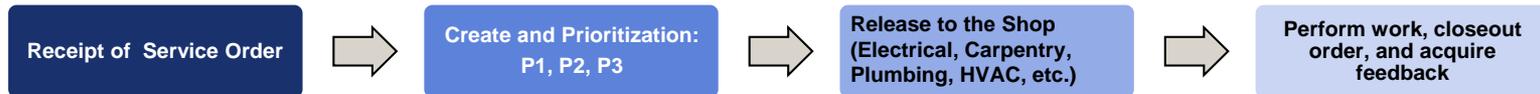




# Fort Bliss Directorate of Public Works

## ***Demand Maintenance Order (DMO): Also known as a Service Order (SO)***

- A work authorization document used for work that is either corrective in nature (e.g. repairs, modifications, and replacements) or not generally considered to be a recurring maintenance activity that can be completed within 32 on-site work-hours or less.
- **Priorities**
  - Priority 1 (Emergency/Critical): When immediate action is required to eliminate life threatening or serious injury hazards to personnel, prevent loss or damage to Government property, ensure security, restore essential services, correct a condition to prevent it from becoming an emergency, respond to command emphasis, provide basic human services in facilities where individuals sleep, or aid an activity in accomplishing its mission.
    - *Respond within 1-hour during duty hours (0730-1630) and 2-hours during non-duty hours. To be completed with 24-hours, unless the work can be reduced to a Priority 2 or 3.*
  - Priority 2 (Urgency): When the failure in services does not immediately endanger personnel or property, but would soon inconvenience or affect the security, health, or well-being of personnel, correct conditions which could become an emergency, could seriously affect morale, or have command emphasis.
    - *Worked to be completed within seven (7) calendar days from receipt, unless the work can be reduced to a Priority 3.*
  - Priority 3 (Routine): Work that does not meet the criteria of emergency/critical or urgent priority, correct situations that are productivity inhibitors that, if left uncorrected, will cause measurable discomfort or inconvenience to the customer or waste resources or create the need for additional minor repairs.
    - *Work to be responded to and completed within thirty (30) calendar days of receipt.*



### DPW Service Order Desk:

- Building 777 (Corner of Pleasonton Road and Chaffee Road)
- Hours of Operation:
  - Walk-In: M-F, 7:30 a.m.-4:30 p.m. (excluding holidays)
  - Phone: 24/7/365
  - Web: 24/7/365
- Telephone #: (915) 642-5477
- Submit Routine (Priority 3) Orders at:

<https://home.army.mil/bliss/index.php/about/Garrison/directorate-public-works>

### Point of Contacts:

Contracting Officer's Representatives (CORs)  
(915) 568-6771 or (915) 568-6973  
or  
Business Operations Branch Chief  
(915) 569-7608

