness Assistance programs
- Register sexual offenders and enforce restrictions
- Input law enforcement information into the Defense Incident-Based Reporting System (DIBRS).

**RECEIVER WILL:** Comply with all Local, State, Military and Federal Rules, Regulations, Policies and Directives. Requests for Military Police Reports and Copy of Records will be submitted 10 days prior to release. Emergency requests will be approved on a case-by-case basis. Reimburse Supplier for costs associated with providing services above and beyond normal services provided to an installation, e.g. manning a 'special post' required to support a test program. Receiver will also ensure that all landline telephones are compliant with host state NENA standards for 911. Receiver will also ensure that AAFES Buildings are addressed IAW with NENA-2 Standards using physical street addresses that include room numbers, floor numbers and closest street intersections.

**References:**

<b>10 USC 2672 Protection of buildings, grounds, property, and persons</b>	The Secretary of Defense shall protect the buildings, grounds, and property that are under the jurisdiction, custody, or control of the Department of Defense and the persons on that property. <u>AUTHORIZED ACTIVITIES.</u> —Subject to subsection (i) and to the extent specifically authorized by the Secretary of Defense, while engaged in the performance of official duties pursuant to this section, an officer or agent designated under subsection (b) may— (1) enforce Federal laws and regulations for the protection of persons and property; (2) carry firearms; (3) make arrests— (A) without a warrant for any offense against the United States committed in the presence of the officer or agent; or (B) for any felony cognizable under the laws of the United States if the officer or agent has reasonable grounds to believe that the person to be arrested has committed or is committing a felony; (4) serve warrants and subpoenas issued under the authority of the United States; and (5) conduct investigations, on and off the property in question, of offenses that may have been committed against property under the jurisdiction, custody, or control of the Department of Defense or persons on such property. The Secretary of Defense may prescribe regulations, including traffic regulations, necessary for the protection and administration of property under the jurisdiction, custody, or control of the Department of Defense and persons on that property.
<b>18 USC 13 Assimilated Crimes Act</b>	No specific requirement, but serves as the authority for Federal Law Enforcement to enforce state criminal and traffic laws on military installations where there is an absence of Federal traffic law for the offense committed
<b>18 USC 5033 Custody prior to appearance before magistrate judge</b>	Juvenile custody prior to appearance before magistrate judge. Requires juvenile delinquents to be read their rights, notification of parents and attorney general, taken to magistrate judge quickly, and detained for no longer than a reasonable time
<b>10 USC 1561A Civilian Orders of Protection</b>	A civilian order of protection shall have the same force and effect on a military installation as such order has within the jurisdiction of the court that issued such order. Secretary of Defense shall prescribe regulations to carry out this section. The regulations shall be designed to further good order and discipline by members of the armed forces and civilians present on military installations
<b>10 USC 2671 Military Reservations and Facilities: hunting, fishing, and trapping</b>	The Secretary of Defense shall, with respect to each military installation or facility under the jurisdiction of any military department in a State— (1) require that all hunting, fishing, and trapping at that installation or facility be in accordance with the fish and game laws of the State in which it is located; (2) require that an appropriate license for hunting, fishing, or trapping on that installation or facility be obtained, except that with respect to members of the armed forces .... (3) develop, subject to safety requirements and military security, and in cooperation with the Governor (or his designee) of the State in which the installation or facility is located, procedures under which designated fish and game or conservation officials of that State may, at such time and under such conditions as may be agreed upon, have full access to that installation or facility to effect measures for the management, conservation, and harvesting of fish and game resources.
<b>10 USC 1585 of Firearms</b> Carrying	Authorizes Secretary of Defense to allow law enforcement officers to carry firearms or other appropriate weapons while assigned investigative duties or other duties the Secretary may prescribe. No specific requirement.
<b>18 USC 926B of concealed firearms by qualified law enforcement officers</b> Carrying	Authorizes qualified Federal Law enforcement officers to carry concealed firearms. No specific requirement.



<b>23 USC 402 Highway Safety Programs</b>	Are applicable to federally administered areas where a Federal department or agency controls the highways or supervises traffic operations. Program requirements: programs that that reduce injuries and deaths resulting from motor vehicles being driven in excess of posted speed limits; encourage the proper use of occupant protection devices (including the use of safety belts and child restraint systems) by occupants of motor vehicles; reduce injuries and deaths resulting from persons driving motor vehicles while impaired by alcohol or a controlled substance; prevent accidents and reduce injuries and deaths resulting from accidents involving motor vehicles and motorcycles; reduce injuries and deaths resulting from accidents involving school buses; to reduce accidents resulting from unsafe driving behavior (including aggressive or fatigued driving and distracted driving arising from the use of electronic devices in vehicles); improve law enforcement services in motor vehicle accident prevention, traffic supervision, and post-accident procedures; increase driver awareness of commercial motor vehicles to prevent crashes and reduce injuries and fatalities; improve driver performance; improve pedestrian performance and bicycle safety.
<b>DOD Policy (or other Federal policy/regulation such as OMB, FAA, FAR, OSHA, etc.)</b>	
<b>DoDD 5210.56 Arming and the Use of Force</b>	Requires law enforcement personnel to be authorized to carry firearms. Requires Law Enforcement personnel to be trained on the use of force and firearms. Identifies who is qualified to be armed.
<b>DoDD 5525.4 Enforcement of the State Traffic Laws on DoD Installations</b>	An effective, comprehensive traffic safety program be established and maintained at all military installations. All persons on a military installation shall comply with the vehicular and pedestrian traffic laws of the State in which the installation is located. Installation commanders of all DoD installations in the United States and over which the United States has exclusive or concurrent legislative jurisdiction are delegated the authority to establish additional vehicular and pedestrian traffic rules and regulations for their installations. All persons on a military installation shall comply with locally established vehicular and pedestrian traffic rules and regulations.
<b>DoDI 5200.08 Security of DoD Installations and Resources</b>	DoD installations, property, and personnel shall be protected and that <u>applicable laws and regulations shall be enforced</u> . Take reasonably necessary and lawful measures to <u>maintain law and order</u> and to protect installation personnel and property. Authorizes removal from, or the denial of access to, an installation or site of individuals who threaten the orderly administration of the installation or site.
<b>DODI 5525.15                      Law Enforcement Standards and Training in the DoD</b>	Requires Law Enforcement Officers and Military Police complete a law enforcement certification program that includes initial and sustainment training. Requires Law Enforcement Officers and Military Police to complete weapons qualifications. Law Enforcement Officers and Military Police must meet approved physical fitness standards.
<b>DoDI 5525.17 Conservation Law Enforcement Program (CLEP)</b>	Protection of property and natural and cultural resources under DoD control is accomplished through the <u>enforcement of all applicable federal and State laws and regulations</u> . DoD Component law enforcement officials exercise functional oversight over the CLEP and the conservation law enforcement officers (CLEOs) carrying out the program. CLEP Officers conducting criminal investigations will comply with the policies and procedures of DoD Instructions (DoDIs). The DoD Component's law enforcement and conservation functions will establish, and mutually support, an implementation method which defines roles, internal and external support agreements, funding responsibilities, accountability, command and control, and expectations which will provide for an effective and efficient CLEP.
<b>DoDI 6055.04 DoD Traffic Safety Program</b>	Conduct traffic enforcement. Develop local traffic codes
<b>DoDI 6400.06 Domestic Abuse Involving DoD Military and Certain Affiliated Personnel</b>	Enforce civilian protective orders. Respond to and investigate reports of domestic abuse. Law enforcement personnel shall respond to reports of domestic violence as they would to credible reports of any other crime and shall ensure that victims are informed of available domestic abuse services. Law enforcement personnel shall immediately notify FAP of the incident to prompt a thorough risk assessment and safety planning. Law enforcement personnel shall promptly complete a detailed written report of the investigation and forward a copy to the alleged suspect's commander or when the alleged suspect is a civilian, to the local law enforcement authorities in accordance with local law enforcement requirements and procedures.
<b>DoDM 5200.01-V3 C2 DoD Information Security Program: Protection of Classified Information</b>	Top Secret Information: "personnel responding to the alarm arriving <u>within 15 minutes</u> of the alarm annunciation" Top Secret (Open Storage) - "equipped with an IDS with the personnel responding to an alarm <u>within 15 minutes</u> of the alarm annunciation if the area has been determined to have security-in-depth, or <u>within 5 minutes</u> of alarm annunciation if it has not". Secret Information: "personnel responding to the alarm arriving <u>within 30 minutes</u> of the alarm annunciation"
<b>Army References (AR, IMCOM Policy, etc.)</b>	
<b>AR 190-5</b>	<b>Motor Vehicle Traffic Supervision</b>
<b>Chapter 1-4 e(1)</b>	Establish an effective traffic supervision program.
<b>Chapter 1-4 e(2)</b>	Cooperate with civilian police agencies and other local, State, or Federal Government agencies concerned with traffic supervision.
<b>Chapter 1-4 e(3)</b>	Ensure that traffic supervision is properly integrated in the overall installation traffic safety program.
<b>Chapter 1-4 e(4)</b>	Participate actively in alcohol safety action projects in neighboring communities.
<b>Chapter 1-4 e(5)</b>	Ensure that active duty Army law enforcement personnel follow the provisions of AR 190-45 in reporting all criminal violations and utilize the Centralized Police Operations Suite to support reporting requirements and procedures.
<b>Chapter 1-4 e(6)</b>	Implement the terms of this regulation in accordance with the provisions of Title 5, United States Code, Chapter 71 (5 USC 71).
<b>Chapter 1-4 e(7)</b>	Revoke driving privileges in accordance with this regulation.
<b>Chapter 1-4 f(1)</b>	Exercise overall staff responsibility for directing, regulating, and controlling traffic, and enforcing laws and regulations pertaining to traffic control.
<b>Chapter 1-4 f(2)</b>	Assist traffic engineering functions at installations by participating in traffic control studies designed to obtain information on traffic problems and usage patterns.

<b>Chapter 4-2 a</b>	Installation or activity commanders will establish a traffic code for operation of motor vehicles on the installation.
<b>Chapter 4-5</b>	Installation law enforcement personnel must make detailed investigations of accidents
<b>Chapter 4-10</b>	Installation law enforcement personnel will be trained to: Recognize signs of alcohol and other drug impairment in persons operating motor vehicles. Prepare DD Form 1920 (Alcohol Incident Report). Perform the three field tests of the improved sobriety testing techniques. Determine when a person appears intoxicated but is actually physically or mentally ill and requires prompt medical attention. Understand the operation of breath-testing devices.
<b>Chapter 4-13 a</b>	Law enforcement personnel usually detect drivers under the influence of alcohol or other drugs by observing unusual or abnormal driving behavior. Drivers showing such behavior will be stopped immediately. The cause of the unusual driving behavior will be determined, and proper enforcement action will be taken.
<b>Chapter 4-17</b>	Procedures should be established to process reports received from civil authorities on serious traffic violations, accidents, and intoxicated driving incidents involving persons subject to this regulation
<b>Chapter 4-18 c</b>	Installation commanders will maintain liaison with civil enforcement agencies
<b>Chapter 4-19 a</b>	State-Armed Forces Traffic Workshop Program. This program is an organized effort to coordinate military and civil traffic safety activities throughout a State or area. Installation commanders will cooperate with State and local officials in this program and provide proper support and participation.
<b>Chapter 4-19 b</b>	Community-Installation Traffic Workshop Program. Installation commanders should establish a local workshop program to coordinate the installation traffic efforts with those of local communities.
<b>Chapter 5-1</b>	Each Service and DLA will use its own form to record vehicle traffic accidents, moving violations, suspension or revocation actions, and traffic point assessments involving military and DOD civilian personnel, their family members, and other personnel operating motor vehicles on a military installation.
<b>AR 190-11</b>	<b>Physical Security of Arms, Ammunition, and Explosives</b>
<b>Chapter 3-6 b</b>	Intrusion Detection System Response Force. The response force should respond to an activated alarm as soon as possible, but in no case may arrival at the scene exceed 15 minutes.
<b>Chapter 4-2a(3)</b>	AA+E Storage and Supplemental Controls. Category II arms. Vaults, containers, and safes will be under 24-hour armed guard surveillance or protected by an approved IDS, and the facility will be checked by a security patrol at least once every 8 hours
<b>Chapter 4-2a(6)</b>	AA+E Storage and Supplemental Controls. Category IV arms that are stored in unmanned facilities not equipped with an IDS will be checked by a security patrol or guard patrol at irregular intervals not to exceed 24 hours.
<b>Chapter 4-2a(7)(b)</b>	Intrusion Detection System. Facilities will be checked by a security patrol periodically as dictated by any threat and by the vulnerability of the facility. The intervals between checks will not exceed 8 hours.
<b>Chapter 4-2e(1)</b>	Intrusion Detection System for Arms Storage Facilities. Facilities without an operational IDS require constant surveillance by armed guards for Category II arms, while Category III and Category IV facilities require a check by a security patrol at irregular intervals not to exceed 24 hours.
<b>Chapter 4-2e(2)(a)</b>	Security Patrols. Facilities will be checked by a security patrol periodically as dictated by any threat and by the vulnerability of the facility. For Category II IDS protected facilities, the intervals between checks will not exceed 8 hours. For Category III and Category IV facilities, the intervals between checks will be once every 24 hours and once every 48 hours for IDS protected storage facilities.
<b>Chapter 5-2a(2)(b)</b>	Bulk Storage Area Security Patrols. For Category I and Category II facilities protected by an operational IDS, the intervals between checks will be once every 24 hours. For facilities without an operational IDS, the intervals between checks will be hourly for Category I and once every 2 hours for Category II facilities.
<b>Chapter 5-2b(3)</b>	For Category III and Category IV facilities protected by an operational IDS, the intervals between checks will be 72 hours and once every 48 hours for facilities not protected by an operational IDS.
<b>Chapter 5-8e(4)</b>	Protection of missiles, rockets, ammunition, and explosives at the unit level. Armed guards will be posted to control entry, to protect the AA&E, and in the event Category I missiles and rockets are stored there, to enforce the two-person rule. The guards will be equipped with a primary and alternate means of communications. At a minimum, armed guards will be checked every four hours by an individual appointed by the commander.
<b>Appendix D-4a(2)(a)(b)</b>	Temporary Storage Supplemental Controls. (a) Category I temporary storage areas or individual conveyances will be equipped with IDS or provided constant surveillance. Pending installation of IDS, the intervals between checks may not exceed 1 hour. When IDS is used, patrol intervals may not exceed 8 hours.
	(b) Category II temporary storage areas or individual conveyances will be equipped with IDS or checked by a guard patrol at irregular intervals not to exceed 1 hour while in storage. When IDS is used, patrol intervals may not exceed 16 hours.
<b>Appendix D-4b(2)</b>	Temporary Storage Supplemental Controls. IDS may not be programmed for Category III or Category IV storage areas, unless determined necessary based on an assessment of the local threats and vulnerabilities. Cargo that is protected by IDS will be checked by a guard patrol at irregular intervals not to exceed 48 hours. Unalarmed cargo will be checked at least once each 24 hours.
<b>Appendix D-6a</b>	Waterfront and ships at berth. Piers and adjacent waterfront areas without cargo or ships will be patrolled at least hourly by an armed guard. When ships are at berth, piers will be patrolled by armed guard at irregular intervals not to exceed 30 minutes. The IDS may be used at the terminal commander's discretion. When IDS is used, the patrol frequency may extend to 4 hours for piers or waterfront without ships or cargo. When cargo is present, armed guards, IDS surveillance, or patrol checks will be as prescribed for the highest category of cargo or at intervals not to exceed 30 minutes whichever is more stringent. Waterborne patrols will be used to augment land based patrols where feasible.
<b>Appendix D-6b</b>	Terminal gates and perimeter areas: Secured gates and perimeter areas require IDS protection or patrol checks at least once each 4 hours. When an IDS is used, patrol intervals may extend to 24 hours.
<b>AR 190-12</b>	<b>Military Working Dog Program</b>
<b>Chapter 1-4 i(1)</b>	The Commanders of installations, activities, and units will—Initiate MWD programs based upon the evaluation of the threat, current and future missions, and ACOMs/ASCCs/DRUs guidance.

<b>Chapter 1-4 i(2)</b>	The Commanders of installations, activities, and units will—Support the MWD program in accordance with policies outlined in this regulation and procedures outlined in doctrinal texts pertaining to MWD doctrinal texts
<b>Chapter 1-4 i(3)</b>	The Commanders of installations, activities, and units will—Initiate and submit MWD program administrative reports in accordance with appendix C or maintain current and updated information on MWDs.
<b>Chapter 1-4 i(4)</b>	The Commanders of installations, activities, and units will—Notify commanders of ACOMs, ASCCs, or DRUs (through Senior Mission Commander) of any failure or inability to comply with this regulation.
<b>Chapter 1-4 i(5)</b>	The Commanders of installations, activities, and units will—Ensure additional skill identifier (ASI) population and local reassignments are communicated in a timely manner to MWD program managers to allow for proper planning and management.
<b>AR 190-13</b>	<b>Army Physical Security Program</b>
<b>Chapter 10-1 a and b</b>	A security patrol, guard patrol, or unit personnel will periodically check facilities and areas used to store sensitive or critical items or equipment. a. Security checks will be conducted on an irregular basis during non-duty hours to avoid establishing a pattern. Security checks will ensure unauthorized personnel are not in the area, and structures are intact and have not been broken into.
<b>AR 190-14</b>	<b>Carrying of Firearms and Use of Force for Law Enforcement and Security Duties</b>
<b>Chapter 1-4b</b>	Commanders at all levels will exercise sufficient control over operations and authorizations involving the carrying of firearms, and will ensure—
<b>Chapter 1-4b(1)</b>	When use of force is required, only minimum force necessary is applied.
<b>Chapter 1-4b(2)</b>	Individuals being issued a firearm have written authorization in effect before the actual issuance of the weapon.
<b>Chapter 1-4b(3)</b>	Personnel permitted to perform law enforcement or security duties or duties guarding U.S. military prisoners— (a) Receive instruction on use of force for the particular duty or post to which assigned. (b) Demonstrate knowledge and skill in use of unarmed defense techniques, the military police (MP) club, chemical aerosol irritant projectors, and assigned firearms. Requirements concerning use of the MP club and chemical aerosol projectors apply only when these items are issued and carried on duty. (c) Are qualified and trained, to include safety functions, on the use of all firearms authorized to be carried according to this regulation. (d) Are briefed on administrative and safety requirements regarding the carrying of firearms aboard aircraft. (e) Develop criteria consistent with this regulation and local law, for the carrying of firearms and for the use of force by contract security forces.
<b>AR 190-30</b>	<b>Military Police Investigations</b>
<b>Chapter 1-4j</b>	(1) Nominate personnel for training and certification as MPI and DAC detectives/investigators. (2) Request name checks on all MPI and DAC detective/investigator candidates from USACRC. (3) Ensure that military and civilian candidates have completed the Military Police Investigator's Course at USAMPS prior to performing investigative duties. (4) Supervise the conduct of MPI operations. (5) Request MPI and DAC credentials from IMA headquarters. (6) Issue and control MPI and DAC credentials. (7) Issue MPI and DAC credentials only after completion of MPI School.
<b>Chapter 4-6a</b>	Customs violations will be investigated as prescribed in AR 190–41.
<b>Chapter 4-7</b>	Provost Marshals and U.S. Army law enforcement supervisors at all levels will ensure that active drug enforcement programs are developed and maintained, and that priorities for resources reflect the critical and important nature of the drug enforcement effort.
<b>Chapter 4-18</b>	Provost marshals will make maximum use of NCIC terminals available to them and will establish liaison with the U.S. Army Deserter Information Point (USADIP) as necessary to ensure timely exchange of information on matters concerning deserters.
<b>Chapter 4-20</b>	Military police are authorized to receive, process, safeguard, and dispose of evidence, to include non-narcotic controlled substances, in accordance with AR 195–5.
<b>Chapter 4-21b</b>	Police intelligence will be actively exchanged between DOD law enforcement agencies, military police, USA IDC, local, state, Federal, and international law enforcement agencies.
<b>AR 190-56</b>	<b>The Army Civilian Police and Security Guard Program</b>
<b>Chapter 1-4i.</b>	Director of Emergency Services, Provost Marshals, and designated representatives. The DES, the provost marshal (PM), or the designated command security and law enforcement representative on any installation or activity where there is no DES, will—
<b>Chapter 1-4i(1)</b>	Ensure DACP/SG personnel are adequately trained, certified, and credentialed to perform assigned duties and respond to and recover from all hazards, including terrorism and criminal incidents.
<b>Chapter 1-4i(2)</b>	Accomplish the following in coordination with the servicing Civilian Personnel Advisory Center (CPAC)— (a) Ensure personnel employed in DACP/SG positions are qualified, capable, reliable, and trustworthy. (b) Ensure appropriate reliability investigations are conducted on Army employees, before they are assigned to CP/SG duties.
<b>Chapter 2-2b</b>	Medical evaluations for DACP/SG new hires and current employees will be conducted per prescribed OPM medical evaluation standards, appendix C, and MEDCOM cardiovascular evaluation guidelines.
<b>Chapter 2-2c</b>	The physical ability test (PAT) is applicable to all DACP/SG and CSG new hires and current employees and will be conducted per guidance in appendix D.
<b>Chapter 2-3a</b>	All individuals tentatively selected for appointment to DACP/SG positions will be security screened (minimum of a local files check) prior to being appointed to such positions.
<b>Chapter 2-4</b>	a. All employees required to carry firearms must sign a DA Form 5019 (Condition of Employment for Certain Civilian Positions Identified Critical Under the Department of the Army Drug-Free Federal Workplace Program) and pass a drug test, per AR 600–85, before being certified under the Individual Reliability Program (IRP). b. All DACP/SGs in the IRP will receive periodic drug testing, per AR 600–85, on a random basis to ensure the deterrent value of the testing program.

<b>Chapter 3-1</b>	<p>a. This chapter establishes the IRP for DACP/SGs and CSGs. The IRP provides a means of assessing the reliability and suitability of individuals being considered for employment, and for continuous assessment of personnel assigned to civilian police and security guard positions.</p> <p>b. The IRP is a commander's program under which commanders must be aware of, and concerned with, the reliability of their personnel at all times. In order for the IRP to work, total team effort and interaction is necessary. Supervisors at all levels have an inherent responsibility to inform the commander of all cases of erratic performance and poor judgment by personnel, on or off duty, that could affect on-the-job reliability. All personnel are responsible for reporting to their immediate supervisor any behavior that might affect their coworkers' reliability.</p>
<b>Chapter 3-9</b>	The CO will establish a system for periodic review (at least annually) of employee records to ensure any adverse information added to the file after initial certification is reviewed and considered.
<b>Chapter 4-5</b>	Information added to the file after initial certification is reviewed and considered.
<b>Chapter 4-6</b>	Commanders will ensure annual training is provided to DACP/SGs and CSGs
<b>Chapter 4-6g</b>	Active Shooter Response Course. At a minimum, the training will include TSP 191-AS-0001, except for lesson 7 concerning special reaction teams. The total training requirement is 12 to 14 hours annually.
<b>Chapter 5-2d</b>	Successful completion of the PAT annually per appendix D.
<b>Chapter 5-3a</b>	The installation or activity commander and medical treatment center or hospital commander, after consultation with the servicing SJA and the PM, DES, or designated command representative, will provide to all personnel performing law enforcement and security guard functions under their authority, to include those at sub-installations, specific written guidance on—(1) Authority (specific empowerment and limitations) and jurisdiction, with emphasis on the limits of their authority and jurisdiction to the installation to which assigned. (2) The procedures for suspending and withdrawing their law enforcement authority.
<b>Chapter 5-3c</b>	Procedures must be established to ensure all personnel who perform law enforcement and security guard functions acknowledge, in writing, a clear understanding of their authority and jurisdictional limitations. Written instructions will be reviewed at least once a year and updated, if necessary, by the commander.
<b>Appendix C-3 a(2)</b>	Periodic medical evaluation must be performed annually.
<b>AR 195-2</b>	<b>Criminal Investigation Activities</b>
<b>Chapter 1-7c</b>	Installation law enforcement activity will promptly refer all crimes or incidents falling within USACIDC investigative responsibility to the appropriate USACIDC element for investigation.
<b>AR 380-5</b>	<b>Department of the Army Information Security Program</b>
<b>Chapter 7-4a(1)(a)3</b>	Top Secret Information will be stored: "with personnel responding to the alarm, arriving within 15 minutes of the alarm announcement with security in depth, 5 minutes without security in depth"
<b>Chapter 7-4a(2)(d)3</b>	Secret Information will be stored: "with personnel responding to the alarm arriving within 30 minutes of the alarm."
<b>SSP B</b>	<b>Law Enforcement Administration - References</b>
<b>5 USC 552a Records maintained on individuals</b>	<u>No agency shall disclose any record which is contained in a system of records by any means of communication to any person, or to another agency, except pursuant to a written request by, or with the prior written consent of, the individual to whom the record pertains, unless disclosure of the record would be—(7) to another agency or to an instrumentality of any governmental jurisdiction within or under the control of the United States for a civil or criminal law enforcement activity if the activity is authorized by law, and if the head of the agency or instrumentality has made a written request to the agency which maintains the record specifying the particular portion desired and the law enforcement activity for which the record is sought.</u>
<b>42 USC 14135a Collection and Use of DNA Identification Information from Certain Federal Offenders</b>	Collection and Use of DNA Identification Information from Certain Federal Offenders - (a) Collection of DNA samples (1) From individuals in custody (A) The Attorney General may, as prescribed by the Attorney General in regulation, collect DNA samples from individuals who are arrested, facing charges, or convicted or from non-United States persons who are detained under the authority of the United States. The Attorney General may delegate this function within the Department of Justice as provided in section 510 of title 28 and may also authorize and direct any other agency of the United States that arrests or detains individuals or supervises individuals facing charges to carry out any function and exercise any power of the Attorney General under this section.
<b>42 USC 16901 The Sex Offender Registration and Notification Act</b>	The Sex Offender Registration and Notification Act - In order to protect the public from sex offenders and offenders against children, and in response to the vicious attacks by violent predators against the victims listed below, <u>Congress in this chapter establishes a comprehensive national system for the registration of those offenders</u>
<b>10 USC 1565 DNA Identification Information</b>	DNA Identification Information - COLLECTION OF DNA SAMPLES.—(1) <u>The (Defense) Secretary concerned shall collect a DNA sample from each member of the armed forces under the Secretary's jurisdiction who is, or has been, convicted of a qualifying military offense (as determined under subsection (d))</u>
<b>DOD Policy (or other Federal policy/regulation such as OMB, FAA, FAR, OSHA, etc.)</b>	
<b>DoDD 1030.1 Victim and Witness Assistance</b>	Victim and Witness Assistance - 5.3.4. Ensure that a multi-disciplinary approach is followed by victim and witness service providers, including law enforcement personnel, criminal investigators, chaplains, family advocacy personnel, emergency room personnel, family service center personnel, judge advocates, unit commanding officers, corrections personnel, and other persons designated by the Secretaries of the Military Departments; and ensure that those providers receive training to assist them in complying with this Directive. 5.3.5. Establish procedures to ensure that local installation responsible officials provide victim and witness services as required in reference (e) at the installation level through coordination with the representatives identified in paragraph 5.3.4., above.



<b>DoDI 1030.2 Victim and Witness Assistance Procedures</b>	Victim and Witness Assistance Procedures - 6.1. Initial Information and Services to be Provided to Victims and Witnesses. At the earliest opportunity after identification of a crime victim or witness, the local responsible official, law enforcement officer, or criminal investigation officer shall provide the following services to each victim and witness, as appropriate: The DD Form 2701, "Initial Information for Victims and Witnesses of Crime," (enclosure 3) or computer-generated equivalent shall be used as a handout to convey basic information and points of contact and shall be recorded on the appropriate form authorized for use by the particular Service. This serves as evidence that the officer notified the victim or witness of his or her statutory rights.
<b>DoDI 5505.07 Titrting and Indexing Subjects of Criminal Investigations in DoD</b>	Titrting and Indexing Subjects of Criminal Investigations in DoD - Defense criminal investigative organizations (DCIOs) and other DoD law enforcement organizations that conduct criminal investigations shall place the names and identifying information of people under criminal investigation in the title blocks of investigative reports
<b>DoDI 5505.11 Fingerprint and Final Disposition Report Submission Requirements</b>	Fingerprint Card and Final Disposition Report Submission Requirements - It is DoD policy that the DCIOs and other DoD law enforcement organizations submit to the CJIS Division of the FBI, as prescribed in this instruction and based on a probable cause standard determined in conjunction with the servicing Staff Judge Advocate (SJA) or other legal advisor, offender criminal history data for all: a. Members of the Military Services investigated for offenses listed in Enclosure 2 of this instruction by DCIOs or other DoD law enforcement organizations. b. Civilians investigated for offenses equivalent to those listed in Enclosure 2 of this instruction by or whose investigations were made available to the DCIOs or other DoD law enforcement organizations. This includes foreign nationals, persons serving with or accompanying an armed force in the field in time of declared war or contingency operations, and persons subject to chapter 212 of Title 18, U.S.C. (Reference (e)) (also known as the "Military Extraterritorial Jurisdiction Act of 2000") in accordance with the Deputy Secretary of Defense Memorandum (Reference (f)). c. Military Service members, their dependents, and DoD employees and contractors investigated by foreign law enforcement organizations for offenses equivalent to those listed in Enclosure 2 of this instruction and made available to the DCIOs or other DoD law enforcement organizations.
<b>DoDI 5505.14p DNA Collection</b>	DNA Collection - It is DoD policy that DNA samples will be taken from Service members, DoD and non-affiliated DoD civilians, and contractors who are suspects of criminal investigations
<b>DoDI 5525.16 Law Enforcement Defense Data Exchange (LE D-DEX)</b>	Law Enforcement Defense Data Exchange (LE D-DEX) - It is DoD policy that: a. DoD LEAs share CJI across organizational boundaries to enhance the Department's crime prevention and investigative lead sharing. b. CJI sharing within DoD must be accomplished through the LE D-DEX. c. DoD LEAs share complete, accurate, and timely CJI with counterpart civil LEA to enhance public safety for all jurisdictions concerned.
<b>DoDI 5525.20 Registered Sex Offender (RSO) Management in DoD</b>	Registered Sex Offender (RSO) Management in DoD - Monitor DoD-affiliated RSOs who live or work on DoD installations, through DoD installation law enforcement and the appropriate unit commanders, and enforce any restrictions associated with the RSOs' convictions in accordance with pertinent law. Installation or facility law enforcement (or ISAS LEA) will notify the appropriate command, with publicly releasable information, of DoD-affiliated personnel assigned to or working on that installation or facility. Installation command, human resources, and personnel security will make their own independent fitness and suitability determinations respectively. Once notified of a DoD-affiliated RSO who lives or works on an installation or facility, the installation or facility DoD LEA will coordinate with the State, territory, or tribal sex offender registry office to determine:(1) If the DoD-affiliated RSO has restrictions placed on him or her that are related to his or her conviction as a sex offender.(2) If required monitoring will be conducted by State or local law enforcement for the period of time the subject individual lives or works on the installation.c. If State or local law enforcement cannot or will not conduct the required monitoring, the DoD installation or facility LEA will conduct the required monitoring in coordination with the State, territory, or tribal sex offender registry office or delegated State or local LEA.
<b>DoDI 7730.47 Defense Incident-Based Reporting System (DIBRS)</b>	Defense Incident-Based Reporting System (DIBRS) - a. The DoD Components with assigned law enforcement agencies (LEAs) or activities comply with the criminal incident reporting requirements of References (c) through (g) using the procedures provided in Volumes 1 and 2 of DoD 7730.47-M (References (h) and (i)). b. DIBRS is DoD's centralized reporting system to the Federal Bureau of Investigation's National Incident-Based Reporting System (NIBRS) pursuant to Reference (c). c. In order to be considered DIBRS compliant, DoD Components with assigned LEAs must: (1) Successfully submit a minimum of the five NIBRS segments, as described in Reference (h), to DIBRS on a monthly basis. (2) Maintain a 4 percent or less data submission error rate for the monthly DIBRS submissions. (3) Correct and return NIBRS submission errors in a timely manner (within 30 days of notification of the error). d. In order to maintain currency of system changes to offense codes and other DIBRS data elements, a DIBRS Configuration Control Document will maintain a record of those changes, be disseminated to DIBRS system users on a regular basis, and be incorporated into scheduled updates to References (h) and (i) in accordance with DoDI 5025.01 (Reference (j)). e. DIBRS, the central repository of criminal incident-based statistical data, is maintained at the Defense Manpower Data Center (DMDC).
<b>Enhanced Baseline Standards That Exceed the Statutory/DoD/Federal Baseline Standard</b>	
None	
<b>AR 190-5</b>	Motor Vehicle Traffic Supervision
<b>AR 190-45</b>	Law Enforcement Reporting
<b>AR 195-2</b>	Criminal Investigation Activities
<b>AR 190-30</b>	Military Police Investigations

## Directorate of Human Resources

Service 113 Administrative Service

Service 250 Substance Abuse Programs

Service 800 Military Personnel Services

Service 803 Army Continuing Education Services

# Directorate of Human Resources

<b>113</b>	<b>Administrative Services</b>
<b>Service Definition</b>	Provide policy and program management and execution of the following regulatory administrative programs mandated by Federal Law: Freedom of Information Act/Privacy Act, Records Management, Official Mail and Distribution
<b>Service Outcome</b>	Availability of required records management programs and postal services

ISR PSC	CLS SSP	Title	Description
1	A	Provide incoming official mail and distribution management services	Process incoming official mail and distribution for the installation in accordance with DODI 4525.8, DOD manual 4525.8-M and AR-25-51, 28 USC, 39 USC.
2	C	Provide outgoing official mail and distribution Management services	Process outgoing official mail and distribution for the installation in accordance with DODI 4525.8, DOD manual 4525.8 - M, and AR-25-51, 18 USC, 39 USC.
3	B	Provide Freedom of Information Act (FOIA) and Privacy Act (PA) services (installation wide)	Provide Freedom of Information Act (FOIA) and Privacy Act (PA) support to the public in accordance with 5 USC 552 & 552a, EO 13392, Federal Information Security Management Act (FISMA), AR 25-55 and DODM 5400.07. AR 25-22 and DOD 5400.11
4	E	Provide Army Records Information Management Systems (ARIMS) and Survey Services (installation wide)	Provide surveys/inspections installation wide in accordance with 44 USC, 36 CFR, AR 25-400-2 and DA PAM 25-403.
6	F	Review and authenticate installation-level forms and publications	Provide forms and publications management services, to include review and authentication at the installation-level in accordance with AR 25-30 and DA PAM 25-40.
7	G	Operate Installation Records Holding Area (RHA)	Establish, fund, and operate records staging / holding areas for installation-wide customers, as required, in accordance with AR 25-400-2.
8	K	Provide pick-up and delivery of official mail to administrative offices	Provide pick-up and delivery of official mail to the administrative offices of each organization on the installation in accordance with AR 25-51 (paragraph 1-5g), DODI 4525.8, DOD manual 4525.8 - M, 18 USC, and 39 USC.
9	D	Provide inspection mail services	Provide inspection mail services as specified by AR 25-51 and AR 600-8-3.

Installation / Location	Hours	POCs
4700 Mow-Way Road, Suite G05/06 Fort Sill, OK 73503	0730-1430 Monday - Friday	Mr. Darrell E. Williams, Sr., (580) 442-3892

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services – Non-Mail Services	No	Yes	Yes	Yes	Yes
Reimburse for Baseline Services – Mail Service	Yes	Yes	Yes	Yes	Yes

PSC / SSP / Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Provide incoming official mail and distribution management services	N/A				
Apply Postage to outbound official mail	Submitted daily as required	Dispatch within 1 business day of receipt	Postage rate: per size, weight class, mail zone	# of pieces x postage rate	Total cost of postage charged to user account
Provide FOIA/Privacy Act Services-Process FOIA Requests and all related support functions for authorized tenants Submit packets to IDA Authority	As requested	Provide requestor with letter of response addressing documents and processing fees within 20 business days	Not reimbursable. Charges are only applicable to requestors. Agrees to pay for administrative costs based on category, Commercial, Education/Science, News Media and all others	Administrative Costs Search time+ Review time+ Duplication Costs	Charges IAW DD Form 2086
Provide Army Records Information Management Systems (ARIMS) Services (installation wide)	N/A				

Provide Army Records Information Management System (ARIMS) services and Training	N/A				
Review and authenticate installation-level forms and publications	N/A				
Operate Installation Records Holding Area (RHA)	N/A				

<b>Service Specific Instructions / Definitions</b>
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# Directorate of Human Resources

<b>250</b>	<b>Substance Abuse</b>
<b>Service Definition</b>	Administer installation alcohol and drug programs. Conduct installation drug and alcohol abuse prevention activities. Provide for alcohol and drug abuse counseling.
<b>Service Outcome</b>	Provide Army Substance Abuse services.

ISR PSC	CLS SSP	Title	Description
1	A	Provide Civilian Drug Testing Services (OSD Funding)	This program is funded with OSD Fenced Funding. This program allows for the operation of a forensically secure Installation Drug Testing Collection Point. The program identifies and deters drug use and enhances individual readiness, in accordance with drug-free work place and applicable regulations.
2	B	Provide Alcohol & Drug Abuse Prevention Training (ADAPT) Course	This program is an educational/motivational intervention which focuses on the adverse effects and consequences of alcohol and other drug abuse. The ADAPT course is 12 hours of material IAW AR 600-85.

Installation / Location	Hours	POCs
4700 Mow-Way Road Fort Sill, Oklahoma 73503	0700-1630 Monday - Friday Specimen processing 0730-1400 for Active Duty 0800-1100 for Civilians	ADCO (580) 442-4657 Janice Carter: Branch Chair (580) 442-2016 Teresa Tinnes: Drug Testing Coordinator (580) 442-1707/5378

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	No	No	NA	No

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Conduct installation drug and alcohol abuse prevention activities	As requested	Baseline	N/A	N/A	
Provide Alcohol & Drug Abuse Prevention Training (ADAPT) 12 hour Course.	Monthly	Baseline	\$15 per book if books are not available	Total # of books x \$15	
Provide 4.5 hour Explorer Edition universal prevention education	As requested	Baseline/ or above baseline	\$ 6 per book of instruction, if books are not available	Total # of books x \$ 6	
Provide Prevention Education Universal training courses	As requested	Baseline	N/A	N/A	
Employee Assistance Program	As requested	Baseline	N/A	N/A	
Military drug testing	As requested	Above Baseline	1 case contains 120 bottles for \$78.01  1 case of white leak-proof bags required for shipping-100 for \$86.94  1 case shipping boxes various sizes - \$80.61 Shipping Cost \$30.00	Total # of bottle cases x \$78.01  Total # of white leak-proof bag cases x \$86.94  Total # shipping boxes various sizes - \$80.61 Shipping Cost \$30.00	
Civilian drug testing	Per regulator requirement	Baseline	N/A	N/A	

## Service Specific Instructions / Definitions

This program is required by Executive Order in support of the Drug Free Workplace program, AR 600-85 and DA PAM 600-85, plans, manages, implements and evaluates a program designed to assist civilian corps members, Family members and military retirees with alcohol and drug misuse/abuse related problems and/or other nonsubstance abuse related problems that may affect their job performance and/or wellbeing. Additionally, this program also provides prevention/education services, program marketing, support of campaigns and public service announcements to this population to prevent problems before they occur.

**RECEIVER WILL:** Comply with directives, regulations, and Supplier's current policies and procedures, AR 600-85. Responsible for Civilian and MILITARY Drug Tests. Request any additional services as needed from POC. Reimburse when above common level of services is requested.

**References:** AR 600-85 & DA PAM 600-85

# Directorate of Human Resources

<b>800</b>	<b>Military Personnel Services</b>
<b>Service Definition</b>	Military Personnel Services includes manpower authorizations, contracts, peculiar and support equipment, and associated costs specifically identified and measurable to plan, manage, coordinate, and execute Military Personnel Services. Includes providing customer support services that directly provide or indirectly result in tangible benefits to the military community or the mission. Provides military personnel information systems customer support services. Includes Guard and Reserve Support Services. Includes processing workforce changes required to accomplish the DoD mission.
<b>Service Outcome</b>	Effectively and efficiently provide Military Personnel Services.

ISR PSC	CLS SSP	Title	Description
1	D	Provide CAC/ID Card Services	This program provides CAC/ID Card services to customers as required by personnel actions initiated by customer.
2	L	Provide Personnel Processing Actions and Services to Individuals and Students	This program provides a full range of automation support services for all applicable personnel systems. (This program provides processing of automation systems access requests services to Soldiers and Civilians)
2	J	Provide Personnel Processing Services to Students and Trainees	This program provides processing of individual personnel actions and military services to Student/Trainees
2	K	Provide Personnel Processing Services to Permanent Party	This program provides those personnel services required by customers from an installation and other personnel actions initiated by the customer.
2	H	Provide Reassignment Processing Services for Soldiers	This program provides reassignment processing for Soldiers between installations and for the unit manning and distribution services between units and the installation.
3	B	Provide Personnel Processing Service to Individuals In/Out Processing	This program provides those personnel services required by customers upon arrival/departure from an installation.
4	A	Provide Casualty Operations Services	This program provides Military casualty services and liaison services for Family members between local funeral personnel and military burial personnel.
5	F	Provide Pre-Transition Services	This program provides separation services for Soldiers who are separating
6	G	Provide Retirement Services	This program provides post-retirement services to customers in the geographical area
7	C	Provide Soldier Readiness Processing	This program provides those services required to deploy and redeploy Soldiers

Installation / Location	Hours	POCs
4700 Mow-Way Road, Suite 120 Fort Sill, OK 73503	0730 – 1630 Monday - Friday	Mr. Will Scott, Jr., (580) 442-4343  Mrs. Maritza McCormick, (580) 442-3975

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	No	No	No	No
Reimburse for Above Baseline Services	NA	NA	NA	NA	NA

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Provide CAC/ID Card Services	Mon-Fri Normal Duty Hours	(Baseline)	NA	NA	
Provide Human Capital Automation Systems Services	Mon-Fri Normal Duty Hours	(Baseline)	NA	NA	
Provide Personnel Processing Services to Students and Trainees	Mon-Fri Normal Duty Hours	(Baseline)	NA	NA	
Provide Personnel Processing Services to Permanent Party	Mon-Fri Normal Duty Hours	(Baseline)	NA	NA	
Provide Reassignment Processing Services for Soldiers	Mon-Fri Normal Duty Hours	(Baseline)	NA	NA	
Provide Personnel Services to Individuals In/Out Processing	Mon-Fri Normal Duty Hours	(Baseline)	NA	NA	
Provide Casualty Operations Services	Mon-Fri Normal Duty Hours	(Baseline)	NA	NA	
Provide Pre-Transition Services	Mon-Fri Normal Duty Hours	(Baseline)	NA	NA	
6/G/Provide Retirement Services	Mon-Fri Normal Duty Hours	(Baseline)	NA	NA	
7/C/Provide Soldier Readiness Processing	Mon-Fri Normal Duty Hours	(Baseline)	NA	NA	
8/Provide SFL-TAP Services	Mon-Fri Normal Duty Hours	(Baseline)	NA	NA	

**Service Specific Instructions / Definitions**

**SUPPLIER WILL PROVIDE:** Military Human Resources Support Services

**RECEIVER WILL:** Use services IAW established procedures and regulations.

**NOTE:** Some OCONUS locations provide additional personnel actions that will be documented in their local Catalog of Services.

**References:** AFI 36-3026\_IP, ARs 350-1, 350-10, 600-8, 600-81, 600-8-1, 600-8-10, 600-8-101, 600-8-104, 600-8-105, 600-8-11, 600-8-111, 600-8-14, 600-8-19, 600-8-2, 600-8-22, 600-8-24, 600-8-29, 600-8-4, 600-8-6, 600-8-7, 600-8-8, 635-200, 635-40, 635-8, 638-2 and 638-8, eMILPO Functional Guide and IMCOM Policy 5-1-1.

# Directorate of Human Resources

803	Continuing Education Services
<b>Service Definition</b>	Manage installation adult continuing education programs (assessing needs, planning, programming, implementing, and evaluating) for all continuing education programs and services at Army, ARNG, and USAR education centers). Resource core Army Continuing Education System (ACES) programs such as education and career counseling to advise Soldiers in determining appropriate education goals and objectives; and to serve as a resource for effective/efficient use of all ACES services. Provide off duty self-development programs at high school and post-secondary levels (vocational/technical, undergraduate, and graduate) with tuition assistance funding support in accordance with law, OSD, and Army policy. Provide the Functional Academic Skills Training (basic skills) program and resource the multi-use learning environments with professional and source reference/learning materials for Soldier self-development. Provide Defense Activity for Non-Traditional Education Support academic testing services and Army Personnel Testing (APT) testing services to determine eligibility for specialized training in support of the personnel selection and classification process. APT includes Defense Language Aptitude Battery, Defense Language Aptitude Battery, Defense Language Proficiency Test, and the Oral Proficiency Interview for formal validation of Soldiers' language readiness; Selection Instrument for Flight Training to determine eligibility for aviation training; and the Armed Forces Classification Test to assist with Soldier reclassification and force shaping. <a href="https://www.asafm.army.mil/DFAS-Guidance/DFAS-IN-Manual-37-100/">https://www.asafm.army.mil/DFAS-Guidance/DFAS-IN-Manual-37-100/</a> DFAS-IN Manual-37-100; pg. 119
<b>Service Outcome</b>	

ISR PSC	CLS SSP	Title	Description
1	A	Education Counseling	Provide education/career counseling services to include customer assistance and interviews to determine appropriate education goals/plans/services programs and to serve as a gateway for effective/efficient provision of individual services.
2	B	Post-Secondary Education	Provide tuition assistance to assist Soldiers pursuing and completing post-secondary education goals, not to exceed a Master's degree.
3	C	Army Personnel Testing	APT includes standardized tests that determine eligibility for specialized training and support the Army's personnel retention rate, selection, and classification process including language proficiency testing.
4	D	Basic Skills Education Program	Number of BSEP eligible Soldiers. BSEP eligible Soldiers are those with a GT score equal to 109 or below.

Installation / Location	Hours	POCs
Education Services Division, B4700, 5 <sup>th</sup> Floor Truman Education Center, B3281	0800-1600 Monday - Friday 0800-1600 Monday - Friday	Michael Dodds, Chief, (580) 442-6525, (580) 442-3201 Diana Ferguson (580) 442-2811

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
<b>Tenant Sub-Category</b>	Includes retirees and family members	Includes retirees and family members	NA	NA	NA
<b>Reimburse for Baseline Services</b>	No	No	NA	NA	NA
<b>Reimburse for Above Baseline Services</b>	No	No	NA	NA	NA

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Education Counseling	Mon-Fri Normal Duty Hours	(Baseline)	NA	NA	
Post-Secondary Education	Mon-Fri Normal Duty Hours	(Baseline)	NA	NA	
Army Personnel Testing	Mon-Fri Normal Duty Hours	(Baseline)	NA	NA	
Basic Skills Education Program	Per Class	(Baseline)	NA	NA	

Service Specific Instructions / Definitions
<p><b>SUPPLIER WILL:</b> Provide education support services in garrison education centers, HQ level oversight and guidance. Enter into support agreement with organizations if necessary.</p> <p><b>RECEIVER WILL:</b> Use services IAW established procedures and regulations.</p> <p><b>NOTE:</b> Each personnel pays for their individual user fee</p> <p><b>References:</b> AR 621-5</p>

## Directorate of Operations, Plans & Training

- Service 121 Management Analyses
- Service 602 Antiterrorism
- Service 604 Army Emergency Management Services
- Service 702 Audio Visual
- Service 900 Army Airfield
- Service 901 Mobilization and Deployment Support
- Service 902 Operations
- Service 903 Training Land Sustainment
- Service 904 Range Management
- Service 905 Training Support Centers
- Service 906 Mission Training Complexes

# Plans Analysis Integration Office

121		MANAGEMENT ANALYSIS	
<b>Service Definition</b>		Management Analysis services provide strategic support in order to achieve performance improvements, optimize resources, provide decision support and realize efficiencies. Management Analysis services includes strategic planning, requirements development, performance management systems and organizational structures analysis to provide quality and innovation support.	
<b>Service Outcome</b>		Execute installation level strategic planning, provide analysis of performance data, continuous process improvement and integration of Commander's priorities across functions in support of base operations. Stationing/BRAC management, annual IPB with approved IPLs, performance management and process improvement.	
ISR PSC	CLS SSP	Title	Description
1	A	Stationing/BRAC Management	Provide overall integration, planning, monitoring, and coordination of BRAC actions, transformation initiatives, and/or AR 5-10 stationing actions. This includes both CONUS and OCONUS actions as well as inter- and intra-installation movements of units and organizations. Examples of actions supported include, but are limited to Korea Transformation, Army 2020 directives/actions, Total Army Analysis (TAA) directives/actions, overseas installation closures or activations, etc. Provide Senior and Garrison Commanders with the tools and data necessary to effectively capture requirements and cost; and then monitor and report unit movements as necessary and directed. CL1 provides full-spectrum support throughout a major (e.g. Korea Transformation) action and typically requires significant additional resources to support the additional workload; CL3 provides the minimum necessary requirements to support AR 5-18 Army Stationing Installation Plan (ASIP) and AR 5-10 stationing requirements with moderate risk to information accuracy and timely reporting.
2	C	Conduct Strategic Planning	Strategic planning provides a three to five year management tool that aids in the alignment of resources to valid installation requirements and/or initiatives and moves the garrison toward mission and goal achievement. Action on development execution, and monitoring is a necessary and critical element of achieving established goals and objectives. The underlying strategic planning processes are a key component of the GC/GM ability to effectively synchronize and integrate installation activities in support of Senior Commander mission requirements. The Installation Planning Board (IPB) is held, at minimum, annually and provides installation leaders and stakeholders with a clear and common operating picture of current and future installation requirements and current and projected resources. A primary output of the IPB is the Integrated Priority List (IPL). The strategic plan and supporting action plans, along with the IPL, ensure that installation resources and efforts are applied against missing requirements, established goals and objectives, and the SC's enduring priorities. The PAIO, on behalf of the GC/GM, facilitates and manages this process.
3	D	Integrating Operations	Primary "garrison integrator" in support of the Garrison Command Group that serves to facilitate intra-agency and / or cross-functional issues through integrated operations; facilitate the development of plans and actions ISO of Senior Commander / Garrison Commander directed actions/requirements; and develop products for external stakeholders such as local, state, federal agencies, and host nation foreign countries. The PAIO identifies issues, analyzes data, proposes solution and facilitates a variety of work groups in order to develop garrison-wide solutions. Through variety of methods, integrates data across functions to develop the garrison response to a wide variety of tasks affecting garrison services.
4	E	Organizational Performance Measurement	This program measures and evaluates garrison/installation performance against baseline standards as established by CLS, ISR, and/or other applicable laws and directives.
5	F	Change Management & Organizational Improvement	This program provides a systematic and codified methodology that facilitates business transformation (organizational change), cost management, and continuous process improvement initiatives (e.g., local suggestion programs, Plan, Do, Check, Act methodology, or Lean Six Sigma) throughout the installation. In addition, this program is intended to provide the commander with the capability to develop or strengthen the systems, processes, and tools that support the seven categories found within the Baldrige Performance Excellence criteria and to which the Army Communities of Excellence (ACOE) program is based on. The scope of program support varies greatly. Garrisons operating at CL3 can be expected to monitor standard garrison organization (SGO) compliance, minimally support ACOE packet submissions of marginal quality, and only facilitate identification of best practices to submit to IMCOM and/or share with external stakeholders. Operating at CL3 will not result in improved ACOE feedback results or a maturing of garrison systems, processes, and tools. CL1 supports robust and mature integrated approaches that achieve

			positive results and clearly demonstrate maximum resource efficiencies; garrisons operating at CL1 should realize a market improvement and maturing of systems over time resulting in improved ACOE feedback results.
6	B	Customer Service Excellence (CSE)	Manage and facilitate the Garrison's Customer Service Excellence (CSE) Program on behalf of the GC/GM using the Interactive Customer Evaluation (ICE) system and other locally generated products and/or initiatives. Effective program management entails using available systems to capture, store, and analyze Voice of the Customer (VOC) feedback in order to identify positive and negative trends, drive continuous improvement, identify best practices, and make service delivery adjustment/change recommendations to most effectively and efficiently meet the needs of the customers. CSE program capability and outcomes vary greatly from CL3 to CL1. A robust (CL1) CSE program should be capable of identifying emergent trends and offer the GC/GM alternative solutions that support high levels of customer satisfaction rates and garrison employee customer focus. A small or minimally staffed garrison should be expected to manage the ICE system, provide training as needed, and report ICE data as directed by the GC/GM.

Installation / Location	Hours	POCs
Plans, Analysis, Integration Office Building 463 Fort Sill, OK 73503	0730-1600 Monday-Friday	Mr. Robert R. Jameson (580) 442-3137 Mr. Dave Kantor (580) 442-3135 Mr. James J. Armstrong (580) 442-1840

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	NA	NA	NA	NA	NA
Reimburse for Above Baseline Services	NA	NA	NA	NA	NA

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Stationing/BRAC Management	Normal Duty hours	Baseline	NA	NA	
Conduct Strategic Planning	Normal Duty hours	Baseline	NA	NA	
Integrating Operations	Normal Duty hours	Baseline	NA	NA	
Organizational Performance Measurement	Normal Duty hours	Baseline	NA	NA	
Change Management & Organizational Improvement	Normal Duty hours	Baseline	NA	NA	
Customer Service Excellence (CSE)	Normal Duty hours	Baseline	NA	NA	

Service Specific Instructions / Definitions
<b>SUPPLIER WILL:</b> NA  <b>RECEIVER WILL:</b> NA  <b>References:</b> NA

# Directorate of Operations, Plans & Training (G3/5/7)

<b>602</b>	<b>Antiterrorism Services</b>
<b>Service Definition</b>	Develop a security program that protects Soldiers, Civilian Employees, Family Members, facilities, and equipment through the planned integration of combating terrorism (AT/CT = Antiterrorism/Counterterrorism ), physical security, information operations, personal security, and law enforcement operations with the synchronization of operations, intelligence, training and doctrine, policy, and resources.
<b>Service Outcome</b>	Provide commanders with security services which protect classified information and missions through ensuring the qualifications of the users and the physical measures to protect it..

ISR PSC	CLS SSP	Title	Description
1	A	Establish and Maintain an Antiterrorism Program	This SSP provides the capability for the Garrison Commander to develop, implement and manage the installation AT Program; coordinate program requirements with installation organizational and tenant activities, local, state and federal agencies; develop budgets and annual spend plans and receive guidance and coordinate program requirements with the AT Working Group and Protection Committee. In addition, it requires that terrorist incident crisis response and consequence management planning and execution be coordinated with local, state, federal and Host Nation authorities. Army AT standards addressed within this SSP include: 1, 7, 8, 9, 10, 12, 20, 21, 30 and 34.
2	B	Conduct AT Risk Management and Assessments	This SSP provides the garrison commander the capability to conduct required risk management to mitigate vulnerabilities or accept risk through comprehensive program reviews, vulnerability, criticality and risk assessments. It allows garrisons the ability to make decisions and apply resources to protect units, facilities and programs including DoD personnel, family members, civilians and contractors. It requires garrisons to use the System of Record, (Mission Assurance Risk Management Systems (MARMS) when operational) in order to input, track and update identified vulnerabilities. Army AT standards addressed within this SSP include: 3, 5, 6, 31, 32 and 35.
3	C	AT Training and Exercise Evaluation	This SSP provides capability for the Garrison Commander to conduct a comprehensive all hazards capabilities based exercise and training program in order to ensure the garrison is prepared to deter, detect, respond, reduce and recover from all hazards crisis events. In addition, this SSP provides capability for the Garrison Commander to ensure all elements of the Army's formal AT Training Program (Level I thru IV and AOR Specific Training as needed) are conducted in accordance with DoDI 2000.16 and the incorporation of AT into their command information programs so that all personnel are aware of the terrorist threat and adequately trained in the application of protective measures. Army AT standards addressed within this SSP include: 16, 23, 24, 25, 26, 27, 28, 29 and 33.
4	D	Collect, Analyze and Disseminate Threat Information	This SSP provides capability for the Garrison Commander to develop a system to monitor, report, collect, analyze (At the appropriate level), disseminate terrorism threat information and apply the appropriate FPCON (SSP E). In addition, this SSP requires support to the Protection Program supported by all source intelligence with Priority Intelligence Requirements (PIR) and Commanders Critical Information Requirements (CCIR). Garrison Commanders will establish a Terrorism Threat Assessment process to identify the full range of known or estimated terrorist threat capabilities as well as establish a Threat Working Group (TWG) that meets quarterly or more frequently as needed to develop and refine terrorism threat assessments and coordinate and disseminate threat warnings, reports and summaries. AT standards addressed within this SSP include: 2, 4, and 11.

Installation / Location	Hours	POCs
DPTMS Fort Sill, Oklahoma	0730 – 1600 Monday – Friday excluding holidays	Bill Cochran (580) 442-3807 or email: <a href="mailto:billy.j.cochran3.civ@army.mil">billy.j.cochran3.civ@army.mil</a>

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	No	No	No	No
Reimburse for Above Baseline Services	NA	NA	NA	NA	NA



Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Information for this section, determined on a case-by-case basis. See attached C4IM Service List.	NA	NA	NA	NA	NA

Service Specific Instructions / Definitions
<p>SUPPLIER WILL: Develop a security program that protects Soldiers, Civilian Employees, Family Members, facilities, and equipment through the planned integration of combating terrorism (AT/CT = Antiterrorism/Counterterrorism ), physical security, information operations, personal security, and law enforcement operations with the synchronization of operations, intelligence, training and doctrine, policy, and resources.</p> <p>RECEIVER WILL: Protect classified information and missions through ensuring the qualifications of the users and the physical measures to protect it. Protect personnel, contractors and Family members of DOD employees, information, property, and facilities (including civil work and like projects) in all locations and situations against terrorism. Will integrate Risk Management in the planning, coordinating, and developing of AT plans, orders, operations, and exercises allowing commanders to assess and control risks associated with any mission or operation.</p> <p>NOTE: This service is provided at all Army installations</p> <p>References: AR 525-13, AR 525-2, DoDI 2000.16, DoDI 2000.12, DoDI 2000.26, DoD Suspicious Activity Reporting ALARACT145/2011, Subject: EXORD 171-21 Law Enforcement Suspicious Activity Reporting (eGuardian); AR 19-45, Law Enforcement Reporting (Pending final publication in 4th Qtr FY 14); Section 2859 Title 10, USC; DoDI 2000.16; Dodd 2000.12; AR525-13; DODI O-2000.22, Designation and Physical Protection of DoD High-Risk Personnel.</p>

# Directorate of Plans, Training, Mobilization & Security

<b>604</b>	<b>Army Emergency Management Services</b>
<b>Service Definition</b>	The Army EM Program is the Army's comprehensive program for preparedness, mitigation, response, and recovery on Army installations and facilities to reduce the loss of life and property and to protect the Army from all hazards, including Chemical, Biological, and Radiological, Nuclear, and High-Yield Explosive (CBRNE) incidents.
<b>Service Outcome</b>	Provide a comprehensive Emergency Management Program that facilitates and validates installation readiness and capability to prevent, protect, mitigate, respond and recover from an 'all-hazards' event while ensuring/restoring mission assurance across the installation.

ISR PSC	CLS SSP	Title	Description
1	A	Emergency Management (EM) Planning	This SSP provides for the development of deliberate & incident planning to protect, prevent, mitigate, respond to and recover from emergencies resulting from an "all hazards" (natural, technological, terrorism, CBRNE) event in order to enhance EM capabilities.
2	B	Emergency Management (EM) Program Management	This SSP provides for all supporting requirements specified in DA PAM 525-27 for the Emergency Management Program.
3	C	Emergency Management (EM) Training & Exercises	This SSP provides for the development, management, execution, evaluation of (garrison & individual) and exercises (full scale, functional, tabletop) to support the assessment of the installations capability to prevent, protect, mitigate, respond to, and recover from an "all-hazards" event. This SSP implements the National Incident Management System (NIMS) guidance in the training and exercise process that support the execution of a comprehensive and overarching Emergency Management Plan. This SSP provides for garrison awareness-level, and technical level training at installations as required by regulatory guidance. This SSP provides for the ability to exercise; prevention, protection, mitigation response and recovery phase operations for emergencies resulting from natural hazards, technological, hazards, and acts of terrorism, to include CBRNE events.

Installation / Location	Hours	POCs
DPTMS Fort Sill, Oklahoma	0730 – 1600 Monday – Friday Excluding Holidays	Steve Gluck (580) 442-2533 <a href="mailto:william.s.gluck.civ@army.mil">william.s.gluck.civ@army.mil</a>

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	No	No	No	No
Reimburse for Above Baseline Services	NA	NA	NA	NA	NA

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Maintain Installation EM Capability	Annual	NA	NA	NA	NA
Maintain Executable EM Plan (All-Hazards)	Annual	NA	NA	NA	NA
Conduct EM Training & Exercises	Annual	NA	NA	NA	NA
Perform Continuous EM Risk Management	Annual	NA	NA	NA	NA
Maintain EM Equipment Readiness	Annual	NA	NA	NA	NA
Implement Mitigation Strategy	Annual	NA	NA	NA	NA

Service Specific Instructions / Definitions
<b>SUPPLIER WILL:</b> Establish and sustain the EM program in accordance with DoD policy and regulation and support the Senior Commander by: Developing and maintaining a profile of the protected populace, conduct and maintain personnel categorization, execute the EM program implementation plan, conduct continual all hazard/ threats risk-management process, develop and maintain the installation EM plan, coordinate preparedness activities according to the installation EM plan, promote and support individual and community preparedness, including national preparedness campaigns, integrate NIMS into the planning and incident management structure, support NIMS resource management activities, coordinate with local EM activities, including the local emergency planning committees where applicable, coordinate with and support continuity and risk management programs on the installation, coordinate incident management capabilities according to the installation EM pan, coordinate tenant preparation of tenant EAPs, coordinate development of evacuation management and mass care capabilities, coordinate pre-incident recovery planning and preparations, including facility surveys for use in damage assessments, review training and certification reports for compliance with p corrective action plans to identify deficiencies and make applicable updates on an annual basis or as required, coordinate

implementation of corrective action plans, coordinate and conduct training for installation and planning/response/recovery partner agencies. The EM/Program will coordinate the installation EMWG with tenants, higher headquarters, Federal, State, tribal, and other service, local, voluntary (NGO, FBO) and private agencies to ensure EM plans and EAPs are mutually supporting and integrated. Ensure installation EM individual and team training is occurring across the spectrum of installation and partner stakeholders. Ensure EFAC is incorporated into emergency planning, preparation, training and exercises. Provide subject matter expertise to support Senior Commander needs and to installation staff regarding EM topics. Establish, maintain, and exercise support agreements between installation and local civil jurisdictions, private organizations, and NGOs. Annually assess EM capabilities.

**RECEIVER WILL:** Participate in all installation EM program requirements as directed by DODI/DODD, AR's, DA PAM, Orders or other regulatory or guidance documents. Provide documents, information, products, personnel, equipment or other resources as directed by EM program requirements.

**NOTE:** This service is provided at all Army installations

# Directorate of Plans, Training, Mobilization & Security



702	Visual Information
<b>Service Definition</b>	Provide Multimedia/Visual Information support and services to support a diverse customer base.
<b>Service Outcome</b>	

ISR PSC	CLS SSP	Title	Description
1	A	Photography Services	Provide multimedia/visual information support and services to support a diverse customer base
2	B	Graphic Arts Services	Provide multimedia /visual information support and services to support a diverse customer base
4	C	Broadcast/Video/Audio Services	Provide multimedia/visual information support and services to support a diverse customer base
8	D	Multimedia Services	Provide all types of Multimedia Services
5	E	Presentation Support	Provide public address system/presentation support for official functions (set-up, operations and tear down)
7	F	VI Media/Equipment Support Services	Provide all types of Multimedia Services

Installation / Location	Hours	POCs
DPTMS Fort Sill, OK	Monday - Friday 0730-1130 1200-1600 excluding holidays	David Clark (580) 442-8721 david.c.clark2.civ@army.mil

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	Yes	Yes	Yes	Yes
Reimburse for Above Baseline Services	Yes	Yes	Yes	Yes	Yes

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Information for this section, determined on a case-by-case basis. See attached C4IM Service List.	NA	NA	NA	NA	NA

Service Specific Instructions / Definitions
<p><b>SUPPLIER WILL:</b> Provide DA (promotion) photos, Provide DA portraits (standard bust with flag and backdrop). Provide large scale color or black and white prints and plotting. Photo Scanning and Reprints. Provide photo documentation of historically significant events. Provide digital passport photos. Electronic Transfer of Photo Media. All types of Event-Driven photography services. Operate Self Help Visual Information activity. Provide all functions in accordance with the C4IM Service 702 List and determine reimbursable cost (mission funded) if any to service recipient. Mission Funded (above baseline) services may be completed locally or transferred to an Enterprise Multimedia Center for completion Reimbursable Costs (material/time/transportation/travel) are determined by local Visual Information activity or Enterprise Multimedia Center based on customer and project requirements. <b>See attached C4IM Service List and Approval Memo.</b></p> <p><b>SUPPLIER WILL:</b> Submit all Multimedia Visual Information (MVI) service requests through the Visual Information Operating Site (VIOS) web page. If you do not have an active VIOS account, you must create one when first log-in. Fund any reimbursable services requested thru GFEBs or MIPR. VIOS Web link: <a href="https://www.vios.army.mil">https://www.vios.army.mil</a></p> <p><b>References:</b> DODI 5040.02 Visual Information (VI), AR 25- 1 Army Information Technology, DA PAM 25-91 and AR 640- 30 Photographs for Military Personnel Files. Reference: IT Metrics website at <a href="https://www.itmetrics.hua.army.mil">https://www.itmetrics.hua.army.mil</a>.</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">   C4IM Services List V9 Approval Memo. </div> <div style="text-align: center;">   C4IMSLReport.pdf </div> </div>

# Directorate of Plans, Training, Mobilization & Security

900	Airfields and Heliports
<b>Service Definition</b>	Support the operations for Army Airfield/Heliport and Air Traffic Services. Includes manpower authorizations, contracts, peculiar and support equipment, and associated costs specifically identified and measurable to plan, manage, coordinate, and execute Airfield Operations including air traffic control (ATC), terminal airspace management, airfield and flight management, RADAR, navigational aids (NAVAIDS) and communications systems maintenance, airfield equipment, transient services, and support to assigned, tenant, and transient U.S. military aircraft and aircrew and to support other airfield mission requirements.
<b>Service Outcome</b>	A safe, compliant, operational, efficient, and secure airfield environment that supports local and transient aircraft missions and their associated operations (i.e. training, mission movements, deployment, cargo, etc.). Hazards and risks are mitigated to an acceptable level (low) and risk acceptance is made at the appropriate authority level. Airfield inspections identify medium to high severity hazards / risks and status tracked through unit hazard log.

ISR PSC	CLS SSP	Title	Description
1	B	Air Traffic Control (ATC) Services	Support non-tactical airspace air traffic control (ATC) services. Provide for the safe, orderly, and expeditious flow of arriving and departing air traffic.
2	D	Airfield Operations Services	Provide staff, airfield advisory services and access to air traffic related data
2	E	Airfield Operations Services	Provide marshalling, parking, towing, and aircraft servicing/start to ensure safe and efficient ground movement and positioning of transient aircraft in support of USTRANSCOM and Army specific air mobilization missions.
3	C	Air Traffic Control (ATC) System/Equipment Maintenance	Maintain and certify fixed-base Air Traffic Control systems and equipment.

Installation / Location	Hours	POCs
Fort Sill, Oklahoma Henry Post Army Airfield (HPAAF)	ATC – 24/7/365  Ops - 0730–1630 M – F ; 48 hr. notice for on-demand	Robert Turner, Airfield Manager, (580) 442-4643 Tony Phillips, Airfield Operations, (580) 442-2023 Andre Wilson, Air Traffic & Airspace Manager, (580) 442-5471 Fernando Morales, ARAC Facility Chief, (580) 442-6061 Leon Slack, ATC Maintenance Chief, (580) 442-3209

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	No	No	NA	NA
Reimburse for Above Baseline Services	Yes	Yes	Yes	NA	NA

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Airfield Operations Services	As requested	Baseline	Hours	Total Hrs * Labor rate	
Air Traffic Control Services	As requested	Baseline	Hours	Total Hrs * CEAC rate	

Service Specific Instructions / Definitions
Any Airfield Operations Services required outside of published airfield hours or above baseline services are reimbursable by requesting unit.
<b>SUPPLIER WILL:</b> Support operations for Army Airfield/Heliport and Air Traffic Services. Includes manpower authorizations, contracts, peculiar and support equipment, and associated costs specifically identified and measurable to plan, manage, coordinate, and execute Airfield Operations including air traffic control (ATC), terminal airspace management, airfield management, RADAR, navigational aids (NAVAIDS) and communications systems maintenance, airfield equipment, transient services, and support to assigned, tenant, and transient U.S. military aircraft and aircrew and to support other airfield mission requirements.
<b>RECEIVER WILL:</b> Provide technical point of contact and funding information, prior to work start, for any reimbursable work for such as overtime costs for Airfield Operations (Air Traffic Control, Airfield Base Ops, Aircraft Services, etc.,) outside baseline hours of operation. Unit will enter into a support agreement with the Garrison for reimbursable work required on a recurring basis.
<b>NOTE:</b> This service is not provided by IMCOM in some CONUS and OCONUS locations.
<b>References:</b>  LEGAL STATUTE: 14 CFR Part 65, 14 CFR Part 91, FAA Order 7110.65, FAA Order 7400.8, FAA Order 7210.6, 29 CFR 1910 (Occupational Safety and Health Act Standard)REGULATION: AR 95-2, IMCOM supplement 1 to AR 95-2, AR 95-1, AR 95-23, TC 3-04.81, TC 3-04.16, AR 40-501, AR 95-10, AR 115-10, DA PAM 385-90, AR 385-10, ATP 5-19, FAAO 7110.65.

AR 95-2, IMCOM Sup to AR 95-2, UFC 3-535-01, DA PAM 385-90, AR 385-10, ATP 5-19, FAA Order 6000-15, 29 CFR 1910 (Occupational Safety and Health Act Standard), TB 385-4 (Safety Precautions For Maintenance of Electrical/Electronic equipment), DA PAM 750-8 (TAMS), AR 750.1 (Army Material Maintenance Policy), TC 3-04.81 (ATC Facility Operations, Training, Maintenance and Standardization), AR 710-2.  
AR 95-2, IMCOM Supplement 1 to AR 95-2, AR 95-1, AR 95-10, AR 95-11, AR 95-23, AR 95-20, TC 3-04.16, TC 3-04.81, AR 115-10, UFC 3-260-01, UFC 3-260-04, UFC 3-535-01, FAA JO 7110.10 (Flight Services), FAA JO 7930.2P, FAA JO 7930.2 (Notices to Airmen (NOTAM)), JO 7930.106 (Safety and Time Critical Changes to Notices to Airmen (NOTAM)).

# Directorate of Plans, Training, Mobilization & Security

901	Mobilization Support
<b>Service Definition</b>	Provide resources for mobilization and deployment base support capabilities to ensure that the Senior Commander and Garrison Commander can rapidly expand and synchronize garrison capabilities of Mobilization Force Generation Installations (MFGI) requirements to meet Combatant Commander (COCOM) timelines for mobilized forces. Provides essential Reserve Component (RC) Mobilization support directly tied to Readiness in support of FORSCOM, USARPAC, USASOC and the Senior Commander at each primary MFGI.
<b>Service Outcome</b>	Deploy a Brigade sized force upon notification to meet CCMD OPLAN requirements within 10 days. Conduct mobilization of Individual Ready Reserve (IRR) & Retiree Recall (RR) personnel. On order, Contingency MFGIs will be resourced to be FMC for mobilization-designated forces.

ISR PSC	CLS SSP	Title	Description
1		Reserve Component Mobilization/Demobilization	Plan, resource, train for, and execute actions necessary to deploy and redeploy forces to meet the requirements of CCDRs. The requirement to deploy and redeploy forces and resources may stem from rotational and emergent force allocation, crisis action planning, or from approved contingency plans with or without mobilization. FSOK establishes and executes unit deployment and redeployment processes in a coordinated, flexible manner as part of the Joint deployment and redeployment process..
2		Reserve Component Training	Develop and execute training programs in conjunction with the DCS, G-3/5/7; CG, HRC; and CG, U.S. Army Training and Doctrine Command (TRADOC), for CRC units and activities. Incorporate plans to have mobilized Individual Ready Reserve (IRR) Soldiers conduct training at an Army training center before onward movement to a Mobilization Force Generation Installation, CRC, or deploying unit.
3		Mobilization Exercises	The Emergency Deployment Readiness Exercise (EDRE) program assess the installations and unit's capability to conduct short or no-notice deployment operations.

Installation / Location	Hours	POCs
DPTMS USAG Fort Sill, Oklahoma	0730 – 1600 Monday – Friday Excluding Holidays	William Benitezpena (580) 442-1844 william.e.benitezpena.civ@army.mil

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	No	NA	NA	NA
Reimburse for Above Baseline Services	NA	NA	NA	NA	NA

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Mobilization Planning	Continuous	Baseline	NA	NA	NA
Mobilization Exercises	No less than Annually; IAW FORSCOM Mobilization Exercise Plan	Baseline	NA	NA	NA
Reserve Component Training (Spt)	Continuous	Baseline	NA	NA	NA
Reserve Component Mobilization/Demobilization	Continuous (active MFGIs only)	Baseline	NA	NA	NA

**Service Specific Instructions / Definitions**

Power Projection Platform ("Prepared and Standby"): Installations designated as PPPs can deploy a Brigade sized force or larger upon notification to meet CCMD OPLAN requirements within 10 days.

Primary Inactive MFGI ("Prepared"): TRADOC Army Training Centers (ATCs) are designated to conduct mobilization of Individual Ready Reserve (IRR) & Retiree Recall (RR) personnel.

Contingency Mobilization Force Generation Installation (c-MFGI): MFGIs designated as Contingency are currently inactive with minimum MFGI capability, but not resourced. On order, Contingency MFGIs will be resourced to be FMC for mobilization-designated forces after capacity of Primary MFGIs has been exceeded-

**SUPPLIER WILL:** Provide resources for mobilization and deployment base support capabilities to ensure that the Senior Commander and Garrison Commander can rapidly expand and synchronize garrison capabilities of Power Projection Platform (PPP) and Contingency Mobilization Force Generation Installations (MFGI) requirements-to meet Combatant Commander (COCOM) timelines for mobilized forces. Provides essential Reserve Component (RC) Mobilization support directly tied to Readiness in support of FORSCOM, USARPAC, USASOC and the Senior Commander at each primary MFGI. Mobilization/Demobilization functions are provided at 10 IMCOM-managed, HQDA designated primary Mobilization Force Generation Installations (MFGIs): Forts Bliss, Bragg, Hood, Knox, McCoy, Stewart, Schofield Barracks (Hawaii), Bavaria (GE) and Joint Bases Lewis-McCord (JBLM) and McGuire-Dix-Lakehurst (JBMDL). This service is not provided by IMCOM in all locations.

**RECEIVER WILL:** Comply with directives, regulations, and Supplier's current policies and procedures.

**References:** AR 500-5 (ARMY MOBILIZATION), AR 600-20 (COMMAND POLICY), AR 525-29 (ARFORGEN) HQDA EXORD 065-19 TOTAL ARMY UNIT MOVEMENT READINESS HQDA EXORD 140-17 MOBILIZATION COMMAND AND SUPPORT RELATIONSHIPS AND REQUIREMENTS-BASED DEMOBILIZATION PROCESS, ARMY MOBILIZATION PLAN EXORD (DRAFT)



# Directorate of Plans, Training, Mobilization & Security

902	Directorate of Plans, Training, Mobilization and Security (DPTMS) - Operations
<b>Service Definition</b>	The Directorate of Plans, Training, Mobilization, and Security (DPTMS) Operations provides for the management and administrative functions of the DPTMS services to the Garrison. The key functional areas of support include oversight, synchronization and management of garrison planning, training, mobilization, deployment and security support activities.
<b>Service Outcome</b>	Capability to coordinate and direct appropriate resources, enforce priorities in response to Senior TARGET 100% successful execution of directed events with authorized manpower and plans Commander, IMCOM and USAG Commander's operational events and plan requirements with available manpower.

ISR PSC	CLS SSP	Title	Description
1	C	Plans and Exercises	Develop Plans & Exercises that are: supportable, executable, thorough, timely, prioritized, relevant, synchronized, complete and validated by adaptive and trained personnel.
2	B	Installations Operations Center (IOC)	Provide timely Common Operating Picture through IOC actions 8 hours / 5 days a week in order to execute support to real world events or the exercise of plans that are relevant, targeted, measurable, observable and valid; and can be rehearsed, resourced, synchronized, supportable, timely, integrated & communicated through trained personnel.
3	A	Current Operations	Coordinates and synchronizes day to day USAG operations for events and services. Provides situational awareness for actions necessary to maintain health, life, safety and Mission Essential Functions (AR 500-3, US Army Continuity of Operations Program Policy and Planning). Provides planning, coordination, synchronization and prioritization between Antiterrorism Services (CLS 602 Installation Security Program Management Support (CLS 603), Army Emergency Management Services (CLS 604), Multimedia/Visual Information Processes (CLS 702), Airfield Operations (CLS 900), Mobilization and Deployment Support (CLS 901), Training Land Sustainment (CLS 903), Range Operations (CLS 904), Training Support Centers (CLS 905) and Battle Command Training Center (CLS 906) in order to provide an integrated installation capability for antiterrorism and emergency management, plans and exercises, training enablers, mobilization and deployment support, Visual Information and Security.
4	D	Program Management	Plan, coordinate, resource, support and execute various DPTMS specific functional programs not covered by other Services. OCONUS Only: Ensure compliance with Conventional Weapons Convention Treaty and coordinate program execution. Coordinate Repatriation support operations. Coordinate external inspector support (Conventional Forces Europe {CFE}).
5	E	Force Modernization	Coordination and execution of installation support for Army transformation and force management operations, including but not limited to: Army Campaign Plan, Base Realignment And Closing, Global Defense Realignment and Posture, Modularity, Total Package Fielding, SRM and other force structure/testing/equipping modernization actions.

Installation / Location	Hours	POCs
DPTMS Fort Sill, OK	Monday – Friday 0730-1600 excluding holidays	Kenneth O. Ray, (580) 442-0250, kenneth.o.ray.civ@army.mil

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	No	No	NA	NA
Reimburse for Above Baseline Services	Yes	Yes	Yes	NA	NA

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Current Operations	8 hours / 5 days week	1 (Baseline)	NA	NA	NA
Installation Operations Center	8 hours / 5 days week	1 (Baseline)	NA	NA	NA
Plans and Exercises	8 hours / 5 days week	1 (Baseline)	NA	NA	NA
Program Management	8 hours / 5 days week	1 (Baseline)	NA	NA	NA
Force Modernization	8 hours / 5 days week	1 (Baseline)	NA	NA	NA
Operations beyond 8 hours on normal duty days and/or weekends and holidays.	As requested	Above baseline	Hours	Total hours x rate	Completed by garrison

**Service Specific Instructions / Definitions**

**SUPPLIER WILL:** Provide timely Common Operating Picture through IOC actions 8 hours / 5 days a week.

**RECEIVER WILL:** For operations beyond 8 hours in a day on normal duty days...OR on holidays & weekends...Reimburse via overtime cost for IMCOM DACs; provide contracted personnel at receiver's cost; OR provide Soldiers.

**References:** Title X, Section 407 USC 5121 as Amended (Stafford Act) Homeland Security PD 8 (Implement NIMS) HSPD-5&8. Katrina Recovery Improvement Act 2006, AR 525-27, Army Emergency Management Program DA PAM 525-27, Army Emergency Management Program AR 500-3, US Army Continuity of Operations (COOP) Program Policy and Planning. NIMS DODD 2000.18 National Response Framework DoD Strategy for Homeland Defense, AR 530-1. AR 350-28, AR 350-1, AR 600-20, AR 5-10, FM 34-130, AR 600-8-105, Army Doctrine Reference Publication No. 5-0 (ADRP 5.0) and Army Doctrine Publication (ADP) 5-0, dated 17 May 2012, DA PAM 525-27, ATTP-5.0.1.

# Directorate of Plans, Training, Mobilization & Security

903	Training Land Sustainment
<b>Service Definition</b>	Integrated Training Area Management (ITAM) Program. Includes O&M funds to improve training efficiency, soldier and unit readiness and survivability by sustaining realistic training and testing lands through integration of land use requirements with land capability. ITAM develops methods to create natural environments that are resilient and resistant to military use, provides capabilities to establish land condition monitoring on training lands, provides an awareness program for land users, and provides means to apply training loads to land capabilities resulting in land management that avoids non-compliance with environmental law, and sustains the Army's live training capability.
<b>Service Outcome</b>	Training land capable of supporting doctrinal training requirements and meeting mobilization and deployment training requirements.

ISR PSC	CLS SSP	Title	Description
8	A	Execute the Land Rehabilitation and Maintenance (LRAM) Component	This SSP provides the oversight and subject matter expertise necessary for the successful performance of needed land rehabilitation projects in support of Senior Commander training goals and objectives.
8	C	Execute the Land Rehabilitation and Maintenance (LRAM) Component	This SSP provides the oversight and subject matter expertise necessary for the successful performance of needed land rehabilitation projects in support of Senior Commander training goals and objectives.
9	B	Execute the Geographic Informational System (GIS) Component	This SSP provides the capability to create, analyze, manage, and distribute authoritative standardized spatial information, products, and services for the execution of training strategies and missions on U.S. Army ranges and training lands. Provide GIS in support of range and training land operations. Provide GIS in support of range modernization (all appropriations, MCA, OMA and OMA/OPA). GIS support to the Garrison ITAM program, in particular, LRAM and RTLA analysis. Ensure GIS data layers are compliant with current HQDA G3 standards. Prepare and submit the Garrison GIS Quality Assurance Plan (QAP) ICW HQDA G3 guidance. Coordinate GIS data layer development with other GIS stakeholders. Manage GIS licenses and applications to ensure hardware and software is compliant with current HQDA
10	D	Execute the Range and Training Land Assessment (RTLA) Component	This SSP includes but is not limited to the following: conduct of assessments to support Senior Commander training needs. Assessment types and needs are determined locally at the installations and must be conducted in support of LRAM project development and/or land management decisions. Assessments supporting LRAM projects include reporting a need for soil stabilization and/or vegetation management projects and monitoring the success of LRAM projects. Assessments that help develop land management decisions entail identifying landscape conditions suitable for a particular training mission.

Installation / Location	Hours	POCs
1490 Randolph Rd. Fort Sill, OK	0730-1130, 1200-1600 Monday - Friday	Mr. George R. (Rusty Savoy), (580) 442-6566 george.r.savoy.civ@army.mil

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	Yes	Yes	Yes	Yes
Reimbursable for Above Baseline Services/Mission Unique Costs	Yes	Yes	Yes	Yes	Yes

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Execute the Land Rehabilitation and Maintenance (LRAM) Component	NA	Baseline	NA	NA	NA
Execute the Land Rehabilitation and Maintenance (LRAM) Component	NA	Baseline	NA	NA	NA
Execute the Geographic Informational System (GIS) Component	NA	Baseline	NA	NA	NA
Execute the Range and Training Land Assessment (RTLA) Component	NA	Baseline	NA	NA	NA

**Service Specific Instructions / Definitions**

**SUPPLIER WILL:** Provide Training Land Sustainment services in accordance with local approved policies and procedures.

**RECEIVER WILL:** Schedule facilities, follow regulatory guidance and local SOPs, transport Soldiers, weapons, and ammunition/dunnage, clear range of all ammunition and residue, provide scenarios, and execute training on ranges.

**References:**

- Fort Sill Reg. 385-1, Post Range Regulation,
- AR 350-19, The Army Sustainable Range Program
- AR 350-52, Army Training Support System
- AR 385-63, Range Safety
- DA Pam 385-63, Range Safety
- TC 25-1, Training Land

# Directorate of Plans, Training, Mobilization & Security


904	Range Management
<b>Service Definition</b>	Funds range operations to include CIVPAY for range divisions in the AC and USAR, some reimbursable CIVPAY in the ARNG. Funds day-to-day range operations expenses to include Operation & Maintenance (O&M) Range Mod projects, consumable supplies on ranges (e.g., target materials), local range ops and target/instrumentation maintenance contracts, operational UXO clearance, UXO clearance for MCA range projects, NEPA for range projects and land acquisition, misc. services and personnel training and travel. Funds support to Army range programs provided by the Executive Agent and agencies managing Army-wide range program projects and initiatives, including range program support manpower functions for USACE, PEO-STRI, and ATSC.
<b>Service Outcome</b>	Range complex capable of supporting doctrinal training requirements and meeting mobilization and deployment training requirements.

ISR PSC	CLS SSP	Title	Description
1	A	Maintain and Sustain Range Complex Resources	This SSP provides for range, training facility/area, and targetry maintenance to plan, manage, and operate safe and efficient sustainable range complex use.
2	B	Direct and Enforce Safety Management Controls Pertaining to Training on the Range Complex	This SSP ensures the safe conduct of military, civilian personnel, contractors and other agencies involved and/or affected by training operations.
3	C	Provide Range Complex Scheduling	This SSP provides scheduling of range complex facilities.
4	D	Reconfigure Standard & Build Unique/Non-Standard Range Facilities	This SSP provides subject matter expertise to support and facilitate the design, analysis and fabrication and/or reconfiguration of range facilities to meet an immediate requirement.

Installation / Location	Hours	POCs
Range Officer 1490 Randolph Rd Fort Sill, OK 73503	0730-1130, 1200-1600 Monday -Friday	Mr. Scott W. Ringwald, (580) 442-4943, or email: <a href="mailto:scott.w.ringwald.civ@army.mil">scott.w.ringwald.civ@army.mil</a> Mr. David E. McGowen, (580) 442-5073, or email: <a href="mailto:david.e.mcgowen.civ@army.mil">david.e.mcgowen.civ@army.mil</a>
Fires Desk 1490 Randolph Rd Fort Sill, OK 73503	24 hours / 7 days unless otherwise announced	(580) 442-2008/2994

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	Yes	Yes	Yes	Yes
Reimbursable for Above Baseline Services/Mission Unique Costs	Yes	Yes	Yes	Yes	Yes

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Maintain and Sustain Range Complex Resources	As required	Baseline	Range-Day	Modeled Range-Day cost from Range Complex Master Plan - Tool	TBD
Direct and Enforce Safety Management Controls Pertaining to Training on the Range Complex	NA	Baseline	NA	NA	NA
Provide Range Complex Scheduling	NA	Baseline	NA	NA	NA
Reconfigure Standard & Build Unique/Non-Standard Range Facilities	As required	Above Baseline	Actual Cost	Actual cost of supplies and materials	TBD

Service Specific Instructions / Definitions
<p><b>SUPPLIER WILL:</b> Provide range operations services in accordance with local approved Range Ops policies and procedures. Services to Non-Army DoD and Non-DoD users are reimbursable in compliance with DA EXORD 137-18 (Range Cost Model for Reimbursement For Non-Army Users) unless exempted .</p> <p><b>RECEIVER WILL:</b> Schedule facilities, follow regulatory guidance and local SOPs, transport Soldiers, weapons, and ammunition/dunnage, clear range of all ammunition and residue, provide scenarios, and execute training on ranges.</p> <p><b>References:</b> Fort Sill Reg 385-1, AR 350-52, AR 350-19, AR 385-63, DA Pam 385-63, TC 25-8, DA EXORD 137-18, AR 5-9, and DoDI 4000.19</p> <p> HQDA EXORD 137-18 Annex A - DA</p>

# Directorate of Plans, Training, Mobilization & Security

905	Training Support Center
<b>Service Definition</b>	Provides installation Training Support Center's (TSC) operations for the TSCs that manage Training Aids, Devices, Simulators and Simulations (TADSS), production and fabrication of training devices, loan and issue of TADSS. Provides Instructor/Operator support for specific Virtual TADSS and other TADSS support, including minor construction infrastructure improvements that enables the mission commander to execute individual and collective training at Army Installations.
<b>Service Outcome</b>	<ul style="list-style-type: none"> <li>Loan, issue, receive and store TADSS the from the Fort Sill warehouse to organizations throughout the area of operations.</li> <li>Provide Instructor/Operators (I/Os) support for Engagement Skills Trainer systems at Fort Sill.</li> <li>Provide TADSS familiarization training for those TADSS requiring familiarization and certification prior to issue from the warehouse. Operates, maintains and supports local fabrication of Training Aids, Devices, Simulators and Simulations (TADSS) including Instructor/Operators (I/Os) for Engagement Skills Trainer II</li> <li></li> <li>Maintains and supports local and worldwide fabrication of Training Aids, Devices, Simulators and Simulations (TADSS) including Instructor/Operators (I/Os) for flight simulators, Engagement Skills Trainer</li> <li>Loans, prints, issues, receive, and store Graphic Training Aids (GTA)</li> <li>Fabricates local TADSS.</li> </ul>

ISR PSC	CLS SSP	Title	Description
1	A	Loan, Issue, Receive, and Store TADSS.	This SSP provides for the loan, issue, receipt and store TADSS the warehouse.
2	B	Provide and/or Train Instructors/Operators (I/Os) and Operators for DA Specified Virtual TADSS IAW DA I/O Metric	This SSP provides Instructors/Operators (I/Os) and Operators for DA specified virtual TADSS. Supported TADSS at Fort Sill include EST II only.
3	C	Maintain Training Aids, Devices, Simulators and Simulations (TADSS)	This SSP provides for the visual inspection, functional testing, diagnostic testing, check for general cleanliness, preventative maintenance, checks & services (PMCS), and preparation for reissue for TADSS. This service covers TSC In-House / non-Program-of-Record (POR) TADSS maintenance (10/20 level) for non-contract supported or non- warranty covered TADSS repairs. It does not cover Army Training Aids, Devices, Simulators, and Simulations (TADSS) Maintenance Program (ATMP) Program-of-Records TADSS repairs. This will be a straight Operational Readiness (OR) rate measured service.
4	D	Provide TADSS Familiarization Training	This SSP provides familiarization training for those TADSS requiring familiarization and certification prior to issue from the warehouse that are non-virtual TADSS (per DA/TRADOC PAM 350-9 or locally procured).
6	F	Loan, Print, Issue, Receive, and Store Graphic Training Aids (GTA)	This SSP provides GTA stock for loan and issue and limited refabricating (printing) of on-line GTAs.
7	G	Local-Design, Fabricate, Package and Ship Training Devices	This SSP provides initial consultation, design, fabrication, packaging and distribution of local training devices (i.e. Devices Training Device Fabrication Request (TDFR)).

Installation / Location	Hours	POCs
2327 Hunt Road Fort Sill, Oklahoma	0730-1130, 1200-1600 Monday - Friday	Mr. Luis A. Velez-Patron, (580) 442-6901, email: luis.a.velez-patron.civ@army.mil  Mr. Delous E. Allen, (580) 442-6373, email: delous.e.allen.civ@army.mil  Mr. Michael J. Rush, (580) 442-2178, email: michael.j.rush.civ@mail.mil

Tenant Category	Army		DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	Varies – See Function details	Yes	Yes	NA	NA
Reimburse for Above Baseline Services	Yes	Yes	Yes	Yes	NA	NA

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Loan, Issue, Receive, and Store TADSS.	NA	Baseline	NA	NA	NA
Provide and/or Train Instructor/Operators (I/Os) and Operators for DA Specified Virtual TADSS IAW DA I/O Metric	NA	Baseline	NA	NA	NA

Maintain Training Aids, Devices, Simulators and Simulations (TADSS)	NA	Baseline	NA	NA	NA
Provide TADSS Familiarization Training	NA	Baseline	NA	NA	NA
Army wide – Design, Fabricate, Package and Ship Training Devices	NA	N/A	NA	NA	NA
Loan, Print, Issue, Receive, and Store Graphic Training Aids (GTA)	NA	Baseline	NA	NA	NA
Local-Design, Fabricate, Package and Ship Training Devices	NA	Baseline	Each	Actual Cost	TBD – Actual cost for supplies and materials

#### Service Specific Instructions / Definitions

##### **RECEIVER WILL:**

- Schedule training events, participate in coordination/planning meetings, follow regulatory guidance and local SOPs, and execute training.

##### **References:**

- Fort Sill Regulation 350-6
- Army Regulation 350-38 Policies and Management for Training Aids, Devices, Simulators, and Simulations
- Army Regulation 350-52 Army Training Support System
- Approved US Army Manpower Analysis Agency (USAMAA) Manpower Requirements Model

##### **SSP A: Loan, Issue, Receive, and Store TADSS.**

This SSP provides for the loan, issue, receipt and store TADSS the warehouse to enable the mission commander to execute individual and collective training at ACOM installations and TRADOC schools.

##### **SSP B: Provide and/or Train Instructors/Operators (I/Os) and Operators for DA Specified Virtual TADSS IAW DA I/O Metric**

This SSP provides Instructors/Operators (I/Os) and Operators for DA specified virtual TADSS.

##### **SSP C: Maintain Training Aids, Devices, Simulators and Simulations (TADSS)**

This SSP provides for the visual inspection, functional testing, diagnostic testing, check for general cleanliness, preventative maintenance, checks & services (PMCS), and preparation for reissue for TADSS. This service covers TSC In-House / non-Program-of-Record (POR) TADSS maintenance (10/20 level) for non-contract supported or non- warranty covered TADSS repairs. It does not cover War Fighter Focus (WFF) Program-of-Records TADSS repairs.

##### **SSP D: Provide TADSS Familiarization Training**

This SSP provides familiarization training for those TADSS requiring familiarization and certification prior to issue from the warehouse that are non-virtual TADSS (per DA/TRADOC PAM 350-9 or locally procured).

##### **SSP F: Loan, Print, Issue, Receive, and Store Graphic Training Aids (GTA)**

This SSP provides GTA stock for loan and issue and limited re-fabrication (printing) of on-line GTAs.

##### **SSP G: Local-Design, Fabricate, Package and Ship Training Devices**

This SSP provides initial consultation, design, fabrication, packaging and distribution of local training devices (i.e. Devices Training Device Fabrication Request (TDFR)). This SSP includes, but is not limited to:

- Providing initial consultation on training device to determine local, outsource or Army-wide fabrication. Provide consultation on design, budget, MIPR, and fabrication schedule.
- Execute fabrication IAW the TDFR.
- Produce prototype training device for validations
- Package (manufacture crates) and shipment IAW distribution plan
- Provide preventative maintenance of the devices fabricated.
- Materials that may be used in the fabrication of training devices include: -Wood -Plastics -Metal -Textiles -Paint -Electronic/Electric Parts.

This SSP does not include fabrication of training devices in TRADOC PAM 350-9.

# Directorate of Plans, Training, Mobilization & Security

906	Mission Training Complexes
<b>Service Definition</b>	Provides Mission Command training at the Mission Training Complexes (MTC) in support of Army training strategies. Provides commanders and staffs the capability to sustain Soldier individual system skills, unit Mission Command collective training, Warfighting functional competencies and delta training in support of Decisive Action using live, virtual, constructive, and gaming enablers as outlined in the Combined Arms Training Strategy.
<b>Service Outcome</b>	<ul style="list-style-type: none"> <li>• Provide integrated collective virtual, constructive and gaming training and exercises</li> <li>• Provide mission command training at the individual operator level</li> <li>• Plan, coordinate and maintain training and exercise communication and network systems</li> </ul>

ISR PSC	CLS SSP	Title	Description
1	A	Provide Integrated Collective Mission Command Staff Training and Exercises.	This SSP provides integrated collective mission command staff training and exercises for home station, mission planning and rehearsal, and pre-deployment training ranging from platoon to Combined Joint Task Forces (CJTF) levels.
2	B	Provide Mission Command Training at the Individual Operator and Leader Level.	This SSP provides individual operator and leader mission command sustainment training and new personnel training in a Live Virtual Constructive-Gaming (LVC-G) integrated training environment IAW programs of instruction.
4	D	Plan, Coordinate, and Maintain Training and Exercise Communications and Network Systems.	The MTC does not provide this this service to other facilities or operations. This SSP supports the communications infrastructure required for mission command training and provides connectivity with other internal and external systems in controlled networks.
5	E	Provide Planning, Coordination and Synchronization of Information Assurance Workforce Training.	The MTC does not provide this this service to other facilities or operations. This SSP develops a MTC DoD cybersecurity workforce with a common understanding of the concepts, principles and application of cybersecurity for each category, specialty, level and function to enhance protection and availability of DoD information, information systems and networks.
6	F	Provide Operational Security.	The MTC does not provide this this service to other facilities or operations. This SSP ensures physical security for all MTC facilities and operations doing classified and unclassified operations.

Installation / Location	Hours	POCs				
3390 Miner Rd. Fort Sill, OK	0730-1130, 1230-1630 Monday - Friday	Stephen E. Gardner, (580) 442-4126, email: <a href="mailto:stephen.e.gardner3.civ@army.mil">stephen.e.gardner3.civ@army.mil</a> Kenneth M. McIntyre, (580) 442-9686 <a href="mailto:Kenneth.m.mcintyre.civ@army.mil">Kenneth.m.mcintyre.civ@army.mil</a>				
Tenant Category	Army		DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	No	NA	NA	No	No
Reimburse for Above Baseline Services	NA	NA	NA	NA	NA	NA

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Provide Integrated Collective Mission Command Staff Training and Exercises.	NA	Baseline	NA	NA	NA
Provide Mission Command Training at the Individual Operator and Leader Level.	NA	Baseline	NA	NA	NA
Provide Support to Spoke and Deployed or Remote Sites.	NA	Baseline	NA	NA	NA
Plan, Coordinate, and Maintain Training and Exercise Communications and Network Systems.	NA	Baseline	NA	NA	NA
Provide Planning, Coordination and Synchronization of Information Assurance Workforce Training.	NA	Baseline	NA	NA	NA
Provide Operational Security.	NA	Baseline	NA	NA	NA



## **Service Specific Instructions / Definitions**

### **SUPPLIER WILL:**

- Provide integrated collective virtual, constructive and gaming training and exercises
- Provide mission command training at the individual operator level
- Plan, coordinate and maintain training and exercise communication and network systems

### **RECEIVER WILL:**

- Schedule training events, participate in coordination/planning meetings, provide and enforce security plans, provide latrine supplies, and execute training IAW local policy in USAG Fort Sill, IMSI-PLT-M, memorandum (Unit Support Request Procedures for Mission Command Training Support).

### **References:**

- Army Regulation 350-52 Army Training Support System
- Army Regulation 190-13 Army Physical Security Program
- Approved US Army Manpower Analysis Agency (USAMAA) Manpower Requirements Model
- Mission Training Complex Capabilities Support (MTCCS) Contract
- DoD Directive 8500.01E, Information Assurance.
- DoD Directive 8100.1, Global Information Grid (GIG).
- DoD Instruction 8500.1, Cybersecurity.
- AR 25-2 Army Cybersecurity.
- Command, Control, Communications, Computers, and Information Management (C4IM) Services List.
- USAG Fort Sill, IMSI-PLT-M, memorandum (Unit Support Request Procedures for Mission Command Training Support), 22 November 2019.

### **SSP A: Provide Integrated Collective Mission Command Staff Training and Exercises.**

Provide scalable, integrated LVC-G training enablers and simulations/stimulations to mission command training, 8 hours a day, and 5 days a week. Setup and configure exercise work cells and reconfigurable tactical operation centers and supported areas. Develop and maintain simulations and exercise databases, generate or coordinate for terrain and visualization databases (Hub will provide Spokes support as required). Provide After Action Review, Higher Control, Opposing Force and Exercise Control capabilities to support unit training and exercises (Hub will provide Spokes support as required). Maintain relevance by adapting existing training support packages, scenarios, programs of instruction, and databases to support unit training requirements.

### **SSP B: Provide Mission Command Training at the Individual Operator and Leader Level.**

Provide training systems (hardware and software), classrooms, and reconfigurable training areas to support requirements for individual operator and leader level mission command training. Support new equipment training. Setup and configure individual classrooms and reconfigurable tactical operation centers and supported areas. Maintain relevance by adapting existing training support packages, scenarios and programs of instruction to support unit training requirements.

### **SSP D: Plan, Coordinate, and Maintain Training and Exercise Communications and Network Systems.**

The MTC does not provide this this service to other facilities or operations. Provide closed training and simulation networks (classified and unclassified) support to the communications infrastructure required for mission command training and provides connectivity with other internal and external systems in controlled networks. This SSP includes but is not limited to: Design and maintain closed training and simulation networks (classified and unclassified) and interface with and support local/wide area networks. Develop and provide and communications networks and simulation architectures to support training in classrooms, work cells, and Reconfigurable Tactical Operations Centers. Provide and maintain network administration for all networks supporting mission command training, key tasks include but are not limited to: Information Assurance and Network Security for facilities, staffs, and training support systems. Establish and maintain authorization to operate (ATO). Coordinate network configuration with NEC and Tactical Signal Elements. Maintain and support internal and external training communications enablers such as technical control; ASTI simulated radio systems, VOIP phones, Fixed Tactical Internets, connectivity to virtual training systems, training areas, and digital multipurpose ranges.

### **SSP E: Provide Planning, Coordination and Synchronization of Cybersecurity Workforce Training.**

The MTC does not provide this this service to other facilities or operations. This SSP develops a DoD cybersecurity workforce with a common understanding of the concepts, principles and application of cybersecurity for each category, specialty, level and function to enhance protection and availability of DoD information, information systems and networks. This SSP includes but is not limited to: Establish a baseline technical and management cybersecurity skills among personnel performing cybersecurity functions across the DoD enterprise. Implement a formal cybersecurity workforce skill development and sustainment process, comprised of resident courses, distributive training, supervised on the job training (OJT), exercises and certification/recertification. Verify cybersecurity workforce knowledge and skills through standard certification testing. Augment and expand on a continuous basis the knowledge and skills obtained through experience or formal education.

### **SSP F: Provide Operational Security.**

The MTC does not provide this this service to other facilities or operations. This SSP ensures physical security for all facilities and operations during classified and unclassified operations. This SSP includes but is not limited to: Physical Security, Army Information Security Program, and Operations and Signal-Operations Security (OPSEC).

## Directorate of Public Works

Service 200 Unaccompanied Housing  
Service 201 Army Family Housing  
Service 202 Army Lodging Management  
Service 400 Facilities Engineering Services Management  
Service 402 Custodial Services  
Service 403 Refuse Removal  
Service 404 Maintenance – Grounds  
Service 405 Master Planning  
Service 406 Real Estate/Real Property Administration  
Service 407 Leases  
Service 408 Snow, Ice and Sand Removal  
Service 409 Minor Construction  
Service 411 Facility Maintenance  
Service 414 Facilities Maintenance – AFH  
Service 420 Maintenance – Surfaced and Unsurfaced Areas  
Service 421 Maintenance – Railroad  
Service 422 Real Property Demolition  
Service 424 Army Cemeteries  
Service 425 Geospatial Information and Services (IG & S)  
Service 500 Electrical Services  
Service 501 Heating/Cooling Services  
Service 502 Water Services  
Service 503 Waste Water Services  
Service 504 Other Utility Services  
Service 510 Pest Management

# Directorate of Public Works

200	Unaccompanied Management
<b>Service Definition</b>	Manage installation utilization policies and programs to cover UH, SEQ, WTU, and OQ. Includes development of assignment procedures to maximize use of all UH, and implementation of internal control procedures. Also includes all activities associated with the authorization, provision, and management of furnishings and equipment in installation UH to include the purchase of all UH furnishings and equipment.
<b>Service Outcome</b>	Work requests are completed to standard and quarters are returned to available status as quickly as possible to enable maximum utilization of UH assets.

ISR PSC	CLS SSP	Title	Description
1	A	UH Management	This program implements policies for eligibility, assignment, and occupancy of UH.
2	B	UH Furnishings Management	This program plans and executes the UH furnishings management program
3	C	UH Sustainment	This program provides input to planning, programming, budgeting and execution for Permanent Party barracks with regard to UH.

Installation / Location	Hours	POCs
4700 Mow-Way Road Fort Sill, OK 73503	0730-1600 Monday – Friday	Jeff Powell, (580) 442-3626

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	No	No	No	No
Reimburse for Above Baseline Services	NA	NA	NA	NA	NA

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Unaccompanied Housing	As required	Baseline	NA	NA	

Service Specific Instructions / Definitions
<p>Program implements policies for eligibility, assignment, and occupancy of UH, planning, programming, budgeting and execution for permanent party barracks with regard to UH, plans and execute UH furnishing management program.</p> <ul style="list-style-type: none"> <li>Asset Management of UH programs and services</li> <li>Inventory Management</li> <li>Oversight of facility footprint</li> <li>Certificate of Non-Availability (CNA) Management</li> <li>Training</li> <li>Maintenance and repair programming</li> <li>Annual and Long range work Plan</li> <li>Real Property Accountability-eMH Data Management</li> <li>ISR Inspection</li> </ul> <p>Hand receipt process, damage assessment / accountability, maintenance assessment, Service request management, Preventive maintenance inspection management, custodial &amp; grounds management</p> <p>UH furnishing and equipment management, Inventory and condition inspections-eMH bar coding, identification and managing of replacement furnishings-warehouse operations-storage movement/receiving/disposal management -acquisition of furnishing and equipment IAW CTA 50-909, hand receipt management.</p> <p><b>SUPPLIER WILL:</b> Operate and manage all unaccompanied personnel housing (UPH), and transient facilities per applicable regulations. Provide adequate UH facilities and services.</p> <p><b>RECEIVER WILL:</b> Be responsible for the area noted, normally within <b>75</b> feet of the facility. DPW can provide limited supplies for these actions through the Self Help Center. The building manager may sign out tools and limited amounts of other supplies (i.e. ICE Melt/ sandbags for their areas).</p> <p><b>NOTE:</b> This service is not provided by IMCOM at all locations.</p> <p><b>References:</b> AR 420-1 Facilities Management DoD Manual 4165-63M, DoD Housing Management 28 Oct 10., First Sergeant Barracks Handbook Program (FSBP) 2020</p>

# Directorate of Public Works

201	Family Housing
<b>Service Definition</b>	Reviewing Orders - Application assignment & termination - Coordination with other offices, agencies, directorates - Manage waiting lists - Conduct quarters inspections - Identify maintenance & repair needed - Determine housing requirements, utilization, and allocations - Provide staffing according to TDA models – Manage the acquisition, renewal & return of leased family housing for Garrisons -Management of the General and Flag Officer Quarters
<b>Service Outcome</b>	Permanent Party housing facilities and services are adequate operated and managed

ISR PSC	CLS SSP	Title	Description
1	D	AFH Furnishings and Equipment Management	This programs plans and executes the AFH furnishings & equipment program.
1	B	Housing Services Office (HSO) (off-post housing)	This SSP provides for management and oversight of the Housing Services Office (HSO).
2	A	Management of Government Owned & Leased Housing	This program implements policies for eligibility, assignment, occupancy and termination of government owned and leased family housing

Installation / Location	Hours	POCs
5446 Greble Road Fort Sill, OK 73503	0730 – 1600 Monday - Friday	Mr. Romeo Montez, (580) 442-3633

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	No	No	*Yes	*Yes
Reimburse for Above Baseline Services	NA	NA	NA	NA	NA

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Management of assignment and terminations for all Government Owned and Leased Family Housing	No	No	No	No	No

Service Specific Instructions / Definitions
<p>Regulations AR 420-1; AR 405-10; AR 405-90; DA PAM 420-1-1; DA PAM 210-6; AR 190-13; DoDI 4165.63</p> <p>Components:</p> <p>This service provides management and oversight of privatized housing services; management and oversight of government Housing Referral Services for off-post housing; as well as programming, purchasing, repair or replacement of GFOQ selected furniture, appliances, equipment, and authorized items.</p> <p>On-Post Housing services are managed and maintained by the Army Family Housing Office. The Garrison Housing Office also provides over sight for installations with privatized housing and will provide assistance with any issues that cannot be resolved with the RCI Partner.</p> <p>In addition, this service provides Housing Referral Services. This service includes but is not limited to the following: management of off-post rental and sales listings, in/out processing, relocation assistance, home buying and selling information, landlord/tenant mediation services, Basic Allowance for Housing (BAH), data collection, support housing market analysis, investigation of discrimination complaints, transportation services for personnel to review off-post housing, and provides certificates of non-availability to unaccompanied soldiers E5 and below.</p> <p>This program implements policies for eligibility, assignment, occupancy and termination of government owned and leased family housing.</p> <p>Reviewing Orders - Application assignment &amp; termination - Coordination with other offices, agencies, directorates - Manage waiting lists - Conduct quarters inspections - Identify maintenance &amp; repair needed - Determine housing requirements, utilization, and allocations - Provide staffing according to TDA models – Manage the acquisition, renewal &amp; return of leased family housing for Garrisons -Management of the General and Flag Officer Quarters</p> <p>This program implements policies for eligibility, assignment, occupancy and termination of government owned and leased family housing.</p> <p>This SSP provides for management and oversight of the Housing Services Office (HSO).</p> <p>Provides for the oversight of privatized housing services.</p> <p>This programs plans and executes the AFH furnishings &amp; equipment program.</p>

Provide Management Oversight for Privatized Housing – Residential Community Initiative (RCI)

**\*Note:** Most of all CONUS housing is Privatized (RCI) all OCONUS is Government Owned or Leased. Army civilians are authorized in family housing. In foreign areas, where not prohibited by a Status of Forces Agreement (SOFA), DOD U.S. citizen civilian employees (both APF and NAF) and DOD-sponsored U.S. citizen civilian contractor personnel may be assigned to excess military Family housing on a voluntary basis or as a condition of employment. Before offering housing as a condition of employment, coordination must be made with the local housing authority. Contractor personnel may be assigned to excess military Family housing if their contract specifically includes housing or the IMCOM region approves the exception. These personnel shall voluntarily authorize the use of their LQA to reimburse AFH for the actual costs of housing services rendered (including utilities costs). The actual costs of military Family housing must be less than LQA. The host IMCOM region will administer and execute MIPRs under-funded reimbursable procedures. The assignment of civilians must not prevent the future assignment of Soldier Families to military Family housing.

**SUPPLIER WILL:** Provide management and oversight of the Housing Services Office 9HSO); provide management of Government Owned & Leased Housing; provide AFH furnishings & equipment.

**RECEIVER WILL:** Comply with directives, regulations, and Suppliers current policies and procedures.

**References:** Army Regulation 420-1 Chapter 3, Section VI, Housing Services Office, 3-37 a Housing services functions, dated 24 August 2012; RAR - DA Pamphlet 420 1-1

- DoD Instruction DoDI 4165.63M DoD Housing Management dated 28 Oct 2010;
- DoD Instruction 1338.19, "Relocation Assistance Programs," June 15, 1990;
- DoD Instruction 1100.16, "Equal Opportunity in Off-Base Housing," August 14, 1989
- DoD Directive 4165.50E, "Homeowners Assistance Program (HAP)," April 24, 2007
- JFTR - Joint Federal Travel Regulation -JTR - Joint Travel Regulation
- CTA50-909, Field and Garrison Furnishings and Equipment
- CTA 50-970, Expendable / Durable Items (Except Medical, Class V Repair Parts, and Heraldic Items)
- DoDI 5000.64, Defense Property Accountability
- DoD Manual 4165-63.M, DoD Housing Management

# Directorate of Public Works

<b>202</b>	<b>Army Lodging</b>
<b>Service Definition</b>	Provide temporary, short- or long-term accommodations to authorized users.
<b>Service Outcome</b>	Provides leadership with data confirming quality services are delivered to the customer.

ISR PSC	CLS SSP	Title	Description
1	A	Accommodations	Provide accommodations to authorized travelers.
2	B	Standards for Service	Perform scheduled and unscheduled maintenance/repair services.
3	C	Standards for Operations	Perform reservations, assignments, termination; and provide customer services.
4	D	Standards for Facilities	Provide common area cleaning, laundry, and supply services

Installation / Location	Hours	POCs
B463 Hamilton Road Fort Sill, OK 73503	0730 – 1600 Monday - Friday	Dave Kantor, (580) 442-3135

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	YES	YES	YES	YES	YES
Reimburse for Above Baseline Services	YES	YES	YES	YES	YES

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Accommodations (Occupancy)	Nightly	Baseline	Room	Frequency X UoM	Varied – cost set at garrison based on room availability
Standards for Service	Nightly	Baseline	N/A	N/A	Inclusive of 1/A
Standards for Operations	Nightly	Baseline	N/A	N/A	Inclusive of 1/A
Standards for Facilities	Nightly	Baseline	N/A	N/A	Inclusive of 1/A

Service Specific Instructions / Definitions
<p><b>SUPPLIER WILL:</b> Provide quality accommodations to authorized travelers</p> <p><b>RECEIVER WILL:</b> Pay for quality accommodations when services are rendered. (Receiver = hotel guest; service member or civilian)</p> <p><b>NOTE:</b> Above Baseline - Additional charges apply for pets.</p> <p><b>References:</b> AR 215-1, IR 215-1-2, DoDI 1015.11, and DoDI 1015.12</p>

# Directorate of Public Works

<b>400</b>	<b>Facilities Engineering Services Management</b>
<b>Service Definition</b>	Provide facilities engineering services, maintain facility engineering management systems, business management systems, and databases. Provide design services, construction management, inspection, and contract inspection and management services.
<b>Service Outcome</b>	Provide facilities engineering services IAW the ISR PSC and CLS SSP metrics.

ISR PSC	CLS SSP	Title	Description
1	B	Provide Facility Engineer Support Services	The Annual Work Plan (AWP) is a planning document which identifies and schedules all work and services, funded by direct and reimbursable funds. The AWP aligns resources to requirements per leadership priorities in accordance with published Army standards for output and measurement. Garrison requirements are submitted to HQ IMCOM by entering all validated and approved work requirements into General Fund Enterprise Business System (GFEBS).
2	A	Execute the Annual Work Plan	Provides work management and execution using good work management practices to control and accomplish in-house or contract RP maintenance mission. Meet all DMO/Service Order Response times, comply with established and approved phased obligation plan.

Installation / Location	Hours	POCs
1950 Barbour Road Fort Sill, OK 73503	0730 – 1600 Monday – Friday	David Dold, (580) 442-2407

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	Yes	Yes	Yes	Yes
Reimburse for Above Baseline Services	Yes	Yes	Yes	Yes	Yes

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Provide Facility Engineer Support Services (Baseline)	Annual	According to Current IMCOM Funding Guidance	Costs determined per contract terms or In-house labor cost at garrison	12% for projects <\$100K 10% for Projects >\$100K	Inputted by garrison
Provide Facility Engineer Support Services (Above Baseline)	Annual	According to Current IMCOM Funding Guidance	Costs determined per contract terms or In-house labor cost at garrison	12% for projects <\$100K 10% for Projects >\$100K	Inputted by garrison
Execute the Annual Work plan (Baseline)	Annual	According to Current IMCOM Funding Guidance	Determined by contract at each garrison	Based on either the garrison's and/or tenant organizations requirements	Inputted by garrison
Execute the Annual Work plan (Above Baseline)	Annual	According to Current IMCOM Funding Guidance	Determined by contract at each garrison	Based on either the garrison's and/or tenant organizations requirements	Inputted by garrison

## Service Specific Instructions / Definitions

**Data Source:** GFEBS, IMCOM OPRD 13-171, OPRD 18-011, AR 420-1, DA PAM 420-6 Dams, 1 May 2000, and local Status of Forces Agreements. NOTE: OCONUS installations should call inspections required by a foreign government 'Special Inspections.' This would also apply to dams and other such facilities. AR 420-1 Chapter 7, Section IV and UFC 4-860-03. Public Law 95-599. ARNG References: AR 420-1 chapter 7, Surface Transportation Act of 1978, 23 CFR 650.315, National Bridge Inspection Standards. Public Law 92-367, National Dam Inspection Act of 1972; Public Law 104-303 (Section 215), The Water Resources Development Act of 1996; Army Regulation 420-1, chapter 7, Transportation Infrastructure and Dams, 1 May 2000, Chapter 5; Federal Emergency Management Agency Guidelines on Dam Safety, June 1979.

- (1) FEMA 64 – Federal Guidelines for Dam Safety: Emergency Action Planning for Dam Owners.
- (2) FEMA 333 – Federal Guidelines for Dam Safety: Hazard Potential Classification System for Dams.
- (3) FEMA 65 – Federal Guidelines for Dam Safety: Earthquake Analyses and Design of Dams.
- (4) FEMA 94 – Federal Guidelines for Dam Safety: Selecting and Accommodating Inflow Design Floods for Dams.
- (5) FEMA 148 – Federal Guidelines for Dam Safety: Glossary of Terms.

### Collection Method:

Customers must submit electronic Job Order Requests for all construction projects. Customer Job Order Requests above baseline services will provide funding for engineering design, supervision, and inspection services as soon as funding is requested by the Garrison. Installation Profile, Goals and Objectives, Summary Budget Profile, Manpower Situation/Staffing Requirements, Training Plan, Funding Levels vs. Expenses (i.e. Utilities, Recurring M&R, Recurring Services, CLS and SSP Level of Funding), Equipment Acquisition Plan, Contracts, Project Acquisition Strategy, MCA Program, UMMCA Program, Facilities Reduction Plan, Approved Work Order, and Reimbursable Support are required and includes: Annual Work Plan (project lists), development of project programming packages (work classification and project approval), coordination and scheduling. DoDI 4165.70 requires installations to incorporate the sustainment and restoration/modernization program as part of the installation master plan. The JB-COLS is intended to reinforce compliance. Output or the execution of the projects is tied to funding which is measured in other areas.

**Notes:** All sub-activity SAG 132 MDEPS (e.g. QDEM, QUTM, ERVT, E3H6, E3H7) obligations should be reported as follows: 1) Report in b. when received, and 2) Report in a. when obligated. This is based on the actual allocations received for all SAG 132 MDEPS and varies (e.g. plus ups within the SAG 132 MDEPS) throughout the FY. References: AR 420-1 Army Facilities Management; DA PAM 420-6 Directorate of Public Works Resource Management System Provide work management, planning, programming, and engineering support services for the real property inventory. Develop strategies and objectives for planning, prioritization, program integration, project acquisition strategy, and C-Projects to meet the organization's mission. Provide Engineering and Real Property Management advisory services to the Garrison Commander and tenant activities.

The Garrison will provide a project cost estimate and a request for engineering service management funding once the project is accepted and approved by the Garrison. The purpose of this funding is to provide manpower/staff augmentation necessary to provide these above CLS services. Provide engineering design, supervision, and inspection services for non-mission unique facility projects as defined in service 411/420. Includes: Annual Work Plan (project lists), development of project programming packages (work classification and project approval), coordination and scheduling. DoDI 4165.70 requires installations to incorporate the sustainment and restoration/modernization program as part of the installation master plan. The JB-COLS is intended to reinforce compliance. Output or the execution of the projects is tied to funding which is measured in other areas. DoDI 4001.01, UFC 3-210-01A, UFC 3- 700 Series

**Components:** Installation Profile, Goals and Objectives, Summary Budget Profile, Manpower Situation/Staffing Requirements, Training Plan, Funding Levels vs. Expenses (i.e. Utilities, Recurring M&R, Recurring Services, CLS and SSP Level of Funding), Equipment Acquisition Plan, Contracts, Project Acquisition Strategy, C-Projects, MCA Program, UMMCA Program, Facilities Reduction Plan, Approved Work Order, and Reimbursable Support Agreement

**SUPPLIER WILL:** Provide engineering design, supervision, contract/project management and inspection services for all customer funded and customer unique facility construction projects performed by the Garrison.

**RECEIVER WILL:** Provide funding for engineering designs, supervision, and inspection services as soon as funding is requested by the Garrison.

**References:** AR 420-1 Army Facilities Management and DA PAM 420-6 Directorate of Public Works Resource Management System



Annex B to OPORD  
18-011 Facility Main



# Directorate of Public Works

<b>402</b>	<b>Custodial Services</b>
<b>Service Definition</b>	Provide janitorial services performed in all installation facilities. Includes routine washing, waxing, dusting, indoor refuse collection, and other scheduled cosmetic cleaning activities. Includes scheduled (routine), requested, and emergency cleaning services. Does not include equipment cleaning covered under a preventive maintenance contract.
<b>Service Outcome</b>	Provide clean facilities to meet the IMCOM Enterprise Municipal Custodial Services Performance Standards.

ISR PSC	CLS SSP	Title	Description
1	A	Provide Basic Cleaning Services for Installation administration / Community / Training & Education/Warriors in Transition	This program provides basic cleaning to installation facilities IAW the Enterprise Municipal Custodial Services Performance Standards in the Performance Work Statement
2	B	Provide Child Care/Youth Cleaning Services	This program provides Child Care/Youth Cleaning Services IAW the Enterprise Municipal Custodial Services Performance Standards in the Performance Work Statement and AR 608-10.
3	C	Provide Fitness Centers Cleaning Services	This program provides Fitness Center cleaning to installation facilities IAW the Enterprise Municipal Custodial Services Performance Standards in the Performance Work Statement.

Installation / Location	Hours	POCs
1950 Barbour Road Fort Sill, OK 73503	0730 – 1600 Monday – Friday	JOEY CRUZ 580-442-3333 (SSP A) DARRYLE JONES 580-442-3001 (SSP B & C)

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	Yes	Yes	Yes	Yes
Reimburse for Above Baseline Services	Yes	Yes	Yes	Yes	Yes

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Provide custodial services to administrative, Classroom, and public type areas as outlined in 18-011 at the frequency indicated as standard. (Baseline)	According to Current IMCOM Funding Guidance	According to Current IMCOM Funding Guidance	Square Foot (SQ FT)	SQ FT by contract rate	Funded by garrison for Tenants above brigade level
Provide custodial services to administrative, Classroom, and public type areas as outlined in 18-011 at the frequency indicated as above standard. (Above Baseline)	According to Tenant's requested service levels	Garrison fills this section out.	Square Foot (SQ FT) Garrison fills this section out	Garrison will calculate based on local rate and established contract rates.	Inputted by garrison

Service Specific Instructions / Definitions
<p>NOTES:</p> <p>Facility Category Codes To Be Excluded From These Custodial Services: 141xx, 17xxx, 722xx, 724xx, And 721xx (Except 72112, WTU UPH) Facilities.</p> <p>2. Custodial Services for Facilities In The Frequency Chart are not provided to Facilities assigned to Military Units Below The Brigade Level.</p> <p>3. Garrison Commanders Have The Discretion To Alter These Standards To A Higher Level When Supported As Reimbursable.</p> <p>4. Administrative Space Within U.S. Army Reserve Unit Facilities With Category Code 17140 Is Considered Non-Reimbursable For Custodial Services. Us Army Reserve Receives Equal IMCOM Installation BASOPS Service As All Army Tenants. USARC Will Receive Custodial Services Regardless Of The Unit Level And Will Receive The Same Level Of Support As Other Authorized Buildings On The Installation. Any Service Beyond The Garrison's Basic Service Will Be Provided On A Reimbursable Basis. To Receive Custodial Services, The Building Must Have The Correct CATCODE.</p> <p>5. Training Building Under CATCODE (17xxx) Such As Simulations Center (CATCODE 17213) And Simulator Building (Motion Based) (CATCODE 17210) With Administrative Offices Will Be Treated The Same As Installation Admin On Non-Reimbursable Basis.</p> <p>6. Services For Warriors In Transition Unaccompanied Personnel Housing Will Be Funded And Executed In Full Compliance With OACSIM Policy Memorandum, "Unaccompanied Personnel Housing For Warriors In Transition (WT)" DTD 14 Oct 09, Ref (B) Custodial Services For WTS Residing In WT UPH Facilities.</p>

**SUPPLIER WILL:** Provide Basic Cleaning of non-housing interior cleaning, materials, supplies, and equipment; maintenance and repair of equipment; supervision and training of the workforce that perform custodial services at the installation; and supervision and inspection of in-house and contract performance. Includes housing (common area and areas not cleaned by residents) interior cleaning and supplies.

**RECEIVER WILL:** Ensure services are provided to the level of service requested.

**References:** DoDM 4140.25; AR 5-9; AR 5-20; AR 608-10; PAM 5-20; PAM 420-1-1; TM 5-608



Annex D to OPORD  
18-011 CLS 402Custc

# Directorate of Public Works

<b>403</b>	<b>Solid Waste Management</b>
<b>Service Definition</b>	Collect and dispose of installation refuse. Provide for recycling collection and transportation. Provide landfill management. Ensure sanitary condition of equipment and containers. Does not include hazardous waste. <b>Provides Planning and Services</b> does not imply that Directorate of Public Works will provide the funding for those services; some funding will be the garrison or tenant organizations responsibility.
<b>Service Outcome</b>	Non-hazardous solid waste managed in accordance with Federal, state, host nation and local laws with the intent of providing a safe clean environment managed under a cost efficient, integrated and progressive program Army Policy and DoDI 4715.23.

ISR PSC	CLS SSP	Title	Description
2	A	Integrated Solid Waste Management Plan	Integrated Solid Waste Management (ISWM) is a comprehensive approach to managing non-hazardous solid waste that encompasses green procurement, waste prevention, Qualified Recycling Program (QRP), and disposal programs. ISWM is employed to improve efficiency and foster increased diversion of nonhazardous solid waste and construction and demolition (C&D) waste from landfills and incinerators
3	B	Management of Non-Hazardous Solid Waste	Manage non-hazardous solid waste in accordance with Federal, state, host nation and local laws with the intent of providing a safe clean environment managed under a cost efficient, integrated and progressive Nonhazardous solid waste program.
4	C	Management of Construction and Demolition (C&D) Debris	Manage construction and demolition waste in accordance with Federal, state, host nation and local laws with the intent of providing a safe clean environment managed under a cost efficient, integrated and progressive Construction and demolition waste program.
5	D	Management and Operation of Landfills	Manage and operate landfills in accordance with Federal, state and local laws with the intent of providing a safe clean environment managed under a cost efficient, integrated and progressive program.

Installation / Location	Hours	POCs
1950 Barbour Road Fort Sill, OK 73503	0730 – 1600 Monday – Friday	JAMES DIAMOND 580-442-5746 (dumpsters) LEE SILVERSTRIM 580-442-4891 (SSP A-D)

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	AAFES OCONUS	AAFES CONUS	NAFI
Reimburse for Baseline Services	No	Yes	Yes	Yes	No	Yes	Yes
Reimburse for Above Baseline Services	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Manage and Plan Refuse Removal	Daily/weekly / quarterly Annually / IAW Current IMCOM Funding Guidance	3 Annual Inspections (Baseline)	Current IMCOM Funding Guidance and COR inspection requirements	Garrison determines # of scheduled refuse pickups according to garrison solid waste plan	Inputted by garrison
Integrated Solid Waste Management Plan	Annual:	3 (Baseline)	N/A	Based on either the garrison's and/or tenant organizations requirements	Inputted by garrison
Management of Non-Hazardous Solid Waste	Annual:	3 (Baseline)	In accordance with Current IMCOM Funding Guidance	Based on either the garrison's and/or tenant organizations requirements	Inputted by garrison
Management of non-hazardous solid waste Above baseline	Annual:	3 (Above Baseline)	Determined by contract at each garrison	Established at each garrison depending on contract share cost established in the agreed upon MOA/MOU	Inputted by garrison

<b>Management of construction and Demolition Waste Above baseline for none Garrison Projects</b>	Above Baseline	In accordance with Current IMCOM Funding Guidance	Cost determined based on contract and established at each garrison	Contract cost for construction and demolition material removal	Inputted by garrison
Management and Operation of Landfills	Daily/weekly / quarterly Annually / IAW Current IMCOM Funding Guidance	3 Annual Inspections (Baseline)	Determined by contract at each garrison	Established at each garrison depending on contract share cost of tipping fees established in the agreed upon MOA/MOU	Inputted by garrison

#### Service Specific Instructions / Definitions

**SUPPLIER WILL:** Compile historical data, prepare reports, and submit information as specified by the Deliverables as directed by the Contracting Officer's Representative (COR); not co-mingle or transport recyclables generated (excluding regulated medical or hazardous waste) with on-post NH-MSW or off-post generated solid waste and collected, transported, and disposed of at the direction of the COR; determine the best disposal method for solid waste management to avoid picking up an empty dumpster or container approved by the Contracting Officer (KO); conduct an inventory of all Government-owned recycle/refuse dumpsters, roll-offs, litter cans, compactors, and tippers (the inventory shall include the container type, size, condition, routine maintenance, repair or replacement date, repair type, location, buildings servicing, and inventory number).

**RECEIVER WILL:** Comply with directives, regulations, and Supplier's current policies and procedures for depositing refuse in containers and restrictions on mixing hazardous waste with refuse. Cooperate with Supplier to recycle to the maximum extent practicable. Ensure access to dumpsters. Will not leave trash outside dumpsters. Call Supplier when dumpsters need to be emptied prior to scheduled run. Notify Supplier and ISA Coordinator to request changes in refuse collection needs for all non-category 5X or 3X facilities. Comply with Host Nation Law. Be responsible for providing a COR and identifying designated collection (and on-post tipping) stations

**References:** 40 CFR Subtitle D; 40 CFR parts 203, 243, 257 and 258; 42 USC 6942; DoDI 4715.23; AR 420-1 (chapter 23); TM 5-634; Annex E of OPORD 18-011, Section 4; and Solid Waste Annual Report System (SWARWeb)



Annex E to OPORD  
18-011 CLS 403 Solic

# Directorate of Public Works

<b>404</b>	<b>Maintenance - Grounds</b>
<b>Service Definition</b>	Provide the upkeep of all grounds areas of the installation. Provide grounds maintenance activities including mowing, trimming, raking, seeding/sodding, and related landscaping activities. Does not include management of timber or agricultural leases.
<b>Service Outcome</b>	Maintenance of all grounds IAW the IMCOM Enterprise Municipal Ground Maintenance Services Performance Standards.

ISR PSC	CLS SSP	Title	Description
1	A	Provide Improved grounds maintenance in the developed areas of the installation that requires intensive level of maintenance	This program provides improved grounds maintenance in the developed areas of the installation that require intensive level of maintenance IAW IMCOM Enterprise Municipal Ground Maintenance Services Performance Standards.
2	B	Provides Semi Improved maintenance in the areas of the installation used for operational and maintenance purposes	This program provides semi improved grounds maintenance in the areas of the installation used for operational and maintenance purposes IAW IMCOM Enterprise Municipal Ground Maintenance Services Performance Standards.
3	C	Provides maintenance in the areas of the installation used for weapon ranges, road shoulders in undeveloped areas, grazing lands, lakes, ponds, and wetlands	This program provides unimproved grounds maintenance in the areas of the installation used for weapon ranges, road shoulders in undeveloped areas, grazing lands, lakes, ponds and wetlands IAW IMCOM Enterprise Municipal Ground Maintenance Services Performance Standards.

Installation / Location	Hours	POCs
1950 Barbour Road Fort Sill, OK 73503	0730 – 1600 Monday – Friday	DALLAS NUNLEY 580-442-2978

Tenant Category	Army		DoD, Non-Army	Federal, Non-DoD	NFE	NAFI	
Tenant Sub-Category	Army	MEDCOM				MWR	AAFES
Reimburse for Baseline Services	No	Yes	Yes	Yes	Yes	Yes	No
Reimburse for Above Baseline Services	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Provides grass cutting including litter/debris removal, prep of area, and trimming around structure/building	Determined by each Garrison in accordance with Current IMCOM Funding Guidance	According to Current IMCOM Funding Guidance and Garrison Commander's directives.	a = Number of acres of Improved grounds maintained and amount of materials used on each work order  b= amount of contract cost	Numbers of acres times contract rate	Determined by each Garrison
Provides Semi Improved maintenance in the areas of the installation used for operational and maintenance purposes. Cantonment grass cutting for security zones. Includes litter/debris removal, prep of area, trimming& clean up.	Same as above	Same as above	a = Number of acres of Improved grounds maintained and amount of materials used on each work order	Same as above	Determined by each Garrison
Provides maintenance in the areas of the installation used for weapon ranges, road shoulders in undeveloped areas, grazing lands, lakes, ponds, and wetlands	Same as above	Same as above	a = Number of acres of Improved grounds maintained and amount of materials used on each work order	Same as above	Determined by each Garrison

Range IMPACT zones OCONUS	Provide contract support	Sets up scheduling of contractor	NA	NA	NA
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#### Service Specific Instructions / Definitions

**SUPPLIER WILL:** Times acres are maintained IAW the Enterprise Municipal Improved, Semi Improved, or Unimproved Grounds Maintenance Services Performance Standards in the PWS

**RECEIVER WILL:** The customer will pay for all work above baseline standards as well as all work associated with special projects and submit 4283s to be approved through facilities Planning Board. Observe if the contractor and/or DPW staff provides grounds maintenance IAW Enterprise Municipal Grounds Services Performance Standards within contract deliveries. Use Customer Complaints.

**References:** AR 420-1 Army Facilities Management



Annex F to OPORD  
18-011 CLS 404 Gro

**Data Source:** Certified grounds maintenance invoices maintained by COR of ground maintenance contracts. Grounds maintenance records and GFEBS database.

**Collection Method:** Each COR will track completion of work orders and sign in WAF

**Components:** The following task are included in the Performance Work Statement (PWS); grass cutting and trimming; tree pruning & shrub/brush trimming; ground repair services; debris removal; landscaping maintenance; removal of grass clipping and leaves; provide periodic lawn treatment service; tree removal.

# Directorate of Public Works

<b>405</b>	<b>Master Planning</b>
<b>Service Definition</b>	Establish and maintain the installation Real Property Master Plan documentation in accordance with UFC 2-100-01, Installation Master Planning and AR 210-20, Real Property Master Planning for Army Installations. Integrate and analyze the installation plan for managing and developing the installation's real property and facility requirements. Includes all reporting, briefings, etc., performed in association with the installations' Real Property Master Plan. Ensure liaison with entities identified in AR 210-20. Ensure that appropriate documentation of the master plan is established and maintained. Establish the use of supporting automated master planning tools including IGIS (If available).
<b>Service Outcome</b>	Provide a current Real Property Master Plan, and provides support for the future development of facilities and support a maintenance of existing real property.

ISR PSC	CLS SSP	Title	Description
1		Update Master Plan per DoDI 4165.7 and AR 210-20	
2	A	Establish Requirements for Installation Facilities and Infrastructure	Develop and Maintain Real Property Master Pan
3		Provide Training for Master Planners	Establish a vision and execute the future direction for safely and efficiently managing, real property at Army installations in order to support the current mission, transformation and management process IAW AR 420-1 and 210-20. Establish a framework of installation management to review allocation of limited resources that affect, or are affected by, the use of real property assets. This allows for the review of alternatives such as privatization, enhanced use leasing, land swaps, or public/private ventures IAW AR 420-1 and 210-20. Approval by the Real Property Planning Board of Real Property Master Plan components.
4	B	Establish, verify, and Maintain Real Property Requirements	This SSP monitors the installations' efforts to validate Real Property in concert with the future development plan. The input for the measure requires a locally-generated query from the Real Property Planning and Analysis System (RPLANS) that displays all Category Codes with appropriate units of measure. The Tabulation of Existing and Required Facilities (TAB) helps determine results in identification of the Category Codes that require the development of programmable actions to reduce Excess through renovations, conversions, demolitions, or retention of Excess for specific needs via the use of Caretaker Status.
5	C	Provide MILCON Planning, Programming and Execution Services	This service includes planning, programming and execution functions of MLCON IAW AR 420-1, Army Facilities Management, DA PAM 420-1-2, Army Military Construction and Non-appropriated Funded Construction Development and Execution, UFC 2-100-01, Installation Master Planning, AR 210-20, Real Property Master Planning for Army Installations and other applicable regulations.
6	D	Provide Maximum Utilization of Facilities Services	This service includes supporting the DPTMS in analyzing capabilities to support mobilization, deployment, and stationing actions; assigning space in accordance with authorized square footage to ensure the most efficient utilization of space available.

Installation / Location	Hours	POCs
1946 Barbour Road Fort Sill, OK 73503	0730 – 1600 Monday – Friday	Iqbal Sayeed, (580) 442-3517

Tenant Category	Army		DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	No	No	No	No	No
Reimburse for Above	Yes	Yes	Yes	Yes	Yes	Yes

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Develop and Maintain Real Property Master Pan	Annual	Baseline	N/A funded by garrison	Garrison fills this section out	Inputted by garrison
Establish, Verify, and Maintain Real Property Requirements	Annual	Baseline	N/A funded by garrison	Garrison fills this section out	Inputted by garrison
Provide MILCON Planning, Programming and Execution Services	Annual	Baseline	N/A funded by garrison	Garrison fills this section out	Inputted by garrison

Provide Maximum Utilization of Facilities Services	Annual	Baseline	N/A funded by garrison	Garrison fills this section out	Inputted by garrison
Provide Maximum Utilization of Facilities Services	Annual	Above Baseline	funded by tenant and determined by Master Planning functions required	Garrison fills this section out  Cost will be based on Overtime rate labor and number of hours and travel cost associated with task	Inputted by garrison

#### Service Specific Instructions / Definitions

##### **SUPPLIER WILL:**

1. Develop and maintain the Installation's Real Property Master Plan. The Master Plan establishes the basic framework for developing and managing real property on the installation IAW AR 210-20. This includes developing the installation's overall plan for using and investing in real property to support installation missions and DA objectives. The Master Plan describes permanent comprehensive/holistic solutions, as well as short-term actions necessary to correct deficiencies and meet real property requirements.
2. Establish, Verify, and Maintain Real Property Requirements. This service includes plans to deal with excess and deficit real property. Conduct analysis of each Category Code that has all permanent assets greater than requirement by 5% or more. Ensure corrections to databases such as ASIP correctly identify updated stationing requirement. If GFEBS cannot eliminate the excess then consider whether a RPLANS edit is necessary. If, after an analysis, submission of RPLANS edits, and corrections to databases, an excess is projected to remain 5% or more, then develop a plan to deal with the excess must be generated.
3. Provide Major Construction Programming Services. These services include the review and coordination of analysis, preparation, and submission of major construction projects IAW AR 210-20, AR 415-15, AR 420-10, and other applicable regulations. Coordinate and participate in requirements analysis; Prepare for and participate in Project Review Boards (PRBs); Coordinate and participate in planning and design charrettes; submit DD Forms 1391 as appropriate.
4. Provide maximum utilization of facilities services wherever possible. This program includes analyzing capabilities to support mobilization, deployment, and stationing actions, assigning space in accordance with authorized square footage to ensure the most efficient utilization of space available. Conduct Support where appropriate: space utilization surveys, relocate occupants for efficient space management. Analyze space used versus space allowance when appropriate. Presentation to leadership as needed for space management decisions via the Real Property Planning Board when appropriate. The Real Estate Space Utilization Manager is the primary lead which Master Planners support for the effective updates to the Real Property Master Plan.

**RECEIVER WILL:** Ensure changes to mission plans are coordinated through DPTMS for input into Area Development Plan where appropriate.

**References:** AR 210-20, AR 415-15, and AR 420-10



# Directorate of Public Works

406	Real Estate/Real Property Administration
<b>Service Definition</b>	Plan for, execute and manage life cycle real estate activities and protect real property interests. Provide real property accountability. Includes direct and reimbursable costs for real estate activities. Real Estate/Real Property Administration includes: Provide accountability services. Documents real property assets in compliance with laws, directives, regulations and other appropriate guidance. Provides status, cost, area, capacity, condition, use and management information for real property. Provide acquisition services. Coordinate, document and execute activities associated with acquisition of RE interests and assets. Provide for and manage use of Army real property assets; coordinates, documents and executes activities associated with the asset management. Provide disposal services. Coordinate, document and execute activities associated with disposal of RE interests and assets. Provide land management. Coordinates, documents and executes activities associated with land management; includes encroachments.
<b>Service Outcome</b>	

ISR PSC	CLS SSP	Title	Description
1		Real Property Management	N/A
2	E	Real Property Inventory Management	This program involves the documentation, coordination, and process associated with acquisitions of real estate, facilities, and real estate interests IAW federal, state, and local law.
4	A	Provide Accountability Services	This program documents real property assets in compliance with CFO Act, DoDI 4165.14, 10 USC 2721, and other federal, state, and local laws. Provides status, cost, area, capacity, condition, use, and management of real property.
5	B	Provide Customer Support and Staffing Actions	This program researches, gathers, and analyzes real property information, prepares pertinent documents, and makes recommendations in response to regulatory and statutory requirements.
6	D	Dispose Real Estate, Facilities, and Real Estate Interests	This program involves the documentation, coordination, and process associated with disposal actions of real estate, real property and real estate interests IAW federal, state, and local law.
7	C	Grant use of Army Real Property	This program manages the process of granting termed use of Army property to other entities.

Installation / Location	Hours	POCs
1946 Barbour Road Fort Sill, OK 73503	0730 – 1600 Monday – Friday	Iqbal Sayeed, (580) 442-3517

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI	AAFES OCONUS	AAFES CONUS
Reimburse for Baseline Services	No	Yes	Yes	Yes	Yes	No	Yes
Reimburse for Above Baseline Services	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Real Estate Leases	Quarterly	Baseline	Leases managed  a = Number of Real Estate Agreements (including Host Tenant Agreements). Annual b = Number of non-Army DOD organizations using installation real property assets	USACE – central managed	Inputted by garrison
Real Property Inventory Management	Quarterly	Baseline	a = Number of real property assets (other than historical) that have a physical inspection asset review date that falls within the past five years.	Based on either the garrison's or tenant organizations requirements	Inputted by garrison

			b = Number of real property assets (other than historical).		
Provide Accountability Services	Quarterly	Baseline	Cost determined based on contract and established at each garrison	Established at each garrison depending on contract share cost of tipping fees established in the agreed upon MOA/MOU	Inputted by garrison
Provide Accountability Services	Quarterly	Above Baseline	Cost determined based on contract and established at each garrison	Established at each garrison depending on contract share cost of tipping fees established in the agreed upon MOA/MOU	Inputted by garrison

#### Service Specific Instructions / Definitions

Data Source: Per AR 405-45, all real property assets must be physically inspected at least once every five (5) years. The current physical inventory should specifically annotate any changes (acquisitions and disposals) in real property assets. Ensure all changes to real property assets, resulting from the physical inventory, are entered into the Accountable Property System of Record (PRIDE) in a timely fashion.

**Notes:** Asset data: Number of real property assets and the physical inspection asset review date are top loaded from HQIIS, the Army's repository of real property and related data. Asset data in HQIIS comes from the source system, e.g., PRIDE. Excluded from asset count are: Army National Guard state-owned assets with no Federal reimbursement (all ASC are No), Civil Works sites, USACE leasehold sites, land acquisition tracts, assets with no RPUID assigned, assets with an operational status 'DISP' (disposed) with a disposal completion date or an operational status of 'TBA' (to be acquired). Assets on ARNG enclaves are included in the count. Heritage assets to be excluded from the count are identified by an historical status code that identifies an historical asset and an historic status review date. The number of real property assets that have current physical inspection are counted if they are not in the excluded list above and have an asset review date with an asset review coded as 'INSP' that falls within the past five years. This service is to be reported only at the state level and individual installation's data rolled up with the state minus data to the state level. A real property transaction equates to the acceptance of real property, acceptance of a capital improvement, transfer of real property from another Military Service or Federal Agency and the disposal of real property. Per AR 405-45, it is the responsibility of the Real Property Specialist/Manager to enter these transactions into the APSR within 30 days of receipt of accurate documentation. This performance measure covers audit readiness internal controls 4.04 through 4.07. The "Total number of real property transactions", Data Element [b], is the sum of the number of affected assets received whose 30 working day window ends anytime during the quarter being reported. For example: if a complete and accurate DD Form 1354 is accepted by the garrison on 7 Sep (in Q4), the 30 working day window ends on 20 Oct. Include this RP transaction in your Q1 data population. If a complete and accurate DD Form 1354 is accepted by the garrison on 28 Nov (in Q1), the 30 working day window ends on 10 Jan. Include this RP transaction in your Q2 data population.

**SUPPLIER WILL:** Provide management of utilization and facility inventory inspections. Provide real property support and guidance on real property matters for all Army Real Property customers on the installation.

1. Provide Accountability Services. This program documents real property assets in compliance with CFO Act, DODI 4165.14, 10 USC 2721, and other federal, state, and local laws. Provides status, cost, area, capacity, condition, use, and management of real property.
2. Provide Customer Support and Staffing Actions. This program gathers, researches, and analyzes real property information, prepares pertinent documents, and makes recommendations in response to statutory requirements.
3. Grant Use of Army Real Property. This program manages the process of granting termed use of Army property to other entities.
4. Dispose of Real Estate, Facilities and Real Estate Interests. This program manages the documentation, coordination, and process associated with disposal actions of real estate, facilities, and real estate interests IAW federal, state, and local law.
5. Real Property Inventory Management. This program manages real property utilization survey annually to validate utilization rate in GFEBS, identifying property which are not utilized, underutilized or not being put to optimum use.

#### **RECEIVER WILL:**

1. Submit a letter to the Commander for request of space with approved stationing plan.
2. Submit work order for tracking purposes.
3. Provide documentation for justification of space in a Space Request Package; submit with work order

**References:** AR 405-45; AR 405-70; PAM 405-45; PAM 420-10; PAM 215-28; AR 215-28; EO 12411; EO 13327; PL 101-576; 50 USC 401; 10 USC 2721

# Directorate of Public Works

<b>407</b>	<b>Leases</b>
<b>Service Definition</b>	Plan for and manage leasehold interests. Coordinate with leasing agent to lease non-Federal assets to increase the installation or site footprint. Includes direct and reimbursable costs for leasing activities
<b>Service Outcome</b>	Obtain lease property for utilization of IMCOM Organizations and Tenant Organizations

ISR PSC	CLS SSP	Title	Description
1	A	Coordinate lease negotiations	Percentage of leases (administrative space) approved for execution by their respective leasehold agencies (such as GSA or USACE).
2	B	Coordinate lease programming and execution Land	Percentage of leases certified by the Installation/USARCE Commander supported by a Statement of Non-Availability.
3	C	Coordinate lease programming and execution UPH	Dollar amount of leases programmed for UPH leases (AMSCO 131*79UO).

Installation / Location	Hours	POCs
1946 Barbour Road Fort Sill, OK 73503	0730 – 1600 Monday – Friday	Iqbal Sayeed, (580) 442-3517

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	Yes	Yes	Yes	Yes
Reimburse for Above Baseline Services	Yes	Yes	Yes	Yes	Yes

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Coordinate lease negotiations	Annual	Baseline	Land acreages/Miles or Square Foot (SQ FT) Garrison fills this section out a = Total dollar amount of leases	Garrison will calculate based on local rate and established contract rates.	Determined by amount of leases  And  Inputted by garrison
Coordinate lease programming and execution land leases	Annual	Baseline	Land acreages/Miles Garrison fills this section	Garrison will calculate based on local rate and established contract rates.	Inputted by garrison
Coordinate lease programming and execution / SSP UPH Leases	Annual	Baseline	Square Foot (SQ FT) Garrison fills this section	Garrison will calculate based on local rate and established contract rates.	Inputted by garrison

Service Specific Instructions / Definitions
<p><b>SUPPLIER WILL:</b> Pursue coordination of negotiations, programming and execution of leases</p> <p><b>RECEIVER WILL:</b> Accept and maintain accountability for all leases</p> <p><b>Data Source:</b> Real Estate Office; GFEBS, Housing Office / MWR. Real Property / Real Estate / GFEBS. Army Corps of Engineers ACOE – RFMIS database</p> <p><b>Collection Method:</b> Comment is required providing the following information for each lease reported in this measure (What the lease is for/PE lease is paid out of).</p> <p><b>Notes:</b> Comment is required providing the following information for each lease reported in this measure (What the lease is for/PE lease is paid out of). AR 405-80; 405-10</p> <p><b>References:</b> AR 420-1 Army Facilities Management, AR 405-80; 405-10</p>

# Directorate of Public Works

<b>408</b>	<b>Snow, Ice and Sand Removal</b>
<b>Service Definition</b>	Remove snow, sleet, ice, sand, silt, etc., from areas that require such service to ensure adequate installation operations and to maintain safety. Provide emergency (primary) and routine (secondary) removal services. <b>Provides for the clearing of snow</b> does not imply that Directorate of Public Works will provide the funding for those services; some funding will be the garrison or tenant organizations responsibility.
<b>Service Outcome</b>	Ensure removal of snow, sleet, ice, sand, silt, etc., from areas that require such service to ensure adequate installation operations and to maintain safety. Provide emergency (primary) and routine (secondary) removal services.

ISR PSC	CLS SSP	Title	Description
1		Emergency Severe Weather Response Removal Activities	NA
2		Routine (non-emergency) Removal Activities	NA
2		Routine (non-emergency) Removal Activities	NA
3	A	Clear Primary Roads, Ports, Railroads, and Sidewalks and Parking Lots for Critical Building Access	Clear snow, sleet, ice and sand from primary roads, and sidewalks parking lots for critical building access, and ports.
4	B	Clear Airfields	This program provides for the clearing of snow, sleet, ice, and sand from airfields pavements.
5	C	Clear Railroads	This program provides for the clearing of snow, sleet, ice, and sand from railroads.
6	D	Clear Secondary Paved Area	Provides for the clearing of snow, sleet, ice, and sand from secondary paved surfaces (Secondary Roads, Service Roads, Parking Lots and other Sidewalks).

Installation / Location	Hours	POCs
1950 Barbour Road Fort Sill, OK 73503	0730 – 1600 Monday – Friday	(580) 442-1795

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI	AAFES OCONUS
Reimburse for Baseline Services	No	Yes	Yes	Yes	Yes	No
Reimburse for Above Baseline Services	Yes	Yes	Yes	Yes	Yes	Yes

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Emergency Severe Weather Response Removal Activities (Baseline)	Determined by accumulation of snow/sand or Ice and clearance plan at each garrison	Determined by Garrison pavement clearance plan	Per man hour each equipment operator used to perform service and equipment hours used or contract cost for this service at each garrison	N/A	Funded By Garrison
Routine (non-emergency) Removal (Baseline)	Determined by each garrison	Same as above	Same as above	N/A	Funded By Garrison
Routine (non-emergency) Removal Above Baseline	Determined by each garrison	Determined by Current IMCOM Funding Guidance	a = Cumulative SY of pavement cleared in 4 hrs. Current b = Cumulative SY of planned pavement clearance. c = Number of events.	Example: 75 SY cleared in 4 hours during snow event 1; 100 SY cleared in 4 hours during snow event 2; 80 SY cleared in 4 hours during snow event 3 with 100 SY per snow event planned to be cleared in 4 hours. a = Cumulative SY of pavement cleared in 4 hrs = (75 + 100 + 80) = 255 b = Planned SY cleared in 4 hours per snow event = 100 c = Number of snow events = 3	Inputted by garrison

				$[a/(b*c)]*100 = [255/((100*3))*100 = [255/300]*100 = 85\%$ , then Service 408 is Performing at an Amber Standard. Reference: AR 420-1 Army Facilities Management; Safety provisions; Host nation legal standards. <b>Components:</b> Include the following: Clearing primary roads; Access to Critical facilities such as: 24 hour operations facilities, Fire & Emergency Services access, Access Control Points. Mission Facilities such as: Deployment/Redeployment facilities, Mobilization infrastructure, Routes to Airfield and other Command; Priority routes, Sidewalk and Parking lots for access to critical buildings. <b>Total cost to perform snow removal or area cleared divided by cost share written in the contract at each garrison</b>	
Clear Primary Roads, Ports, Railroads, and Sidewalks and Parking Lots for Critical Building Access	Same as above	Same as above	Same as above	N/A	Funded By Garrison
Clear Primary Roads, Ports, Railroads, and Sidewalks and Parking Lots <b>(Above Baseline)</b>	Determined by each garrison	Determined by Current IMCOM Funding Guidance	a = Cumulative SY of pavement cleared in 4 hrs. Current b = Cumulative SY of planned pavement clearance. c = Number of events.	Example: 75 SY cleared in 4 hours during snow event 1; 100 SY cleared in 4 hours during snow event 2; 80 SY cleared in 4 hours during snow event 3 with 100 SY per snow event planned to be cleared in 4 hours. a = Cumulative SY of pavement cleared in 4 hrs = (75 + 100 + 80) = 255 b = Planned SY cleared in 4 hours per snow event = 100 c = Number of snow events = 3 $[a/(b*c)]*100 = [255/((100*3))*100 = [255/300]*100 = 85\%$ , then Service 408 is Performing at an Amber Standard. Reference: AR 420-1 Army Facilities Management; Safety provisions; Host nation legal standards. <b>Components:</b> Include the following: Clearing primary roads; Access to Critical facilities such as: 24 hour operations facilities, Fire & Emergency Services access, Access Control Points. Mission Facilities such as: Deployment/Redeployment facilities, Mobilization infrastructure, Routes to Airfield and other Command; Priority routes, Sidewalk and Parking lots for access to critical buildings. <b>Total cost to perform snow removal or area cleared divided by cost share written in the contract at each garrison</b>	Inputted by garrison
Clear Airfields <b>(Baseline)</b>	Same as above	Same as above	Same as above	N/A	Funded by Garrison
Clear Railroads	Determined by garrison base clearance plan	Same as above	Same as above	Total cost to perform snow removal or area cleared divided by cost share written in the contract at each garrison	Inputted by garrison
Clear Secondary Paved Area	Same as above	Same as above	Same as above	Total cost to perform snow removal or area cleared divided by cost share written in the contract at each garrison	Inputted by garrison

Removal of snow, sleet, ice, silt, etc. – Labor	Same as above	Same as above	Same as above	Total hours x hourly rate	Inputted by garrison
Removal of snow, sleet, ice silt, etc. – Equipment	Same as above	Same as above	Same as above	Total cost to perform snow removal or area cleared divided by cost share written in the contract at each garrison	Inputted by garrison
Removal of snow, sleet, ice, silt, etc. – Materials	Same as above	Same as above	Same as above	Total cost to perform snow removal or area cleared divided by cost share written in the contract at each garrison	Inputted by garrison
Sweeping of paved areas/parking lots	Same as above	Same as above	Same as above	Total cost to perform snow removal or area cleared divided by cost share written in the contract at each garrison	Inputted by garrison

#### Service Specific Instructions / Definitions

Components: Includes the following: Cross connecting roads; Range roads; Services roads; Roads to Administrative Facilities, Training Facilities, Schools, and Community Facilities; Parking lots and sidewalks.

**SUPPLIER WILL:** Provide snow, ice, and sand removal from roads to ensure facility access and to maintain safety consistent with the Enterprise Performance Work Statement for snow, ice, and sand removal (OPORD 18-011 IMCOM Enterprise Base Operation Performance Work Statements).

**Note:** Baseline is established at each garrison e.g. at some garrison locations sidewalks and entrance removal may be the responsibility of the Receiver and considered above CLS.

**RECEIVER WILL:** Monitor completion of service orders in respective areas and use customer service for notification of incomplete service orders. Comply with directives, regulations, and Supplier's current policies and procedures. Coordinate requirements with Directorate of Public Works (DPW). Reimburse Supplier for above baseline request of snow, ice, and sand removal services.

**Reference:** AR 420-1 Army Facilities Management; Safety provision; Host nation legal standards.



Annex G to OPORD  
18-011 CLS 408 Pave

# Directorate of Public Works

<b>409</b>	<b>Minor Construction</b>
<b>Service Definition</b>	Manage all activities associated with new construction/modification (erection, installation, or assembly of a new real property facility; the addition, expansion, extension, alteration, conversion, or replacement; or the relocation of a real property facility from one installation to another) of facilities. Does not include O&M maintenance and repair and military construction financed projects.
<b>Service Outcome</b>	Management of all activities associated with new construction/modification (erection, installation, or assembly of a new real property facility; the addition, expansion, extension, alteration, conversion, or replacement; or the relocation of a real property facility from one installation to another) of facilities. Does not include O&M maintenance and repair and military construction financed projects.

ISR PSC	CLS SSP	Title	Description
1		JB COLS	100% of emergency Service Orders are resolved within 24 hours of receiving notification
1		JB COLS	90% of urgent Service Orders are resolved within 5 working days of receiving notification.
1		JB COLS	90% of routine Service Orders are resolved within 30 calendar days of receiving notification
1		JB COLS	90% of PM is completed that is required by manufacturer's recommendations, generally accepted industry practices, or a locally agreed upon PM schedule.
1		JB COLS	100% of JBC-approved and Component-funded R&M projects are ready to award within the fiscal year funded.

Installation / Location	Hours	POCs
1950 Barbour Road Fort Sill, OK 73503	0730 – 1600 Monday – Friday	David Dold, (580) 442-2407

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	Yes	Yes	Yes	Yes
Reimburse for Above Baseline Services	Yes	Yes	Yes	Yes	Yes

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
100% of emergency Service Orders are resolved within 24 hours of receiving notification	Quarterly reported but responded to as received according to AR 420-1	According to OPOD 18-011	Garrison will calculate based on local rate for labor and materials or established contract rates.	Garrison will calculate based on labor cost and material cost for work order or established contract rate per work order for tenant agency.	Inputted by garrison
90% of urgent Service Orders are resolved within 5 working days of receiving notification.	Quarterly reported but responded to as received according to AR 420-1	According to OPOD 18-011	Same as above	Determine by each service order	Inputted by garrison
90% of routine Service Orders are resolved within 30 calendar days of receiving notification	Quarterly reported but responded to as received according to AR 420-1	According to OPOD 18-011	Same as above	Determine by each service order	Inputted by garrison
90% of PM is completed that is required by manufacturer's recommendations, generally accepted industry practices, or a locally agreed upon PM schedule.	Quarterly reported but responded to as received according to AR 420-1	According to OPOD 18-011	Same as above	Same as above	Inputted by garrison
100% of JBC-approved and Component-funded R&M projects are ready to award within the fiscal year funded.	Quarterly reported but responded to as received according to AR 420-1	According to OPOD 18-011	Same as above	Same as above	Inputted by garrison

**Service Specific Instructions / Definitions**

**SUPPLIER WILL:** Ensure 100% of emergency Service Orders are resolved within 24 hours of receiving notification, 90% of urgent Service Orders are resolved within 5 working days of receiving notification, 90% of routine Service Orders are resolved within 30 calendar days of receiving notification, 90% of routine Service Orders are resolved within 30 calendar days of receiving notification, 90% of PM is completed that is required by manufacturers recommendations, generally accepted industry practices, or a locally agreed upon PM schedule.

**RECEIVER WILL:** Monitor completion of service orders in respective areas and use customer service for notification of incomplete service orders. Request minor construction (new work) projects on EHSC Form 4283. Enough detail and justification shall be given to explain work that is requested. Prior to any service provided before or after duty hours, the Receiver will submit funding to RMO. Mission unique requirements are to be funded by tenant activity.

**Data Source:** Includes all O&M and unspecified minor MILCON. 'JBC-approved projects' are those that have been approved through the Facilities Board process as defined in DoD Instruction 4165.14, Real Property Inventory and Forecasting. The FB acts as the installation's local decision-making body for the acquisition, construction, use, maintenance, modification, consolidation, development, demolition, and disposal of built and natural infrastructure.

No existing DoD standard, but consistent with benchmarks in the facilities sustainment model (FSM). Timeframe begins when the service order is submitted and accepted. Emergency is defined as any facility deficiency that immediately compromises the mission or life, health and safety. Always includes, but is not limited to, failure of any utility, fire protection, environmental control, or security alarm systems. Resolve means emergency has been addressed. Any remaining work is non-emergency.

**Collection Method:** DPW Customer Service will monitor/retain records of completion rates in the GFEBS data base and send notification to reimbursable tenant organizations.

**Notes:** AFPAM 32-1004V3 Army ISR service performance stds., DoD facilities sustainment model, 31 USC 1502(a)

**Reference:** AR 420-1 Army Facilities Management



# Directorate of Public Works

<b>411</b>	<b>Facility Maintenance</b>
<b>Service Definition</b>	Provide maintenance and repair of all installation facilities. Includes all Project Work Orders (PWO), Demand Maintenance Work Orders (DMO), and Preventive Maintenance Orders (PMO) work performed inside or within five feet of a facility. Excludes facility infrastructure (utility service components, roads, grounds) and environmental protection services.
<b>Service Outcome</b>	Provide safe functional and mission capable facilities

ISR PSC	CLS SSP	Title	Description
1	A	Emergency Demand Maintenance Orders	The removal of an emergency when a system or component has failed. P1=Emergency DMO must be completed within 24 hours
1	B	Urgent Demand Maintenance Orders	Urgent DMOs used for required minor repairs after a system or component has failed. This includes the abatement and disposal of building hazardous waste from sustainment activities. P2=Urgent DMO must be completed within 7 days.
1	E	Routine Demand Maintenance Orders	Routine DMOs used for required minor repairs after a system or component has failed. This includes the abatement and disposal of building hazardous waste from sustainment activities. P3=Routine DMO must be completed within 30 days.
3	C	Provide Preventive Maintenance Orders (PMO)	Preventive Maintenance orders include regularly scheduled maintenance, maintenance performed when a systems shows signs of degradation or stress, when maintenance is required after infrastructure is used for a predetermined period of time or metered count.

Installation / Location	Hours	POCs
1950 Barbour Road Fort Sill, OK 73503	0730 – 1600 Monday – Friday	(580) 442-1795

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	***Per GFEBS Real Property/Agreement	***Per GFEBS Real Property/Agreement	***Per GFEBS Real Property/Agreement	***Per GFEBS Real Property/Agreement	No expect CAT C
Reimburse for Above Baseline Services	Yes	Yes	Yes	Yes	Yes

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Basic Emergency Response Maintenance	As requested	3 (Baseline)	Hours & Quantity of Materials	(Burdened Labor Rate + Equipment Hourly Rate) X Hours + Material Quantity X Material Unit Cost	
Basic Urgent Response Maintenance	As requested	3 (Baseline)	Hours & Quantity of Materials	(Burdened Labor Rate + Equipment Hourly Rate) X Hours + Material Quantity X Material Unit Cost	
Basic Routine Response Maintenance	As requested	3 (Baseline)	Hours & Quantity of Materials	(Burdened Labor Rate + Equipment Hourly Rate) X Hours + Material Quantity X Material Unit Cost	
Basic Preventive Maintenance	As required	3 (Baseline)	Hours & Quantity of Materials	(Burdened Labor Rate + Equipment Hourly Rate) X Hours + Material Quantity X Material Unit Cost	

Service Specific Instructions / Definitions
<b>Baseline:</b> Provide service order, preventive/recurring maintenance and facility sustainment projects necessary to keep real property inventory in good working order over their expected service lives. - DMO's are defined as maintenance and repair with less than 32 hours of labor. These are maintenance and repair activities to maintain the real property inventory in good working order over their expected service lives. - Preventive maintenance is scheduled maintenance required to maintain the real property inventory in good working order over their expected service lives. - PWO facility sustainment projects are maintenance and repair activities requiring more than 32 hours of labor to maintain the real property inventory in good working order over their expected service lives.

**Reimbursable services for all tenants/customers:**

- All maintenance and repair activities necessary to keep facilities such as buildings within the 5 foot line in good working order over their expected service lives.

**SUPPLIER WILL:** Provide maintenance and repair activities necessary to keep facilities such in good working order over their expected service.

**RECEIVER WILL:** Provide upfront funding based on estimate provided by supplier which both supplier and receiver agree is reasonably close to expect execution for labor, material, and equipment (Time frame for funding to be determined in agreement).

\*\*\* Agreement documents and GFEBS real property records must match in regards to which organization is receiving sustainment for each facility at a United States Army Garrison (USAG). If the USAG is responsible for sustainment of the building in question the field called Sustainment Organization Code must have 00 (Army Active). If the tenant is responsible the appropriate code should be entered into GFEBS real property record. If GFEBS and the agreement document do not match funding requirements within the Facility Sustainment Model (FSM) will be in error.

**References:** AR 420-1

# Directorate of Public Works

<b>414</b>	<b>Facilities Maintenance - AFH</b>
<b>Service Definition</b>	Provide maintenance and repair of all installation facilities. Includes all Standing Operating Orders (SOO), Individual Job Orders (IJO), Service Orders (SO) and Preventive Maintenance (PM) work performed inside or within five feet of a facility. Excludes facility infrastructure (utility service components, roads, grounds) and environmental protection services
<b>Service Outcome</b>	Dwelling Units returned on time from scheduled maintenance, and quality control inspection ready for occupancy

ISR PSC	CLS SSP	Title	Description
1	A	Sustainment, Restoration and Modernization Projects Emergency Demand Maintenance Orders	Provide emergency maintenance & repair (M&R) of all installation facilities. Includes all standing Operation Work Orders (OWO) for Between Occupancy Maintenance (BOM), Demand Maintenance Orders (DMO) & Preventive Maintenance Orders (PMO) work performed inside or within five feet of a facility. Excludes facility infrastructure (utility service components, roads, grounds) & environmental protection service. The removal of an emergency when a system or component has failed. Emergency DMOs must be completed within 24 hours.
1	B	Sustainment, Restoration and Modernization Projects Urgent Demand Maintenance Orders	Provide maintenance & repair (M&R) of all installation facilities. Includes all standing Operation Work Orders (OWO) for Between Occupancy Maintenance (BOM), Demand Maintenance Orders (DMO) & Preventive Maintenance Orders (PMO) work performed inside or within five feet of a facility. Excludes facility infrastructure (utility service components, roads, grounds) & environmental protection service. Urgent DMOs must be complete within seven days.
1	E	Sustainment, Restoration and Modernization Projects Routine Demand Maintenance Orders	Provide maintenance & repair (M&R) of all installation facilities. Includes all standing Operation Work Orders (OWO) for Between Occupancy Maintenance (BOM), Demand Maintenance Orders (DMO) & Preventive Maintenance Orders (PMO) work performed inside or within five feet of a facility. Excludes facility infrastructure (utility service components, roads, grounds) & environmental protection service. Routine DMOs must be complete within 30 days.
1	C	Sustainment, Restoration and Modernization Projects Preventive Maintenance Orders	Provide maintenance & repair (M&R) of all installation facilities. Includes all standing Operation Work Orders (OWO) for Between Occupancy Maintenance (BOM), Demand Maintenance Orders (DMO) & Preventive Maintenance Orders (PMO) work performed inside or within five feet of a facility. Excludes facility infrastructure (utility service components, roads, grounds) & environmental protection service. (Preventive Maintenance orders include regularly scheduled maintenance, maintenance performed when a systems shows signs of degradation or stress, when maintenance is required after infrastructure is used for a predetermined period of time or metered count.)
2	D	Facility Sustainment Projects Between Occupancy Maintenance (BOM) Operational Work Order (OWO)	Provide maintenance & repair (M&R) of all installation facilities. Includes all standing Operation Work Orders (OWO) for Between Occupancy Maintenance (BOM), Demand Maintenance Orders (DMO) & Preventive Maintenance Orders (PMO) work performed inside or within five feet of a facility. Excludes facility infrastructure (utility service components, roads, grounds) & environmental protection service.

Installation / Location	Hours	POCs
Fort Sill, OK	0730 – 1600 Monday – Friday	Housing is privatized at Fort Sill. Facilities maintenance is provided by Corvias. Mr Romeo Montez, (580) 442-3633

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	I & R	NFE	NAFI
Reimburse for Baseline Services	No	No	No	No	No	No
Reimburse for Above Baseline Services	NA	NA	NA	NA	NA	NA

See notes for explanation of AFH Appropriation/1920

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Emergency Demand Maintenance Order	As Requested	Base line	Square Foot (SQ FT)	Included in BAH of Military occupants or Rent collected from Civilian occupants	Established at each garrison
Urgent Demand Maintenance Order	As Requested	Base line	Square Foot (SQ FT)	Same as above	Established at each garrison
Routine Demand Maintenance Order	As Requested	Base line	Square Foot (SQ FT)	Same as above	Established at each garrison
Preventive Maintenance Orders	As Required	Base line	Square Foot (SQ FT)	Same as above	Established at each garrison
Between Occupancy Maintenance Operation Work Order	As Requested	Base line	Square Foot (SQ FT)	Same as above	Established at each garrison

#### Service Specific Instructions / Definitions

**SUPPLIER WILL:** Perform the repair, preventive maintenance or change of occupancy requirement in accordance with the following: Emergency Service Orders are resolved within 24 hours of receiving notification, Urgent Service Orders are resolved within seven working days of receiving notification, Routine Service Orders are resolved within 30 calendar days of receiving notification, PM will be developed and implemented by the manufacturers recommendations or generally accepted industry practices, or a locally agreed upon PM schedule.

**RECEIVER WILL:** Notify Installation of maintenance and repair requirements as they arise and notify Installation if the work performed did not solve the problem, as applicable.

**NOTE:** Active Duty Personnel regardless of Service (Navy, Marine, Air Force, Army, and Coast Guard) forfeit their Basic Allowance for Housing (BAH) to reside in Government Owned and Leased Family Housing Assets. There is no authority to authorize an above base line services as there is a standard for government owned and lease family housing assets per AR 420-1 and UFC 4-7111-01 dated December 2018.

DoD Civilians that reside in government owned or leased family housing assets will pay an established rental rate that is set annually by the Army Corps of Engineers by location. The rental rate includes utilities. This is no authority to authorize an above base line services as there is a standard for government owned and leased family housing assets per the AR 420-1 and UFC-7-111-01 dated December 2018. DoD civilians that reside in government owed housing are considered "excess to the active duty requirement". Major repair or improvements to a dwelling unit that is excess and occupied by a DoD Civilian is not authorized. Contractors and retirees are not authorized to reside in government owned or leased family housing.

**References:** AR 420-1, RAR 24 Aug 12, Army Facilities Management, Chapter 3, Housing Management and DA PAM 420-1-1, 2 Apr 09, Facilities Engineering, Housing Management

# Directorate of Public Works

420	Facility Maintenance - Surfaced and Unsurfaced Areas
<b>Service Definition</b>	Provide sustainment of horizontal facilities as maintenance and repair of airfield pavement, parking lots, roads, sidewalks, hardstands, pads, tank trails, range roads, traffic signs, and bridges. Work includes Preventive Maintenance order (PMO) such as regularly scheduled maintenance, maintenance when systems show signs of degradation or stress, and when maintenance is required after infrastructure is used for a predetermined period of time or metered count. Also, includes Demand Maintenance order (DMO) used for required minor repairs after a system or component falls. Project Work Orders (PWO) formally Individual Job Orders. Operational work order scheduled work of Public Work facilities.
<b>Service Outcome</b>	Provide safe functional and mission capable facilities

ISR PSC	CLS SSP	Title	Description
1	A	Provide Emergency Demand Maintenance Orders (DMO)	The removal of an emergency when a system or component has failed. P1=Emergency DMO must be completed within 24 hours
1	B	Provide Urgent Demand Maintenance Orders (DMO)	Urgent DMOs used for required minor repairs after a system or component has failed. This includes the abatement and disposal of building hazardous waste from sustainment activities. P2=Urgent DMO must be completed within 7 days.
1	E	Provide Routine Demand Maintenance Orders (DMO)	Routine DMOs used for required minor repairs after a system or component has failed. This includes the abatement and disposal of building hazardous waste from sustainment activities. P3=Routine DMO must be completed within 30 days.
2	C	Provide Preventive Maintenance Orders (PMO)	Preventive Maintenance orders include regularly scheduled maintenance, maintenance performed when a systems shows signs of degradation or stress, when maintenance is required after infrastructure is used for a predetermined period of time or metered count.

Installation / Location	Hours	POCs
1950 Barbour Road Fort Sill, OK 73503	0730 – 1600 Monday – Friday	(580) 442-1795

Tenant Category	Army		DoD, Non-Army	Federal, Non-DoD	NFE	NAFI OCONUS	NAFI
Tenant Sub-Category	Army	Guard/Reserve					
Reimburse for Baseline Services	***Per GFEBS Real Property/Agreement	Yes	***Per GFEBS Real Property / Agreement	***Per GFEBS Real Property /Agreement	***Per GFEBS Real Property /Agreement	No expect CAT C	***Per GFEBS Real Property /Agreement

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
<b>Basic Emergency Response Maintenance</b>	As requested	3 (Baseline)	Burdened Hourly Rate	(Burdened Labor Rate + Equipment Hourly Rate) X Hours + Material Quantity X Material Unit Cost	
Provide Urgent Demand Maintenance Orders (DMO)	As requested	3 (Baseline)	Burdened Hourly Rate	(Burdened Labor Rate + Equipment Hourly Rate) X Hours + Material Quantity X Material Unit Cost	
Provide Routine Demand Maintenance Orders (DMO)	As requested	3 (Baseline)	Burdened Hourly Rate	(Burdened Labor Rate + Equipment Hourly Rate) X Hours + Material Quantity X Material Unit Cost	
Provide Preventive Maintenance Orders (PMO)	As required	3 (Baseline)	Burdened Hourly Rate	(Burdened Labor Rate + Equipment Hourly Rate) X Hours + Material Quantity X Material Unit Cost	

**Service Specific Instructions / Definitions**

**SUPPLIER WILL:** Provide Basic Facility Maintenance = Sidewalk, Roads, Parking, etc.

**RECEIVER WILL:** Responsible for reimbursement as required in a timely manner (manpower, material, and equipment).

**NOTE:** If open to the public it's normally non-reimbursable. Some garrison level of service may be different e.g. DPW does not provide maintenance for parking lots, sidewalks, pads, traffic signs.

**References:** AR 420-1; Chapter 3, 31 USC 1502(a), AFPAM 32-1004V3 Army ISR service performance standards.

**Data Source:** Plant Maintenance module in GFEBS.

**Collection Method:** Count from GFEBS database and reports.

**Notes:** Intent is to capture 'completion time' instead of 'response time'. Measure 'completion time' as the time between opening and closing time within GFEBS or other work management system. A DMO is complete after it is marked Confirmed (CNF) or Technically Complete (TECO). Includes all O&M and unspecified minor MILCON. 'JBC-approved projects' are those that have been approved through the Facilities Board (FB) process as defined in DoD Instruction 4165.14, Real Property Inventory and Forecasting. The FB acts as the installation's local decision-making body for the acquisition, construction, use, maintenance, modification, consolidation, development, demolition, and disposal of built and natural infrastructure.

**Components:** Routine maintenance and repair of horizontal structure is too include roads, parking, sidewalks, etc....

\*Baseline Service Reimbursement: To determine reimbursable requirement for baseline services for tenant on a garrison review facility sustainment model (FSM). If occupied portion of building is coded as an IMCOM requirement than baseline services are non-reimbursable.

# Directorate of Public Works

<b>421</b>	<b>Maintenance Railroad</b>
<b>Service Definition</b>	Provide maintenance and repair of all railroad infrastructure, including track, trestles, and associated structures. Does not include operation and maintenance of rolling stock.
<b>Service Outcome</b>	Provide safe, functional, and mission capability railroad tracks.

ISR PSC	CLS SSP	Title	Description
1	A	Railroad Track Sustainment Projects	Percentage of Installation active/inactive railroad tracks that meet Railroad Condition Levels in compliance with AR 420-1 and UFC 4-860-03.

Installation / Location	Hours	POCs
1950 Barbour Road Fort Sill, OK 73503	0730 – 1600 Monday – Friday	Cindy Bateman, (580) 442-8575

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	Yes	Yes	Yes	Yes
Reimburse for Above Baseline Services	Yes	Yes	Yes	Yes	Yes

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
<b>Preventive and Safety Inspections</b>	See para c.(1) of UFC 4-860-03	Baseline	Miles	Miles x Unit Cost	Inputted by garrison
Total 'A' track miles that meet full compliance condition level.	Same as above	Same as above	Miles	Miles x Unit Cost	Inputted by garrison
Total 'B' track miles that are under restricted operation condition level.	Same as above	Same as above	Miles	Miles x Unit Cost	Inputted by garrison
Total 'A' and 'B' track miles.	Same as above	Same as above	Miles	Miles x Unit Cost	Inputted by garrison
Total 'A' and 'B' track miles that are classified 'Closed to Traffic	Same as above	Same as above	Miles	Miles x Unit Cost	Inputted by garrison

Service Specific Instructions / Definitions
<p>DATA SOURCE: DPW records / GFEBS. Army Transportation Infrastructure Inspection Program (ATIIP) Railroad Track Inspection Report.</p> <p><b>SUPPLIER WILL:</b> Conduct preventive maintenance and safety inspection</p> <p><b>RECEIVER WILL:</b> Reporting railroad condition level (RCL)</p> <p><b>NOTES:</b> Only report inactive tracks that is required for mobilization. List of reporting installations: Aberdeen Proving ground, Bavaria, Camp Casey, Camp Red Cloud, Daegu, Detroit Arsenal, Fort A P Hill, Fort Benning, Fort Bliss, Fort Bragg, Fort Campbell, Fort Carson, Fort Drum, Fort Gordon, Fort Hood, Fort Knox, Fort Lee, Fort Leonard Wood, Fort Polk, Fort Riley, Fort Rucker, Fort Sill, Fort Stewart, Fort Wainwright, Joint Base Lewis-McCord, Redstone Arsenal, Rock Island Arsenal, USAG Ansbach, USAG Bavaria, USAG Benelux, USAG Camp Humphreys and Area III, USAG Italy, USAG Red Cloud and Area 1, USAG Rheinland-Pfalz, USAG Wiesbaden, Yongsan Garrison, and Yuma Proving Ground.</p> <p><b>References:</b> AR420-1, DA Pam 420-1-3 and UFC 4-860-03</p>

# Directorate of Public Works

422	Real Property Demolition
<b>Service Definition</b>	Demolish Installation facilities and structures that are excess to Army unit requirements or are not economically repairable and recycle/deconstruct useable building materials; then, dispose of any remaining residual materials.
<b>Service Outcome</b>	Excess real property disposal/demolition requirements

ISR PSC	CLS SSP	Title	Description
1		Demolition Execution 422-AC-01-01	Percentage Programmed for Demolition of Real Property Planning and Analysis System (RPLANS) Excess (in Square Feet).
1		Demolition Execution 422-AC-01-02	Percentage of Assets Programmed for Demolition in FY19 that were Ready-to-Award with Cost Estimate in FY19.
1		Demolition Execution 422-AC-01-03	Percentage of Programmed/Funded Demolition Dollars Executed in FY18.

Installation / Location	Hours	POCs
1946 Barbour Road Fort Sill, OK 73503	0730 – 1600 Monday – Friday	Iqbal Sayeed, (580) 442-3517

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
<b>Reimburse for Baseline Services</b>	No	Yes	Yes	Yes	No
<b>Reimburse for Above Baseline Services</b>	Yes	Yes	Yes	Yes	Yes

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Obtain Real Property Planning Board approval to validate no mission or base operations requirement to utilize facility	Per Building, As Needed	Baseline	NA	Baseline Funded by Garrison unless real property belongs to Tenant agency	Inputted by garrison
Perform review for Environmental, Historical and/or Cultural Preservation	Per Building, As Needed	Baseline	NA	Baseline Funded by Garrison unless real property belongs to Tenant agency	Inputted by garrison
Perform McKinney Act screening or document the exemption to the McKinney Act screening process	Per Building, As Needed	Baseline	NA	Baseline Funded by Garrison unless real property belongs to Tenant agency	Inputted by garrison
Obtain HQDA Approval to Dispose	Per Building, As Needed	Baseline	NA	Baseline Funded by Garrison unless real property belongs to Tenant agency	Inputted by garrison
Update APSR with respect to planned programed fiscal year, planned program event code, disposal approval, and RPA Operational Status Code	Per Building, As Needed	Baseline	NA	Baseline Funded by Garrison unless real property belongs to Tenant agency	Inputted by garrison
Submit a DA Form 4283 to initiate design process to dispose via demolition	Per Building, As Needed	Baseline	NA	Baseline Funded by Garrison unless real property	Inputted by garrison



				belongs to Tenant agency	
Develop RFP for engineering services work for survey to sample materials and building components that include but not limited to roof, walls, flooring, crawlspaces, and attics for asbestos and other regulated material (ORM)	Per Building, As Needed	Baseline	NA	Baseline Funded by Garrison unless real property belongs to Tenant agency	Inputted by garrison
Review results from survey, existing as-built documentation and on-site assessment of facility to develop statement of work and independent government estimate to abate any asbestos or ORM, demolish building, and restore grounds to green grass condition	Per Building, As Needed	Baseline	NA	Baseline Funded by Garrison unless real property belongs to Tenant agency	Inputted by garrison
Solicit RFP to estimate to abate any asbestos or ORM, demolish building, and restore grounds to green grass condition in accordance with DoD and Army policies along with federal and state laws and regulations.	Per Building, As Needed	Baseline	NA	Baseline Funded by Garrison unless real property belongs to Tenant agency	Inputted by garrison
Provide on-site visit to prospective demolition contractor bidders	Per Building, As Needed	Baseline	NA	Baseline Funded by Garrison unless real property belongs to Tenant agency	Inputted by garrison
Negotiate and award contract to demolish facilities	Per Building, As Needed	Baseline	NA	Baseline Funded by Garrison unless real property belongs to Tenant agency	Inputted by garrison
Monitor demolition contractor activities to include review and approval of required submittals, establish base access to contractor to include staging area if necessary, and periodic on-site visits to ensure contractor is complying with terms of contract along with federal, state and local laws	Per Building, As Needed	Baseline	NA	Baseline Funded by Garrison unless real property belongs to Tenant agency	Inputted by garrison
Notify in writing to Garrison Real Property office upon completion of demolition to include disposal completion date and disposal cost	Per Building, As Needed	Baseline	NA	Baseline Funded by Garrison unless real property belongs to Tenant agency	Inputted by garrison
Real Property Office update APSR to reflect the disposal, disposal cost, and disposal completion date as well as update the real property folder documentation.	Per Building, As Needed	Baseline	NA	Baseline Funded by Garrison unless real property belongs to Tenant agency	Inputted by garrison

**Service Specific Instructions / Definitions**

All baseline and above baseline services for real property that belongs to Non-Army tenant agencies on an installation will be reimbursable

**APSR:** Accountable property system of record

**SUPPLIER WILL:** Plan, survey and execute disposal IAW all laws and regulations

**RECEIVER WILL:** Obtain disposal approval

**References:** AR 420-1, AR 405-90.

# Directorate of Public Works

<b>424</b>	<b>Army Cemeteries</b>
<b>Service Definition</b>	Ensure all aspects of Army Cemeteries, to include records management, manning and training of personnel, burial operations and chain of custody of remains, gravesite accountability, grounds maintenance, fiscal accountability and acquisition management, conform strictly to Army National Military Cemeteries (ANMC) standards and practices, as outlined in AR 290-5 and DA PAM 290-5.
<b>Service Outcome</b>	Provide Army Cemetery presentation and operations IAW ANMC Shrine Standards.

ISR PSC	CLS SSP	Title	Description
1	A	Permanent Monumentation Emplaced	For government markers, within 60 days of the interment date, the permanent monumentation should be in place and its digital photo submitted within the ANMC record of burial. For private markers, within 60 days of the interment date, the next-of-kin must provide the Army Cemetery documentation that the permanent monumentation has been ordered.
2	B	Interment and Account for the Fallen	Verifying eligibility, maintaining chain of custody, conducting funeral honors, providing escorts and flags for active duty soldiers; opening and closing the grave; emplacing the monumentation.
3	C	Maintain the Grounds	Ensures all aspects of Army Cemeteries, to include manning and training of personnel, development of the Cemetery Grounds Management Plan (CGMP), communicating the cemetery history, grounds maintenance and facilities, fiscal accountability and acquisition management, where applicable as the Contract Officer's Rep (COR), conform strictly with ANMC standards and practices, as outlined in AR 290-5 and DA PAM 290-5.

Installation / Location	Hours	POCs
1950 Barbour Road Fort Sill, OK 73503	0730 – 1600 Monday - Friday	Mark Hill, (580) 442-2731

Tenant Category	Army Entitled Soldier	DoD, Non-Army Entitled Soldier	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	No	NA	NA	NA
Reimburse for Above Baseline Services	NA	NA	NA	NA	NA

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Permanent Monumentation Emplaced	As Needed	NA	NA	NA	NA
Interment and Account for the Fallen	As Needed	NA	NA	NA	NA
Maintain the Grounds	IAW Shrine Standards	NA	NA	NA	NA

Service Specific Instructions / Definitions
<p><b>SUPPLIER WILL:</b></p> <p>ISR PCS #1: For government markers, within 60 days of the interment date, the permanent monumentation should be in place and its digital photo submitted within the ANMC record of burial. For private markers, within 60 days of the interment date, the next-of-kin must provide the Army Cemetery documentation that the permanent monumentation has been ordered. If the Army Cemetery has not received this documentation within 60 days, or if the permanent monumentation is not complete and emplaced (or has an expected shipping date) within 180 days of the most recent interment, (except for historical private markers) the Army Cemeteries will order, emplace, and digitally capture a government headstone that annotates all persons buried at that location. If significant delays are created by factors outside the control of installations, explain this in the comments section on the ISR website. For additional guidance, see AR 290-5 or contact ANMC. Only include a monumentation emplacement in data element 'a' and 'b' after the monumentation has been emplaced.</p> <p>ISR PSC #2: End-to-End Interment Operations Manpower/time and therefore cost intensive (estimate 25% of budget), especially where mission has not been manned and/or therefore significantly well-undermanned. Ensuring end-to-end quality performance of ALL aspects of interment operations are to a high standard of excellence: Verifying eligibility, maintaining chain of custody, conducting funeral honors, providing escorts and flags for active duty soldiers; opening and closing the grave; emplacing the monumentation. Accurately creating and Records of Interment/Inurnment, all supporting documents, ensuring accurate grave location and GIS Army Mapper reconciliation, ensuring accurate headstone markers, and ensuring photo quality. Do not include or report data for any VA cemeteries operated on your Installation. However, if the Installation is providing a service to the VA cemetery for which the VA is NOT reimbursing your Installation, this should be reported.</p> <p>ISR PSC #3: Grounds Maintenance Operations is Manpower/time and therefore relationally cost intensive (estimate 75% of budget), especially where mission has not been manned and/or therefore significantly well-undermanned. Ensures all aspects of Army Cemeteries, to include manning and training of personnel, development of the Cemetery Grounds Management Plan (CGMP), communicating the cemetery history, grounds</p>

maintenance and facilities, fiscal accountability and acquisition management, where applicable as the Contract Officer's Rep (COR), conform strictly with ANMC standards and practices, as outlined in AR 290-5 and DA PAM 290-5. Do not include or report data for any VA cemeteries operated on your Installation. However, if the Installation is providing a service to the VA cemetery for which the VA is NOT reimbursing your Installation, this should be reported.

**RECEIVER WILL:** NA

**References:** AR 290-5 and DA PAM 290-5

# Directorate of Public Works

425	Installation Geospatial Information and Services (IGI&S)
<b>Service Definition</b>	Provide technical expertise and leadership to manage installation geospatial information (GIS and/or CADD) and services' assets. Provide geospatial data collection, sustainment and data maintenance services to meet installation business processes, and provide a Common Installation Picture (CIP) for every installation in accordance with DoDI 8130.01. Manage geospatial update activities associated with addition/modification of facilities, environmental conditions, range activities, real property reconciliation and safety conditions. Submission of geospatial data to the HQDA geospatial data repository for archival and high-level leadership decision support and awareness.
<b>Service Outcome</b>	Quarterly data submissions, complete and compliant with directives and policies for data quality and completeness.

ISR PSC	CLS SSP	Title	Description
1		Data Compliance	Percentage of Common Installation Picture (CIP) DAIM-OD GIS data layers uploaded to the HQDA geospatial data repository?
1		Data Compliance	Percentage of Common Installation Picture (CIP) DAIM-IS Installation Services (DAIM-ISS) GIS data layers uploaded to the HQDA geospatial data repository?
1		Data Compliance	Percentage of Common Installation Picture (CIP) DAIM-IS Environmental (DAIM-ISE) GIS data layers uploaded to the HQDA geospatial data repository?
1		Data Compliance	Percentage of Army Common Installation Picture (CIP) DAIM-OD GIS data layers uploaded to the HQDA geospatial data repository?
1		Data Compliance	Percentage of Army Common Installation Picture (CIP) DAIM-IS Installation Services (DAIM-ISS) GIS data layers uploaded to the HQDA geospatial data repository?
1		Data Compliance	Percentage of Army Common Installation Picture (CIP) Priority 1 DAIM-IS Environmental (DAIM-ISE) GIS data layers uploaded to the HQDA geospatial data repository?
1		Data Compliance	Percentage of GIS building records with a Real Property Identifier (RPUID)
1		Data Compliance	Installation submitted geospatial data to the HQDA geospatial data repository during the previous quarter.

Installation / Location	Hours	POCs
1950 Barbour Road Fort Sill, OK 73503	0730 – 1600 Monday - Friday	Aaron Peterson, (580) 442-3815

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	Yes	Yes	Yes	Yes
Reimburse for Above Baseline Services	Yes	Yes	Yes	Yes	Yes

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Provide GIS service and products as outlined in 18-011 at the frequency indicated as standard. (Baseline)	According to Current IMCOM Funding Guidance	3 (Baseline)	quantity product/time service provided	Garrison will calculate based on local rate and established contract rates.	Inputted by garrison
Provide GIS service and products as outlined in 18-011 at the frequency indicated as above standard. (Above Baseline)	According to Tenant's requested standards	3 (Above Baseline)	quantity product/time service provided	Garrison will calculate based on local rate and established contract rates.	Inputted by garrison

#### Service Specific Instructions / Definitions

DATA SOURCE: HQDA GEOSPATIAL DATA REPOSITORY

**SUPPLIER WILL:** Ensure Geospatial information is updated according to regulations and guidelines established by AR 115-13.

**RECEIVER WILL:** Provide updates to newly added facilities and sites to the Army Geospatial data base as requested.

**NOTES:** DRIVER: DAIM-ZA, 12 JAN 16, SUBJECT: ARMY INSTALLATION GEOSPATIAL INFORMATION MANAGEMENT  
(NEW RELEASE DATE OCT 18)

DRIVER: ARMY REGULATION 115-13, 24 MARCH 2017, SUBJECT: INSTALLATION GEOSPATIAL INFORMATION AND SERVICES  
DATA LAYERS SUBMITTED IN ACCORDANCE WITH COMMAND SPECIFIC GEOSPATIAL DATA STRATEGY.

**References:** DoDI 8130.01; DAIM-ZA, 12 JAN 16, Subject: Army Installation Geospatial Information Management; AR 115-13, Subject: Installation Geospatial Information and Services; IGI&S Quality Assurance Plan General Guidance.

# Directorate of Public Works

500	Electrical Services
<b>Service Definition</b>	Provide electric service throughout the installation including housing. Includes the cost of producing and/or purchasing electricity. Includes installation, maintenance and repair of electrical distribution systems.
<b>Service Outcome</b>	Reliable electrical services to the garrison and mission facilities with minimal unplanned outages. No distinction has been made as to the cause and/or source of the unplanned outage.

ISR PSC	CLS SSP	Title	Description
1	A	500-AC-01-01 Provide reliable electrical services.	Provide reliable electrical services.

Installation / Location	Hours	POCs
1950 Barbour Road Fort Sill, OK 73503	0730 – 1600 Monday - Friday	(580) 442-3608

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI	
<b>Tenant Sub-Category</b>					NAFI	AAFES
<b>Reimburse for Baseline Services</b>	No	Yes	Yes	Yes	Yes	No
<b>Reimburse for Above Baseline Services</b>	NA	NA	NA	NA	NA	NA

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Metered electrical services	Daily	Baseline	Per Metered KWH or MWH	Meter Readings x Metered Rate	
Un-Metered electrical services	Daily	Baseline	Per Square Footage	Square Footage x Estimated Rate	

Service Specific Instructions / Definitions
<p>Provides electrical distribution and supply services for lighting, heating, ventilation, cooling and building equipment throughout the installation. Includes capitalization, maintenance and repair of the distribution system, and the cost for purchasing the commodity.</p> <p>Electricity required for mission related operational purposes are the responsibility of the customer and will be provided on a reimbursable basis only.</p> <p>The Garrison will invoice for metered electrical usage on a monthly basis. Non-metered facilities will be billed monthly through the Support Agreement based on square footage of non-metered space assigned to the customer per utility rate structure prepared by the Garrison at the beginning of the FY.</p> <p>Non-Army customers are required to enter into a Contract for Sale of Utilities Services with the Garrison, unless an Installation Agreement (IA) has been used in lieu of the contract for Federal agencies.</p> <p>An 'unplanned disruption' occurs when one or more work orders are received for a disruption that affects 10% or more of the buildings on the Installation or any critical facilities. A critical facility may be a mission essential building, hospital, etc</p> <p><b>SUPPLIER WILL:</b> provide reliable and continuous electrical services with minimal or no interruptions.</p> <p><b>RECEIVER WILL:</b> make timely payments for all the validated costs and related invoices. Avoid and eliminate late payments that might incur penalties. Report all the unplanned disruptions lasting more than eight (8) hours during a fiscal year.</p> <p><b>AAFES:</b> Reimbursable when certification letter of non-availability of APF applies.</p> <p><b>NOTE:</b> Privatized electric utility infrastructure contract O&amp;M and R&amp;R costs funded with APF by HQ IMCOM to the Garrison and common use electric utility infrastructure that supports multiple customers on an installation is non-reimbursable.</p> <p><b>References:</b> FY2018 ISR Services; Service 500 Electrical Services Active Intellicode # 500-AC-01-01 Performance Measure Worksheet; AR 420-1 Army Facilities Management; Section VIII Electric; Pages 315-317; Paragraphs 23-47 through 23-55; AR 420-41 Acquisition and Sale of Utilities Services FY16 Common Levels of Support (CLS) Configuration v 3.2; 500 A, 500 B, and 500 C</p>

# Directorate of Public Works

501	Heating and Cooling Services
<b>Service Definition</b>	Purchased steam and hot water and operation of boiler plants, high pressure, and heating plants and systems of all types and capacities at active and inactive installations. Includes immediate consumption of coal, storage and related handling. Operation of air conditioning plants, cold storage plants, heat pumps, and ice manufacturing plants of all tonnage capacities at active and inactive installations. Includes the purchase of fuels and other commodities and services supporting heating and cooling operations.
<b>Service Outcome</b>	Reliable heating and cooling services to the garrison and mission facilities with minimal unplanned outages. No distinction has been made as to the cause and/or source of the unplanned outage.

ISR PSC	CLS SSP	Title	Description
1	A	Provide reliable heating and cooling services.	Provide Heating/Cooling services through a centralized plant or purchase throughout the installation including housing (except for RCI/privatized). Includes the cost of producing and/or purchasing Heating/Cooling services. Excludes installation, maintenance, repair and sustainment of heating and cooling distribution systems.

Installation / Location	Hours	POCs
1950 Barbour Road Fort Sill, OK 73503	0730 – 1600 Monday - Friday	John Rutledge, (580) 442-1699

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI	
Tenant Sub-Category					AAFES	NAFI
Reimburse for Baseline Services	No	Yes	Yes	Yes	No	Yes
Reimburse for Above Baseline Services	NA	NA	NA	NA	NA	NA

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Metered Heating and Cooling Services	Daily	Baseline	As applicable based on the system and commodity	As applicable based on the system and commodity	
Un-metered Heating and Cooling Services	Daily	Baseline	Per Square Footage	Square Footage x Estimated Rate	

Service Specific Instructions / Definitions
<p>Provides coal, fuel oil, natural gas, propane, and steam for heating, cooling, domestic hot water and/or facility processes throughout the installation. Includes capitalization, maintenance and repair of the distribution system, and the cost for purchasing the commodity.</p> <p>Coal, fuel oil, natural gas, propane, and steam required for mission related operational purposes are the responsibility of the customer and will be provided on a reimbursable basis only.</p> <p>The Garrison will invoice for metered gas and steam usage on a monthly basis. Non-metered facilities will be billed monthly through the Support Agreement based on square footage of non-metered space assigned to the customer per utility rate structure prepared by the Garrison at the beginning of the FY.</p> <p>Non-Army customers are required to enter into a Contract for Sale of Utilities Service with the Garrison, unless a Memorandum of Understanding has been used in lieu of the contract for Federal agencies.</p> <p>An 'unplanned disruption' occurs when one or more work orders are received for a disruption that affects 10% or more of the buildings on the Installation or any critical facilities. A critical facility may be a mission essential building, hospital, etc. This Service includes all commodity cost/utility service for Coal, Fuel Oil, Natural Gas, Propane, Steam and other commodity/utility service that are not electric, water or wastewater.</p> <p><b>SUPPLIER WILL:</b> provide reliable and continuous heating and cooling services with minimal or no interruptions.</p> <p><b>RECEIVER WILL:</b> make timely payments for all the validated costs and related invoices. Avoid and eliminate late payments that might incur penalties. Report all the unplanned disruptions lasting more than one (1) hours during a fiscal year.</p> <p><b>AAFES:</b> Reimbursable when certification letter of non-availability of APF applies.</p>



**References:**

FY2018 ISR Services; Service 501 Heating/Cooling Services Active Intellicode # 501-AC-01-01 Performance Measure Worksheet  
AR 420-1 Army Facilities Management; Section VI Energy Program; 312-314; Paragraphs 23-34 through 23-42  
AR 420-1 Army Facilities Management; Section VII Air Conditioning and Refrigeration; 314-315; Paragraphs 23-43 through 23-46.  
AR 420-41 Acquisition and Sale of Utilities Services  
FY16 Common Levels of Support (CLS) Configuration v 3.2; 501 A, 501 B, 501 C, and 501 D

# Directorate of Public Works

502	Water Services
<b>Service Definition</b>	Provide water service throughout the installation including housing. Includes the cost of producing and/or purchasing water. Includes installation, maintenance and repair of the water distribution systems.
<b>Service Outcome</b>	Reliable water services to the garrison and mission facilities with minimal unplanned outages. No distinction has been made as to the cause and/or source of the unplanned outage.

ISR PSC	CLS SSP	Title	Description
1	A	Provide reliable water services.	This SSP provides for the purchase and/or operation for potable and non-potable water uses for domestic and industrial purposes using water systems including plants and distribution. Includes all in-house and contract (service contract and commercial activities contract) costs to operate the plants and distribution systems.

Installation / Location	Hours	POCs
1950 Barbour Road Fort Sill, OK 73503	0730 – 1600 Monday - Friday	Paul Padgett (580) 442-6129

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI	
Tenant Sub-Category					AAFES	NAFI
Reimburse for Baseline Services	No	Yes	Yes	Yes	No	Yes
Reimburse for Above Baseline Services	NA	NA	NA	NA	NA	NA

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Metered Water Service	Daily	Baseline	Per Metered KGAL or MGAL	Metered Reading x Metered Rate (Federal)  Metered Reading x Metered Rate (non-Federal)	
Un-metered Water Service	Daily	Baseline	% of the total processed based on Square Footage	Square Footage x Estimated Rate (Federal)  Square Footage x Estimated Rate (non-Federal)	

Service Specific Instructions / Definitions
<p>Provides potable water for domestic purposes and non-potable water for industrial purposes throughout the installation. Includes capitalization, maintenance and repair of the distribution system, and the plant operation costs for producing or procuring the commodity.</p> <p>Water required for mission related operational purposes are the responsibility of the customer and will be provided on a reimbursable basis only.</p> <p>The Garrison will invoice for metered domestic and industrial water usage on a monthly basis. Non-metered facilities will be billed monthly through the Support Agreement based on square footage of non-metered space assigned to the customer per utility rate structure prepared by the Garrison at the beginning of the FY.</p> <p>Non-Army customers are required to enter into a Contract for Sale of Utilities Service with the Garrison, unless an Installation Agreement (IA) has been used in lieu of the contract for Federal agencies.</p> <p><b>AAFES:</b> Reimbursable when certification letter of non-availability of APF applies</p> <p><b>SUPPLIER WILL:</b> provide reliable and continuous water services with minimal or no interruptions.</p> <p><b>RECEIVER WILL:</b> make timely payments for all the validated costs and related invoices. Avoid and eliminate late payments that might incur penalties. Report all the unplanned disruptions lasting more than four (4) hours during a fiscal year.</p> <p>An 'unplanned disruption' occurs when one or more work orders are received for a disruption that affects 10% or more of the buildings on the Installation or any critical facilities. A critical facility may be a mission essential building, hospital, etc.</p>

**References:**

FY2018 ISR Services; Service 502 Water Services Active Intellicode # 502-AC-01-01 Performance Measure Worksheet

AR 420-1 Army Facilities Management; Section IV Water Supply and Wastewater; Page 307; Paragraph 23-18 Sub Paragraphs b, h, and i

AR 420-41 Acquisition and Sale of Utilities Services

FY16 Common Levels of Support (CLS) Configuration v 3.2; 502 A, 502 B, and 502 C

# Directorate of Public Works

503	Wastewater Services
<b>Service Definition</b>	Provide waste water service throughout the installation including housing. Includes the cost of processing or disposing of waste water includes installation, maintenance and repair or the waste water collection and disposal systems.
<b>Service Outcome</b>	Reliable sanitary and industrial wastewater services to the garrison and mission facilities with minimal unplanned outages. No distinction has been made as to the cause and/or source of the unplanned outage.

ISR PSC	CLS SSP	Title	Description
3	A	Provide reliable sanitary and industrial waste water services.	This SSP provides domestic and industrial waste water treatment services. Includes all in-house and contract (service contract and commercial activities contract) costs to operate the plants and collection systems.

Installation / Location	Hours	POCs
1950 Barbour Road Fort Sill, OK 73503	0730 – 1600 Monday - Friday	Paul Padgett, (580) 442-6129

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI	
Tenant Sub-Category					AAFES	NAFI
Reimburse for Baseline Services	No	Yes	Yes	Yes	No	Yes
Reimburse for Above Baseline Services	NA	NA	NA	NA	NA	NA

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Metered Waste Water Services	Daily	Baseline	Per Metered KGAL or MGAL	Metered Readings x Meter Rate (Federal)  Metered Readings x Meter Rate (non-Federal)	
Un-Metered Waste Water Services	Daily	Baseline	Per Square Footage KGAL or MGAL	% of the total processed based on square footage x estimated rate. (Federal)  % of the total processed based on square footage x estimated rate. (non-Federal)	

Service Specific Instructions / Definitions
<p>Provides domestic and industrial waste water treatment services. Includes costs to operate, maintain, repair, and recapitalize the plants and collection systems.</p> <p>The sewage collection and treatment system will invoice for sewage services based on metered water usage. Non-Army customers are to pay directly for billed amounts per the waste water meter readings. Facilities with non-metered water will be billed by the Garrison monthly through the Support Agreement based on square footage of non-metered space assigned to the customer per utility rate structure prepared by the Garrison at the beginning of the FY.</p> <p>Non-Army customers are required to enter into a Contract for Sale of Utilities Service with the Garrison, unless an Installation Agreement has been used in lieu of the contract for Federal agencies.</p> <p><b>SUPPLIER WILL:</b> provide reliable and continuous sanitary and industrial waste water services with minimal or no interruptions.</p> <p><b>RECEIVER WILL:</b> make timely payments for all the validated costs and related invoices. Avoid and eliminate late payments that might incur penalties. Report all the unplanned disruptions lasting more than thirty (30) minutes during a fiscal year.</p> <p>An 'unplanned disruption' occurs when one or more work orders are received for a disruption that affects 10% or more of the buildings on the Installation or any critical facilities.</p> <p><b>References:</b> FY2018 ISR Services; Service 503 Wastewater Services Active Intellicode # 503-AC-03-05-A Performance Measure Worksheet AR 420-1 Army Facilities Management; Section IV Water Supply and Wastewater; Pages 307-308; Paragraph 23-18</p>



# Directorate of Public Works

504	Other Utility Services
<b>Service Definition</b>	All utility operations which cannot be separately identified in above accounts. Includes rental costs for portable latrines in support of Facilities Engineer functions and one-time costs attributable to base closures or reduction in force actions. Includes connection charges levied by a private firm or public municipality for the physical "tie-in" or "connection" to the source system and charges for alternatively financed energy savings contracts. Includes active and inactive facilities. AWCF Indicator: 2.
<b>Service Outcome</b>	Reliable other utility services, commodity, or systems to the garrison and mission facilities with minimal unplanned outages. No distinction has been made as to the cause and/or source of the unplanned outage.

ISR PSC	CLS SSP	Title	Description
1		Alter native financing of energy and water conservation projects	Number of active contracts for awarded alternatively financed projects
2		Connection fee charges	Number of occurrences of connection charges being paid for physical tie-in or connection to a source utility system.
3		Facilities Engineering function support	Number of events requiring rental of portable latrines

Installation / Location	Hours	POCs
1950 Barbour Road Fort Sill, OK 73503	0730 – 1600 Monday - Friday	Paul Padgett, (580) 442-6129

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI	
Tenant Sub-Category					AAFES	NAFI
Reimburse for Baseline Services	No	Yes	Yes	Yes	Yes	Yes
Reimburse for Above Baseline Services	Yes	Yes	Yes	Yes	Yes	Yes

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Facilities Engineering function support	Annual	Baseline	Number of events requiring rental of portable latrines due to unplanned wastewater system outage or mission related events.	Cost of service contract to provide portable latrines and labor/equipment cost associated with providing COR if this is contract or in-house provided	Inputted by garrison

Service Specific Instructions / Definitions
<p><b>SUPPLIER WILL:</b> provide reliable and continuous other utility services or commodity or systems with minimal or no interruptions.</p> <p><b>RECEIVER WILL:</b> make timely payments for all the validated costs and related invoices. Avoid and eliminate late payments that might incur penalties. Report all the unplanned disruptions lasting more than thirty (30) minutes during a fiscal year. Data: DPW records / GFEBS/ AEWRs. ARNG: use PRIDEWeb.</p> <p><b>Notes:</b> DHA will be responsible to reimburse the Garrison for all events requiring rental of portable latrines due to unplanned wastewater system outages or any DHA related mission event requiring the rental of portable latrines.</p> <p><b>References:</b> FY2018 ISR Services; Service 504 Other Utility Services Active Intellicode # 503-AC-04-04-A Performance Measure Worksheet AR 420-41 Acquisition and Sale of Utilities Services, DA Guidance to Implement a UESC, DA Policy Guidance for Implementation of ESPC</p>

# Directorate of Public Works

<b>505</b>	<b>Environmental Compliance Services</b>
<b>Service Definition</b>	Resources manpower and programmatic requirements necessary to achieve, evaluate, and sustain compliance with appropriate Federal, State, and local environmental laws, Executive Orders, DoD Directives, regulations, and overseas country-specific Final Governing Standards (FGS), in order to protect human health, safety and the environment, provide for the conservation and preservation of natural and cultural resources and implement pollution prevention initiatives. Enables installations to comply with legal environmental mandates and critical stewardship responsibilities that impact management and modernization of installations.
<b>Service Outcome</b>	Comply with the regulatory requirements, avoid violations; limit restrictions to training / range operations; meet stewardship responsibilities that impact the environment, modernization and mission.

ISR PSC	CLS SSP	Title	Description
1	A	Sustain Program Compliance	Manage environmental program to enable the installation to meet mission requirements while maintaining regulatory compliance.
2	B	Natural Resources Program Implementation	Manage natural resources ecosystem to support sustainable training and testing operations in accordance with statutory requirements; provide an integrated and flexible conservation program in support of the installations mission; coordinate resolution to meet changes in operational requirements; participate in collaborative efforts to allow continuance of existing and future mission and infrastructure.
3	C	Cultural Resources Program Implementation	Manage cultural resources to support sustainable training and testing operations in accordance with statutory requirements; provide an integrated and flexible conservation program in support of the installation's mission; coordinate resolution to meet changes in operational requirements; participate in collaborative efforts to allow continuance of existing and future infrastructure.
4	D	Pollution Prevention	Conduct analysis to identify source reduction or waste minimization/elimination practices in order to reduce releases, wastes, pollution, liability and management costs; coordinate implementation of identified projects leading toward achieving Net Zero goals.

Installation / Location	Hours	POCs
2515 Currie Road Fort Sill, OK 73503	0730 – 1600 Monday - Friday	Lee Silverstrim, (580) 442-4891

Tenant Category	Army Situational Bases	DoD, Non-Army Situational Bases	Federal, Non-DoD	NFE	NAFI Situational Bases
Reimburse for Baseline Services	Normally No	Normally Yes	Yes	Yes	Normally no
Reimburse for Above Baseline Services	Yes	Yes	Yes	Yes	Yes

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Air Permits	Annual	State/local permits may include information on which air pollutants are being released, how much the source is allowed to release, operating conditions, pollution control, monitoring, recordkeeping, and reporting requirements. To ensure required submissions are completed and conformant with law.  Tasks associated with this activity include drafting and revising permits and supporting documentation; gathering, maintaining, and reporting data and information; negotiating with regulators; participating in or conducting public meetings as required by permit; providing recordkeeping procedures; and responding to Notices of Deficiency.	Hours Per permit	(Hours * Hourly Rate)/Relative contribution of air emission generated by the tenant) + Prorated cost of the permit fee.	
Hazardous Waste: State Application Renewal Fee	Annual	Permits from the state regulatory agency are required for hazardous waste TSDFs. Hazardous waste storage for 90 days or more requires a hazardous waste permit. Facilities must typically conform to siting, design, operation, groundwater monitoring, closure, and post-closure regulations.	Per permit	(Application renewal fee cost + permit application cost)/proportional contribution of the tenant activity.	

		<p>Tasks associated with this activity include drafting and revising permits and supporting documentation; gathering, maintaining, and reporting data and information; negotiating with regulators; participating in or conducting public meetings as required by permit; providing recordkeeping procedures; and responding to Notices of Deficiency.</p> <p>(See: <a href="https://army.deps.mil/Army/CMD5/Imcom_HQ2/G4/ED/PIP/Environmental%20Wiki/Funding_RCRC.aspx">https://army.deps.mil/Army/CMD5/Imcom_HQ2/G4/ED/PIP/Environmental%20Wiki/Funding_RCRC.aspx</a>)</p>			
Hazardous Waste: Sampling and Monitoring	Frequency as determined by permit	<p>Sampling and analytical requirements related to the management of hazardous waste and waste management facilities include waste stream analysis (40 CFR 262), waste characterization for land disposal restriction (LDR) compliance (40 CFR 268), and groundwater monitoring associated with the operation of landfills, surface impoundments, and land treatment facilities (40 CFR 264 and 265). Sampling and analytical criteria are specified either in permits associated with hazardous waste management facilities or codified in federal or state regulations. Analytical testing may range from pH measurements for waste stream analysis to testing for toxic organisms downgradient from hazardous waste landfills. Costs associated with sampling, analysis, quality assurance (QA)/quality control (QC) requirements, and any reporting necessary as a result of such activity must be programmed annually.</p> <p>Sampling and monitoring includes labor, supervision, management, transportation, equipment, supplies, and communications to collect, analyze, and furnish written laboratory reports, on an as-required basis, for samples (solid, liquid, and sludge phases) necessary for waste characterization. Waste sampling and characterization is in compliance with 40 CFR 260-270, as well as applicable state regulations.</p> <p>(See: <a href="https://army.deps.mil/Army/CMD5/Imcom_HQ2/G4/ED/PIP/Environmental%20Wiki/Funding_RCRC.aspx">https://army.deps.mil/Army/CMD5/Imcom_HQ2/G4/ED/PIP/Environmental%20Wiki/Funding_RCRC.aspx</a>)</p>	Per pound	Total monthly sampling and monitoring costs/proportional contribution of the tenant activity.	
Hazardous Waste Fees	Annual	<p>This activity includes recurring fees charged by states and localities to obtain, modify, or renew RCRA Subtitle C operating permits. This also includes hazardous waste generator or facility fees required by some state and local governments, which may be based on the quantity of hazardous waste generated by the installation as well as state regulator inspection fees. This is an annual recurring requirement.</p> <p>(See: <a href="https://army.deps.mil/Army/CMD5/Imcom_HQ2/G4/ED/PIP/Environmental%20Wiki/Funding_RCRC.aspx">https://army.deps.mil/Army/CMD5/Imcom_HQ2/G4/ED/PIP/Environmental%20Wiki/Funding_RCRC.aspx</a>)</p>	A. Permitted Facility Hazardous waste permits/proportional contribution of the tenant activity; OR B. Non-Permitted Facility Hazardous waste and universal waste volumes/proportional contribution of the tenant activity.	Total fee paid/proportional contribution of the tenant activity.	
Hazardous Waste: Management Supplies and Equipment	Monthly	<p>This activity includes the recurring cost of supplies and equipment to identify, accumulate, store, and manage hazardous waste prior to off-site treatment and disposal. Supplies and equipment for managing and storing hazardous waste include containers, labels, and emergency equipment such as small spill supplies for the accumulation building. It also includes hazardous waste storage containers (e.g., 30-gal drums, 55-gal drums, 5-gal buckets), container management (over packs, labels), security (warning signs), preparedness and prevention (fire extinguishers, spill control kits), and compatible storage (containment pallets). Spill kits</p>	Per site and/or per container	Total cost expended for waste generated	



		<p>are for emergency response to a spill only and not for routine maintenance activities.</p> <p>(See:  <a href="https://army.deps.mil/Army/CMD5/Imcom_HQ2/G4/ED/PIP/Environmental%20Wiki/Funding_RCRC.aspx">https://army.deps.mil/Army/CMD5/Imcom_HQ2/G4/ED/PIP/Environmental%20Wiki/Funding_RCRC.aspx</a>)</p>			
Hazardous Waste: Disposal	Frequency as determined by permit	<p>This activity includes recurring disposal costs of hazardous and universal waste. Funding is necessary to pay for disposal of waste from installation operations in compliance with 40 CFR 260-279, as well as applicable state regulations. Failure to provide funds for disposal can result in an enforcement action related to the accumulation of waste streams in violation of environmental regulations.</p> <p>Applicable tasks within this activity include:</p> <ul style="list-style-type: none"> <li>•Routine ongoing disposal of hazardous waste and non-regulated RCRA waste generated on the installation, to include Army units defined under a modified table of organization and equipment (MTOE) or TDA operating in a Garrison setting;</li> <li>•Manifest management for hazardous waste designated for disposal;</li> <li>•Disposal of orphan wastes for which the generator cannot be determined;</li> <li>•Disposal of wastes generated by the Garrison environmental office, to include wastes from sampling and used personal protective equipment;</li> <li>•Disposal of wastes from a household hazardous waste collection program; waste sampling, analysis, and characterization as they pertain to disposal; supplies and equipment for managing and storing hazardous wastes; and disposal of hazardous waste generated by Directorate of Public Works (DPW) staff;</li> <li>•Disposal of asbestos removed by in-house maintenance workers (i.e., not under contract) that is classified as RCRA hazardous waste by state or host nation (HN) regulations;</li> <li>•Asbestos-containing items;</li> <li>•Transportation and disposal of hazardous waste off-site through DLA-DS or similar approved disposal contract;</li> <li>•Hazardous material that is returned to the Logistics Readiness Center (LRC) for reissue but must later be disposed of as hazardous waste, and de minimis quantities of hazardous material that expired shelf life, are eligible.</li> </ul> <p>(See:  <a href="https://army.deps.mil/Army/CMD5/Imcom_HQ2/G4/ED/PIP/Environmental%20Wiki/Funding_RCRC.aspx">https://army.deps.mil/Army/CMD5/Imcom_HQ2/G4/ED/PIP/Environmental%20Wiki/Funding_RCRC.aspx</a>)</p>	Per Container	Total disposal cost/proportional contribution of the tenant activity	
Hazardous Waste: Groundwater Monitoring at Subpart X Permitted Facilities	Frequency as determined by permit	<p>This activity includes groundwater monitoring to ensure satisfaction of environmental performance standards in 40 CFR 264.601(a). These standards are stated in the open burn/open detonation (Subpart X) permit.</p> <p>(See:  <a href="https://army.deps.mil/Army/CMD5/Imcom_HQ2/G4/ED/PIP/Environmental%20Wiki/Funding_RCRC.aspx">https://army.deps.mil/Army/CMD5/Imcom_HQ2/G4/ED/PIP/Environmental%20Wiki/Funding_RCRC.aspx</a>)</p>	Per sample	Total sampling cost/proportional use by the tenant activity	
Hazardous Waste: Subpart X Permitted Facilities Permit Fees	Normally every five years	<p>Permits from the state regulatory agency are required for hazardous waste TSDFs. Subpart X Open/Burn Open/Detonation permits. Facilities must typically conform to siting, design, operation, groundwater monitoring, closure, and post-closure regulations.</p> <p>Tasks associated with this activity include drafting and revising permits and supporting</p>	Per permit	Total fee paid/proportional contribution of the tenant activity	

		documentation; gathering, maintaining, and reporting data and information; negotiating with regulators; participating in or conducting public meetings as required by permit; providing recordkeeping procedures; and responding to Notices of Deficiency.			
NEPA Compliance	As Required	This activity includes development of environmental Impact Statements (EISs) or Environmental Assessment (EA) associated with projects, construction, or training activities. Public meetings, document management and supplies.	Per Hour	hourly rate*hours	
NEPA Mitigations	As Required	Full cost of mitigations required to minimize the cumulative environmental impact of a project to include manpower, supplies and equipment, monitoring, reporting and records management. Reimbursement for full cost by proponent requiring mitigation except for BRAC and Range MILCON	Per mitigation measure	Full Project Cost	
Emergency Response and Cleanup of Spills	As Required	Reimbursement by the organization causing a release for the full cost of cleanup activities, disposal of contaminated soil, water and bi-products, and any fines or penalties incurred as a result of uncontrolled releases or spills of hazardous or regulated substance. Cost may include samples in accordance with approved sampling methods in liquids, solids, sludge, oils, fuels, and air. Liquid samples may be from containers, sumps, surface water, tanks, or monitoring wells. Soil samples may be from any medium. Any type of analysis may be required and shall be determined on a case by case basis. Samples shall be required to be sent to an off-site certified laboratory.	Per incident	All costs associated with the spill. Per hour*hourly rate, Per sample*sample cost, Per mitigation*mitigation cost	

#### Service Specific Instructions / Definitions

**Supplier Will:** Except as specified below or otherwise formally agreed upon by the receiver (tenant) and supplier (Garrison), Garrisons will provide ENV compliance services to meet regulatory requirements, avoid violations; limit restrictions to training / range operations; meet stewardship responsibilities that impact the environment, modernization and mission as outlined in the CLS SSP Description above.

**Receiver Will:** Be held responsible/liable for services, permits, fees, manpower, and other costs associated with the services outlined which are provided to and/or associated with tenants as identified. (Examples of some costs associated with the four (4) SSP areas above include, but are not limited to:

A. MTOE Tenants: (1) Costs associated with mismanaged, over procured hazardous material and disposal, misidentified waste or waste generated during deployment and/or returned from theater; Disposal of hazardous waste generated by MTOE units during reset activities (e.g., chemical agent resistant coating [CARC] paint stripping and repainting) undertaken upon return to the Contiguous United States. Receiver Will:

B. Non-Army Tenants/RDT&E/ATEC/DBOF/AWCF: (2) Actual costs for management and disposal of hazardous waste generated by non-Army tenants and activities funded through an operating fund (Defense Business Operating Fund and Army Working Capital Fund), a procurement fund (Procurement of Ammunition, Army), a research and development fund (Research, Development, Test, and Evaluation and Army Test and Evaluation Command activities), and other DOD funded activities (primarily Defense Logistics Agency, Medical Command, Defense Commissary Agency). (3) Actual or prorated portion of costs for permit development and acquisition, fees, monitoring activities, and cleanup of open-burn open-detonation or similarly specialized facilities; (4) IAW 420-1, Non-Army tenants on Army installations are responsible for funding UXO and environmental surveys and associated documentation of proposed MILCON sites as well as costs associated with the necessary remediation/cleanup of known or discovered UXO and contaminants on a MILCON site the same way as installations do.

C. All Tenants: (5) Costs associated with increased frequency, quantity or quality of service(s) which exceed that of the documented Garrison standard. (6) Actual or prorated portion of analytical costs to identify suspected contamination as well as actual costs to mitigate confirmed contamination of real-property from materials introduced by the tenant(s) following initial occupancy; (7) Reimbursement for the full cost of cleanup activities, disposal of contaminated soil, water and bi-products, and any fines or penalties incurred as a result of uncontrolled releases or spills of hazardous or regulated substance; (8) Preparation of NEPA documents to include: Environmental Impact Statements (EISs), Environmental Assessment (EA), Biological Assessment (BA), or Cultural inventories associated with projects, construction, or training activities. Additionally, the proponent will be responsible for all costs, not to exceed one fiscal year following vacancy of the facility by the RECEIVER, to implement mitigation measures required by the NEPA record or decision or mitigated FONSI, Biological Opinions and the State Historic Preservation Office.

**References:** AR 200-1; AR 420-1; DFAS 37-100

# Directorate of Public Works

<b>506</b>	<b>Conservation Services</b>
<b>Service Definition</b>	Provide conservation and preservation of natural and historic resources. Conservation focuses on responsibly managing installation natural resources to ensure long-term use for realistic military training and ecosystem viability. Preservation focuses on protection of historic and cultural sites. Does not include Integrated Training Area Management, Timber, Agriculture, and Grazing Programs.
<b>Service Outcome</b>	

ISR PSC	CLS SSP	Title	Description
1		Natural Infrastructure Support	Joint Bases - Manage environmental programs; bring non-compliant environmental programs back into compliance with the law; deliver safe drinking water; ensure compliance with environmental laws; operate an Environmental Management System (EMS); ensure Integrated Natural Resources Management Plan (INRMP) is in place and implemented; Ensure Integrated Cultural Resources Management Plan (ICRMP) is in place for comprehensive planning and Management of the installation's cultural resources; and Maintain a healthy, active, and constructive tribal consultation program

Installation / Location	Hours	POCs
2515 Currie Road Fort Sill, OK 73503	0730 – 1600 Monday - Friday	Lee Silverstrim, (580) 442-4891

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	No	No	No	No
Reimburse for Above Baseline Services	NA	NA	NA	NA	NA

PSC / SSP / Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Natural Infrastructure Support	NA	NA	NA	NA	

Service Specific Instructions / Definitions
<b>SUPPLIER WILL:</b>  <b>RECEIVER WILL:</b>  <b>References:</b> AR 200-1; National Historic Preservation Act; Archeological Resources Protection Act (ARPA); Native American Graves Protection and Repatriation Act (NAGPRA); Sikes Act; Endangered Species Act (ESA); Federal Insecticide, Fungicide and Rodenticide Act (FIFRA).

# Directorate of Public Works

<b>510</b>	<b>Pest Management</b>
<b>Service Definition</b>	Provide service to develop and implement integrated building/facility and open space (outdoor/unimproved) pest management strategies. Service includes pest surveillance, pest identification, breeding site removal, pesticide applications, and other required actions to control pests in and around buildings and facilities including non-privatized family housing. Includes response to emergency and non-emergency service orders.
<b>Service Outcome</b>	Prevent and eradicate pest infestation. Reduce exposure to pesticide. Use IPM techniques in carrying and pest management activities and promote IPM. Use IPM to prevent or control pests and disease vectors that may adversely impact readiness Promote a well maintained installation.

ISR PSC	CLS SSP	Title	Description
3	A	Develop and Manage the Integrated Pest Management Plan	Prepare an integrated pest management plan (IPMP) that identifies pest management requirements, responsibilities, and resources needed to correct pest problems at each installation. Coordinate the IPMP with all affected parties.
4	B	Perform Indoor Pest Management Services	This program provides visits of facilities as required to impact, identify and eliminate the presence of existing of potential public health and wood destroying nuisance pest problems.
5	C	Perform Outdoor Pest Management Services	Manage environmental program to enable the installation to meet mission requirements while maintaining regulatory compliance

Installation / Location	Hours	POCs
1950 Barbour Road Fort Sill, OK 73503	0730 – 1600 Monday – Friday	Mark Hill, (580) 442-2731

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	Yes	Yes	Yes	Yes
Reimburse for Above Baseline Services	Yes	Yes	Yes	Yes	Yes

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Perform Requested Pest Management Services	As requested	Baseline	Per hour  Fixed contract cost	Total hours X Unit measurement + Materials: Actual contract cost for work outsourced  Contract Cost x square footage distribution %	Provided by each Garrison
Respond to pest management SOs to support mission, public health, and prevent property damage	Established at the garrison.	Baseline	Per hour  Fixed contract cost	Total hours X Unit measurement + Materials: Actual contract cost for work outsourced  Contract Cost x square footage distribution %	Provided by each Garrison
Develop and Manage the Integrated Pest Management Plan	Established at the garrison.	Baseline	Per hour  Fixed contract cost	Total hours X Unit measurement + Materials: Actual contract cost for work outsourced  Contract Cost x square footage distribution %	Provided by each Garrison
Perform Indoor Pest Management Services	Established at the garrison.	Baseline	Per hour  Fixed contract cost	Total hours X Unit measurement + Materials: Actual contract cost for work outsourced	Provided by each Garrison



## Service 124 Resource Management

# Resource Management Office

<b>124</b>	<b>Resource Management</b>
<b>Service Definition</b>	Provide for the administration, reporting, formulation, analysis, execution, management control and oversight of programs, budgets and reimbursable support.
<b>Service Outcome</b>	Improved accuracy, timeliness, efficiency and execution of resource management services provided

ISR PSC	CLS SSP	Title	Description
1	A	Managerial Reports	Number of Garrison Managerial report goals met during the rating period. Joint Review process incorporates the managerial accounting goals. Quarterly goals established.
1	B	Tracking of lost buying power	Tracking of lost purchasing power due to prior year de-obligations.
1	C	Obligations versus Spend Plans	Obligation of resources in accordance with spend plans.
2	F	Provide Manpower and TDA Equipment Management	Number of components performed within three business days of requests/requirements.
3	E	Triennial review of agreements	Conduct triennial review of agreements in order to verify agreement is necessary, content is current and terms/content are in accordance with all applicable guidance.
4	D	Annual Review of reimbursable agreements	Conduct annual review of reimbursable agreements to verify estimated costs are current, identified services are valid and, where appropriate, are being reimbursed according to terms.
5	H	Manpower Execution	Number of components performed within three business days of request/requirements.
6	G	Provide Manpower/TDA Equipment Analytical and Advisory Services	Provide timely advice in accordance with regulation/guidance.

Installation / Location	Hours	POCs
462 Hamilton Road Fort Sill, OK 73503	0730 – 1600 Monday – Friday	Lisa Dyer, (580) 442-3560

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	No	No	NA	No
Reimburse for above Baseline Services	NA	NA	NA	NA	NA

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
NA	NA	NA	NA	NA	NA

Service Specific Instructions / Definitions
Local RMOs will determine services, or level of service performance that are above baseline and required reimbursement.
<b>SUPPLIER WILL:</b> NA
<b>RECEIVER WILL:</b> NA
<b>References:</b> Department of Defense Financial Management Regulation (DODFMR) 7000.14; DODI 4000.19; DFAS 37-100; AR 5-9; AR 570-4; AR 71-32 IMCOM Narrative Funding Guidance

## Directorate of Family, Morale, Welfare, & Recreation

Service 251 Army Community Service (ACS)

Service 252 Child, Youth and School Services (CYSS)

Service 253 Sports, Recreation, and Libraries

Service 254 Business Operations



# Directorate of Family, Morale, Welfare, and Recreation (G9)

251	Army Community Service (ACS)
<b>Service Definition</b>	ACS provides programs for Consumer Affairs & Financial Assistance, Emergency Assistance, Exceptional Family Member, Family Member Employment Assistance, Family Advocacy, Foster Care, Information & Referral, Outreach, Relocation Assistance, Mobilization/Deployment, Army Family Team Building, Army Family Action Plan, and volunteer support. ACS may also include Family Support Groups, Army Emergency Relief, Transition Assistance [where there is no ACAP], Deployment Cycle Support (Yellow Ribbon Reintegration Program), Family Assistance Centers (FAC), Survivor Outreach Services and Family Program Offices.
<b>Service Outcome</b>	The mission of ACS is to facilitate the commander's ability to provide comprehensive, standardized, coordinated, and responsive services that support Soldiers, Department of the Army (DA) Civilians, and Families regardless of geographical location.

ISR PSC	CLS SSP	Title	Description
1	A	Community Information Services	Support and enhance all Army Community Service programs by expanding their resource base through promotion and utilization of available tools and resources.
12	B	Family Advocacy Program	Prevention and intervention programs and services for a wide range of support of individual life situations to include the range of Family Violence.
6	C	Victim Advocacy	Advocacy for and response to victims of domestic violence as well as prevention of domestic violence through education.
5	D	New Parent Support Program	Home Visiting Program providing services and parenting skills education to parents with a newborn or child, ages 0-3 or at-risk Families with young children, ages 0-3.
13	E	Mobilization and Deployment	Programs and support activities designed to assist leaders, Soldiers, their Families and Department of Army Civilians who deploy and their families to successfully manage the challenges of mobilization and deployments before, during, and after they are mobilized regardless of their geographical location.
14	F	Financial Readiness	Assistance to Soldiers & Families to include building personal and/or Family Financial Readiness.
11	G	Exceptional Family Member Program	Comprehensive and coordinated community support and services to Families with special needs.
7	J	Survivor Outreach Services	Decentralized long term case management for survivors.
9	K	Relocation Readiness	Services to support Army personnel and their families as they relocate.
8	L	Employment Readiness	Assistance to Family Members and transitioning Soldiers in preparing for, searching for and securing employment.

Installation / Location	Hours	POCs
4700 Mow-Way Road Fort Sill, OK 73503	0800-1700 Monday - Friday	Monica L. Ulibarri Monica.l.ulibarri.civ@army.mil

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	No	No	No	No
Reimburse for Above Baseline Services	NA	NA	NA	NA	NA

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Community Information Services	Not Applicable (NA)	NA	NA	NA	NA
Family Advocacy Program	Not Applicable (NA)	NA	NA	NA	NA
Victim Advocacy	Not Applicable (NA)	NA	NA	NA	NA
New Parent Support Program	Not Applicable (NA)	NA	NA	NA	NA
Mobilization and Deployment	Not Applicable (NA)	NA	NA	NA	NA
Financial Readiness	Not Applicable (NA)	NA	NA	NA	NA
Exceptional Family Member Program	Not Applicable (NA)	NA	NA	NA	NA
Soldier & Family Assistance Center	Not Applicable (NA)	NA	NA	NA	NA
Survivor Outreach Services	Not Applicable (NA)	NA	NA	NA	NA
Relocation Readiness	Not Applicable (NA)	NA	NA	NA	NA
Employment Readiness	Not Applicable (NA)	NA	NA	NA	NA
Volunteer Programs (Army Family Action Plan, Army	Not Applicable (NA)	NA	NA	NA	NA

Family Team Building, Army Volunteer Corps Coordination)					
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#### Service Specific Instructions / Definitions

**SUPPLIER WILL:** Serve as the community central integrator providing comprehensive services to Soldiers & Family Members to prevent or remedy social services issues

ACS Program Performance - The enhancement of all Army Community Service programs by expanding their resource base through promotion and utilization of available tools and resources.

Ensure quality ACS Program Delivery.

Family Advocacy Program - Prevention and intervention programs and services for a wide range of support of individual life situations to include the range of Family Violence.

Provide New Commanders' and Senior NCOs' awareness and understanding of the Family Advocacy Program (FAP)

Victim Advocate - Advocacy for and response to victims of domestic violence as well as prevention of domestic violence through education.

Provide all victims of domestic violence accepting service received a safety plan

New Parent Support - Home Visiting Program providing services and parenting skills education to parents with a newborn or child, ages 0-3 or at-risk Families with young children, ages 0-3.

Ensure All requesting parents received needs assessment.

Mobilization Deployment - Programs and support activities designed to assist leaders, Soldiers, their Families and Department of Army Civilians who deploy and their families to successfully manage the challenges of mobilization and deployments before, during, and after they are mobilized regardless of their geographical location.

Ensure ACS is better prepared to assist Soldiers and Families during emergencies and/or natural disasters.

Financial Readiness - Assistance to Soldiers & Families to include building personal and/or Family Financial Readiness.

Provide Soldiers with services that will benefit financially by following a budget plan for improvement or maintenance.

Exceptional Family Member Program - Comprehensive and coordinated community support and services to Families with special needs.

Provide services (Oversight, advocacy, information & referral, child/family find, respite care, special needs resource coordination, EFMP Steering Committee, support groups, system navigators) to all clients requesting Exceptional Family Member Program (EFMP) Services.

Soldier & Family Assistance Center - Targeted services to wounded Soldiers and their families at their location and in a safe setting

Track the number of soldiers receiving services through the SFAC s

Survivor Outreach Services - Decentralized long term case management for survivors.

Ensure 100% of the community are contacted annually to maintain a connection.

Relocation Readiness Program - Services to support Army personnel and their families as they relocate.

Provide all clients requesting Relocation services received relocation services.

Employment Readiness - Program Assistance to Family Members and transitioning Soldiers in preparing for, searching for and securing employment.

Provide all clients requesting ERP services received ERP service.

Volunteer Programs (Army Family Action Plan, Army Family Team Building) - Programs to promote and sustain Army volunteerism and Army volunteers and encourage participation at all levels. Volunteers continue to be active and valued in ACS.

**RECEIVER WILL:** Comply with directives, regulations, and Suppliers current policies and procedures.

**References:** AR 608-1

Unless under a reciprocity agreement, ACS services are not reimbursable. ACS services all ID card holders at an Army garrison, with the exception of one program that caters to a certain population.

The EFMP Respite Care program services Army EFMP family members only. Unless there is a reciprocity agreement, Army ACS will not service other entities. If other organizations or military members from another branch other than Army request this service, ACS will refer them back to their Service headquarters.

# Directorate of Family, Morale, Welfare, and Recreation (G9)

252	Child and Youth Services (CYS)
<b>Service Definition</b>	Supports the All-Volunteer Force by reducing the conflict between mission and parental responsibilities (regardless of duty location). Child Care and Youth Program Spaces for eligible children 4 weeks -18 years of age are provided through an integrated delivery system of facility-based, home-based and outreach services delivered both on and off post. Program quality and quantity is ensured by meeting statutory requirements, DoD policy and Army standards, enforced by mandatory internal annual inspections (DoD Certification) and external validation (National Accreditation). Program quantity is measured by Child Care Spaces and Youth Program Spaces.
<b>Service Outcome</b>	Provide Child and Youth Service Programs to the All-Volunteer Force

ISR PSC	CLS SSP	Title	Description
1	A	Child, Youth and School Services Certification	DoD Certification is in lieu of state licensing. Program quality is ensured by meeting statutory requirements as outlined in Public Law 104-106 (Military Child Care Act), DoD policy and Army standards, and is enforced by mandatory internal annual inspections (DoD Certification) and external validation (e.g., National Accreditation). Garrisons must successfully complete three self-inspections (Multi-Disciplinary Team, Fire and Safety, Health and Sanitation). The Army Higher Headquarters Inspection validates the garrison self-inspections. After corrections of all findings,
2	B	Child Development Center Accreditation	Accreditation is evidence that Army programs meet nationally recognized standards for quality. Army School Age Centers must complete and maintain the Council on Accreditation (COA) accreditation process every four years. National Accreditation is a requirement of Public Law 104-106 (Military Child Care Act).
3	C	School Age Accreditation	Accreditation is evidence that Army programs meet nationally recognized standards for quality. Army Child Development Centers must complete and maintain a National accreditation process every five years. National Accreditation is a requirement of Public Law 104-106 (Military Child Care Act).

Installation / Location	Hours	POCs
DFMWR 4700 Mow-Way Road Fort Sill, OK 73503	0800-1700 Monday - Friday	Sarah J. Gersper (580) 442-5197 sarah.j.gersper.naf@army.mil

Tenant Category	Army Individual Customer	DoD, Non-Army Individual Customer	Federal, Non-DoD Individual Customer	NFE	NAFI Individual Customer
Reimburse for Baseline Services	Customer Fees	Customer Fees	Customer Fees	N/A	Customer Fees

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
CYS Certification and Accreditation	As required	Army/IMCOM determined	N/A	N/A	N/A
Child Care Programs	As required	Army/IMCOM determined	IAW Army Fee Policy	IAW Army Fee Policy	Customer fees
Youth Programs	As required	Army/IMCOM determined	IAW Army Fee Policy	IAW Army Fee Policy	Customer fees

Service Specific Instructions / Definitions
<p>Child and Youth Services supports the All-Volunteer force by reducing conflict between mission and parental responsibilities regardless of duty station. Child Care and Youth Program spaces for eligible children 4 weeks to 18 years of age are provided through an integrated delivery system of facility based, home-based and outreach services delivered both on and off post. Program quality is ensured by meeting statutory requirements, DoD policy and Army standards, enforced by mandatory internal annual inspections (DoD Certifications) and external validation (National Accreditation). Program availability is measured by child care space and youth program spaces. Programs achieve and sustain quality by pursuing nationally recognized benchmarks and performance standards and increase and sustain availability through on and off post child care options and supervised programs for youth. Programs maintain affordability for both Soldiers and the Army. Managers and staff are well trained and competent in safeguarding the Army's resources by providing efficient oversight, good fiscal stewardship to reduce waste and protect all assets.</p> <p>DoD Certification and National Accreditation is in lieu of state licensing. Program quality is ensured by meeting statutory requirements as outlined in Public Law 104-106 (Military Child Care Act), DoD policy and Army standards, and is enforced by mandatory internal annual inspections (DoD Certification) and external validation (e.g., National Accreditation).</p> <p>Child Care Programs: A space is defined as any opening within the CYS delivery system to include Child Development Centers, School Age Centers, Family Child Care homes, Homes Off Post and Community Based Programs. Program reduces the conflict between mission and parental responsibilities regardless of duty station. Child Care Program spaces are for eligible children 4 weeks to 12 years of age. Program quality and</p>

availability is ensured by meeting statutory requirements, DoD policy and Army standards, enforced by mandatory internal annual inspections (DoD Certifications) and external validation (National Accreditation). Program availability is measured by Child Care Spaces.

Quality Child Care Programs are available and accessible. Availability of Child Care Services allows parents to focus on their mission requirements which directly supports Army Readiness and to meet DoD policy on delivering 80% of the child care demand.

Youth Programs: Army CYS YPs support the resilience, well-being, readiness and retention of Army Families. The CYS YP provides age-appropriate experiences that promote positive youth development outcomes. These outcomes are facilitated through a comprehensive and predictable programming framework of Five Service Areas; The Arts, Education Support and Career Development, Character and Leadership Development, Sports, Fitness and Recreation, and Health Wellness and Life Skills. The CYS YP provides consistent and comprehensive opportunities for youth to develop their physical, social, emotional and cognitive abilities through School Support Services (SSS) Programs, Youth Sports and Fitness (YS&F) Programs, and Instructional Programs (IP). YPs are easily accessible and affordable for all eligible children and youth. SSS Programs within YPs provide Commanders, parents, and CYS staff with strategies and resources to support academic success and wellness for Army children and youth. The School Liaison Officer (SLO) will manage, coordinate and implement SSS baseline programming to include the Army Youth Sponsorship Program. YS&F Programs within YPs provide age-appropriate experiences that promote positive child and youth developmental outcomes.

Availability of Youth Programs allows parents to focus on their mission requirements which directly supports Army Readiness and to meet DoD policy on delivering 35% of the youth demand.

**SUPPLIER WILL:** Support the All-Volunteer Force by reducing the conflict between mission and parental responsibilities (regardless of duty location). Child Care and Youth Program Spaces for eligible children 4 weeks -18 years of age are provided through an integrated delivery system of facility-based, home-based and outreach services delivered both on and off post. Program quality and quantity is ensured by meeting statutory requirements, DoD policy and Army standards, enforced by mandatory internal annual inspections (DoD Certification) and external validation (National Accreditation). Program quantity is measured by Child Care Spaces and Youth Program Spaces.

**RECEIVER WILL:** Comply with directives, regulations, and Suppliers current policies and procedures.

**References:** DoDI 6060.2, DoDI 6060.4, AR 215-1, AR 608-10, IMCOM Policies and Guidance

# Directorate of Family, Morale, Welfare, and Recreation (G9)

253	<b>Sports, Recreation, and Libraries</b>
<b>Service Definition</b>	Resources Base Operations in support of civilian manpower (direct and reimbursable), contracts, training and development, equipment and supplies for all COMPOs to enable the development and delivery of Soldier Programs, Community Recreation, and Direct Common FMWR Support Services that sustain the Total Army, IAW the Army Campaign Plan and the CSA's Strategic Priorities. Programs funded within this MDEP include sports, competitive sports (Marksmanship, LEAPFEST, Biathlon, Marathon), fitness and aquatics, Better Opportunities for Single Soldiers (BOSS), recreation centers, libraries, outdoor recreation, skill development, bowling (16 lanes or less); Direct Common FMWR Support Services (essential command and control and risk management programs for property, funds and personnel) for Family and Morale, Welfare and Recreation (FMWR); and, as designated by Congress, Category C FMWR activities at Remote and Isolated sites. These programs (1) enable Readiness by building upon physical, emotional, social and psychological coping skills; and (2) foster self-reliance and morale by offering positive discretionary activities to mitigate aberrant behaviors. MDEP funds opportunities for Soldiers to reintegrate and Families to reconstitute between deployments, supports survivors and enables rehabilitation for Soldiers through individual skill development and team participation. This MDEP does not fund Rotational Forces and/or Forward Deployed sites.
<b>Service Outcome</b>	

ISR PSC	CLS SSP	Title	Description
1	A	Provide Physical Fitness Programs	The Army emphasizes the importance of physical capability for the occupational tasks that Soldiers are required to perform by designating this program Category A, Mission sustaining. Provides Garrison capabilities to conduct functional fitness programs in support of TC 3-20.21, required to assist commanders in meeting the physical requirements of the Mission Essential Task List (METL). Provides authorized patrons opportunities to enhance individual readiness, resiliency, and general physical fitness and contribute to overall wellness. Essential to sustain the force, and build resiliency through fitness, recreation and leisure activities. Programs support the expeditionary Army and provide opportunities throughout the ARFORGEN cycle to reconstitute Soldiers for future deployments / contingencies, prepare Soldiers to reintegrate, provide Soldiers and Families healthy alternatives that mitigate the accumulated effects of conflict and reestablish a work-life balance.
2	L	Provide Direct Common FMWR Support Services	Perform functions related to regulatory requirements and develop or implement policy, monitor compliance and provide oversight, review program performance, or provide direct administrative support to the aforementioned functions. Facilitate intra-agency and/or cross-functional issues; facilitate the development of plans and actions ISO of Senior Commander/Garrison Commander directed actions/requirements. Through a variety of methods, integrates data across functions to develop responses to a wide variety of tasks affecting programs and services. Statutory and regulatory defined management of funds. Tracks and executes current/prior year annual funding and the UFM reimbursable program. Primary areas include safeguarding APF and NAF assets through proper use of management controls, maximizing use of capital through efficient cash and capital budgeting, and identifying operating opportunities and problems through the preparation and use of budgets and financial analyses.
3	D	Provide Aquatic Programs	Aquatic Facilities are a key component of mission readiness. Aquatic Training Programs are required for unit water survival training, enhancing Soldier swimming skills, support rehabilitation of wounded warriors and support the general health of the military community. The Army emphasizes the importance of physical capability for the occupational tasks that Soldiers are required to perform. Recreation Swim Programs enable water survival training, enhance Soldier swimming skills, support rehabilitation of wounded warriors and support the general health of the military community.
4		Provide Outdoor Recreation Program	Provides self-directed recreation opportunities and directed life skill building instruction in a variety of healthful, vigorous, and comprehensive outdoor recreation programs, including high adventure activities which enhance unit cohesion, provides positive alternatives to high risk/destructive behavior, build esprit de corps, develop individual coping skills, enhance personal and unit resiliency, test functional fitness and motor skill sets, and promote well-being. Programs and services are environmentally conscious, conserving and protecting wildlife, forests, wetlands, and other natural resources. Includes Warrior Adventure Quest (WAQ) which combines existing outdoor recreation high adventure, high adrenaline activities with leader-led after action debriefing (LLAAD) techniques in an interactive training environment; introduces Soldiers to the combat operational stress control (COSC) model; assists Soldier re-integration, empower small-unit leaders, maintain combat readiness, and increase unit cohesion.
5	C	Provide Library/Information Services	The Library and Information Services Program consists of libraries that support readiness, the military mission, quality of life, voluntary education, professional

			and technical education and training, lifelong learning, transition and career assistance, and leisure needs of military communities. The program reaches out from facility to the Soldier in the barracks, at home or while deployed through hard copy materials as well as electronic (IT) and web-based programs and services. Libraries offer computers which provide Soldiers and Families opportunities to communicate on-line during deployments and TDY assignments; they also provide sources for educational advancement of all ages, electronic research from and across a variety of informational databases, and programs offering life-enhancing informational and skill development opportunities.
6	E	Provide Community and Recreation Programs and Services	Provide a comprehensive MWR program with both directed and self-directed individual and group activities specifically targeted to the DoD community as a whole, but with special emphasis on military personnel. These programs can be stand-alone, consolidated, and/or integrated programs that best meet the needs of the community they serve. Provides community recreation facilities, program personnel, leisure and non-facility based activities for authorized patrons to build individual life skills, enhance social interaction, mitigate aberrant behaviors, and contribute to an overall sense of community.
8	B	Intramural Sports Program /Outdoor Sports Fields and Complexes	Provides Garrison capabilities that enable Active Duty personnel unit-level intramural programs designed to encourage large scale unit participation in positive alternatives that lessen aberrant and destructive behaviors, contribute to unit cohesion, enhance esprit de corps, build life skills, and increase individual resiliency. For select group of elite athletes, the intramural program may be a stepping stone to higher competitions such as All Army, Armed Forces, and both National and International competitions, including the Olympics. Enables Phase I of CSA Initiative Army Sports Program is conducted and executed. Equipment use for competitive athletic programs meets the standards as published by the respective US governing body. All personnel, are trained on basic principles of fitness, event management, customer service and MWR business operations. Personnel that provide special services are certified by a nationally recognized organization (i.e. Red Cross certification for WSI and Lifeguards).
10	H	Provide Arts and Crafts Program	The Arts and Crafts program offers educational, self-development activities that advance technical knowledge and skills and offer opportunities for creative growth and resiliency. Provides authorized patrons a wide range of skill development activities to enhance individual coping skills and self-reliance, develop personal creativity, increase cultural awareness, and facilitates the rehabilitation of Wounded Warriors by improving fine motor skills (hand-eye coordination skills) and provides emotional relief by encouraging expression of feelings and concerns which relieve depression and anxiety.
11	J	Provide Leisure Travel Services	Provides authorized patrons off-post leisure and recreational opportunities such as discounted tickets to nationwide sporting events, theme parks, concerts, movies, theater productions, museums, and sightseeing tours. The program similarly offers reduced cost lodging at popular USA destinations and discounted prices for cruises and vacations.
12	K	Provide Entertainment Program	Performing Arts (Music, Drama, and Theater) Programs provide diverse, demand-driven activities in the creative arts for authorized patrons. The program intent is to offer community involvement opportunities to increase interpersonal skill development, leadership abilities and morale; enhance resiliency, readiness and integration; and improve quality of life. Skill building activities include: plays, vocals and dance, concerts, variety shows and educational programming which may result in public performances and live commercial entertainment.

Installation / Location	Hours	POCs
DFMWR 4700 Mow-Way Road Fort Sill, OK 73503	0800-1700 Monday - Friday	Shane M. Dunlevy (580) 442-3081 Shane.m.dunlevy.naf@army.mil

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No for PM 1,2,3,5,6,8 Customer fees for all others	No for PM 1,2,3,5,6,8; Customer fees for all others	No for PM 1,2,3,5,6,8; Customer fees for all others	PM 1,2,3,5,6,8; Customer fees for all others	PM 1,2,3,5,6,8; Customer fees for all others

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Provide Physical Fitness Programs	Posted hours	3 (Baseline); Above baseline reimbursable	QDPC CEAC Rate/year FTE funding rate per standard hours, FTEs other operating expenses (e.g., supplies)	Above baseline services x hours x standard required FTEs x pro-rata funding rate + Other operating expenses (e.g. supplies)	TBD per above baseline requirement
Provide Direct Common FMWR Support Services	Posted hours	3 (Baseline) Above baseline reimbursable	QDPC CEAC Rate/year FTE funding rate per standard hours, FTEs other operating expenses (e.g., supplies)	Above baseline services x hours x standard required FTEs x pro-rata funding rate + Other operating expenses (e.g. supplies)	TBD per above baseline requirement
Provide Aquatic Programs	Posted hours	3 (Baseline); Above baseline reimbursable	QDPC CEAC Rate/year FTE funding rate per standard hours, FTEs other operating expenses (e.g., supplies)	Above baseline services x hours x standard required FTEs x pro-rata funding rate + Other operating expenses (e.g. supplies)	TBD per above baseline requirement
Provide Outdoor Recreation Program and Leisure Travel Services	Posted hours	Garrison determined	Posted fees	As posted	Customer fees
Provide Library/Information Services	Posted hours	3 (Baseline); Above baseline reimbursable	QDPC CEAC Rate/year FTE funding rate per standard hours, FTEs other operating expenses (e.g., supplies)	Above baseline services x hours x standard required FTEs x pro-rata funding rate + Other operating expenses (e.g. supplies)	TBD per above baseline requirement
Provide Community and Recreation Programs and Services	Posted hours	3 (Baseline); Above baseline reimbursable	QDPC CEAC Rate/year FTE funding rate per standard hours, FTEs other operating expenses (e.g., supplies)	Above baseline services x hours x standard required FTEs x pro-rata funding rate + Other operating expenses (e.g. supplies)	TBD per above baseline requirement or customer fees
Provide Skills Development Programs	Posted hours	Garrison determined	Posted fees	As posted	Customer fees
Provide Intramural Sports Program/Outdoor Sports Fields and Complexes	Posted hours	3 (Baseline); Above baseline reimbursable	QDPC CEAC Rate/year FTE funding rate per standard hours, FTEs other operating expenses (e.g., supplies)	Above baseline services x hours x standard required FTEs x pro-rata funding rate + Other operating expenses (e.g. supplies)	TBD per above baseline requirement

#### Service Specific Instructions / Definitions

Provide Physical Fitness Facilities. One main facility is open at a minimum of 90 hours per week. Offers authorized patron's opportunities to enhance individual readiness, resiliency, general physical fitness, and contribute to overall wellness.

Provide Intramural Sports Program / Outdoor Sports Fields and Complexes. Offers Garrison capabilities that enable Active Duty personnel unit-level intramural programs.

Provide Aquatics Programs Offers unit water survival training, enhances Soldier swimming skills, supports rehabilitation of wounded warriors and supports the general health of the military community.

Provide Outdoor Recreation Program and Leisure Travel Services. Offers self-directed recreation opportunities and directed life skill building instruction in a variety of healthful, vigorous and comprehensive outdoor recreation programs, including high adventure activities which provides positive alternatives to high risk/destructive behavior. Offers authorized patrons discounted tickets/pricing to off-post leisure and recreational opportunities.

Provide Library/Information Services. Dedicated facility operated at a minimum of 40 hours per week. Offers and assists authorized patrons with access to information resources for professional and technical education and training (to include distance learning), lifelong learning, transition and career assistance, and leisure needs of the military community.

Provide Community and Recreation Programs and Services. Offers community recreation facilities, comprehensive directed and self-directed individual and group programs specifically targeted to the DoD community, leisure and non-facility based activities for authorized patrons.

Provide Skill Development Programs (Auto Skills, Arts & Crafts, and Entertainment). Offers authorized patrons a range of skill educational and self-development activities to enhance individual coping skills, self-reliance, develop life skills, reduce costs through self-help projects, offer advance technical knowledge and skills, support creative growth and resiliency, and increase interpersonal skill development and leadership abilities.

**SUPPLIER WILL:** Provide baseline requirements by offering services and programs to meet community/customer demand within resourced capability (manpower, facilities, equipment, etc.).

Provide MWR assets to support services and programs above the baseline on a reimbursable basis.

**RECEIVER WILL:** Coordinate their requirements with the DFMWR staff/facility/activity to verify the availability and estimated cost of utilizing MWR assets required to support the above baseline service/program, and establish a reimbursement method agreeable with the Supplier. Comply with directives, regulations, and Suppliers current policies and procedures. Receiving agency personnel shall pay individual user fees on the same basis and same amounts as Servicing agency personnel.

**References:** Title 10, DoDI 1015.10, AR 215-1



# Directorate of Family, Morale, Welfare, and Recreation (G9)

<b>254</b>	<b>Business Operations</b>
<b>Service Definition</b>	Manage and provide an array of Morale, Welfare, and Recreation programs to include Category B Bowling (less than 16 lanes) and Category C (Revenue-Generating Activities) leisure programs to eligible patrons (e.g., bowling {16 lanes and greater}; golf, food, beverages, and entertainment). May include other non-appropriated fund activities.
<b>Service Outcome</b>	Provide clean facilities to meet the IMCOM Enterprise Municipal Custodial Services Performance Standards.

ISR PSC	CLS SSP	Title	Description
1	E	Cat C Bowling (NAF)	Provide a bowling program that is growing to meet industry standards as a leisure and recreation destination that delivers a quality product while achieving Army financial standards. Ensure Soldiers and Families have an opportunity to participate in bowling programs and centers offering open and league bowling and services such as bowling instruction, retail, food and beverages, and other market-driven recreational activities as facility allows. Installations that currently do not have a bowling center should consider negotiating a fair price for play and/or access with an outside service provider. Note: During deployment, training or significant population loss or gain, adjust operations at locations to reflect market size.
2	G	Cat C Golf (NAF)	Provide a golf program with playing conditions and services comparable to a mid to high level municipal golf course where there is sufficient market demand to ensure self-sufficiency. Ensure Soldiers and Families have an opportunity to play golf at a golf course offering open play, tournaments, and services such as golf instruction, retail, and food and beverages. Installations that currently do not have a golf course should consider negotiating a fair price for play and/or access with an outside service provider. Note: During deployment, training or significant population loss or gain, adjust operations at locations to reflect market size.
3	F	Cat C Clubs, Food, Beverage and Entertainment (NAF)	Clubs, Food, Beverage and Entertainment (FBE) Operations may include theme operations, catering, snack bars, dining, beverages, social events, entertainment, and other services normally associated with a restaurant and entertainment center, as well as hospitality support for official events. Programs may include Bingo, snack bars, themed programs (casual dining, MWR promotional programs, etc.) special activities, recreational machines, etc. Ensure Soldiers have access to FBE programs through direct operation, concessionaires, franchising, PPV (Public-Private Ventures), name brand casual and fast food dining, and other market-driven FBE programs as facility allows. Delivers a quality product while achieving Army Financial standards. Note: FBE can be co-located with other programs to maximize resources. Note: During deployment, training or significant population loss or gain, adjust operations at locations to reflect market size.

Installation / Location	Hours	POCs
DFMWR 4700 Mow-Way Road Fort Sill, OK 73503	0800-1700 Monday - Friday	Shane M. Dunlevy Shane.m.dunlevy.naf@army.mil

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	Customer Fees	Customer Fees	Customer Fees	Customer Fees	Customer Fees

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Cat B Bowling	Posted hours	Garrison determined	NA	Posted prices	Customer fees
Remote and Isolated Bowling	Posted hours	Garrison determined	NA	Posted prices	Customer fees
Cat C Bowling	Posted hours	Garrison determined	NA	Posted prices	Customer fees
Remote and Isolated Golf	Posted hours	Garrison determined	NA	Posted prices	Customer fees
Cat C Golf	Posted hours	Garrison determined	NA	Posted prices	Customer fees

Remote and Isolated Clubs, Food, Beverage and Entertainment	Posted hours	Garrison determined	NA	Posted prices	Customer fees
Cat C Clubs, Food, Beverage and Entertainment	Posted hours	Garrison determined	NA	Posted prices	Customer fees
Post Restaurant Fund (NAF)	Posted hours	Garrison determined	NA	Posted prices	Customer fees
Civilian Welfare Fund (NAF)	Posted hours	Garrison determined	NA	Posted prices	Customer fees

#### Service Specific Instructions / Definitions

**SUPPLIER WILL:** Manage and provide an array of Morale, Welfare, and Recreation programs to include Category B Bowling (16 lanes or less) and Category C (Revenue Generating Activities) leisure programs to eligible patrons (e.g. Bowling (more than 16 lanes or more); golf, food, beverages, and entertainment. May include other non-appropriated fund activities. Achieve net income objectives to ensure recreation and welfare services are provided to enhance the quality of life at DOD installations.

**RECEIVER WILL:** Comply with directives, regulations, and Suppliers current policies and procedures.

**References:** DODI 1015.10, DODI 1015.15, AR 215-1, AR 215-7 and IR 215-1-1.