

# Installation Management Command

U.S. Army Garrison  
Fort Detrick, Maryland



## FY25 Services Catalog

IMCOM MISSION: IMCOM DELIVERS QUALITY BASE SUPPORT  
FROM THE STRATEGIC SUPPORT AREA ENABLING READINESS  
FOR A GLOBALLY RESPONSIVE ARMY



**DEPARTMENT OF THE ARMY**  
**U.S. ARMY INSTALLATION MANAGEMENT COMMAND**  
**HEADQUARTERS, UNITED STATES ARMY GARRISON, FORT DETRICK**  
**810 SCHREIDER STREET, SUITE 212**  
**FORT DETRICK, MARYLAND 21702-5000**

AMIM-FDR

MEMORANDUM FOR United States Army Garrison Fort Detrick Tenant Organizations

SUBJECT: United States Army Garrison Fort Detrick Common Levels of Support and Reimbursable Services Catalog for Fiscal Year 2025

1. This catalog of base operations services is to familiarize customers with the services available from our Garrison. It is intended to let the customer know what to expect for the next fiscal year in terms of common levels of support (CLS) and reimbursable requirements.
2. We are committed to providing support to Army, Department of Defense (DoD), non-DoD Federal activities, and private organizations to the extent that capabilities exist and mission assignments permit. As we reduce authorized strength, we have identified areas where we will accept risk. In some cases, this means we will no longer provide certain services. All tenants will be notified as resourcing decisions require us to curtail services.
3. In general, services will be delivered in accordance with Installation Management Command CLS structure and the annual directed capability levels, which are based on funding levels. The levels of support outlined in this catalog are effective 1 October 2024 and will remain in effect until superseded or rescinded.
4. Customers requiring services above the directed capabilities level need to request increased services. How to request these services and the incremental costs associated with the increase are identified in this catalog. All requests must be documented through written service agreements with payment in advance. The Garrison support agreement points of contact are:
  - a. Manpower and Agreements Chief, Mr. Franklin LeClair, 301-619-2639.
  - b. Garrison Installation Agreement Manager, Ms. Michele Thomas, 301-619-9960.
  - c. Garrison Installation Agreement Manager, Ms. Donna Blackwell-Cooke, 301-619-3245.
5. If you have questions or concerns, please do not hesitate to contact the Garrison points of contact provided for each service throughout the catalog, or the Installation Agreement Managers.

NED B. MARSH  
Colonel, SF  
Commanding

## Fort Detrick Tenants

- 21<sup>ST</sup> Signal Brigade
- 114th Signal Battalion
- 302<sup>nd</sup> Signal Battalion
- Air Forces Medical Readiness Agency (AFMRA)
- Army Air Forces Exchange System (AAFES)
- Army Fisher House (AFH)
- Army Medical Logistics Command (ALMC)
- Army Signal Network Enterprise Center (NEC) - Fort Detrick
- Defense Commissary Agency (DECA) FD/FG
- Defense Health Agency (DHA)
- Defense Logistics Agency Troop Support (DLATS)
- Joint Medical Logistics Functional Development Center (JMLFDC)
- Joint Program Executive Office for Chemical, Biological, Radiological and Nuclear Defense (JPEO-CBRND)
- Joint Service Provider (JSP)
- Logistics Readiness Center (LRC)
- Marine Forces Reserve, Company B, 4th Light Armored Reconnaissance Battalion (Marines 4th LAR)
- Medical Communications for Combat Casualty Care (MC4)
- Medical Logistics Division (MEDLOG)
- Medical Readiness Command East Bethesda (MRC- East Bethesda)
- Medical Simulation Center (MSC)
- National Cancer Institute (NCI)
- National Center for Medical Intelligence (NCMI)
- National Institute of Allergy & Infectious Diseases (NIAID)
- National Museum of Health Medicine (NMHM)
- Navy Bureau of Medicine (Navy BUMED)
- Navy Medical Logistic Center (NMLC)
- Navy Medical Research Command NMRC FD/FG
- Raven Rock
- Technology Applications Office (TAO)
- Telemedicine & Advanced Technology Research Center (TATRC)
- U.S Army Centralized Allergen Extract Laboratory – FG (USACAEL-FG)
- U.S. Army Corps of Engineers (USACE)
- U.S. Army Medicine Department Health (USAMDA - Health & Dental)

- U.S. Army Medical Materiel Development Activity (USAMDA)
- U.S. Army Medical Research Acquisition Activity (USAMRAA)
- U.S. Army Medical Research and Development Command (USAMRDC)
- U.S. Army Medical Research Institute of Infectious Diseases (USAMRIID)
- U.S. Air Force Peterson Space Force Base, CO (Space Force)
- U.S. Department of Agriculture (USDA)
- Veterans Administration Community Based Outpatient Clinic (VA CBOC)
- Walter Reed Army Institute of Research (WRAIR)

## Services Overview

**Purpose:** To document the terms and conditions under which the U.S. Army Garrison Fort Detrick (USAG FD), hereafter referred to as *Supplier*, will provide Base Support and Services to Fort Detrick organizations, hereafter referred to as *Receiver*, to ensure accomplishment of mutually beneficial missions.

The Catalog of Services is the standard method for a *Supplier* to document its provisions for non-reimbursable services and defines the standard services provided to the *Receivers*. The existence of a Catalog of Services reduces or eliminates the necessity to include non-reimbursable support categories in the separate Installation Agreements (IA's).

## Installation Agreements (IAs) Overview

The *Supplier* is responsible for leading the IA process from start to finish, but the *Receiver* must participate in a timely manner throughout the life cycle of the IA. *Suppliers* and *Receivers* will provide and request support in a way that best serves the interests of the Department of Defense (DOD) as a whole.

Baseline services provided within the Army are generally non-reimbursable and baseline services provided outside the Army or between different appropriations are generally reimbursable, although exceptions are documented in public law, DOD or Army regulations, or higher-level agreements.

**FS Form 7600A (Interagency Agreement)** - is used to document reimbursable agreements whereby one Federal agency pays another Federal agency for support. The Federal agency transferring the funds and receiving goods or services is referred to as the "Requesting Agency" and the Federal agency receiving funds and performing work is referred to as the "Servicing Agency." There are four standard attachments to FS Form 7600A.

- (#1) General Terms and Conditions (GT&C) (required attachment)
- (#2) List of Services (required attachment)
- (#3) Funding Cost Estimate (required attachment)
- (#4) Exclusive Use (or Shared Use) Real Property Assets

**Memorandum of Agreement (MOA)** – is used for non-reimbursable partnerships, non-federal reimbursable relationships, and transactions related to Non-Appropriated Fund requirements.

**Memorandum of Understanding (MOU)** – does not commit resources, but can be used to document non-binding, no-cost arrangements between two or more parties.

## Summary of Recent Changes

**Any support to non-DoD entities** (Federal, State, Local, Private Organizations, etc.) will no longer be provided on a non-reimbursable basis, unless such support is required by Federal statute, or if DoD authorized by name, or if approved by DoD exception.

**Standard 2% Annual Cost Increase** may be added to future year Funding Cost Estimates (FCEs) and when negotiating new agreements or official modifications. Inflation costs are noticeably impacting utility rates, contracts, and other services.

**G-Invoicing** will be used for selecting Federal-to-Federal agreements (different appropriations) after the 7600A packets are coordinated via email and staffed. The service provider initiates agreement documentation and uploads after obtaining approval signatures. G-INV entries are shared between agencies and subsequently approved again via Agreements Managers Proxy or Approving Authority. Army-to-Army 7600A (same appropriation) agreements are not applicable to G-INV.

**DODI 4000.19, Support Agreements (dated 16 Dec 2020)** updated the Agreements program and includes Table 1 (Requirements for Agreements). This is the most updated and most valuable Agreements reference available.

**Mid-Point Reviews** (formerly Triennial Reviews) are conducted at the mid-point between the effective date and expiration date (i.e., at year five in a ten-year agreement) to document substantial changes, adjust and examine the agreement in its entirety.

**Recycling Services** are no longer provided for tenant organizations and the Fort Detrick Recycle Center has closed.

**Point of contact for Catalog of Services is Michele Thomas, IA Manager (IAM), at 301-619-9960, e-mail [michele.y.thomas.civ@army.mil](mailto:michele.y.thomas.civ@army.mil) and Donna Blackwell-Cooke at (301)619-3245. [donna.y.blackwell-cooke.civ@army.mil](mailto:donna.y.blackwell-cooke.civ@army.mil)**

## **U.S. Army Tenant Relationships (Host-to-Tenant)**

### **Reimbursable Relationship**

- Providing above-baseline and mission unique services are permitted within the Army on a reimbursable basis, if requested by the *Receiver* and within the *Supplier's* capability.
- If the Army *Receiver* has requested services or support that is not in the *Supplier's* funded baseline, then the mission unique and above-baseline level support costs are reimbursable for all measurable and attributable incremental direct support.
- All reimbursable transactions (i.e., MIPRs) require a supporting reimbursable IA between the two parties.
- Our annually generated Funding Cost Estimates (FCEs) quantify recurring, predictable costs based on measurable actual costs as well as historical data. *Receivers* should assist in identifying and consolidating all known recurring costs paid to any Garrison entity (such as garrison-provided Grounds Maintenance or Pest Management). All recurring reimbursable costs should be quantified within the signed agreement.

### **Non-Reimbursable Relationship**

- An Army *Supplier's* responsibility for supporting an Army *Receiver* includes funding baseline level incremental direct costs for the Army *Receiver*, indirect costs, common-use infrastructure, and common-use services.
- The *Supplier* will provide all *Receivers* identified as part of the funded baseline with an equitable level of support. The *Supplier* will fund a baseline level of support for *Receivers* within standards established in statutes, regulations, and policies.
- Non-reimbursable support services are not required to be included in the IA when those services are sufficiently covered by the *Supplier's* annual Catalog of Services.
- An IA and Catalog of Services are never the original authority to do something, the IA and Catalog of Services outline the way in which regulations and policies will be implemented. Any discrepancy between a garrison IA and higher-level policy will certainly defer to the higher-level policy for clarification.

## **U.S. Army Receivers on Fort Detrick (Army-to-Army)**

- Army *Receivers* will typically reimburse for above-baseline custodial services (CLS 402) and/or postage fees (CLS 113), when applicable.
- All Reimbursable Army *Receivers* must have a signed agreement; or merely when there is the potential of reimbursement.
- Facility Maintenance (CLS 400, 409, 411, 420), Environmental Compliance (CLS 505), and Pest Management are often included in the IA and are reimbursable based on actual above-baseline costs, actual required usage, and requested orders.
- Army *Receivers* should not be charged for common-use or indirect costs. An Army entity is non-reimbursable when financed by the same Army appropriation and when only baseline services are being provided.
- There are a small number of U.S. Army organizations that are not entirely Army funded. These unique tenants are often reimbursable in a similar manner as non-Army tenants, such as US Army Corps of Engineers.
- Army satellites located off-post are an extension to the Army installation and are also non-reimbursable for baseline support.

### **Frequent Reimbursables for Army tenants (only when applicable)**

|  |  |
|--|--|
| DES - CLS 600 - Physical Security                | (alarm monitoring/IDS maintenance)         |
| DHR - CLS 113 - Official Mail                    | (based on measurable, actual usage)        |
| DPW - CLS 402 - Custodial Services               | (for requested, above-baseline)            |
| DPW - CLS 400,409,411,420 - Facility Maintenance | (based on DPW guidance and IJOs)           |
| DPW - CLS 505 - Environmental Compliance         | (as required or requested)                 |
| DPW - CLS 510 - Pest Management                  | (as required or requested, above-baseline) |

*NOTE: Other unfunded, requested services can be considered reimbursable.*



## **Non-Army Receivers on Fort Detrick (Army-to-non-Army)**

- All non-Army *Receivers* must have a signed agreement and any requested services not previously funded will be reimbursed.
- Non-Army *Receivers* include all other Armed Forces, other DOD, non-DOD, as well as Non-Federal Entities (NFE) and organizations.
- Non-Army reimbursable *Receivers* will budget, fund, and reimburse the *Supplier* for the measurable and attributable baseline installation support received, but will not normally fund common-use infrastructure.
- Support for Federal agencies outside DoD are generally a reimbursable relationship and should include all measurable and attributable direct costs.
- A *Receiver* may be stationed at satellite locations for which a host Army installation is accountable. If fulfilling requests for reach-back support causes the *Supplier* to incur above-baseline level or unfunded costs, those satellite services are reimbursable.
- Non-Army *Receivers* will typically reimburse for the following services, when applicable.

### **Frequent Reimbursables for non-Army tenants**

|  |   |
|--|---|
| DHR - CLS 113 - Official Mail                    | (based on measurable, actual usage)         |
| DES - CLS 401 - Fire Prevention and Protection   | (for unfunded above-baseline, clean up)     |
| DES - CLS 600 - Physical Security                | (alarm monitoring/IDS maintenance)          |
| DES - CLS 601 - Law Enforcement                  | (for unfunded above-baseline, actual costs) |
| DPW - CLS 402 - Custodial Services               | (for baseline and above-baseline)           |
| DPW - CLS 403 - Refuse Collection                | (based on measurable, actual usage)         |
| DPW - CLS 404 - Grounds Maintenance              | (as requested within exclusive use areas)   |
| DPW - CLS 408 - Snow, Ice, and Sand Removal      | (as requested within exclusive use areas)   |
| DPW - CLS 400,409,411,420 - Facility Maintenance | (based on DPW guidance and IJOs)            |
| DPW - CLS 504 - Utilities                        | (based on measurable, actual usage)         |
| DPW - CLS 505 - Environmental Compliance         | (as required or requested)                  |
| DPW - CLS 510 - Pest Management                  | (as required or requested)                  |

*NOTE: Other unfunded, requested services are often considered reimbursable.*

## Agreements Completion Timeline

The entire agreement creation & approval process often takes at least 4 months to complete.

### Installation Agreements Manager (IAM) will:

Step 1 (**Establish contact** with *Receiver's* Agreements Manager)

- Provide previous agreement and latest Catalog of Services, when applicable
- Confirm actual and potential reimbursable services

Step 2 (**Create IA packet** or appropriate documentation)

- Gather additional information and begin drafting IA packet

Step 3 (Review & verify **Funding Cost Estimate**)

- Coordinate with providers and *Receivers*, as needed

Step 4 (**Send draft** IA packet to *Receiver*)

- Allow time for Receiver review processes
- Seek initial thumbs up from *Receiver*

Step 5 (Obtain garrison **Directorate Concurrence**)

Step 6 (**Finalize** agreement packet)

Step 7 (Obtain required **Legal Review**)

Step 8 (Send entire IA packet for **Receiver signature**)

Step 9 (Route entire IA packet for **Garrison Approval**)

Step 10 (**Distribute** & upload 7600A agreements to G-Invoicing for different appropriations)

### Possible Timeline

Steps 1-4      *Establish contact with Receiver POC and draft IA packet (usually about 1-2 weeks)*

Steps 4-5      *Review drafted packet, gain initial approval from both parties (often at least 1 month)*

Steps 5-7      *Garrison Directorate concurrence & Legal Review (usually about 3-4 weeks)*

Steps 8-10     *Obtain final approval signatures from both parties (often takes at least 2 months)*

## General Terms and Conditions (GT&C)

**Statutory Authority:** Title 31, United States Code (USC), § 1535: Agency Agreements (Economy Act) and Title 10 USC Chapter 159 Real Property.

Both agencies have determined and certify that the following requirements have been met; that funds are available, that the order is in the best interest of the U.S. Government, that the agency or unit to fill the order can provide or get by contract the ordered goods or services, and that the head of the agency decides ordered goods or services cannot be provided by contract as conveniently or cheaply by a commercial enterprise.

**References:**

- Department of Defense Instruction (DoDI) 4000.19, Support Agreements
- Department of Defense (DoD) 7000.14-R (Financial Management Regulation) Volume 11A: Reimbursable Operations Policy
- Army Regulation (AR) 5-9 (Installation Agreements)
- DoDI 4165.14 (Real Property Inventory and Forecasting)

**Background:** Installation Management Command (IMCOM) provides Base Support and Services to Army organizations as defined by Garrison Catalog of Services, IMCOM Common Levels of Support (CLS) configuration and/or other unique mission sets on a case-by-case basis. Any support to Army organizations above this baseline level of support (BLS) as well as all services provided that can be directly attributable to a non-Army (either Federal or non-Federal) organization will not be provided with IMCOM's programmed Operation and Maintenance, Army (OMA) funding and workforce spaces. Thus, the *Receiver* must reimburse the cost of these services as an incremental cost (i.e., all direct costs associated with the services provided) IAW above references. Reimbursements for other than Base Support costs are based on specific reimbursable orders.

**Services:** All rates expressing the unit cost of services provided in the agreement are based on current rates which may be subject to change for uncontrollable reasons, such as legislation, DOD directives, and commercial utility rate increases. The requesting agency will be notified immediately of such rate changes that must be passed through to the requesting agency.

## Understandings of the Parties:

### **Supplier's Understandings:**

- Provide support IAW IA and all applicable laws, regulations, and policies.
- Follow regulations and IMCOM policies and procedures governing agreements.
- It is the responsibility of the *Supplier* to bring any required or requested change in support to the attention of the *Receiver* prior to changing or canceling support.

### **Receiver's Understandings:**

- Comply with decisions made by the *Supplier* when exercising authority granted under applicable laws, regulations, and policies.
- Comply with *Supplier*-established detailed reporting procedures.
- Request service, as required, from *Supplier* in a timely manner, provide projections for the new budget year not later than prescribed timelines, and coordinate with *Supplier* to ensure feasible milestones are developed and achieved for related actions.
- Respond in a timely manner to all requests for input/documentation as it relates to any requirement forwarded to the *Supplier*, IAW established and agreed upon milestones.
- Provide a complete list of proposed and projected support requests to *Supplier* as far in advance of the need as possible to allow *Supplier* to adopt prudent business and workload forecasts. Significant changes in the *Receiver's* support requirements should be submitted to the *Supplier* in a manner that will permit timely modification of resource requirements. During year-end operations, *Receiver* must adhere to submittal of actions to *Supplier* no-later-than (NLT) prescribed year-end deadlines provided by *Supplier* to ensure compliance with regulatory guidelines and policies.
- *Receiver* shall not install underground, aerial, or interior building wiring (for voice, data, imagery, video, etc.) in support of communications or automation without the prior approval/coordination of the Director of Fort Detrick Network Enterprise Center (NEC). If the *Receiver* installs cable or wiring, de-installation/removal and restoration of the facilities will be at the *Receiver's* expense. All telecommunications equipment and cabling/wiring installed from the building entrance terminal closet(s) to the data/voice jacks will be installed, maintained, and controlled by the Fort Detrick NEC Director or their designated representative.
- *Receiver* shall not install any type of transmitting or receiving antenna (to include satellite, microwave, or high frequency) without the prior approval of the Fort Detrick NEC and DPW. The Fort Detrick NEC must also approve the location of antenna and associated equipment. Use/installation of any equipment and services requiring a radio frequency will be coordinated and approved by the Fort Detrick NEC before installation.

- Appropriate officials will be advised in advance of implementation of any action contemplated by the *Receiver* that may significantly affect the installation and local community (e.g., excessive air pollution), and any penalties/fees or other ramifications resulting from such action will be the responsibility of the *Receiver*. *Receiver* is responsible for ensuring that its activities comply with noise and other applicable pollution control restrictions.
- All units, agencies, and activities stationed at Fort Detrick will participate in the installation's antiterrorism (AT) program and emergency management program regardless of service affiliation. Point of contact (POC) is Directorate of Emergency Services (DES) at 301-619-2652.

**Real Property:** Tenants occupying Fort Detrick real property will refer to the annual Catalog of Services for additional information on Army services and programs, when applicable.

All use of Real Property by a tenant must be detailed in an agreement and must also be IAW DoDI 4165.70 (Real Property Management).

- The *Supplier* is responsible for asset financial statement reporting IAW DoD (FMR) 7000.14-R and any applicable supplemental guidance issued, including reporting annual deferred maintenance and repair data.

Reporting in the *Supplier's* Accountable Property System of Record (APSR):

- The *Supplier* Real Property Officer and *Receiver* will complete a review of the required General Fund Enterprise Business System (GFEBS) data element within 60 days from the effective date of the IA to ensure a reconciliation has been completed.

The *Supplier* grants to the *Receiver* the right to use the premises described in; Exhibit C - Exclusive Use Real Property Assets.

- *Receiver* has exclusive use of the real property assets as shown in Attachment 4 – Exhibit C Exclusive Use Real Property Assets.
- *Supplier* shall provide all evidential matter relating to source documentation (DD Form 1354) to provide (a) placed in service date; (b) original acquisition value; and (c) information pertaining to all capital improvements prior to *Receiver* having exclusive use of the real property assets as shown in Attachment 4. *Supplier* and *Receiver* will complete annual reconciliation requirements per current DoD published reconciliation requirements document and IAW DoDI 4165.14.
- *Parties* may not assign or in any way dispose of its rights under the Use Agreement to any third *Party* without the prior consent of the other.

## **General Terms and Conditions:**

- **Personnel:** Each *Party* is responsible for supervision and management as well as all costs of its personnel, including pay, benefits, support, and travel. The responsibility for mission, administrative, and logistical support not outlined in the IA shall remain with the *Receiver*.
- **Effective:** The IA is effective upon the signature of both *Parties* and a change of approving authority does not void the agreement. The IA will remain in effect as specified in Block 4, (Fiscal Service) FS Form 7600A and revised if needed during required reviews IAW above references. Agreements expire no longer than 10 years from the effective date.
- **Termination:** The IA may be superseded or terminated at any time by mutual consent of the *Parties* concerned. The IA may also be terminated by either *Party* upon giving at least 180 days' written notification to the other *Party*. Termination expenses are reimbursable and will be negotiated at the time of termination.
- **Annual Review:** The provider must annually review Cost estimates of reimbursable support services to ensure current year actual costs are identified. If the variance is 15% or greater, or there are substantial changes in resource requirements beyond normal inflation or cost fluctuations, the agreement may be reviewed in its entirety by all *Parties* and modified, as needed.
- **Mid-Point Review:** The IA will be reviewed and validated by an agreements manager of each party no less often than mid-point between the effective date and expiration date (e.g., at year five in a ten-year agreement).
- **Modifications:** Modifications may be made to the IA by mutual written consent of both *Parties* and will be recorded in writing on a FS Form 7600A modification and signed by both *Parties*.
- **Entire Agreement:** Once signed, the IA packet constitutes a new agreement between the parties and cancels the existing agreement. It is expressly understood and agreed that the IA embodies the entire agreement between the Agencies regarding the IA's subject matter. The IA is not transferable except with the written consent of the *Parties*. Errors contained in the agreement that are inconsistent with directives or regulations will not have the effect of obligating either *party*.
- **Disputes:** *Supplier* and *Receiver* agree that, in the event of a dispute between the *Parties*, they shall use their best efforts to resolve that dispute in an informal fashion through consultation and communication, or other forms of non-binding alternative dispute resolution mutually acceptable to both *Parties*. The *Parties* agree that, in the event such measures fail to resolve the dispute, they shall refer it to resolution IAW AR 5-9, paragraph 3-7. Disputes which cannot be resolved at agency level will be elevated for resolution in accordance with the U.S. Treasury Financial Manual, Volume 1, Part 2, Chapter 4700, Intergovernmental Transaction Guide, Dispute Resolution Process (see FS Form 7600A, Block 16).

## Funding and Reimbursement Arrangements:

**Availability of Funds:** Installation Resource Managers are required to review and approve reimbursable agreements in advance of creating funding transactions (i.e., MIPRs, Direct Charge, FS Form 7600B, etc.). Agreements are needed for items not placed on a contract, task order, or delivery order. IAs at any echelon will not supersede or be inconsistent with any applicable law, DoD or Army issuances or publications, Army contracts, or programmatic agreements executed by DoD or Army entities. Nothing in the IA is intended or should be interpreted to require any obligation or expenditure of funds in violation of the Anti-Deficiency Act, 31 USC § 1341. The obligation or expenditure of funds are subject to availability of funds. The agreement is not an obligating document by itself.

- **Billing:** The Servicing Agency will bill the Requesting Agency monthly or on a mutually agreed upon schedule. A record of the transaction will be sent to the Requesting Agency within **30 days** after the month in which the transaction occurred.
- **Payments:** The Requesting Agency paying office will forward payments, along with a copy of billed invoices, to the Servicing Agency within 30 days of the date of invoice.

**Support Provided by Other Organizations or Agencies:** The following support is provided by organizations or agencies that are not under the mission command of USAG FD. The *Receiver* will direct all requests for support to the appropriate provider. The following support category provisions are provided for information purposes only.

| Organization   | Support Categories          | Action                           |
|--|-----------------------------|----------------------------------|
| Fort Detrick Network Enterprise Center (NEC)                 | Information Technology      | Contact provider at 301-619-2049 |
| Logistics Readiness Center (LRC)                             | Supplies & Logistics        | Contact provider at 301-619-0029 |
| Fort Detrick Barquist Army Medical Facility                  | Health Services             | Contact provider at 301-619-7175 |
| Military District of Washington - Inspector General (MDW-IG) | Inspector General Services  | Contact provider at 202-685-2632 |
| Civilian Personnel Advisory Center (CPAC)                    | Civilian Personnel Services | Contact provider at 301-619-2247 |

## Annual Review and FY Funding Cost Estimate (FCE)

### (Attachment #3 to IA packet for reimbursable agreements)

Cost Estimates within reimbursable agreements must be reviewed annually by the provider to ensure current year actual costs are identified for accurate customer billing and invoices. Each party has the right to dispute the cost estimates or request additional supporting data. The estimated costs will often be round up to the nearest \$1.

- **15% or greater variance:** The FS Form 7600 may be reviewed in its entirety, amended, and signed by both parties when there are significant cost adjustments.
- **5%-14% variance:** Updated Attachment #3 will be generated annually and signed by the Fort Detrick Installation Agreements Manager (IAM) and Comptroller.
- **Less than 5% variance:** Attachment #3 update is not required but is provided annually for budgeting and audit purposes.

**NOTE: Variances would not apply** when changes in current year actual usage costs (such as reimbursable utilities) are directly due to prolonged government shutdowns, widespread telework orders, economic inflation, or when costs have decreased due to Receiver's change in standard operating procedures or energy conservation efforts.

### ARMY ACRONYMS

|                   |   |
|-------------------|---|
| AA&E              | Arms, Ammunition and Explosives                                     |
| ACES              | Army Continuing Education Services                                  |
| ACS               | Army Community Services   |
| ACSIM             | Assistant Chief of Staff, Installation Management                   |
| ADSO / CDSO       | Additional Duty Safety Officer / Collateral Duty Safety Officer     |
| AOR               | Area of Responsibility  |
| AR                | Army Regulation   |
| ASAP              | Army Substance Abuse Program  |
| ASIP              | Army Stationing and Installation Plan                               |
| AT / FP / FPCON   | Antiterrorism / Force Protection / Force Protection Condition       |
| BLS               | Baseline Level of Support   |
| CAC / ID          | Common Access Card / Identification                                 |
| CAO / CNO         | Casualty Assistance Office / Casualty Notification Officer          |
| CDC               | Child Development Center  |
| CHRSC             | Civilian Human Resource Service Center                              |
| CLO               | Consolidated Legal Office   |
| CLS               | Common Levels of Support  |
| CSM               | Command Sergeant Major  |
| DA / HQ DA        | Department of the Army / Headquarters, Department of the Army       |
| DA Pam            | Department of the Army Pamphlet                                     |
| DES               | Directorate of Emergency Services                                   |
| D&F               | Determination and Findings  |
| DFMWR             | Directorate of Family and Morale, Welfare, and Recreation           |
| DHR               | Directorate of Human Resources                                      |
| DOD / DODI / DODD | Department of Defense / Department of Defense Instruction/Directive |
| DODAAC            | Department of Defense Activity Address Code                         |
| DPTMS             | Directorate of Plans, Training, Mobilization, and Security          |



|                  |  |
|------------------|--|
| DPW              | Directorate of Public Works                                    |
| EM               | Emergency Management   |
| EMS              | Environmental Management System                                |
| EO / EEO         | Equal Opportunity / Equal Employment Opportunity               |
| EOL / EOLC       | Equal Opportunity Leader / Equal Opportunity Leader Course     |
| FAR              | Federal Acquisition Regulation                                 |
| FCE              | Funding Cost Estimate  |
| FD               | Fort Detrick   |
| FES              | Fire and Emergency Services                                    |
| FS               | Fiscal Service   |
| GC / DGC         | Garrison Commander / Deputy Garrison Commander                 |
| GFEBs            | General Fund Enterprise Business System                        |
| GSF / NSF        | Gross Square Feet / Net Square Feet                            |
| GT&C             | General Terms and Conditions                                   |
| HM / HW          | Hazardous Material / Hazardous Waste                           |
| IA / IAA         | Installation/Interagency Agreement                             |
| IAM / AM         | Installation Agreement Manager / Agreement Manager             |
| IAW              | In Accordance With   |
| ICE              | Interactive Customer Evaluation System                         |
| ICIDS            | Integrated Commercial Intrusion Detection System               |
| IGSA             | Intergovernmental Support Agreement                            |
| IGT              | Intergovernmental Transaction                                  |
| IJO              | Individual Job Order   |
| IMCOM            | Installation Management Command                                |
| IOC / EOC        | Installation Operations Center / Emergency Operations Center   |
| IRACO            | Internal Review and Audit Compliance Services Office           |
| ISO              | Installation Safety Office / Installation Security Office      |
| ISR              | Installation Status Report                                     |
| LRC              | Logistics Readiness Center                                     |
| MCA / FTCA / PCA | Military Claims / Federal Tort Claims / Personnel Claims Act   |
| MDW              | Military District of Washington                                |
| MEVA             | Mission Essential Vulnerable Area                              |
| MFR              | Memorandum For Record  |
| MICC             | Mission and Installation Contracting Office                    |
| MILCON           | Military Construction  |
| MIPR             | Military Interdepartmental Purchase Request                    |
| MOA / MOU        | Memorandum of Agreement / Memorandum of Understanding          |
| MSDS / SDS       | Material Safety Data Sheet / Safety Data Sheet                 |
| NCO              | Noncommissioned Officer  |
| NCPC             | National Capital Planning Commission                           |
| NEC / RNEC       | Network Enterprise Center / Regional Network Enterprise Center |
| NFE              | Non-Federal Entity   |
| OMA              | Operation and Maintenance, Army                                |
| OMDC             | Official Mail and Distribution Center                          |
| PAIO             | Plans, Analysis, and Integration Office                        |
| PAO              | Public Affairs Office/Officer                                  |
| PM               | Program Management/Manager                                     |
| POC              | Point Of Contact   |
| POL              | Petroleum, Oils, and Lubricants                                |
| POP              | Period of Performance  |
| PWO              | Project Work Order   |

|            |   |
|------------|---|
| RPPB       | Real Property Planning Board                          |
| RMO        | Resource Management Office/Officer                    |
| RSO / SCD  | Religious Support Office / Staff Chaplain Directorate |
| SDS        | Safety Data Sheet / Material Safety Data Sheet        |
| SFL TAP    | Soldier for Life Transition Assistance Program        |
| SIR        | Serious Incident Report                               |
| SJA / OSJA | Staff Judge Advocate / Office of the SJA              |
| SOP        | Standard Operating Procedures                         |
| SRM        | Sustainment, Restoration, and Modernization           |
| TAS        | Treasury Account Symbol                               |
| UCMJ       | Uniform Code of Military Justice                      |
| UIC        | Unit Identification Code                              |
| USACE      | U.S. Army Corps of Engineers                          |
| USAG       | U.S. Army Garrison                                    |
| USC        | U.S. Code   |
| WBS        | Work Breakdown Structure                              |

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## Command Support

Service 100 Installation Management

Service 102 Legal Services

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Service 107 Public Affairs

Service 109 Equal Employment Opportunity (EEO)

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Service 112 Installation Safety & Occupational Health

Service 113 Administrative Management

Service 121 Management Analysis

Service 124 Resource Management



# Command Support

| 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  |

| Installation POC             | Phone Number              | Email Address  |
|------------------------------|---------------------------|--|
| Carrie Quist/Anu Niedomanski | 301-619-3201/520-672-1921 | Carrie.s.quist.civ@army.mil/anu.e.niedomanski.civ@army.mil |

| ISR PSC | Title                  | Description  |
|---------|------------------------|--|
| 1       | 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.   |
|         |                        | Provides oversight to IMCOM Mission-related systems owners for information management (IM) requirements including project management, support, development, and engineering.   |
|         |                        | Provides management oversight of all internal IM requirements to include support to local IMCOM staff at garrisons, liaison with local Network Enterprise Center help desk and other Command, Control, Communications and Computers (C4) IM Services and support workforce automation. |
| 2       | Foster Coalitions      | Number of front office (Commander, Deputy to the Commander, and Command Sergeant Major) planned/documented interactions with local officials and Installation tenant units' leadership focusing on current issues and strategic messages.  |

| Installation / Location     | Hours     | POCs   |
|-----------------------------|-----------|--|
| 810 Schreider St. Suite 212 | 0730-1630 | Anu Niedomanski, Information Management Officer, 301-619-3201<br>Carrie Quist, Executive Officer, 520-672-1921 |

|                                       | Customer Type (Receiver, Buyer) |                                |               |                  |                          |
|---------------------------------------|---------------------------------|--------------------------------|---------------|------------------|--------------------------|
| Reimbursable Category                 | Army (Same Appropriation)       | Army (Different Appropriation) | DoD, Non-Army | Non-DoD, Federal | Non-Federal Organization |
| Baseline Level of Support             | No                              | No                             | No            | No               | No                       |
| Above Baseline / Mission Unique Costs | No                              | No                             | No            | No               | No                       |

Check off Customer Type:

☐
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☐
☐

| 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.

**SUPPLIER WILL:** NA

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

**Check off if Customer has Reimbursable Exemption:**

☐

**Provide Reason for Exemption:**

**NOTE:** IT connectivity is through local NEC. **This service is only provided to the Garrison, only IMCOM.**

**References:** Title 10 U.S.C. 3013, AR 10-87, Army Commands, Army Service Component Commands, Direct Reporting Units, AR 600-20, Army Command Policy, Title 10 USC 2222, AR 25-1, Army Information technology, AR 25-2, Army Cybersecurity, DA PAM 25-1-1, Army Information Technology Implementation Instructions, (para 6-4)

**Check if Garrison does not provide this service:**

☐

# Command Support

| 102                       | Legal Services  |
|---------------------------|---|
| <b>Service Definition</b> | Consolidated Legal Offices (CLO), IAW AR 27-1, paragraph 4-3, will provide administrative and civil law support: Advise installation officials on military and civil law (e.g., environmental law, contract and fiscal law, labor law, etc.). Administer military justice. Provide statutorily required victim and witness assistance. Provide commanders and law enforcement agencies responsive and reliable, legal advice. Conduct research and assist investigations. Conduct U.S. District Court and U.S. Magistrate Court prosecutions. Provide client services: Provide claims support: Investigate, process, and settle meritorious tort, personnel, Article 139, and other claims arising from military operations and activities.               |
| <b>Service Outcome</b>    | Legal services for mission and garrison organizations are provided through the CLO, which combines legal assets from MTOE and TDA including Installation Management Command (IMCOM), documents. The CLO is led by an SJA for the senior commander (SC). The CLO provides a full range of legal services to all units, commanders, Soldiers, Families, and retirees in and near the installation. The CLO SJA determines the distribution and allocation of all assets within the CLO and has full Supervisory responsibility over CLO personnel. The CLO falls directly under and reports to the SC, not to the garrison commander (GC). The CLO provides full services to the GC and staff, however, supporting both "mission" and "garrison" functions. |

| Installation POC | Phone Number | Email Address  |
|------------------|--------------|--|
| Shanoui Gunn     | 301-619-1108 | <a href="mailto:shanoui.y.gunn.civ@health.mail">shanoui.y.gunn.civ@health.mail</a> |

| ISR PSC                 | Title                     | Description  |
|-------------------------|---------------------------|--|
| 1                       | Legal Services            | Advise the Command and Staff on Admin/Civil Law, Labor and Employment Law, Ethics, Environmental Law, Contract and Fiscal Law, and Claims.   |
| 2                       | Criminal Law & Discipline | Advise and Support Command discipline, conduct Courts-Martial, OSJA Outside Assistance is that provided outside of the supervision of the SJA, 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, personnel, Article 139, and other claims arising from military operations and activities.   |
| Installation / Location |                           | Hours  |
| Bldg 1520 Suite 136     |                           | 0700-1600  |
|                         |                           | POCs   |
|                         |                           | Shanoui.Gunn   |

|                                       | Customer Type (Receiver, Buyer) |                                |               |                  |                          |
|---------------------------------------|---------------------------------|--------------------------------|---------------|------------------|--------------------------|
| Reimbursable Category                 | Army (Same Appropriation)       | Army (Different Appropriation) | DoD, Non-Army | Non-DoD, Federal | Non-Federal Organization |
| Baseline Level of Support             | No                              | No                             | Yes           | No               | No                       |
| Above Baseline / Mission Unique Costs | No                              | No                             | Yes           | No               | No                       |

Check off Customer Type:

| Function | Frequency | Level of Service | Unit of Measurement | Calculation | Unit Cost \$ |
|----------|-----------|------------------|---------------------|-------------|--------------|
| N/A      | N/A       | N/A              | N/A                 | N/A         | N/A          |
|          |           |                  |                     |             |              |





**Service Specific Instructions / Definitions**

Local SJAs in coordination with their senior commanders, the SJAs of IMCOM, TRADOC and FORSCOM, and the Office of the Judge Advocate General will determine services, or levels of service performance that are above base line and require reimbursement.

NOTE: This service is not resourced by IMCOM at all installations.

**Supplier will:** Provide services as defined above.

**Receiver will:** Comply with directives, regulations, and supplier's current policies and procedures.

**Check off if Customer has Reimbursable Exemption:**

☐

**Provide Reason for Exemption:**

**References:** Army Regulation 27-1 'Judge Advocate Legal Services'; AR 27-3 "The Army Legal Assistance Program"; AR 27-10 'Military Justice' and the Manual for Courts-Martial; Army Regulation 27-20 "Claims"; Army Regulation 27-40 'Litigation'. Numerous authorities under the United States Code Titles 10 (the Uniform Code of Military Justice, 10 USC 1044, 31 USC 3721, 10 USC 2636a, 10 USC 2740), 32, and 37 and implementing Code of Federal Regulation provisions, such as 29 CFR 1614. Over 70 Army Regulations, DoD Directives, and DoD Instructions, including AR 5-9; AR 15-6; AR 25-22; AR 25-55; AR 190-29; AR 200-1; AR 600-20; AR 635-200; AR 600-8-24; AR 690-600; AR 600-37; AR 623-3. DoDFMR2016; Defense Transportation Regulation (DTR) DOD 4500.9R, Part IV; and the DoD Joint Travel Regulation.

**Check if Garrison does not provide this service:**

☐

# Command Support

| 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.   |

| Installation POC | Phone Number | Email Address               |
|------------------|--------------|-----------------------------|
| LTC Linda Lesane | 301-619-4514 | Linda.a.lesane.mil@army.mil |

| ISR PSC | ISR PSC Name   | Description  |
|---------|--|--|
| 1       | Provide Free Exercise of Religion – Worship                  | Conduct weekly <b>Protestant</b> worship services, rites, sacraments, and ordinances.  |
| 1       | Provide Free Exercise of Religion – Worship                  | Conduct weekly <b>Catholic</b> worship services, rites, sacraments, and ordinances.  |
| 2       | Provide Free Exercise of Religion – Religious Education      | Provides religious education programs and religious formation processes that facilitate the religious development of Soldiers, Families, and authorized DOD Civilians.   |
| 3       | Provide Spiritual and Religious Care and Counseling Services | Addresses issues of spirit, conscience, or well-being that chaplains achieve through visiting workspaces, counseling on military life, family, and other matters not exclusively ministerial in nature; provides crisis intervention response and other care and bereavement pastoral activities associated with funerals, memorials, etc. |
| 4       | Align Religious Support with Army People Strategy and H2F    | Forms partnership and integrates support services with medical community, ACS Family Programs, and other installation activities synchronized through the Community Health Promotion Council. Objective is to provide holistic care to supported population.   |

| Installation / Location | Hours   | POCs                         |
|-------------------------|---|------------------------------|
| 1776 Ditto Avenue       | 0800 – 1700<br>Monday – Friday (Admin)<br>Sunday Services | 301-619-7371<br>DSN 343-7371 |

|                                       | Customer Type (Receiver, Buyer) |                                |               |                  |                          |
|---------------------------------------|---------------------------------|--------------------------------|---------------|------------------|--------------------------|
| Reimbursable Category                 | Army (Same Appropriation)       | Army (Different Appropriation) | DoD, Non-Army | Non-DoD, Federal | Non-Federal Organization |
| Baseline Level of Support             | Yes                             | Yes                            | Yes           | Yes – if tenant  | No                       |
| Above Baseline / Mission Unique Costs | No                              | No                             | No            | No               | No                       |

Check off Customer Type:

☐
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☐

| 1. Provide Free Exercise of Religion – Worship (Protestant)     | Weekly                               | Baseline |  |  |  |
|---|--------------------------------------|----------|--|--|--|
| 1. Provide Free Exercise of Religion – Worship (Catholic)       | Weekly                               | Baseline |  |  |  |
| 2. Provide Free Exercise of Religion – Religious Education      | Weekly                               | Baseline |  |  |  |
| 3. Provide Spiritual and Religious Care and Counseling Services | As required (Daily, weekly, monthly) | Baseline |  |  |  |



|  |   |          |  |  |  |
|--|---|----------|--|--|--|
| 4. Align Religious Support with Army People Strategy and H2F | As required (Daily, weekly, monthly, quarterly) | Baseline |  |  |  |
|--|---|----------|--|--|--|

**Service Specific Instructions / Definitions**

**Check off if Customer has Reimbursable Exemption:** ☐

**Provide Reason for Exemption:**

**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 165-1, Army Chaplain Corps Activities, 23 June 2015

**Check if Garrison does not provide this service:** ☐

# Command Support

|                           |   |
|---------------------------|---|
| <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>    | Prepare, coordinate, and monitor 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. |

|                         |                     |                             |
|-------------------------|---------------------|-----------------------------|
| <b>Installation POC</b> | <b>Phone Number</b> | <b>Email Address</b>        |
| Lanessa Hill            | 301-619-3324        | Lanessa.n.hill.civ@army.mil |

| ISR PSC | Title                | Description  |
|---------|----------------------|--|
| 1       | 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       | 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       | 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).           |

|                                    |              |  |
|------------------------------------|--------------|--|
| <b>Installation / Location</b>     | <b>Hours</b> | <b>POCs</b>  |
| Fort Detrick Public Affairs Office | 0800-1630    | Lanessa N. Hill<br>Jennifer S. Benson and Erickson J. Barnes |

| Customer Type (Receiver, Buyer)                |                           |                                |               |                  |                          |
|--|---------------------------|--------------------------------|---------------|------------------|--------------------------|
| Reimbursable Category                          | Army (Same Appropriation) | Army (Different Appropriation) | DoD, Non-Army | Non-DoD, Federal | Non-Federal Organization |
| Baseline Level of Support                      | No                        | No                             | NA            | NA               | No                       |
| Above Baseline Services / Mission Unique Costs | No                        | No                             | NA            | NA               | No                       |

Check off Customer Type:

| 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

**Check off if Customer has Reimbursable Exemption:**

☐

**Provide Reason for Exemption:**

**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:** US Code Title 10, 3083, DODI 5230.09, Clearance of DoD Information for Public Release, AR 600-20, Army Command Policy, 24 July 2020, AR 360-1, The Army Public Affairs Program, 8 October 2020.

**Check if Garrison does not provide this service:**

☐

# Command Support

| 109                       | Equal Employment Opportunity (EEO)   |
|---------------------------|--|
| <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 on the process. Execute the administrative Reasonable Accommodation procedures and advise management and employees on 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.  |

| Installation POC | Phone Number | Email Address                |
|------------------|--------------|------------------------------|
| Therese Ayers    | 301-619-4147 | Therese.m.ayers.civ@army.mil |

| ISR PSC | Title  | Description  |
|---------|--|--|
| 1       | 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       | 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       | Provide Compliance and Program Services                        | Monitor and track reasonable accommodation requests.   |

| Installation / Location       | Hours                          | POCs                         |
|-------------------------------|--------------------------------|------------------------------|
| 1520 Freedman Drive, Room 222 | 0800 – 1630<br>Monday - Friday | 301-619-2224<br>DSN 343-2224 |

|  | Customer Type (Receiver, Buyer) |                                |               |                  |                          |
|--|---------------------------------|--------------------------------|---------------|------------------|--------------------------|
| Reimbursable Category                          | Army (Same Appropriation)       | Army (Different Appropriation) | DoD, Non-Army | Non-DoD, Federal | Non-Federal Organization |
| Baseline Level of Support                      | No                              | NA                             | NA            | NA               | NA                       |
| Above Baseline Services / Mission Unique Costs | Yes                             | NA                             | NA            | NA               | NA                       |

Check off Customer Type:

|                          |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|

| 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

**Check off if Customer has Reimbursable Exemption:**

☐

**Provide Reason for Exemption:**

**SUPPLIER WILL:** 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 because of staff reductions some IMCOM servicing EEO offices have approached tenant Commands that have an EEO office on site about administering their own reasonable accommodation request.)

**RECEIVER WILL:** 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).

**References:** AR 690-600, Equal Employment Opportunity Discrimination Complaints, 9 February 2004; AR 690-12, Equal Employment Opportunity and Diversity, 22 December 2016; MD-110 and 29 CFR 1614

**Check if Garrison does not provide this service:**

☐

# Command Support

|                           |  |
|---------------------------|--|
| <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.  |

| Installation POC | Phone Number | Email Address                 |
|------------------|--------------|-------------------------------|
| Sarah Schurman   |              | Sarah.a.schurman.civ@army.mil |

| ISR PSC | Title  | Description  |
|---------|--|--|
| 1       | 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       | 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       | 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 |
|-------------------------|-------|------|
|                         |       |      |

|  | Customer Type (Receiver, Buyer) |                                |               |                  |                          |
|--|---------------------------------|--------------------------------|---------------|------------------|--------------------------|
| Reimbursable Category                          | Army (Same Appropriation)       | Army (Different Appropriation) | DoD, Non-Army | Non-DoD, Federal | Non-Federal Organization |
| Baseline Level of Support                      | No                              | NA                             | NA            | NA               | NA                       |
| Above Baseline Services / Mission Unique Costs | No                              | NA                             | NA            | NA               | NA                       |

Check off Customer Type:

☐
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| 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****Check off if Customer has Reimbursable Exemption:**☐**Provide Reason for Exemption:**

**SUPPLIER WILL:** 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.

**RECEIVER WILL:** 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.

**NOTE:** This service is not provided by IMCOM at all garrison locations as some do not have an IR office.

**References:** AR 11-7, Internal Review Program, 29 March 2017.

**Check if Garrison does not provide this service:**☐

# Command Support

|                           |   |
|---------------------------|---|
| <b>112</b>                | <b>Installation Safety and Occupational Health</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.   |

| Installation POC    | Phone Number | Email Address                   |
|---------------------|--------------|---------------------------------|
| K. Patrick McKinney | 301-619-3154 | Kenneth.p.mckinney.civ@army.mil |

| ISR PSC | Title   | Description  |
|---------|---|--|
| 3       | 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.             |
| 4       | 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       | Manage Commander's Annual Safety Plan (CASP)                                | 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       | Facilitate Command's Required Safety Training and Safety Awareness Programs | 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       | Manage Command's Workplace Inspection Program                               | 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   |
|---|-----------|--|
| USAG Fort Detrick, 1520 Freedman Drive, Suite 217, Fort Detrick, MD 21702 | 0730-1600 | Patrick McKinney, Chief Installation Safety Office<br>Fort Detrick, MD 21702 |

|  | Customer Type (Receiver, Buyer) |                                |               |                  |                          |
|--|---------------------------------|--------------------------------|---------------|------------------|--------------------------|
| Reimbursable Category                          | Army (Same Appropriation)       | Army (Different Appropriation) | DoD, Non-Army | Non-DoD, Federal | Non-Federal Organization |
| Baseline Level of Support                      | Yes                             | Yes                            | Yes           | Yes              | No / Yes                 |
| Above Baseline Services / Mission Unique Costs | Yes                             | Yes                            | Yes           | Yes              | Yes                      |

Check off Customer Type:

|                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|

| 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****Check off if Customer has Reimbursable Exemption:**☐**Provide Reason for Exemption:**

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.

1. Radiation Safety – collect annual reports of tenants' radioactive material inventory and issue Army radiation permits.
2. Explosives Safety – license arms rooms, maintain installation site plan, and approve storage sites.
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.
4. Respiratory Protection – serve as installation respiratory program manager and fit testing specialist.
5. Workplace Inspections – provide, upon request, safety inspection checklists.

For all other safety support (list provided in DA PAM 385-10, Table J-2 and J-3).

**NOTE:** Not all IMCOM garrisons perform all the listed (1-5) services and some only perform service 5.

**SUPPLIER WILL:** 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. ...

**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, Basic Program elements for Federal Employee Occupational Safety and Health Programs, 29 CFR 1910, OSHA General Industry Standard, DoDI 6055.1, DA PAM 385-40, The Army Safety and Occupational Health Program 24 July 2023, DA PAM 385-40, Army Accident Investigations and reporting 24 July 2023, DA PAM 385-10, Army Safety Occupational Health Program Procedures, 24 July 2023.

**Check if Garrison does not provide this service:**☐

# Command Support

|                           |   |
|---------------------------|---|
| <b>113</b>                | <b>Administrative Management</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 Program, Official Mail and Distribution, and Publishing Management. |
| <b>Service Outcome</b>    | Availability of required Records Management Programs and Postal Services  |

|                         |                     |                                |
|-------------------------|---------------------|--------------------------------|
| <b>Installation POC</b> | <b>Phone Number</b> | <b>Email Address</b>           |
| Joseph Pressler         | 301-619-6898        | Joseph.w.pressler.civ@army.mil |

| ISR PSC                        | Title  | Description  |
|--------------------------------|--|--|
| 1                              | Provide Postal Personal/Official Mail Services                             | Process incoming/outgoing official mail and distribution for the installation in accordance with DODI 4525.9, DOD manual 4525.8-M and AR-25-51, 28 USC, 39 USC.  |
| 2                              | Provide Freedom of Information Act (FOIA) and services (installation wide) | Provide Freedom of Information Act (FOIA) and 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  |
| 3                              | Management of the Army Records Management Program                          | Provide Records Management Services to include managing the United States Army Garrison/Army Support Activity Army Records Management Program activities. Provide Records Management and Army Records Information Management System (ARIMS) training; complete appointment orders for records coordinators; approve Office Records Lists (ORLs) for garrisons; conduct Staff Section Records Management Inspection; and provide recordkeeping services IAW AR 25-400-2 |
| 4                              | Provide Privacy Act (PA) and Civil Liberties Services                      | Provide 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   |
| 5                              | Provide Installation Forms and Publications Services                       | 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.   |
| 6                              | Provide Installation Printing and Reproduction Services                    | Provide Printing and Reproduction Services IAW AR 25-30, DA Pam 25-40, and AR 25-38.   |
| <b>Installation / Location</b> |  | <b>Hours</b>   |
| Fort Detrick, 9300 Amber Drive |  | 0730-1530  |
|                                |  | <b>POCs</b>  |
|                                |  | Joseph Pressler and Rebecca Hunlen   |

| Customer Type (Receiver, Buyer)                |                           |                                |               |                  |                          |
|--|---------------------------|--------------------------------|---------------|------------------|--------------------------|
| Reimbursable Category                          | Army (Same Appropriation) | Army (Different Appropriation) | DoD, Non-Army | Non-DoD, Federal | Non-Federal Organization |
| Baseline Level of Support – Non-Mail Services  | Yes Receiver              | Yes Receiver                   | Yes Receiver  | Yes Receiver     | Yes Receiver             |
| Baseline Level of Support – Mail Service       | Yes Buyer                 | Yes Buyer                      | Yes Buyer     | Yes Buyer        | Yes Buyer                |
| Above Baseline Services / Mission Unique Costs | Yes                       | Yes                            | Yes           | Yes              | Yes                      |

Check off Customer Type:

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| 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/Process FOIA Requests and all related support functions for authorized tenants<br>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<br>Search time+<br>Review time+<br>Duplication Costs | Charges<br>IAW DD<br>Form 2086 |
| Provide Privacy Act (PA) and Civil Liberties Services  | N/A          |  |   |   |                                |
| Provide Army Records Management Program (ARMP) Services and Training to USAG/ASA personnel. Also, as space allows, provide RM training to tenant organization personnel. | N/A          |  |   |   |                                |
| Provide Installation Forms and Publications Services   | N/A          |  |   |   |                                |
| Provided Installation Printing and Reproduction Services   | N/A          |  |   |   |                                |

#### Service Specific Instructions / Definitions

**Check off if Customer has Reimbursable Exemption:**

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**Provide Reason for Exemption:**

**SUPPLIER WILL:** provide (reimburse) postage for outbound official mail:

a. Process incoming official mail and distribution for the installation in accordance with DODI 4525.9, DOD Manual 4525.8-M, AR 25-51, 18 USC, and 39 USC. Includes the following: receive, sort, and sanitize incoming mail, process accountable mail, distribution of internal mail, flyers, bulletins, etc., provide counter service to customers picking up their own processed mail.

b. Process outgoing official mail and distribution for the installation in accordance with DODI 4525.9, DOD Manual 4525.8-M, AR 25-51, 18 USC, and 39 USC. Includes the following: sorting, affixing postage, processing accountable mail, and processing consolidated mail.

Note: Not all IMCOM garrison locations provide pickup and/or delivery of official mail to the administrative offices. Cost estimate for reimbursement will fluctuate annually based on usage in Europe.

**RECEIVER WILL:** Provide the Official Mail and Distribution Center with a memorandum that includes POC names, telephone numbers, security levels, and signature samples of personnel authorized to receive classified and accountable mail. Ensure official mail usage is in accordance with DODI 4525.9, DOD Manual 4525.8-M, AR 25-51, 18 USC, and 39 USC. Provide funding reimbursement for postage for outbound mail

**References:** Mail Services: Postal- AR- 25-51, 30 January 2023; DoDI 4525.09, Military Postal Service; and DoDI 4000.19, Support Agreements, 16 December 2020, FOIA/Privacy Act: DoD FOIA Program 5400.7-R, DoD FOIA Program Manual 5400.07 and Department of Army FOIA Program AR 25-55

**Check if Garrison does not provide this service:**

☐

# Command Support

| 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.   |

| Installation POC    | Phone Number | Email Address                    |
|---------------------|--------------|----------------------------------|
| Thomas Starkoski Jr | 301-619-1938 | Thomas.a.starkoski2.civ@army.mil |

| ISR PSC | Title  | Description   |
|---------|--|---|
| 1       | Stationing 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. Provides full-spectrum support throughout a major (e.g., Korea Transformation) action and typically requires significant additional resources to support the additional workload; 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       | Strategic Planning Support                     | 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) 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       | 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 communities. 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       | Organizational Performance                     | This program measures and evaluates garrison/installation performance against baseline standards as established by ISR, and/or other applicable laws and directives.  |
| 5       | 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 an effective organization. The scope of program support varies greatly.  |



|   |                  |   |
|---|------------------|---|
| 6 | Customer Service | Manage and facilitate the Garrison's Service Culture Campaign (SCC) Program on behalf of the GC/GM using the Interactive Customer Evaluation (ICE) system and other 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. A robust SCC 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                         |
|-------------------------|-------------------------------|------------------------------|
| 810 Schreider Street    | 0800- 1700<br>Monday – Friday | 301-619-1938<br>DSN 343-1938 |

| Customer Type (Receiver, Buyer)                |                           |                                |               |                  |                          |
|--|---------------------------|--------------------------------|---------------|------------------|--------------------------|
| Reimbursable Category                          | Army (Same Appropriation) | Army (Different Appropriation) | DoD, Non-Army | Non-DoD, Federal | Non-Federal Organization |
| Reimburse for Baseline Services                | NA                        | NA                             | NA            | NA               | NA                       |
| Above Baseline Services / Mission Unique Costs | NA                        | NA                             | NA            | NA               | NA                       |

Check off Customer Type:

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| 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  |
|--|
| <p><b>Check off if Customer has Reimbursable Exemption:</b></p> <p>Provide Reason for Exemption: <input type="checkbox"/></p> <p><b>SUPPLIER WILL:</b> NA</p> <p><b>RECEIVER WILL:</b> NA</p> <p><b>References:</b> AR 5-10, Stationing, 20 August 2010, AR 5-18, Army Stationing and Installation Plan, 5 August 2022, AR 5-1, Management of Army Business Operations, 12 November 2015.</p> <p>Check if Garrison does not provide this service: <input type="checkbox"/></p> |

# Command Support

|                           |  |
|---------------------------|--|
| <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   |

| Installation POC | Phone Number | Email Address                   |
|------------------|--------------|---------------------------------|
| Franklin LeClair | 301-619-2639 | Franklin.d.leclair.civ@army.mil |

| ISR PSC | Title   | Description  |
|---------|---|--|
| 1       | 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       | Tracking of lost buying power                                   | Tracking of lost purchasing power due to prior year de-obligations.  |
| 1       | Obligations versus Spend Plans                                  | Obligation of resources in accordance with spend plans.  |
| 2       | Provide Manpower and TDA Equipment Management                   | Number of components performed within three business days of requests/requirements.  |
| 3       | 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       | 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       | Manpower Execution  | Number of components performed within three business days of request/requirements.   |
| 6       | Provide Manpower/TDA Equipment Analytical and Advisory Services | Provide timely advice in accordance with regulation/guidance.  |

| Installation / Location         | Hours                      | POCs             |
|---------------------------------|----------------------------|------------------|
| 810 Schreider Street., Room 104 | 0700-1600<br>Monday-Friday | Franklin LeClair |

| Customer Type (Receiver, Buyer)                |                           |                                |               |                  |                          |
|--|---------------------------|--------------------------------|---------------|------------------|--------------------------|
| Reimbursable Category                          | Army (Same Appropriation) | Army (Different Appropriation) | DoD, Non-Army | Non-DoD, Federal | Non-Federal Organization |
| Baseline Level of Support                      | No                        | No                             | No            | NA               | No                       |
| Above Baseline Services / Mission Unique Costs | NA                        | NA                             | NA            | NA               | NA                       |

Check off Customer Type: ☐ ☐ ☐ ☐ ☐ ☐

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

| Service Specific Instructions / Definitions  |  |
|--|--|
| <b>Check off if Customer has Reimbursable Exemption:</b> <input type="checkbox"/>  |  |
| <b>Provide Reason for Exemption:</b><br><br>Local RMOs will determine services, or level of service performance that are above baseline and required reimbursement.  |  |
| <b>SUPPLIER WILL:</b> N/A  |  |
| <b>RECIEVER WILL:</b> N/A  |  |
| <b>References:</b> Department of Defense Financial Management Regulation (DODFMR) 7000.14; DODI 4000.19, Support Agreements, 16 Dec 2020; DFAS 37-100; AR 5-9, Installation Agreements 17 April 2018; AR 570-4, Manpower Management 8 February 2006; AR 71-32, Force Development and Documentation Consolidated Policies, 20 March 219; IMCOM Narrative Funding Guidance |  |
| <b>Check if Garrison does not provide this service:</b> <input type="checkbox"/>   |  |



# Housing

Service 200 Unaccompanied Housing Management

Service 201 Family Housing Management

# Housing

| 200                       | Unaccompanied Housing 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.  |

| Installation POC      | Phone Number | Email Address                 |
|-----------------------|--------------|-------------------------------|
| Stephen (Mark) Kosaka | 301-619-3417 | stephen.m.kosaka.civ@army.mil |

| ISR PSC | Title                              | Description   |
|---------|------------------------------------|---|
| 1       | UH Management                      | This program implements policies for Government-Owned Unaccompanied Soldiers E5 (E6 Overseas) and below residing in Permanent Party (PP) Unaccompanied Housing (UH).  |
| 2       | Quality Assurance (QA) Inspections | This program conducts 100% Maintenance Quality Assurance (QA) Inspection of all Government-Owned Senior NCO and Officer Unaccompanied Housing (UH) following completion of Between Occupancy Maintenance (BOM) / Change of Occupancy Maintenance (COM). |
| 3       | Management of Leased Housing       | This program monitors the utilization of Government Leased Unaccompanied Housing (UH).  |

| Installation / Location      | Hours | POCs   |
|------------------------------|-------|--|
| Fort Detrick / Building 1520 | 24/7  | 301-619-4357<br>usarmy.detrack.usag.mbx.dpw-detrack-trouble-desk@mail.mil - Fort Detrick<br>usarmy.detrack.usag.mbx.dpw-fg-trouble-desk@mail.mil - Forest Glen |

| Customer Type (Receiver, Buyer)                |                           |                                |               |                  |                          |
|--|---------------------------|--------------------------------|---------------|------------------|--------------------------|
| Reimbursable Category                          | Army (Same Appropriation) | Army (Different Appropriation) | DoD, Non-Army | Non-DoD, Federal | Non-Federal Organization |
| Baseline Level of Support                      | Yes                       | Yes                            | Yes           | No               | No                       |
| Above Baseline Services / Mission Unique Costs | Yes                       | Yes                            | Yes           | No               | No                       |

Check off Customer Type:

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| Function                           | Frequency | Level of Service | Unit of Measurement | Calculation         | Unit Cost \$ |
|------------------------------------|-----------|------------------|---------------------|---------------------|--------------|
| Unaccompanied Housing              | Quarterly | Baseline         | Per hour X rate     | Civilian labor cost |              |
| Quality Assurance (QA) Inspections | Quarterly | Baseline         | Per hour X rate     | Civilian labor cost |              |
| Management of Leased Housing       | Quarterly | Baseline         | Per hour X rate     | Civilian labor cost |              |

| Service Specific Instructions / Definitions   |
|---|
| <p><b>Check off if Customer has Reimbursable Exemption:</b> <input type="checkbox"/></p> <p><b>Provide Reason for Exemption:</b></p> <p>Program implements policies for eligibility, assignment, and occupancy of UH, planning, programming, budgeting, and execution for permanent party barracks regarding 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> |



Hand receipt process, damage assessment / accountability, maintenance assessment, Service request management, Preventive maintenance inspection management, custodial & grounds management

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.

**SUPPLIER WILL:** Barracks occupancy must exceed 95% installation-wide before issuance of CNAs, except for those reasons outlined in AR 420-1 (Army Facilities Management), 12 February 2008. Rapid Action Revision, 24 August 2012, Chapter 3-26., the utilization rate is calculated when the CNA is issued. Use the ISR utilization rate based on the date the CNA was issued.

**RECEIVER WILL:** Utilize ABMP handbook for management of barracks. Maintain occupancy and condition of barracks in accordance with ABMP manual.

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

**References:** AR 420-1, Army Facilities Management, RAR dated 24 August 2012, DoD Manual 4165-63-M, DoD Housing Management 28 Oct 10 Incorporating Change 2 31 August 2018., Army Barracks Management Program Handbook 12 Jan 21.



ABMP Handbook  
V2 12 January 2021.

Check if Garrison does not provide this service:

☐

# Housing

| 201                       | Family Housing Management   |
|---------------------------|---|
| <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   |

| Installation POC      | Phone Number | Email Address                 |
|-----------------------|--------------|-------------------------------|
| Stephen (Mark) Kosaka | 301-619-3417 | stephen.m.kosaka.civ@army.mil |

| ISR PSC | Title   | Description   |
|---------|---|---|
| 1       | Quality Assurance (QA) Inspections              | This program, ensures Government Leased Family Housing facilities and services are adequate operated and managed  |
| 1       | Provide for Housing Services                    | Assists Active-Duty Service Members and U.S. Citizen DOD Employees in off-post housing  |
| 2       | Management of Government Owned & Leased Housing | This program implements policies for eligibility, assignment, occupancy, and termination, ensuring Government-Owned and Leased Family Housing facilities and services are adequate operated and managed |

| Installation / Location      | Hours | POCs   |
|------------------------------|-------|--|
| Fort Detrick / Building 1520 | 24/7  | 301-619-4357<br>usarmy.detrack.usag.mbx.dpw-detrack-trouble-desk@mail.mil - Fort Detrick<br>usarmy.detrack.usag.mbx.dpw-fg-trouble-desk@mail.mil – Forest Glen |

| Customer Type (Receiver, Buyer)                |                           |                                |               |                  |                          |
|--|---------------------------|--------------------------------|---------------|------------------|--------------------------|
| Reimbursable Category                          | Army (Same Appropriation) | Army (Different Appropriation) | DoD, Non-Army | Non-DoD, Federal | Non-Federal Organization |
| Baseline Level of Support                      | Yes                       | Yes                            | Yes           | Yes              | Yes                      |
| Above Baseline Services / Mission Unique Costs | No                        | No                             | Yes           | No               | No                       |

Check off Customer Type:

|                          |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|

| Function  | Frequency | Level of Service | Unit of Measurement | Calculation         | Unit Cost \$ |
|---|-----------|------------------|---------------------|---------------------|--------------|
| Quality Assurance (QA) Inspections              | Quarterly | Baseline         | Per hour X rate     | Civilian labor cost |              |
| Provide for Housing Services                    | Quarterly | Baseline         | Per hour X rate     | Civilian labor cost |              |
| Management of Government Owned & Leased Housing | Quarterly | Baseline         | Per hour X rate     | Civilian labor cost |              |

|   |
|---|
| <b>Service Specific Instructions / Definitions</b><br><b>Check off if Customer has Reimbursable Exemption:</b> <input type="checkbox"/><br><br><b>Provide Reason for Exemption:</b><br><br>Components:<br><br>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.<br><br>On-Post Housing services are managed and maintained by the Army Family Housing Office. The Garrison Housing Office also provides oversight for installations with privatized housing and will provide assistance with any issues that cannot be resolved with the RCI Partner.<br><br>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.

This program implements policies for eligibility, assignment, occupancy, and termination of government owned and leased family housing.

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

This program implements policies for eligibility, assignment, occupancy, and termination of government owned and leased family housing.

This SSP provides for management and oversight of the Housing Services Office (HSO).

Provides for the oversight of privatized housing services.

This program plans and executes the AFH furnishings & equipment program.

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 assignment of Soldier Families to Military Family housing.

**SUPPLIER WILL:** Provide management and oversight of the Housing Services Office (HSO); 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 Housing Management 2 April 2009.

- DoD Instruction 1338.19, "Relocation Assistance Programs," June 15, 1990;
- DoD Instruction 1100.16, "Equal Opportunity in Off-Base Housing," 14 August 1989
- DoD Directive 4165.50E, "Homeowners Assistance Program (HAP)," Incorporating Change 2, dated 31 August 2018
- 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 28 Oct 10 Incorporating Change 2, 31 August 2018

Check if Garrison does not provide this service:

☐

## Soldier & Family Support

Service 202 Army Lodging Management

Service 250 Substance Abuse

Service 251 Army Community Service

Service 252 Child, Youth and School Services Program

Service 253 Sports, Recreation, & Libraries

Service 254 Business Operations

# Soldier & Family Support

|                           |   |
|---------------------------|---|
| <b>202</b>                | <b>Army Lodging Management</b>  |
| <b>Service Definition</b> | Provide temporary, short- or long-term accommodations to authorized users.  |
| <b>Service Outcome</b>    | Provide lodging facilities and services to meet official travel mission requirements to reduce official travel costs. Provides leadership with data confirming long-term operational sustainability. <b>FORT DETRICK DOES NOT PROVIDE ARMY LODGING AND THIS SERVICE IS NOT PROVIDED</b> |

| Installation POC | Phone Number | Email Address |
|------------------|--------------|---------------|
|                  |              |               |

| ISR PSC | Title          | Description  |
|---------|----------------|--|
| 1       | Operations     | Provides leadership with data confirming financial sustainability of lodging is being met.     |
| 2       | Accommodations | Provides leadership with data confirming that customer demand for accommodations is being met. |

| Installation / Location | Hours | POCs |
|-------------------------|-------|------|
|                         |       |      |

|                                       | Customer Type (Receiver, Buyer) |                                |               |                  |                          |
|---------------------------------------|---------------------------------|--------------------------------|---------------|------------------|--------------------------|
| Reimbursable Category                 | Army (Same Appropriation)       | Army (Different Appropriation) | DoD, Non-Army | Non-DoD, Federal | Non-Federal Organization |
| Baseline Level of Support             | Yes                             | Yes                            | Yes           | Yes              | Yes                      |
| Above Baseline / Mission Unique Costs | Yes                             | Yes                            | Yes           | Yes              | Yes                      |

Check off Customer Type:

☐
☐
☐
☐
☐
☐

| Function                   | Frequency | Level of Service | Unit of Measurement                   | Calculation                               | Unit Cost \$                                |
|----------------------------|-----------|------------------|---------------------------------------|---|---|
| Operations                 | Annual    | Baseline         | Net Income Before Depreciation (NIBD) | Profit from hotels with >90 Guest Rooms   | Varied – depends on location and hotel size |
| Accommodations (Occupancy) | Annual    | Baseline         | Room                                  | Rooms occupied divided by rooms available | Varied – depends on location and hotel size |

|  |  |
|--|--|
| <b>Service Specific Instructions / Definitions</b>   |  |
| <p><b>Check off if Customer has Reimbursable Exemption:</b> <input type="checkbox"/></p> <p><b>Provide Reason for Exemption:</b></p> <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> References: DoDI 1015.11 – Lodging Policy; DoDI 1015.12 – Lodging Program Resource Management; IMCOM Regulation 215-1-2 Army Lodging Operating Standards; DoDI 1015.15 – Establishment, Management, and Control of NAFIs and Financial Management of Supporting Resources; AR-11-2 – Army Programs Management Control; AR-215-1 – Military, Morale, Welfare, &amp; Recreation Programs and NAFIs; AR-215-3 – Non-Appropriated Fund Personnel Policy; AR-215-4 – Non Appropriated Fund Contracting; DFAS-IN 37- 1 Chapter 32 – Accounting Procedures for Army NAFIs; AR-690 200 – General Personnel Provisions</p> <p>Check if Garrison does not provide this service: <input checked="" type="checkbox"/></p> |  |

# Soldier & Family Support

|                           |  |
|---------------------------|--|
| <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.   |

| Installation POC | Phone Number | Email Address  |
|------------------|--------------|--|
| Sheri Schaefer   | 301-619-2120 | <a href="mailto:Sheri.L.schaefer.civ@army.mil">Sheri.L.schaefer.civ@army.mil</a> |

| ISR PSC | Title  | Description   |
|---------|--|---|
| 1       | Provide random drug testing as primary mechanism of deterrence                     | 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 workplace and applicable regulations.   |
| 2       | Rate of Soldiers randomly tested   | Number of randomly collected specimens compared to number of authorized Soldiers.   |
| 3       | Number of Unit Prevention Leader (UPL) certification training seats provide        | Total number of Unit Prevention Leader (UPL) certification training seats provided compared to number of units serviced by garrison/installation/command Army Substance Abuse Program   |
| 4       | Training capability to provide required training to Soldier population             | Total number of Pre-Deployment training seats provided for Soldiers. Total number of Post-Deployment training seats provided for Soldiers. Total number of training seats provided to TDY Soldiers. Total number of Newcomer training seats provided for Soldiers. Total number of annual training seats provided at Installation/Command hosted training or the unit for Soldiers. Total number of training seats provided at Campaign educational events for Soldiers. Total number of training seats provided at targeted unit training courses for Soldiers (i.e. 4.5 hours PFL, URI/RRP interventions). Total number of training seats provided at unique installation/command educational events for Soldiers |
| 5       | Training capability to provide required training to civilian supervisor population | Total number of EAP supervisor training seats provided.   |
| 6       | Training capability to provide required training to identified leader population   | Total number of suicide prevention lead instructor training seats provided compared to total number of suicide prevention led instructors required on the installation/command.   |

| Installation / Location    | Hours                      | POCs              |
|----------------------------|----------------------------|-------------------|
| 1520 Freedman Dr, Room 217 | 0800-1700<br>Monday-Friday | Sheri L. Schaefer |

| Reimbursable Category                 | Customer Type (Receiver, Buyer) |                                |               |                  |                          |
|---------------------------------------|---------------------------------|--------------------------------|---------------|------------------|--------------------------|
|                                       | Army (Same Appropriation)       | Army (Different Appropriation) | DoD, Non-Army | Non-DoD, Federal | Non-Federal Organization |
| Baseline Level of Support             | Yes                             | Yes                            | Yes           | Yes              | Yes                      |
| Above Baseline / Mission Unique Costs | Yes                             | Yes                            | Yes           | Yes              | Yes                      |

Check off Customer Type:

|                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|

| Function  | Frequency    | Level of Service  | Unit of Measurement | Calculation | Unit Cost \$ |
|---|--------------|---|---------------------|-------------|--------------|
| Conduct Substance Use Education and Awareness (Universal community) | As requested | Baseline is a minimum of two substance abuse related campaigns a fiscal year. | N/A                 | N/A         |              |





|  |              |   |  |   |  |
|--|--------------|---|--|---|--|
| Provide Alcohol & Drug Abuse Prevention Training (ADAPT) 12-hour Course. | As requested | Baseline / or above baseline is based on available funding, book supply and certified prevention personnel.   | \$15 per book of instruction if books are not available,<br><br>\$6 per book of instruction if books are not available | Total # of books x \$15<br><br>Total # of books x \$6 |  |
| 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. | As requested | Baseline  | N/A  | N/A   |  |
| 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 1 hour course                               | As requested | Baseline  | N/A  | N/A   |  |
| Provide Unit Prevention Leader (UPL) Certification Training              | As requested | Baseline<br>Provided training per AR 600-85 to ensure opportunity for 2 trained UPLs per unit.  | N/A  | N/A   |  |
| Employee Assistance Program  | As requested | Baseline:<br>Administer the ASAP civilian assistance services to include screening, assessment, short-term counseling, and referral services<br><br>Provide opportunity for EAP Supervisor training<br><br>EAP services are provided to Army customers free of charge; non-Army customers must reimburse the Garrison for these services through Support Agreement. | \$82.95 per visit  | Total # of visits x \$82.95                           |  |

|                            |  |   |  |  |  |
|----------------------------|--|---|--|--|--|
| Military drug testing      | <p>Baseline</p> <p>1) UA testing at the rate of 10 percent assigned end strength each month.</p> <p>2) Soldiers not selected for random UA during the first three quarters of each fiscal year will be selected for testing during the fourth quarter using the inspection other (IO) test basis code.</p> | <p>Above Baseline</p> <p>1) UA testing at the rate exceeding 10 percent assigned end strength each month (IO testing in the 4<sup>th</sup> quarter is exempt from above baseline requirements).</p> <p>2) Unit Sweep testing when it cannot be supported by Counternarcotic funding (VCND).</p> | Units of measurement to be supplied by the Army Substance Abuse Program Manager to the Resource Manager based on testing supplies outlined in AR 600-85, appendix E (E-1) required for requested test. |  |  |
| Civilian drug testing      | Per AR 600-85, Para 5-3(d); testing will be conducted at 50 percent per fiscal year (should be conducted monthly).   | Baseline Civilian testing (pre-employment & testing designated position) is provided to Army customers free of charge; non-Army customers must reimburse the Garrison for these services through Support Agreement.   | <p>1) 1 completed test = 60 minutes.</p> <p>2) Garrison Drug Testing Coordinator (DTC) Hourly Salary</p>   | <p>Formula</p> <p>1 x DTC hourly salary rate = reimbursement</p> <p>Example:</p> <p>Organization has 157 Testing Designated Positions requiring drug tests. Formula would be number of TDP's x the DTC hourly salary rate:</p> <p>157 x \$18.95 = \$2975</p> |  |
| Suicide Prevention Program | Per AR 600-92 Installation Suicide Prevention Program will be administered through the ASAP Suicide Prevention Program Coordinator (SPPC)  | Baseline: Provide annual ACE Suicide Prevention and ACE SI Tier 2 training Requirements and appoint SPPC.   | N/A  | N/A  |  |

#### Service Specific Instructions / Definitions

**Check off if Customer has Reimbursable Exemption:**

☐

**Provide Reason for Exemption:**

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, The Army Substance Abuse Program, 23 July 2023; DA PAM 600-85, Federal Drug Free Workplace Procedural Guidance, 29 July 2020, AR 600-92, The Army Suicide Prevention Program, 8 September 2023.

**Check if Garrison does not provide this service:**

☐


# Soldier & Family Support

| 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, Emergency Placement Care (OCONUS only), 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.  |

| Installation POC   | Phone Number | Email Address                     |
|--------------------|--------------|-----------------------------------|
| Christopher Watson | 301-619-9890 | Chrispooher.a.watson.civ@army.mil |

| ISR PSC | Title  | Description  |
|---------|--|--|
| 1       | Program Financial Management   | Non-civ pay fully executed by garrison Army Community Center.  |
| 2       | Certification  | ACS Centers in compliance with Certification standards IAW DoDI 1342.22  |
| 3       | Staffing Status  | Authorized staff positions that are filled/on-board.   |
| 4       | Exceptional Family Member Program  | Support and enhance the Army's Exceptional Family Member Program by expanding their resource base through promotion and utilization of available tools and resources.  |
| 5       | 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       | Financial Readiness  | Assistance to Soldiers & Families to include building personal and/or family financial readiness.  |
| 7       | Survivor Outreach Services   | Decentralized long term case management for survivors.   |
| 8       | Employment Readiness   | Assistance to Soldiers, retirees, Civilians, and their Family Members in acquiring skills, networks, and resources in preparation for securing employment.   |
| 9       | Relocation Readiness   | Services to support Army personnel and their families as they relocate.  |
| 10      | Soldier & Family Assistance Center   | Targeted services to wounded Soldiers and their families at their location and in a safe setting.  |
| 11      | ACS Program Performance  | Support and enhance all Army Community Service programs by expanding their resource base through promotion and utilization of available tools and resources.   |
| 12      | Mobilization and Deployment  | Programs and support activities designed to assist leaders, Soldiers, their Families and Department of Army Civilians who deploy to successfully manage the challenges of mobilization and deployments before, during, and after they are mobilized regardless of their geographical location. |
| 13      | Volunteer Programs (Army Family Action Plan, Army Family Team Building, Army Volunteer Corps Coordination) | Programs to promote and sustain Army volunteerism and Army volunteers and encourage participation at all levels.   |

| Installation / Location | Hours                      | POCs               |
|-------------------------|----------------------------|--------------------|
| 1520FreedmanDrive       | 0800-1600<br>Monday-Friday | Christopher Watson |

|                                       | Customer Type (Receiver, Buyer) |                                |               |                  |                          |
|---------------------------------------|---------------------------------|--------------------------------|---------------|------------------|--------------------------|
| Reimbursable Category                 | Army (Same Appropriation)       | Army (Different Appropriation) | DoD, Non-Army | Non-DoD, Federal | Non-Federal Organization |
| Baseline Level of Support             | No                              | Yes                            | Yes           | N/A              | N/A                      |
| Above Baseline / Mission Unique Costs | N/A                             | N/A                            | N/A           | N/A              | N/A                      |

Check off Customer Type:

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| Function                     | Frequency | Level of Service | Unit of Measurement | Calculation                                 | Unit Cost \$ |
|------------------------------|-----------|------------------|---------------------|---|--------------|
| Program Financial Management | Daily     | Baseline/CLS1    | PBG                 | year to date Execution/<br>Year to date PBG | N/A          |



|  |                  |               |   |  |     |
|--|------------------|---------------|---|--|-----|
| Certification  | Every four years | Baseline/CLS1 | Passing/Maintaining certification                             | Passing/Maintaining Certification  | N/A |
| Staffing Status  | Daily            | Baseline/CLS1 | Staffing to 100%  | Positions filed/Position authorized  | N/A |
| Exceptional Family Member Program  | As requested     | Baseline/CLS1 | Needs assessments completed                                   | Number of clients who received a family service plan utilizing DD Form 3054/Number of clients who require a DD Form 3054 | N/A |
| Family Advocacy Program  | As requested     | Baseline/CLS1 | Fap Components provided                                       | Number of FAP components provided  | N/A |
| Financial Readiness Program  | As requested     | Baseline/CLS1 | Financial Services provided                                   | Number of clients requesting Financial Readiness Services/Number of clients that received Financial Readiness Services   | N/A |
| Survivor Outreach Services   | Quarterly        | Baseline/CLS1 | Survivors contacted per a QTR                                 | Number of eligible survivors contacted per QTR/ 25% of total number of assigned survivors contacted                      | N/A |
| Employment Readiness   | As requested     | Baseline/CLS1 | Number of clients that received employment readiness services | Number of clients requesting Employment Readiness Services/Number of clients that received Employment Readiness Services | N/A |
| Relocation Readiness   | Quarterly        | Baseline/CLS1 | Demographic Information System                                | Demographic information Management System (DIMS) system required to be updated QRTL/DIMS updated and approved QRTLY      | N/A |
| Soldier & Family Assistance Center   | N/A              | N/A           | N/A   | N/A  | N/A |
| Community Information Services   | As requested     | Baseline/CLS1 | Providing the required ACS programs                           | Number of ACS programs offering information and referrals/Number of required ACS programs                                | N/A |
| Mobilization and Deployment  | As requested     | Baseline/CLS1 | Training and Briefing provided                                | Number of trainings and briefings provided<br>Number of trainings and briefings requested                                | N/A |
| Volunteer Programs (Army Family Action Plan, Army Family Team Building, Army Volunteer Corps Coordination) | As requested     | Baseline/CLS1 | Volunteer trainings provided                                  | Number of trainings and briefings provided/Number of trainings and briefings requested                                   | N/A |

### Service Specific Instructions / Definitions

Check off if Customer has Reimbursable Exemption:

☐


**Provide Reason for Exemption: AR 608-1.**

**Supplier Will:** provide comprehensive, standardized, coordinated, and responsive services that support Soldiers, Department of the Army (DA) Civilians, and Families regardless of geographical location.

**Receiver Will:** Comply with directives, regulations, and Suppliers current policies and procedures.

**References:** DoDI 1342.22 Military Family Readiness, (sec. 1.2.d), 5 Aug 21; AR 608-1, Army Community Service (1-1, 1-6, 1-8), 19 Oct 2017.

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.

**Check if Garrison does not provide this service:**

☐

# Soldier & Family Support

| 252                       | Child and Youth Services Program   |
|---------------------------|--|
| <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  |

| Installation POC | Phone Number | Email Address                      |
|------------------|--------------|------------------------------------|
| Kimberly Johnson | 301-619-4453 | kimberly.a.johnson323.naf@army.mil |

| ISR PSC | Title                                  | Description  |
|---------|--|--|
| 1       | Child and Youth 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       | Child Care 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).   |
| 3       | Child Care Program Spaces              | Filled spaced at CDCs, SACs, and FCC to support garrison demand  |
| 4       | Youth Spaces                           | Percentage of Youth Program space allocation met by what installation provided.  |
| 5       | Execution                              | QCYS Fully Executed – Measured at Installation/State/Operational & Functional Command.   |
| 6       | Staffing Status                        | Staff positions filled/on board against required positions will be based on status at the end of each quarter.   |

| Installation / Location                  | Hours                      | POCs         |
|--|----------------------------|--------------|
| 949A Sultan Drive<br>Frederick, MD 21702 | 0900-1800<br>Monday-Friday | 301-619-7100 |

| Reimbursable Category                 | Customer Type (Receiver, Buyer) |                                |               |                  |                          |
|---------------------------------------|---------------------------------|--------------------------------|---------------|------------------|--------------------------|
|                                       | Army (Same Appropriation)       | Army (Different Appropriation) | DoD, Non-Army | Non-DoD, Federal | Non-Federal Organization |
| Baseline Level of Support             | No                              | Yes                            | Yes           | Yes              | Yes                      |
| Above Baseline / Mission Unique Costs | Yes                             | Yes                            | Yes           | Yes              | Yes                      |

Check off Customer Type:

|                          |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|

| 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

**Check off if Customer has Reimbursable Exemption:**

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**Provide Reason for Exemption:**

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 childcare 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 childcare 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.

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).

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 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 childcare 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

**Check if Garrison does not provide this service:**

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# Soldier & Family Support

| 253                       | Sports, Recreation, & Libraries   |
|---------------------------|---|
| <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>    | Fit, resilient, and healthy military community to enhance the overall readiness of the Army. Educated and intellectually-trained and resilient military community to enhance the overall readiness of the Army. Cultivate and enrich skills and self-reliance of the Single Soldier community and the Military Community to enhance the overall readiness of the Army. Efficient Common MWR support services to enhance the overall resiliency and readiness of the Army. Cultivate and enrich physically and spiritually resiliency of military community to enhance the overall readiness of the Army.  |

| Installation POC | Phone Number | Email Address                  |
|------------------|--------------|--------------------------------|
| Shanise Swanson  | 301-619-3271 | shanise.d.swanson.naf@army.mil |

| ISR PSC | Title                                       | Description   |
|---------|---|---|
| 1       | 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       | 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       | 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. Personnel that provide special services are certified by a nationally recognized organization (i.e., Red Cross certification for WSI and Lifeguards).  |





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| 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.  |
| 5  | Provide Library/Information Services                           | Divested of in FY16  |
| 6  | 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, 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.  |
| 7  | 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 steppingstone 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. |
| 8  | Provide Automotive Skills Program                              | Not Offered  |
| 9  | Provide Arts and Crafts Program                                | Not Offered  |
| 10 | 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.   |
| 11 | Provide Entertainment Program                                  | Not Offered  |

| Installation / Location | Hours                        | POCs                         |
|-------------------------|------------------------------|------------------------------|
| 1507 Porter Street      | 0700-1600<br>Monday - Friday | 301-619-3271<br>DSN 343-3271 |

|                                       | Customer Type (Receiver, Buyer)                        |   |   |   |   |
|---------------------------------------|--|---|---|---|---|
| Reimbursable Category                 | Army (Same Appropriation)                              | Army (Different Appropriation)                          | DoD, Non-Army   | Non-DoD, Federal                                | Non-Federal Organization                        |
| Baseline Level of Support             | Yes for PM 1,2,3,5,6,8<br>Customer fees for all others | Yes for PM 1,2,3,5,6,8;<br>Customer fees for all others | Yes for PM 1,2,3,5,6,8;<br>Customer fees for all others | PM 1,2,3,5,6,8;<br>Customer fees for all others | PM 1,2,3,5,6,8;<br>Customer fees for all others |
| Above Baseline / Mission Unique Costs | Yes  | Yes   | Yes   | Yes   | Yes   |

Check off Customer Type:

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| Installation / Location | Hours                        | POCs                         |
|-------------------------|------------------------------|------------------------------|
| 1507 Porter Street      | 0700-1600<br>Monday – Friday | 301-619-3271<br>DSN 343-3271 |

| Function  | Frequency    | Level of Service                             | Unit of Measurement   | Calculation   | Unit Cost \$  |
|---|--------------|--|---|---|---|
| Provide Physical Fitness Programs                                     | Posted hours | 3 (Baseline);<br>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)<br>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);<br>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 Community and Recreation Programs and Services                | Posted hours | 3 (Baseline);<br>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 Intramural Sports Program/Outdoor Sports Fields and Complexes | Posted hours | 3 (Baseline);<br>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                  |



**Check off if Customer has Reimbursable Exemption:**

☐

**Provide Reason for Exemption:**

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 warrior, 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 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.

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

**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 and the same basis and same amounts as Servicing agency personnel.

**References:** Title 10, DoDI 1015.10, Military Morale, Welfare and Recreation (MWR) Programs, Incorporating CH 1, dated 6 May 2011, AR 215-1, Military Morale, Welfare, and Recreation programs and non-appropriated fund instrumentalities, 24 September 2010.

**Check if Garrison does not provide this service:**

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# Soldier & Family Support

|                           |   |
|---------------------------|---|
| <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 C (Revenue-Generating Activities) leisure programs to eligible patrons. May include other non-appropriated fund activities. |
| <b>Service Outcome</b>    | Provide clean facilities to meet the IMCOM Enterprise Municipal Custodial Services Performance Standards.   |

|                         |                     |                                |
|-------------------------|---------------------|--------------------------------|
| <b>Installation POC</b> | <b>Phone Number</b> | <b>Email Address</b>           |
| Shanise Swanson         | 301-619-3271        | Shanise.d.swanson.naf@army.mil |

| ISR PSC | Title  | Description         |
|---------|--|---------------------|
| 1       | Remote & Isolated Golf   | N/A                 |
| 1       | Cat C Golf (NAF)   | N/A                 |
| 2       | Cat B Bowling  | Divested of in FY17 |
| 2       | Remote & Isolated bowling  | N/A                 |
| 2       | Cat C Bowling (NAF)  | N/A                 |
| 3       | Remote & Isolated Club, Food, Beverage, and Entertainment (CFBE) | N/A                 |
| 3       | Cat C Clubs, Food, Beverage and Entertainment (NAF)              | Not offered.        |
| 4       | Post Restaurant Fund (NAF)                                       | N/A                 |
| 5       | Civilian Welfare Fund (NAF)                                      | Divested of in FY23 |

|                                |                              |                 |
|--------------------------------|------------------------------|-----------------|
| <b>Installation / Location</b> | <b>Hours</b>                 | <b>POCs</b>     |
| 1507 Porter Street             | 0700-1600<br>Monday - Friday | Shanise Swanson |

|                                       | Customer Type (Receiver, Buyer) |                                |                      |                  |                          |
|---------------------------------------|---------------------------------|--------------------------------|----------------------|------------------|--------------------------|
| Reimbursable Category                 | Army (Same Appropriation)       | Army (Different Appropriation) | DoD, <u>Non-Army</u> | Non-DoD, Federal | Non-Federal Organization |
| Baseline Level of Support             | Customer Fees                   | Customer Fees                  | Customer Fees        | Customer Fees    | Customer Fees            |
| Above Baseline / Mission Unique Costs | Yes                             | Yes                            | Yes                  | Yes              | Yes                      |

Check off Customer Type:

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|                 |                  |                         |                            |                    |                     |
|-----------------|------------------|-------------------------|----------------------------|--------------------|---------------------|
| <b>Function</b> | <b>Frequency</b> | <b>Level of Service</b> | <b>Unit of Measurement</b> | <b>Calculation</b> | <b>Unit Cost \$</b> |
|-----------------|------------------|-------------------------|----------------------------|--------------------|---------------------|



|   |     |                     |    |               |               |
|---|-----|---------------------|----|---------------|---------------|
| Cat B Bowling   | N/A | Divested of in FY21 | NA | Posted prices | Customer fees |
| Remote and Isolated Bowling                                 | N/A | N/A                 | NA | Posted prices | Customer fees |
| Cat C Bowling   | N/A | Garrison determined | NA | Posted prices | Customer fees |
| Remote and Isolated Golf                                    | N/A | N/A                 | NA | Posted prices | Customer fees |
| Cat C Golf  | N/A | Garrison determined | NA | Posted prices | Customer fees |
| Remote and Isolated Clubs, Food, Beverage and Entertainment | N/A | N/A                 | NA | Posted prices | Customer fees |
| Cat C Clubs, Food, Beverage, and Entertainment              | N/A | Garrison determined | NA | Posted prices | Customer fees |
| Post Restaurant Fund (NAF)                                  | N/A | N/A                 | NA | Posted prices | Customer fees |
| Civilian Welfare Fund (NAF)                                 | N/A | Divested of in 2023 | NA | Posted prices | Customer fees |

#### Service Specific Instructions / Definitions

Check off if Customer has Reimbursable Exemption:

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Provide Reason for Exemption:

**SUPPLIER WILL:** Manage and provide an array of Morale, Welfare, and Recreation programs to include Category C (Revenue Generating Activities) leisure programs to eligible patrons. 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, Military Morale, Welfare, and Recreation (MWR) programs, Change 1 dated 6 May 2011, DODI 1015.15, Establishment, management, and Control of Non-Appropriated Fund Instrumentalities and Financial Management of Supporting Resources, Incorporating Change 1 dated 20 march 2008, AR 215-1, Military Morale, Welfare, and Recreation programs and Non-Appropriated Fund Instrumentalities, 24 September 2010, AR 215-7, Civilian Non- appropriated Funds and Morale, Welfare, and Recreation Activities and AR 215-1-1.

Check if Garrison does not provide this service:

☐

## Security Services

Service 600 Physical Security

Service 601 Law Enforcement Services

Service 602 Anti-terrorism Services

Service 603 Installation Security Prgm Mgmt Support

Service 604 Army Emergency Management Services

# Security 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.   |

| Installation POC | Phone Number | Email Address                |
|------------------|--------------|------------------------------|
| Jeremy Kuhnke    | 301-619-1533 | Jeremy.w.kuhnke.civ@army.mil |

| ISR PSC | Title   | Description   |
|---------|---|---|
| 1       | Execute PS 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       | 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       | Execute Installation Access Control Procedures (IACP) | 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                         |
|-----------------------------|------------------------------|------------------------------|
| 1419 Sultan Drive, Room 229 | 0600-1600<br>Monday - Friday | 301-619-1533<br>DSN 343-1533 |

| Customer Type (Receiver, Buyer)       |                           |                                |               |                  |                          |
|---------------------------------------|---------------------------|--------------------------------|---------------|------------------|--------------------------|
| Reimbursable Category                 | Army (Same Appropriation) | Army (Different Appropriation) | DoD, Non-Army | Non-DoD, Federal | Non-Federal Organization |
| Baseline Level of Support             | Yes                       | Yes                            | Yes           | Yes              | Yes                      |
| Above Baseline / Mission Unique Costs | Yes                       | Yes                            | Yes           | Yes              | Yes                      |

Check off Customer Type:

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| Function           | Frequency   | Level of Service       | Unit of Measurement   | Calculation | Unit Cost \$         |
|--------------------|---|------------------------|---|-------------|----------------------|
| Program Management | IAW AR 190-13 based on the asset category or the asset category regulatory requirement. | Inspections (Baseline) | Regulatory Inspections IAW AR 190-11 and 190-13. All Unit Arms Rooms and security of AA&E Keys. MEVAs that require an inspection and does not have authorized personnel to conduct the inspection. This includes Arms Rooms located in Army Museums and FMWR facilities | N/A         | Inputted by garrison |



|  |   |  |   |   |                      |
|--|---|--|---|---|----------------------|
| <b>Program Management</b>                  | IAW AR 190-13 based on the asset category or the asset category regulatory requirement. | Inspections (Above-Baseline)   | 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, and AR 190-13 inspection requirements.  | Garrisons will conduct cost analysis to decide the best method of reimbursement rate and publish in their Services Catalog.   | Inputted by garrison |
| <b>ESS Management</b>                      | Quarterly or as needed Maintenance / Procurement / Monitoring                           | IDS (Baseline)<br><br><b>See Note: 3</b>   | Arms Rooms / Installation Access Control Point (IACP) Duress  | Total cost of the services supplied divided by the number of zones covered equals cost per zone.  | Inputted by garrison |
| <b>ESS Management; CHANGE dtd Sep 2020</b> | Quarterly or as needed Maintenance / Procurement / Monitoring                           | IDS – M&S, Procurement and Monitoring (Above-Baseline) See<br><br><b>Note: 3</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. | Total cost of the services supplied divided by the number of zones covered equals cost per zone 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)  | CCTVs associated with Installation Access Control Points (IACPs).   | HQ IMCOM Managed CONUS. OCONUS garrison will figure out based on method of delivery of services.  | Inputted by garrison |
| <b>ESS Management</b>                      | Quarterly or as needed Maintenance / Procurement / Monitoring                           | CCTV (Above-Baseline)  | All CCTV not associated with the Installation Access Control Points (IACPs) Examples of above baseline: 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. ATEC owned and funded, Biological, Chemical and Nuclear assets                 | # 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 (No Baseline Service Provided.)                    | There are no IMCOM PS baseline service requirements for Building Entry Control systems.   | N/A   | Inputted by garrison |
| <b>ESS Management</b>                      | Quarterly or as needed Maintenance / Procurement  | Building Entry Control system (Above-Baseline) <b>See Note: 1</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 are no IMCOM PS baseline service requirements for Entry Control into Restricted Areas.  | N/A   | Inputted by garrison |
| <b>ESS Management</b>                      | Quarterly or as needed Maintenance / Procurement  | Entry Control into Restricted Areas (Above-Baseline) <b>See Note: 1</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)  | IACPs Canopy and Vehicle Search Areas lighting ONLY.  | Cost for light replacement through DPW  | Inputted by garrison |



|   |  |  |  |   |                      |
|---|--|--|--|---|----------------------|
| ESS Management                          | Quarterly or as needed Maintenance / Procurement | Lighting - (Above-Baseline)                                      | All lighting not associated with the baseline requirement to include Motor Pools, transition lighting, MEVAs, Airfield, Perimeter, and all other lighting.   | Cost charged by DPW to perform the work   | Inputted by garrison |
| ESS Management                          | Daily  | Locks (Baseline)<br><br><b>See Note: 2</b>                       | Keys and locks associated with IACP.   | N/A   | Inputted by garrison |
| ESS Management                          | Quarterly or as needed Maintenance / Procurement | Locks (Above-Baseline)   | All keys and locks not associated with IACPs are the garrison DPW or tenant Organizations responsibility   | Cost charged by DPW to perform the work.  | Inputted by garrison |
| Access Control (DASG Manning)           | Daily  | Installation Access Control Point staffing (DASG) (Baseline)     | IMCOM only provides DASGs to support the normal operational hours at the IACPs. (i.e. Airfields, ASPs, motor pools, HQ building, Stand-alone facilities, no all-inclusive.   | N/A   | Inputted by garrison |
| Access Control (DASG Manning)           | When approved by IMCOM CG                        | Installation Access Control Point staffing DASG (Above-Baseline) | Any DASG access control or roving patrols supplied to protect tenants' assets requirements.  | DASG reimbursable agreements must be approved by HQ IMCOM and must follow all earlier guidance pertaining to guard structure and certification. | Inputted by garrison |
| Access Control (Fencing and Clear Zone) | Procurement / maintenance / clear zones          | Fencing (Baseline)   | There are no IMCOM PS baseline service requirements for Fencing or Clear Zones. Specialized crash resistance gates used to close the perimeter of the IACP considered baseline.  | N/A   | Inputted by garrison |
| Access Control (Fencing and Clear Zone) | Procurement / maintenance / clear zones          | Fencing (Above-Baseline)   | All fencing to include gates and clear zones 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 |
| Access Control (Active Barriers)        | Procurement / maintenance                        | Barriers (Active) (Baseline)                                     | All active barriers associated with an installation IACP (Note: This does not include barriers on the real property list.)   | If not covered by an Enterprise Contracts the garrison will decide the mechanism used to buy and maintain.                                      | Inputted by garrison |
| Access Control (Barriers Active)        | Procurement / maintenance                        | Barriers (Active) (Above-Baseline)                               | All active barriers on the garrison's real property list or any active barriers used to protect an asset at the following locations: installation perimeter, parking lots, housing areas, MEVAs, MWR facilities, barracks, buildings, airfields, DES buildings, and any other activity not associated with IACP.           | Based on either the garrison's or tenant organizations barrier requirements   | Inputted by garrison |
| Access Control (Passive Barriers)       | Procurement / maintenance                        | Barriers (Passive) (Baseline)                                    | Those passive barriers that are movable and not considered real property. These movable barriers are only used for closing IACPs during higher FPCON levels and channeling traffic to the AVB  | N/A   | N/A                  |
| Access Control (Passive Barriers)       | Procurement / maintenance                        | Barriers (Passive) (Above-Baseline)                              | All passive barriers not associated with IACPs utilized to protect the follow type of assets: installation perimeter, parking lots, housing areas, MEVAs, MWR facilities, barracks, buildings, airfields, and DES buildings. All passive barriers that are not permanently affixed into the ground is considered personnel | Garrison and asset owners decide the required # of and types of barriers. The services catalog will include the asset owners                    | Inputted by garrison |

|  |  |  |   |                         |  |
|--|--|--|---|-------------------------|--|
|  |  |  | property and all permanently affixed barriers are considered real property. | reimbursed requirement. |  |
|--|--|--|---|-------------------------|--|

#### Service Specific Instructions / Definitions

Check off if Customer has Reimbursable Exemption:

☐

Provide Reason for Exemption:

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: 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 2: 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 3 Changes took effect 1 Oct 22, garrisons need to establish reimbursable cost that are execute within the contract by asset owners individual CLINs or individuals task orders.

Check if Garrison does not provide this service:

☐

# Security Services

| 601                       | Law Enforcement Services  |
|---------------------------|---|
| <b>Service Definition</b> | Enforce Federal and State criminal and traffic laws 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 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.   |

| Installation POC  | Phone Number | Email Address                 |
|-------------------|--------------|-------------------------------|
| Phillip L. Stokes | 301-619-4763 | phillip.l.stokes.civ@army.mil |

| ISR PSC | Title   | Description   |
|---------|---|---|
| 1       | Conduct Law Enforcement Operations                                | Implement Law Enforcement standards and common practices will be applied across DoD to the extent that they meet and support Military Department and Defense Agency mission requirements. There must be a validated certification program for DoD MP, CP, SGs, and IAs that requires initial and sustainment training, approved physical fitness standards, and qualifications with assigned weapons. The DoD LE and security training standards established by this issuance serve as minimum LE training standards.   |
| 2       | Provide Emergency Dispatch Services                               | Provide emergency call-taking and dispatch operations, either organic or external to the installation. An Emergency is defined as an imminent or perceived threat to the safety of an individual(s) or threat to national interests or property.  |
| 3       | Provide Law Enforcement Response and Enforcement                  | Provide Law Enforcement Patrol arriving to an emergency call for service within 10 minutes of being dispatched. There is no DOD or DA standard for emergency response time. Ten minutes is derived from DOJ National Criminal Justice Reference Service (NCJRS) which annotates national average emergency response times. - Emergency calls are defined as Life Health and/or Safety where the patrol would be authorized to utilize their emergency lights and siren. - Cantonment Area - Primary populated area where personnel live/work. This does not include training/range areas. |
| 5       | Conduct Law Enforcement Reporting and Administrative Requirements | Provide and submit Law Enforcement reports that are submitted in accordance with DoD and DA standards, ensuring the flow of information and data into Federal Law Enforcement databases and systems of record.  |

| Installation / Location                               | Hours                      | POCs              |
|---|----------------------------|-------------------|
| 1419 Sultan Drive, Room 235<br>Fort Detrick, MD 21702 | 0730-1530<br>Monday-Friday | Phillip L. Stokes |

| Customer Type (Receiver, Buyer)       |                           |                                |               |                  |                          |
|---------------------------------------|---------------------------|--------------------------------|---------------|------------------|--------------------------|
| Reimbursable Category                 | Army (Same Appropriation) | Army (Different Appropriation) | DoD, Non-Army | Non-DoD, Federal | Non-Federal Organization |
| Reimburse for Baseline Services       | No                        | No                             | No            | No               | No                       |
| Reimburse for Above Baseline Services | Yes                       | Yes                            | Yes           | Yes              | Yes                      |

Check off Customer Type:

☐
☐
☐
☐
☐

| 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 Officer Services for Special Events         | As requested | Above Baseline         | Per hour                    | Total hours x labor rate |              |



**Service Specific Instructions / Definitions**Check off if Customer has Reimbursable Exemption: ☐

Provide Reason for Exemption:

**SUPPLIER WILL:**

Enforcement Federal and State Criminal and Traffic Law: Enforce Federal and State criminal and traffic laws 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 to perform Law Enforcement duties in a legally sufficient manner. This SSP includes:

- o Conducting investigations
- o Serving Federal warrants and subpoena's
- o Investigate, report, and maintain a database of domestic violence incidences
- o Enforcement of civilian protective orders
- o Enforcement of Federal and state statutes
- o Enforcement of conservation statutes
- o Enforcement of traffic statutes
- o Certification of law enforcement officers at the DA Police Academy
- o Annual law enforcement sustainment training
- o Semi-annual weapons qualification for law enforcement officers
- o Annual physical fitness testing for law enforcement officers
- o Conducts Security Checks
- o 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:

- o Manage law enforcement records in accordance with Federal law
- o Collect and submit fingerprints
- o Collect and submit DNA identification information
- o Support Victim/Witness Assistance programs
- o Register sexual offenders and enforce restrictions
- o 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.

Check if Garrison does not provide this service: ☐**References:**

|  |   |
|--|---|
| <b>10 USC 2672</b><br><b>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. <b><u>AUTHORIZED ACTIVITIES.</u></b> —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</b><br><b>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</b><br><b>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</b><br><b>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.  |



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|--|--|
| <b>10 USC 2671<br/>Military Reservations and<br/>Facilities: hunting, fishing, and<br/>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<br/>of Firearms</b> <b>Carrying</b>   | 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<br/>of concealed firearms by<br/>qualified law enforcement<br/>officers</b> <b>Carrying</b>   | Authorizes qualified Federal Law enforcement officers to carry concealed firearms. No specific requirement.  |
| <b>23 USC 402<br/>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<br/>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<br/>Enforcement of the State<br/>Traffic Laws on DoD<br/>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<br/>Security of DoD Installations<br/>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      <b>Law<br/>Enforcement Standards and<br/>Training in the DoD</b></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<br/>Conservation Law<br/>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<br/>DoD Traffic Safety Program</b>   | Conduct traffic enforcement. Develop local traffic codes   |
| <b>DoDI 6400.06<br/>Domestic Abuse Involving DoD<br/>Military and Certain Affiliated<br/>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<br/>DoD Information Security<br/>Program: Protection of<br/>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.  |





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|-----------------------------|--|
|                             | (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. Unarmed 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.<br>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—<br>(a) Receive instruction on use of force for the 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>   |



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|---|---|
| <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)—<br>(a) Ensure personnel employed in DACP/SG positions are qualified, capable, reliable, and trustworthy.<br>(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).<br>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>  | 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.<br>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. |
| <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 annunciation 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<br/>Records maintained on<br/>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>   |





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| <b>42 USC 14135a<br/>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<br/>Sex Offender Registration and<br/>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<br/>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<br/>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<br/>Victim and Witness Assistance<br/>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<br/>Titling and Indexing Subjects<br/>of Criminal Investigations in<br/>DoD</b>              | Titling 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<br/>Fingerprint and Final<br/>Disposition Report Submission<br/>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<br/>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<br/>Enforcement Defense Data<br/>Exchange (LE D-DEX)</b>                                 | Law Enforcement Defense Data Exchange (LE D-DEX) - It is DoD policy that:<br>a. DoD LEAs share CJJ across organizational boundaries to enhance the Department's crime prevention and investigative lead sharing.<br>b. CJJ sharing within DoD must be accomplished through the LE D-DEX.<br>c. DoD LEAs share complete, accurate, and timely CJJ with counterpart civil LEA to enhance public safety for all jurisdictions concerned.  |
| <b>DoDI 5525.20<br/>Registered Sex Offender (RSO)<br/>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. 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. |



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| <b>DoDI 7730.47</b><br><b>Defense Incident-Based</b><br><b>Reporting System (DIBRS)</b>    | <p>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)).</p> <p>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).</p> <p>c. In order to be considered DIBRS compliant, DoD Components with assigned LEAs must:</p> <p>(1) Successfully submit a minimum of the five NIBRS segments, as described in Reference (h), to DIBRS on a monthly basis.</p> <p>(2) Maintain a 4 percent or less data submission error rate for the monthly DIBRS submissions.</p> <p>(3) Correct and return NIBRS submission errors in a timely manner (within 30 days of notification of the error).</p> <p>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)).</p> <p>e. DIBRS, the central repository of criminal incident-based statistical data, is maintained at the Defense Manpower Data Center (DMDC).</p> |
| <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  |



# Security Services

| 602                       | ANTI-TERRORISM SERVICES  |
|---------------------------|--|
| <b>Service Definition</b> | Provides the garrison commander defensive capabilities to execute the senior commander's Anti-terrorism Program to protect personnel (Soldiers, members of other Services, Department of the Army (DA) civilian employees, Department of Defense (DOD) contractors and Family members of DOD employees), information, property, and facilities (including civil work and like projects) in all situations against terrorism. Anti-terrorism is an element of protection. |
| <b>Service Outcome</b>    | Execution of the Senior Commander's Anti-terrorism Program in accordance with applicable DoD and Army policy and regulations.  |

| Installation POC | Phone Number | Email Address                |
|------------------|--------------|------------------------------|
| Michael G. Krall | 301-619-3446 | michael.g.krall.civ@army.mil |

| ISR PSC | Title   | Description   |
|---------|---|---|
| 1       | 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       | 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       | 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       | 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. |
| 5       | Maintain Defenses In Accordance With FPCON          | This SSP provides capability for the Garrison Commander to ensure that AT specific security, procedural and physical measures are employed to protect personnel, information, and material resources from terrorist threats. Garrison Commanders will develop a process based on threat information or guidance from higher headquarters to raise or lower FPCON measures. These procedures will be disseminated to and implemented by all subordinate and tenant organizations. Random Antiterrorism Measures (RAM) are a relatively inexpensive way to increase a garrison's security posture. Garrison   |



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|  |  | Commanders will develop and execute a robust RAM Program using existing assets and capabilities in addition to tenant unit personnel in order to portray a highly visible and unpredictable security posture from which terrorists cannot easily discern security patterns or routines. In addition, Garrison Commanders will ensure that Antiterrorism and Operations Security measures are incorporated into logistics and contracting actions utilizing the Army required AT/OPSEC cover letters for all new contracts. Army AT standards addressed within this SSP include: 13, 14, 15, 16, 17, 18, 19, and 22. |
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| Installation / Location                               | Hours                      | POCs  |
|---|----------------------------|---|
| 1419 Sultan Drive, Room 216<br>Fort Detrick, MD 21702 | 0800-1630<br>Monday-Friday | Michael Krall<br>301-619-3446<br>DSN 343-3446 |

| Customer Type (Receiver, Buyer)       |                           |                                |               |                  |                          |
|---------------------------------------|---------------------------|--------------------------------|---------------|------------------|--------------------------|
| Reimbursable Category                 | Army (Same Appropriation) | Army (Different Appropriation) | DoD, Non-Army | Non-DoD, Federal | Non-Federal Organization |
| Reimburse for Baseline Services       | No                        | No                             | No            | No               | No                       |
| Reimburse for Above Baseline Services | NA                        | NA                             | NA            | NA               | NA                       |

Check off Customer Type:

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| Function  | Frequency | Level of Service | Unit of Measurement | Calculation | Unit Cost \$ |
|---|-----------|------------------|---------------------|-------------|--------------|
| Establish and Maintain an Antiterrorism Program     | NA        | NA               | NA                  | NA          | NA           |
| Conduct AT Risk Management and Assessments          | NA        | NA               | NA                  | NA          | NA           |
| AT Training and Exercise Evaluation                 | NA        | NA               | NA                  | NA          | NA           |
| Collect, Analyze and Disseminate Threat Information | NA        | NA               | NA                  | NA          | NA           |
| Maintain Defenses In Accordance With FPCON          | NA        | NA               | NA                  | NA          | NA           |

| Service Specific Instructions / Definitions   |
|---|
| <p>Check off if Customer has Reimbursable Exemption: <input type="checkbox"/></p> <p>Provide Reason for Exemption:</p> <p><b>SUPPLIER WILL:</b></p> <ol style="list-style-type: none"> <li>1. Execute the senior commander's installation AT Program.</li> <li>2. Provide services to support the installation AT program.</li> <li>3. Submit AT requirements to the senior commander for approval prior to submitting AT requirements to the higher headquarters.</li> <li>4. Consider integrating close by stand-alone facilities in AT planning and exercises as appropriate and feasible.</li> <li>5. Implement and execute the Army AT tasks and all the Army AT standards except for Standard 32, in accordance with implementing guidance identified in chapters 4 and 5 of AR 525-13.</li> <li>6. Coordinate threat information fusion and reporting through the Senior Commander.</li> <li>7. Ensure all tenant units and activities are participants in the AT planning process, the AT working group, and are included in AT plans, providing guidance and assistance as required. This includes physical security personnel participation in real property planning boards and real property master planning area development plan practicums.</li> </ol> <p><b>RECEIVER WILL:</b></p> <ol style="list-style-type: none"> <li>1. Comply with installation directives to include but not limited to OPORDs, taskers, and policies</li> <li>2. Participate in the installation AT planning process and AT and or Threat/Protection Working Groups.</li> <li>3. Comply with installation Level I AT Awareness Training requirements.</li> <li>4. Provide personnel support as specified in installation AT plans.</li> <li>5. Provide personnel support for the implementation of random antiterrorism measures (RAM) and FPCON levels coordinated and agreed to in installation AT or Protection plans.</li> <li>6. Understand and comply with local suspicious activity reporting procedures.</li> </ol> <p><b>References:</b> AR 525-2 Protection, AR 525-13 Antiterrorism, AR 600-20, para 2.5.b.(4).(a).13 and para 2.5.b.(4).b, USNORTHCOM Instruction 10-222 Force Protection Mission and Antiterrorism Program, DoDI 2000.12 DoD Antiterrorism Program, DoDI O-2000.16 DoD AT Program Implementation (volumes 1 &amp; 2), DoDD 3020.40 Mission Assurance, DoDI 3020.45 Mission Assurance Construct, OCONUS ASCC commander's guidance.</p> <p>Check if Garrison does not provide this service: <input type="checkbox"/></p> |



# Security Services

|                           |  |
|---------------------------|--|
| <b>603</b>                | <b>Installation Security Prgm Mgmt Support</b>   |
| <b>Service Definition</b> | Conduct security activities in support of general intelligence. Provide security training and security inspections. Administer installation information and personnel security programs.   |
| <b>Service Outcome</b>    | Protect classified and sensitive/controlled unclassified information and safeguards Army operations and activities, critical infrastructure, equipment and Military, Civilians, and contractor personnel. Program ensures access to classified and sensitive/controlled unclassified information is limited only to authorized persons, and that all classified and sensitive controlled unclassified information is properly marked, stored, reproduced, transmitted, transported, and destroyed. <b>THIS SERVICE IS NO LONGER PROVIDED</b> |

|                         |                     |                      |
|-------------------------|---------------------|----------------------|
| <b>Installation POC</b> | <b>Phone Number</b> | <b>Email Address</b> |
|                         |                     | /                    |

| ISR PSC | CLS SSP | Title   | Description   |
|---------|---------|---|---|
| 1       |         | Personnel Security (National Security)            | Review customer-submitted, documented Personnel Security Investigation (PSI) requests for National Security processed within 3 business days of receipt.  |
| 2       |         | Personnel Security (12 Suitability)               | Review customer-submitted, documented Personnel Security Investigation (PSI) requests for Suitability processed within 3 business days of receipt.  |
| 3       |         | Information and Industrial Security               | Review and aid with reported security incidents resulting in a compromise or probable compromise in supported commands.   |
| 4       |         | Security Education, Training and Awareness (SETA) | Percentage of reported security incidents by supported commands and resulting in a Preliminary Inquiry (PI). Provide supported personnel (Civilian, Military, and integrated contractors) compliant with annual Information Security Refresher training requirement |

|                                       | Customer Type (Receiver, Buyer) |                                |               |                  |                          |
|---------------------------------------|---------------------------------|--------------------------------|---------------|------------------|--------------------------|
| Reimbursable Category                 | Army (Same Appropriation)       | Army (Different Appropriation) | DoD, Non-Army | Non-DoD, Federal | Non-Federal Organization |
| Baseline Level of Support             | Yes                             | No                             | No            | No               | No                       |
| Above Baseline / Mission Unique Costs | No                              | No                             | No            | No               | No                       |

Check off Customer Type:

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| Function | Frequency | Level of Service | Unit of Measurement | Calculation | Unit Cost \$ |
|----------|-----------|------------------|---------------------|-------------|--------------|
|          |           |                  |                     |             |              |
|          |           |                  |                     |             |              |
|          |           |                  |                     |             |              |

| Service Specific Instructions / Definitions                      |                                     |
|--|-------------------------------------|
| Check off if Customer has Reimbursable Exemption:                | <input type="checkbox"/>            |
| Provide Reason for Exemption:                                    |                                     |
| Supplier Will:   |                                     |
| Receiver Will:   |                                     |
| <b>References:</b> Army Regulation – 380 Series; DODI5200 Series |                                     |
| Check if Garrison does not provide this service:                 | <input checked="" type="checkbox"/> |



# Security Services

| 604                       | Army Emergency Management Services   |
|---------------------------|--|
| <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, 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.  |

| Installation POC | Phone Number | Email Address                |
|------------------|--------------|------------------------------|
| Paul Beliveau    | 301-619-2652 | Paul.w.beliveau.civ@army.mil |

| ISR PSC | Title  | Description   |
|---------|--|---|
| 1       | Maintain Installation EM Capability          | This PSC includes the following performance measures:<br>604-AC-01-01: Status of Installation Emergency Manager (IEM).<br>604-AC-01-02: Status of Installation Emergency Manager (IEM) training.<br>604-AC-01-03: Status of Installation Emergency Management Working Group (EMWG).<br>604-AC-01-04: Maintains Emergency Management capability that meets Mission Assurance Program (MAP) Emergency Management Benchmarks which results in a safe and secure environment.<br>604-AC-01-05: Does the EM Plan meet the standards specified in DA PAM 525-27, Ch 6, App G?   |
| 2       | Maintain Executable EM Plan (All Hazards)    | This PSC includes the following performance measures:<br>604-AC-01-06: Maintenance of support agreements between Installation and local civil jurisdictions, private organizations, and Non-Governmental Organizations (NGOs) providing resources during preparedness, mitigation, response, and/or recovery operations.<br>604-AC-01-07: Status of Community Awareness (or Community Preparedness) efforts within Army Community.<br>604-AC-01-08: All supporting tasks and requirements specified in DA PAM 525-27 for the Emergency Management Program.  |
| 3       | Conduct (EM) Training & Exercises            | This PSC includes the following performance measures:<br>604-AC-01-09: Status of Emergency Management training and certifications of first responders, first receivers, and emergency responders (Category 5 personnel) identified in the Installation Emergency Management Plan.<br>604-AC-01-10: Status of NIMS Baseline and NIMS advanced training for personnel identified in the Installation Emergency Management Plan.<br>604-AC-01-11: Status of Installation Emergency Operations Center (EOC) staff and supporting capabilities.<br>604-AC-01-12: Status of Emergency Management exercise program.<br>604-AC-01-13: Status of corrective actions taken to address capability gaps / shortfalls identified during annual Emergency Management Exercise or an Actual Emergency.<br>604-AC-01-14: Development, management, execution, evaluation of training (garrison & individual) and exercises (full scale, functional, tabletop) to support the assessment of the installations capability to prevent, protect, mitigate, respond to and recover. |
| 4       | Perform Continuous EM Risk Management        | This PSC includes the following performance measures:<br>604-AC-01-15: Conducts at a minimum of once annually a comprehensive risk management process resulting in mitigated vulnerabilities, increased capabilities, and identified unmitigated risks as directed by the Garrison Commander.   |
| 5       | Maintain EM Equipment Readiness <sup>6</sup> | This PSC includes the following performance measures:<br>604-AC-01-16: Status of Mass Warning and Notification System capabilities on the Installation, facility, or activity.<br>604-AC-01-17: Status of Mass Warning Notification Systems on the Installation, Facility, or Activity.<br>604-AC-01-18: Status of the Operational Readiness Rate (ORR) of assigned EM-specific equipment for the previous 12-month cycle.  |

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|---|-------------------------------|--|
| 6 | Implement Mitigation Strategy | This PSC includes the following performance measures:<br>604-AC-01-19: Status of Common Operating Picture (COP). |
|---|-------------------------------|--|

| Installation / Location                               | Hours                      | POCs  |
|---|----------------------------|---|
| 1419 Sultan Drive, Room 221<br>Fort Detrick, MD 21702 | 0800-1630<br>Monday-Friday | Paul Beliveau<br>301-619-2652<br>DSN 343-2652 |

| Customer Type (Receiver, Buyer)       |                           |                                |               |                  |                          |
|---------------------------------------|---------------------------|--------------------------------|---------------|------------------|--------------------------|
| Reimbursable Category                 | Army (Same Appropriation) | Army (Different Appropriation) | DoD, Non-Army | Non-DoD, Federal | Non-Federal Organization |
| Baseline Level of Support             | No                        | No                             | No            | No               | No                       |
| Above Baseline / Mission Unique Costs | NA                        | NA                             | NA            | NA               | NA                       |

Check off Customer Type:

|                          |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|

| 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           |

|  |                          |
|--|--------------------------|
| <b>Service Specific Instructions / Definitions</b>   |                          |
| Check off if Customer has Reimbursable Exemption:  | <input type="checkbox"/> |
| Provide Reason for Exemption:  |                          |
| <b>SUPPLIER WILL:</b> N/A  |                          |
| <b>RECEIVER WILL:</b> N/A  |                          |
| <b>References:</b> AR 525-27, Army Emergency Management Program, 29 March 2019; DA PAM 525-27, Army Emergency management Program, 17 July 2020; Dodi 6055.17, DoD Emergency Management (EM) Program, 13 February 2017. |                          |
| Check if Garrison does not provide this service:   | <input type="checkbox"/> |

## Human Resources Management

Service 800 Military Personnel Services

Service 803 Continuing Education Services





# Human Resources Management

| 800                       | Military Personnel Services   |
|---------------------------|---|
| <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.  |

| Installation POC | Phone Number | Email Address              |
|------------------|--------------|----------------------------|
| Shun Thomas      | 301-619-3381 | Shun.p.thomas.civ@army.mil |

| ISR PSC | ISR PSC Name  | Description  |
|---------|---|--|
| 1       | Provide CAC/ID Card Services  | This program provides CAC/ID Card services to customers as required by personnel actions initiated by customer.  |
| 2       | 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).   |
| 3       | Provide Personnel Processing Services to Individuals in/out processing        | This program provides those personnel services required by customers upon arrival/departure from an installation.  |
| 4       | Provide Casualty Operations services  | Service Provided by Fort Meade IAW Fort Detrick Base Order 24-001 Annex Q.   |
| 5       | Provide Retirement Services   | This program provides pre-retirement services to customers in the geographical area.   |
| 6       | Provide Soldier Readiness Processing  | This program ensures Soldiers are processed efficiently and effectively to assure their deployability status and/or to identify issues as early as possible to the Army's information and time to help mitigate the issue(s) thereby increasing the overall readiness of the Army. |
| 7       | Provide Pre-Transition Services   | This program provides separation services for Soldiers who are separating  |
| 8       | Provide TAP services  | This program provides and ensures transitioning Soldiers are provided the minimum time of 12 months for transition preparation as established by law and policy which ensures a smooth transition and connection to post-service educational and employment opportunities.         |

|                                       | Customer Type (Receiver, Buyer) |                                |               |                  |                          |
|---------------------------------------|---------------------------------|--------------------------------|---------------|------------------|--------------------------|
| Reimbursable Category                 | Army (Same Appropriation)       | Army (Different Appropriation) | DoD, Non-Army | Non-DoD, Federal | Non-Federal Organization |
| Baseline Level of Support             | Yes                             | Yes                            | Yes           | Yes              | Yes                      |
| Above Baseline / Mission Unique Costs | Yes                             | Yes                            | Yes           | Yes              | Yes                      |

Check off Customer Type:

|                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|

| 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 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

Check off if Customer has Reimbursable Exemption:

☐

Provide Reason for Exemption:

[Insert specific IMCOM instruction / definition]

**Supplier Will:** Military Human Resources Support Services

**Receiver Will:** Use services IAW established procedures and regulations.

**References:** 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, 600-8-19, 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, IMCOM Policy 5-1-1, IPPS-A User Manual, DODI 1000.13, DODI 1341.2, and 32 CFR 161.

Check if Garrison does not provide this service:

☐

# Human Resources Management

|                           |   |
|---------------------------|---|
| <b>803</b>                | <b>Continuing Education Services</b>  |
| <b>Service Definition</b> | Manage installation adult continuing education programs (planning, assessing needs, programming, implementing, and evaluating command programs for all Continuing Education programs and services at Army, ARNG, and USAR education centers). Resource core Army Continuing Education System (ACES) programs: including 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 ACES services. Provide off duty self-development programs at high school and post-secondary levels (vocational/technical; undergraduate/graduate); with Tuition Assistance/Credentialing Assistance funding support in accordance with law, OSD and Army policy. Provide the Functional Academic Skills Training (FAST) program and resource the Multi-use learning environments with professional and source reference/learning materials for Soldier self-development. Provide Army Personnel testing (APT) to determine eligibility for specialized training in support of the personnel selection and classification process. APT includes Defense Language Aptitude Battery, (DLAB); Defense Language Proficiency Test, (DLPT); and the Oral Proficiency Interview (OPI) for formal validation of Soldiers' language readiness; Selection Instrument For Flight Training (SIFT); and the Armed Forces Classification Test (AFCT) to assist with Soldier reclassification and force shaping.<br><a href="https://www.asafm.army.mil/dfas.aspx?doc=37-100">https://www.asafm.army.mil/dfas.aspx?doc=37-100</a> DFAS-IN Manual 37-100; pgs. 117 and 130 |
| <b>Service Outcome</b>    |   |

|                         |                     |                            |
|-------------------------|---------------------|----------------------------|
| <b>Installation POC</b> | <b>Phone Number</b> | <b>Email Address</b>       |
| Gordon Nero             | 301-619-4537        | Gordon.d.nero.civ@army.mil |

| 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.  |

|                                       | Customer Type (Receiver, Buyer) |                                |               |                  |                          |
|---------------------------------------|---------------------------------|--------------------------------|---------------|------------------|--------------------------|
| Reimbursable Category                 | Army (Same Appropriation)       | Army (Different Appropriation) | DoD, Non-Army | Non-DoD, Federal | Non-Federal Organization |
| Baseline Level of Support             | Yes                             | No                             | Yes           | Yes              | No                       |
| Above Baseline / Mission Unique Costs | No                              | No                             | No            | No               | No                       |

Check off Customer Type:

|                          |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|

| Function                       | Frequency                 | Level of Service | Unit of Measurement | Calculation | Unit Cost \$ |
|--------------------------------|---------------------------|------------------|---------------------|-------------|--------------|
| Education Counseling           | Mon-Fri Normal Duty Hours | Baseline         | N/A                 | N/A         |              |
| Post-Secondary Education       | Mon-Fri Normal Duty Hours | Baseline         | N/A                 | N/A         |              |
| Army Personnel Testing         | Tues Normal Duty Hours    | Baseline         | N/A                 | N/A         |              |
| Basic Skills Education Program | Per Class                 | Baseline         | N/A                 | N/A         |              |



## Service Specific Instructions / Definitions

**CHECK OFF IF CUSTOMER HAS REIMBURSABLE EXEMPTION:**

☐

**SUPPLIER WILL:** Provide education support services in garrison education centers, HQ level oversight and guidance. Enter into support agreement with organizations if necessary.

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

**References:** AR 621-5

Check if Garrison does not provide this service:

☐

## Mission Support

Service 900 Airfield Operations

Service 901 Mobilization Support

Service 902 Operations

Service 903 Training Land Sustainment

Service 904 Range Management

Service 905 Training Support Centers

Service 906 Mission Command Training Support Program

# Mission Support

| 900                       | Airfield Operations  |
|---------------------------|--|
| <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) (including off airfield navigational aids) and communications systems maintenance, airfield equipment, transient services, liaison with Installation Movement for the provision of airfield passenger and cargo terminals, 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.  |

| Installation POC | Phone Number | Email Address                |
|------------------|--------------|------------------------------|
| Jeffery Arjes    | 301-619-2299 | jeffery.w.arjes.civ@army.mil |

| ISR PSC | Title   | Description  |
|---------|---|--|
| 1       | Airfield Operations Management  | Provide operational and regulatory oversight to ensure a safe, secure, efficient airfield and Installation aviation environment.   |
| 2       | Flight Operations Services (Yes) Provides planning and coordination to rotary aircraft with no QAAF MDEP or ATCT. | Provide and maintain flight planning capabilities to include equipment, staff, airfield advisory services and access to air traffic related data for processing flight plans for local, national, and international air traffic systems. |

| Installation / Location | Hours                      | POCs  |
|-------------------------|----------------------------|---|
| 810 Schreider St        | 0700-1700<br>Monday-Friday | Jeff Arjes<br>Tom Yocklin<br>301-619-3111/2503<br>DSN 343-3111/2503 |

| Customer Type (Receiver, Buyer)       |                           |                                |               |                  |                          |
|---------------------------------------|---------------------------|--------------------------------|---------------|------------------|--------------------------|
| Reimbursable Category                 | Army (Same Appropriation) | Army (Different Appropriation) | DoD, Non-Army | Non-DoD, Federal | Non-Federal Organization |
| Baseline Level of Support             | No                        | No                             | No            | NA               | NA                       |
| Above Baseline / Mission Unique Costs | Yes                       | Yes                            | Yes           | NA               | NA                       |

Check off Customer Type:

|                          |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|

| 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**Check off if Customer has Reimbursable Exemption: ☐

Provide Reason for Exemption:

Any Airfield Operations Services required outside of published airfield hours or above baseline services are reimbursable by requesting unit.

**SUPPLIER WILL:** 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 and flight management, RADAR, navigational aids (NAVAIDS) (including off airfield navigational aids) and communications systems maintenance, airfield equipment, transient services, liaison with Installation Movement for the provision of airfield passenger and cargo terminals, and support to assigned, tenant, and transient U.S. military aircraft and aircrew and to support other airfield mission requirements.

**RECEIVER WILL:** 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.

**NOTE:** This service is not provided by IMCOM in some CONUS and OCONUS locations.

**References:**

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 (NOT AM)), JO 7930.106 (Safety and Time Critical Changes to Notices to Airmen (NOTAM)).

Check if Garrison does not provide this service: ☐

# Mission Support

|                           |   |
|---------------------------|---|
| <b>901</b>                | <b>Mobilization Support</b>   |
| <b>Service Definition</b> | Plans, coordinates, and synchronizes installation support to all aspects of Reserve Component Mobilization and Demobilization activities at The Department of the Army designated Mobilization Force Generating Installations (MFGIs). This capability conducts regulatory planning and coordination for mobilization in peacetime and serves as the direct installation staff link for mobilization operations once the installation is activated as a mobilization station. |
| <b>Service Outcome</b>    | This capability allows the installation to be prepared for, then rapidly expand a broad array of MFGI capabilities and surge mobilization support operations to meet COCOM operational timelines during contingency conditions.   |

|                         |                     |                             |
|-------------------------|---------------------|-----------------------------|
| <b>Installation POC</b> | <b>Phone Number</b> | <b>Email Address</b>        |
| Jeffery Arjes           | 301-619-2299        | jeffery.w.arjes.civ@army.mi |

|                |              |                    |
|----------------|--------------|--------------------|
| <b>ISR PSC</b> | <b>Title</b> | <b>Description</b> |
|                |              |                    |

|                                |                            |   |
|--------------------------------|----------------------------|---|
| <b>Installation / Location</b> | <b>Hours</b>               | <b>POCs</b>   |
| 810 Schreider St               | 0700-1700<br>Monday-Friday | Jeff Arjes<br>Tom Yocklin<br>301-619-3111/2503<br>DSN 343-3111/2503 |

| Customer Type (Receiver, Buyer)       |                           |                                |               |                  |                          |
|---------------------------------------|---------------------------|--------------------------------|---------------|------------------|--------------------------|
| Reimbursable Category                 | Army (Same Appropriation) | Army (Different Appropriation) | DoD, Non-Army | Non-DoD, Federal | Non-Federal Organization |
| Baseline Level of Support             | No                        | No                             | NA            | NA               | NA                       |
| Above Baseline / Mission Unique Costs | NA                        | NA                             | NA            | NA               | NA                       |

Check off Customer Type:

|                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|

| Function   | Frequency   | Level of Service | Unit of Measurement | Calculation | Unit Cost \$ |
|--|---|------------------|---------------------|-------------|--------------|
| Mobilization Planning (Yes)<br>Provides limited coordination and planning as a non-power projection platform to small deployments. | Installation Mobilization Plan is approved (published) within 6 months of SC rotation or when mission changes | Baseline         | NA                  | NA          | NA           |





#### Service Specific Instructions / Definitions

Check off if Customer has Reimbursable Exemption:

☐

Provide Reason for Exemption:

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).

Primary MFGI definition: Designated Army Installations, Joint bases, or federally activated state operated Installations capable of providing continuous pre and post mobilization training, combat preparation, and sustainment. The MFGI has proximate Soldier readiness process (SRP) facilities to meet force generating throughput requirements.

**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 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 140-17 MOBILIZATION COMMAND AND SUPPORT RELATIONSHIPS AND REQUIREMENTS-BASED DEMOBILIZATION PROCESS, ARMY MOBILIZATION PLAN EXORD (DRAFT)

Check if Garrison does not provide this service:

☐

# Mission Support

| 902                       | 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.   |

| Installation POC | Phone Number | Email Address                |
|------------------|--------------|------------------------------|
| Jeffery W. Arjes | 301-619-2299 | jeffery.w.arjes.civ@army.mil |

| ISR PSC | Title   | Description   |
|---------|---|---|
| 1       | Plans and Exercises (Yes)   | Develop Plans & Exercises that are: supportable, executable, thorough, timely, prioritized, relevant, synchronized, complete and validated by adaptive and trained personnel.   |
| 2       | Installations Operations Center (IOC) (Yes)   | 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       | Current Operations (Yes)<br>Removed reference to MUMI, Visual Information which no longer exists. | 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), Airfield Operations (CLS 900), Mobilization and Deployment Support (CLS 901), Training Support Centers (CLS 905) in order to provide an integrated installation capability for antiterrorism and emergency management, plans and exercises, training enablers, mobilization and deployment support, and Security. |
| 4       | Program Management (Yes)  | 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}).  |

| Installation / Location | Hours                       | POCs  |
|-------------------------|-----------------------------|---|
| 810 Schreider St        | 0700-1700<br>Monday- Friday | Jeff Arjes<br>Tom Yocklin<br>301-619-3111/2503<br>DSN 343-3111/2503 |

| Customer Type (Receiver, Buyer)       |                           |                                |               |                  |                          |
|---------------------------------------|---------------------------|--------------------------------|---------------|------------------|--------------------------|
| Reimbursable Category                 | Army (Same Appropriation) | Army (Different Appropriation) | DoD, Non-Army | Non-DoD, Federal | Non-Federal Organization |
| Baseline Level of Support             | No                        | No                             | No            | NA               | NA                       |
| Above Baseline / Mission Unique Costs | Yes                       | Yes                            | Yes           | NA               | NA                       |

Check off Customer Type:

☐
☐
☐
☐
☐
☐

| 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

Check off if Customer has Reimbursable Exemption:

☐

Provide Reason for Exemption:

**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, ATP-5.0.1.

Check if Garrison does not provide this service:

☐

# Mission Support

| 903                       | Training Land Sustainment   |
|---------------------------|---|
| <b>Service Definition</b> | MDEP TATM. 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>    | <b>FORT DETRICK DOES NOT HAVE TRAINING AREAS AND THIS SERVICE IS NOT PROVIDED</b>   |

| Installation POC | Phone Number | Email Address |
|------------------|--------------|---------------|
|                  |              |               |

| ISR PSC | Title   | Description  |
|---------|---|--|
| 1       | Percentage of Land rehabilitation and Maintenance (LRAM) projects started – Previous FY.  | 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.   |
| 2       | Timeframe since latest training land management coordination session – Current FY.  | 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.   |
| 3       | Percentage of DAMO-TRS, Sustainable Range Program (SRP) required geospatial data layers submitted to the HQDA geospatial data repository.                     | 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 |
| 4       | Months since the current Installation Military Map (MIM) was published.   |  |
| 5       | Execute the Range and Training Land Assessment (RLTA) 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.  |
| 6       | Percentage of Sustainable Range Program (SRP) geospatial 'Baseline Requirements' met for SRP proponent data submitted to the HQDA geospatial data repository. |  |

| Installation / Location | Hours | POCs |
|-------------------------|-------|------|
|                         |       |      |

| Customer Type (Receiver, Buyer)       |                           |                                |               |                  |                          |
|---------------------------------------|---------------------------|--------------------------------|---------------|------------------|--------------------------|
| Reimbursable Category                 | Army (Same Appropriation) | Army (Different Appropriation) | DoD, Non-Army | Non-DoD, Federal | Non-Federal Organization |
| Baseline Level of Support             | Yes                       | No                             | No            | No               | No                       |
| Above Baseline / Mission Unique Costs | No                        | No                             | No            | No               | No                       |

Check off Customer Type:

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| Function   | Frequency  | Level of Service   | Unit of Measurement                                   | Calculation   | Unit Cost \$                  |
|--|--|--|---|---|-------------------------------|
| Per published regulatory requirement and local approved SOPs   | Per published regulatory requirement and local approved SOPs | Per published regulatory requirement and local approved reimbursement SOPs | Costs determined per local approved reimbursement SOP | Garrison will calculate based on local approved reimbursement SOP | Varies, inputted by garrisons |
| <b>Service Specific Instructions / Definitions</b>   |  |  |   |   |                               |
| <p>Check off if Customer has Reimbursable Exemption: <input type="checkbox"/></p> <p>Provide Reason for Exemption:</p> <p><b>SUPPLIER WILL:</b> Provide Range Ops and Training Land services in accordance with local approved policies and procedures. Establish a SC approved reimbursement SOP with services catalog outlining base line, above baseline, and mission unique services for all units (Army, Non-Army, Non-DoD, etc.), aligned and/or not aligned in the Army Range Requirement Model (ARRM), in compliance with DA EXORD 137-18 (Range Cost Model for Reimbursement For Non-Army Users), and DA EXORD 137-18 Annex A - DA model for Cost reimbursement and the provisions of AR 5-9 (Installation Agreements) and DoDI 4000.19 (Support Agreements).</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>NOTE:</b> This service is not provided by IMCOM at all garrison locations.</p> <p><b>References:</b> AR 350-52, Army training Support System, 17 January 2014; AR 350-19, The Army Sustainable Range Program, 2 June 2005; AR 385-63, Range Safety, 30 January 2012; DA Pam 385-63, Range Safety, 16 April 2014; TC 25-1, Training Land, 31 July 2020; TC 25-8, Training Ranges, 02 November 2021, DA EXORD 137-18, AR 5-9, Installation Agreements, 17 April 2018, <b>Table 2-1</b>; and DoDI 4000.19, Support Agreements, 16 December 2020.</p> <p>Check if Garrison does not provide this service: <input checked="" type="checkbox"/></p> |  |  |   |   |                               |

# Mission Support

| 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. <b>FORT DETRICK DOES NOT HAVE TRAINING AREAS AND THIS SERVICE IS NOT PROVIDED</b>   |

| Installation POC | Phone Number | Email Address |
|------------------|--------------|---------------|
|                  |              |               |

| ISR PSC | Title   | Description   |
|---------|---|---|
| 1       | Provide inclusive range service support as modeled                      | Assured access to range services.   |
| 2       | Conducts safety inspections of facilities in the Range Training Complex | Mitigate risks, monitor efficiency and performance, and enforce the range safety program. |
| 3       | Process required packets for live training events                       | Packets returned to units prior to unit conducting training.                              |
| 4       | Provide Range Complex Maintenance Operational Readiness                 | Training resources available.   |
| 5       | Provide Range Complex Scheduling  | Number of training requests in RFMSS vs number of unit training requests.                 |
| 6       | Prepare and Submit Annual work Plan Requests                            | Valid project submissions IAW local design guides and TC 25-8.                            |

| Installation / Location | Hours | POCs |
|-------------------------|-------|------|
|                         |       |      |

| Customer Type (Receiver, Buyer)       |                           |                                |               |                  |                          |
|---------------------------------------|---------------------------|--------------------------------|---------------|------------------|--------------------------|
| Reimbursable Category                 | Army (Same Appropriation) | Army (Different Appropriation) | DoD, Non-Army | Non-DoD, Federal | Non-Federal Organization |
| Baseline Level of Support             | No                        | Yes                            | Yes           | Yes              | Yes                      |
| Above Baseline / Mission Unique Costs | Yes                       | Yes                            | Yes           | Yes              | Yes                      |

Check off Customer Type:

|                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|

| Function   | Frequency  | Level of Service   | Unit of Measurement                                   | Calculation   | Unit Cost \$                  |
|--|--|--|---|---|-------------------------------|
| Per published regulatory requirement and local approved SOPs | Per published regulatory requirement and local approved SOPs | Per published regulatory requirement and local approved reimbursement SOPs | Costs determined per local approved reimbursement SOP | Garrison will calculate based on local approved reimbursement SOP | Varies, inputted by garrisons |



### Service Specific Instructions / Definitions

Check off if Customer has Reimbursable Exemption:

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Provide Reason for Exemption:

**SUPPLIER WILL:** Provide range operations services in accordance with local approved Range Ops policies and procedures. Establish a SC approved reimbursement SOP with services catalog outlining base line, above baseline, and mission unique services for all units (Army, Non-Army, Non-DoD, etc.), aligned and/or not aligned in the Army Range Requirement Model (ARRM), in compliance with DA EXORD 137-18 (Range Cost Model for Reimbursement For Non-Army Users), and DA EXORD 137-18 Annex A - DA model for Cost reimbursement and the provisions of AR 5-9 (Installation Agreements) and DoDI 4000.19 (Support Agreements).

**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:** AR 350-52, Army training Support System, 17 January 2014; AR 350-19, The Army Sustainable Range Program, 2 June 2005; AR 385-63, Range Safety, 30 January 2012; DA Pam 385-63, Range Safety, 16 April 2014; TC 25-1, Training Land, 31 July 2020; TC 25-8, Training Ranges, 02 November 2021; DA EXORD 137-18, AR 5-9, Installation Agreements, 17 April 2018, Table 2-1; and DoDI 4000.19, Support Agreements, 16 December 2020.

Check if Garrison does not provide this service:

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# Mission Support

| 905                       | Training Support Centers   |
|---------------------------|--|
| <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>    | IMCOM provides resources for 22 Active Component TSCs and 4 US Army Reserve TSCs. Operates, 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 II, Call For Fire Trainer II, and Home Station Instrumentation Training System. Supports contract operated TSCs at Hood, Benning, Bragg, JBLM, JBSA and Rucker. Provides manpower and operating funds for Medical Simulation Training Centers. FORT DETRICK DOES NOT HAVE TRAINING AREAS AND THIS SERVICE IS NOT PROVIDED |

| ISR PSC | Title  | Description  |
|---------|--|--|
| 1       | Loan, Issue, Receive, and Store TADSS.   | This SSP provides for the loan, issue, receipt, and store TADSS the warehouse. Service Definition: MDEP TAVI. Resources installation TSC operating costs within IMCOM Directorates; Training, Readiness, and Sustainment for the Training Support Centers (TSCs) that manage Training Aids Devices, Simulators and Simulations (TADSS), production and fabrication of training devices, loan and issues of TADSS, provides Instructor/Operator support for specific Virtual TADSS and other TADSS support that enables the mission commander to execute individual and collective training at ACOM installations and TRADOC schools. Note: This SSP is inextricably linked to the training, familiarization and certification SSP. Includes limited familiarization training and certification but excludes DA specific virtual TADSS.   |
| 2       | Provide and/or Train Instructors/Operators (I/Os) and Operators for DA Specified Virtual TADSS | This SSP provides Instructors/Operators (I/Os) and Operators for DA specified virtual TADSS. Service Definition: MDEP TAVI. Resources installation TSC operating costs within IMCOM Directorates; Training, Readiness, and Sustainment for the Training Support Centers (TSCs) that manage Training Aids Devices, Simulators and Simulations (TADSS), production and fabrication of training devices, loan and issues of TADSS, provides Instructor/Operator support for specific Virtual TADSS and other TADSS support that enables the mission commander to execute individual and collective training at ACOM installations and TRADOC schools.   |
| 3       | 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. Service Definition: MDEP TAVI. Resources installation TSC operating costs within IMCOM Directorates; Training, Readiness, and Sustainment for the Training Support Centers (TSCs) that manage Training Aids Devices, Simulators and Simulations (TADSS), production and fabrication of training devices, loan and issues of TADSS, provides Instructor/Operator support for specific Virtual TADSS and other TADSS support that enables the mission commander to execute individual and collective training at ACOM installations and TRADOC schools. Note: 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. This will be a straight Operational Readiness (OR) rate measured service. |
| 4       | 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). Service Definition: MDEP TAVI. Resources installation TSC operating costs within IMCOM Directorates; Training, Readiness, and Sustainment for the Training Support Centers (TSCs) that manage Training Aids Devices, Simulators and Simulations (TADSS), production and fabrication of training devices, loan and issues of TADSS, provides Instructor/Operator support for specific Virtual TADSS and other TADSS support that enables the mission Commander to execute individual and collective training at ACOM installations and TRADOC schools.   |
| 5       | Army wide-Design, Fabricate, Package and Ship Training Devices.                                | This SSP provides initial consultation, design, fabrication, packaging, and distribution of Army wide training devices (i.e. Training Device Fabrication Request (TDFR)). Note: Only applies to the following IMCOM installations: Fort Jackson, Fort Gordon, Fort Benning, and Fort Knox. All other IMCOM installations should report NA for this SSP. Service Definition: MDEP TAVI & MDEP TSPU. Resources installation TSC operating costs within IMCOM Directorates; Training, Readiness, and Sustainment for the Training Support Centers (TSCs) that manage Training Aids Devices, Simulators, and Simulations (TADSS), production and fabrication of training devices, loan and issues of TADSS, provides Instructor/Operator support for specific Virtual TADSS and  |





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|---|--|--|
|   |  | other TADSS support that enables the mission commander to execute individual and collective training at ACOM installations and TRADOC schools.   |
| 6 | 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. Service Definition: MDEP TAVI. Resources installation TSC operating costs within IMCOM Directorates; Training, Readiness, and Sustainment for the Training Support Centers (TSCs) that manage Training Aids Devices, Simulators and Simulations (TADSS), production and fabrication of training devices, loan and issues of TADSS, provides Instructor/Operator support for specific Virtual TADSS and other TADSS support that enables the mission commander to execute individual and collective training at ACOM installations and TRADOC schools. Note: This service covers total GTAs on the request(s) and not just the numbers of each request to standardize / clarify this data. Data will include any printed GTAs provided by the TSC. |
| 7 | 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 |
|-------------------------|-------|------|
|                         |       |      |

| Customer Type (Receiver, Buyer)       |                           |                                |               |                  |                          |
|---------------------------------------|---------------------------|--------------------------------|---------------|------------------|--------------------------|
| Reimbursable Category                 | Army (Same Appropriation) | Army (Different Appropriation) | DoD, Non-Army | Non-DoD, Federal | Non-Federal Organization |
| Baseline Level of Support             | Yes                       | Yes                            | No            | No               | No                       |
| Above Baseline / Mission Unique Costs | No                        | No                             | No            | No               | No                       |

Check off Customer Type:

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| 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        | Baseline         | 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  |           |                  |                     |             |              |

|   |
|---|
| <p><b>Service Specific Instructions / Definitions</b></p> <p>Check off if Customer has Reimbursable Exemption: <input type="checkbox"/></p> <p>Provide Reason for Exemption:</p> <p><b>SUPPLIER WILL:</b></p> <ul style="list-style-type: none"> <li>• IMCOM provides resources for 22 Active Component TSCs and 4 US Army Reserve TSCs</li> <li>• Operates, 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 II, Call For Fire Trainer II, and Home Station Instrumentation Training System</li> <li>• Supports contract operated TSCs at Hood, Benning, Bragg, JBLM, JBSA and Rucker.</li> <li>• Provides manpower and operating funds for Medical Simulation Training Centers.</li> </ul> <p><b>RECEIVER WILL:</b> N/A</p> <p><b>References:</b></p> <ul style="list-style-type: none"> <li>• Army Regulation 350-38 Policies and Management for Training Aids, Devices, Simulators, and Simulations</li> <li>• Army Regulation 350-52 Army Training Support System</li> <li>• Approved US Army Manpower Analysis Agency (USAMAA) Manpower Requirements Model</li> </ul> <p><b>SSP A: Loan, Issue, Receive, and Store TADSS.</b></p> |
|---|



This SSP provides for the loan, issue, receipt, and store TADSS the warehouse. Service Definition: MDEP TAVI. Resources installation TSC operating costs within IMCOM Regions, USAREUR, USARPAC, USAR and NGB for the Training Support Centers (TSCs) that manage Training Aids Devices, Simulators, and Simulations (TADSS), production and fabrication of training devices, loan, and issues of TADSS, provides Instructor/Operator support for specific Virtual TADSS and other TADSS support that enables the mission commander to execute individual and collective training at ACOM installations and TRADOC schools. Note: This SSP is inextricably linked to the training, familiarization and certification SSP. Includes limited familiarization training and certification but excludes DA specific virtual TADSS.

**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. Service Definition: MDEP TAVI. Resources installation TSC operating costs within IMCOM Regions, USAREUR, USARPAC, USAR and NGB for the Training Support Centers (TSCs) that manage Training Aids Devices, Simulators, and Simulations (TADSS), production and fabrication of training devices, loan, and issues of TADSS, provides Instructor/Operator support for specific Virtual TADSS and other TADSS support that enables the mission commander to execute individual and collective training at ACOM installations and TRADOC schools.

**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. Service Definition: MDEP TAVI. Resources installation TSC operating costs within IMCOM Regions, USAREUR, USARPAC, USAR and NGB for the Training Support Centers (TSCs) that manage Training Aids Devices, Simulators, and Simulations (TADSS), production and fabrication of training devices, loan, and issues of TADSS, provides Instructor/Operator support for specific Virtual TADSS and other TADSS support that enables the mission commander to execute individual and collective training at ACOM installations and TRADOC schools. Note: 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. This will be a straight Operational Readiness (OR) rate measured service.

**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). Service Definition: MDEP TAVI. Resources installation TSC operating costs within IMCOM Regions, USAREUR, USARPAC, USAR and NGB for the Training Support Centers (TSCs) that manage Training Aids Devices, Simulators, and Simulations (TADSS), production and fabrication of training devices, loan, and issues of TADSS, provides Instructor/Operator support for specific Virtual TADSS and other TADSS support that enables the mission commander to execute individual and collective training at ACOM installations and TRADOC schools.

**Army wide-Design, Fabricate, Package and Ship Training Devices.**

This SSP provides initial consultation, design, fabrication, packaging, and distribution of Army wide training devices (i.e. Training Device Fabrication Request (TDFR)). Note: Only applies to the following IMCOM installations: Fort Jackson, Fort Gordon, Fort Benning, and Fort Knox. All other IMCOM installations should report NA for this SSP. Service Definition: MDEP TAVI & MDEP TSPU. Resources installation TSC operating costs within IMCOM Regions, USAREUR, USARPAC, USAR and NGB for the Training Support Centers (TSCs) that manage Training Aids Devices, Simulators, and Simulations (TADSS), production and fabrication of training devices, loan, and issues of TADSS, provides Instructor/Operator support for specific Virtual TADSS and other TADSS support that enables the mission commander to execute individual and collective training at ACOM installations and TRADOC schools.

**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. Service Definition: MDEP TAVI. Resources installation TSC operating costs within IMCOM Regions, USAREUR, USARPAC, USAR and NGB for the Training Support Centers (TSCs) that manage Training Aids Devices, Simulators, and Simulations (TADSS), production and fabrication of training devices, loan, and issues of TADSS, provides Instructor/Operator support for specific Virtual TADSS and other TADSS support that enables the mission commander to execute individual and collective training at ACOM installations and TRADOC schools. Note: This service covers total GTAs on the request(s) and not just the numbers of each request to standardize / clarify this data. Data will include any printed GTAs provided by the TSC.

**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 validation. -- Produce and interpret plans and schematics. - - Procure, store and manage raw materials. - Package (manufacture crates) and shipment IAW distribution plan Materials that may be used in the fabrication of training devices include: -Wood -Plastics - Metal -Textiles -Paint -Electronic/Electric Parts. Provide preventative maintenance of the devices fabricated. Provide preventative maintenance of the fabrication equipment. Provide life cycle replacement and upgrades of fabrication equipment. Provide maintenance of facilities/industrial equipment to meet safety requirements. Overhead of this SSP includes proficiency certification training for artisans including: -- meeting OSHA requirements -- new equipment training/vendor certification -- TDY for equipment training This SSP does not include fabrication of training devices in TRADOC PAM 350-9.

Check if Garrison does not provide this service:

X

# Mission Support

| 906                       | Mission Command Training Support Program  |
|---------------------------|---|
| <b>Service Definition</b> | Provides Mission Command training for the Mission Training Complexes (MTC) and TRADOC Battle Simulation Centers (BSC) by providing personnel and day to day training operations capabilities in support of Army training strategies. Additionally, resources Mission Command Capabilities, Development, and integration efforts of the National Simulation Center (NSC), including support to Gaming and LVC integration. Mission Training Complex (MTC): 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 Gaming enablers as outlined in the Combined Arms Training Strategy. BSC: Provides TRADOC CoEs and Schools with the capability to train and educate Soldiers within complex Operational Environment (OE) scenarios to acquire mission command skills, to include SIM/STIM operators to turn on and operate the constructive simulation systems provided. NSC: Resources Capability Development to determine and document requirements (including LVC integrated training capability). Validates and accredits materiel solutions to provide simulation/stimulation tools in support of institutional and operational training. |
| <b>Service Outcome</b>    | Provide: 2 Hubs (Bragg/Hood), 2 Stand Alones (JBLM/JBSA), 7 Spokes (Campbell/Drum/Stewart/Bliss/Carson/Riley/Sill)<br>Provide integrated collective virtual, constructive, and gaming training and exercises.<br>Provide mission command training at the individual operator level.<br>Plan, coordinate, and maintain training and exercise communication and network systems.<br>Provide support to spoke and deployed or remote sites. <b>THIS SERVICE IS NOT PROVIDED BY FORT DETRICK</b>  |

| Installation POC | Phone Number | Email Address |
|------------------|--------------|---------------|
|                  |              |               |

| ISR PSC | Title   | Description   |
|---------|---|---|
| 1       | 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       | 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.   |
| 3       | Provide Support to Spoke and Deployed or Remote Sites.  | This SSP provides mobile training teams, exercise support, network solutions, and distributed training to support Spokes and deployed or remote sites IAW Mission Command Training Strategy Implementation Plan, Hub and Spoke strategy and Home Station Master Plan. |
| 4       | Plan, Coordinate, and Maintain Training and Exercise Communications and Network Systems.        | This SSP supports the communications infrastructure required for mission command training and provides connectivity with other internal and external systems in controlled networks.  |
| 5       | Provide Planning, Coordination and Synchronization of Information Assurance Workforce Training. | This SSP develops a DoD IA workforce with a common understanding of the concepts, principles and application of IA for each category, specialty, level and function to enhance protection and availability of DoD information, information systems and networks.      |
| 6       | Provide Operational Security.   | This SSP ensures physical security for all facilities and operations doing classified and unclassified operations.  |

| Installation / Location | Hours | POCs |
|-------------------------|-------|------|
|                         |       |      |

| Customer Type (Receiver, Buyer)       |                           |                                |               |                  |                          |
|---------------------------------------|---------------------------|--------------------------------|---------------|------------------|--------------------------|
| Reimbursable Category                 | Army (Same Appropriation) | Army (Different Appropriation) | DoD, Non-Army | Non-DoD, Federal | Non-Federal Organization |
| Baseline Level of Support             | No                        | No                             | NA            | NA               | No                       |
| Above Baseline / Mission Unique Costs | NA                        | NA                             | NA            | NA               | NA                       |

Check off Customer Type:

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| Function | Frequency | Level of Service | Unit of Measurement | Calculation | Unit Cost \$ |
|----------|-----------|------------------|---------------------|-------------|--------------|
|----------|-----------|------------------|---------------------|-------------|--------------|



|   |           |          |    |    |    |
|---|-----------|----------|----|----|----|
| Provide Integrated Collective Mission Command Staff Training and Exercises.(Yes)              | Qtr       | Baseline | NA | NA | NA |
| Plan, Coordinate, and Maintain Training and Exercise Communications and Network Systems.(Yes) | As needed | Baseline | NA | NA | NA |
| Provide Operational Security.(Yes)  | As needed | Baseline | NA | NA | NA |

#### Service Specific Instructions / Definitions

Check off if Customer has Reimbursable Exemption:

☐

Provide Reason for Exemption:

#### **SUPPLIER WILL:**

- Provide: 2 Hubs (Bragg/Hood), 2 Stand Alones (JBLM/JBSA), 7 Spokes (Campbell/Drum/Stewart/Bliss/Carson/Riley/Sill)
- 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.
- Provide support to spoke and deployed or remote sites.

**RECEIVER WILL:** N/A

#### **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 8500.2, Information Assurance Certification and Accreditation Process (DIACAP).
- AR 25-2 Information Management-Information Assurance. Command, Control, Communications, Computers, and Information Management (C4IM) Services List.

#### **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.

#### **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.

#### **Provide Support to Spoke and Deployed or Remote Sites.**

Provide provides mobile training teams, exercise support, network solutions, and distributed training to support Spokes and deployed or remote sites IAW Mission Command Training Strategy Implementation Plan, Hub and Spoke strategy and Home Station Master Plan. Provide oversight of contract support resources by providing train the trainer assistance for new simulation equipment training, software version releases, Doctrine, Tactics and Techniques changes, and contract instructor certification. Provide technical subject matter expertise to support LVC-ITE, training infrastructure, configuration management, equipment maintenance, reconfigurable tactical operations, and classrooms and work cells.

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

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.

**Provide Planning, Coordination and Synchronization of Information Assurance Workforce Training.**

This SSP develops a DoD IA workforce with a common understanding of the concepts, principles, and application of IA 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 IA skills among personnel performing IA functions across the DoD enterprise. Implement a formal IA workforce skill development and sustainment process, comprised of resident courses, distributive training, supervised on the job training (OJT), exercises and certification/recertification. Verify IA 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.

**Provide Operational Security.**

This SSP ensures physical security for all facilities and operations doing 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).

Check if Garrison does not provide this service:

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## Infrastructure Support

Service 400 Facilities Engineering Services Management  
Service 401 Fire & Emergency Response Services  
Service 402 Custodial Services  
Service 403 Solid Waste Management  
Service 404 Maintenance Grounds  
Service 405 Master Planning  
Service 406 Real Property/Real Property Administration  
Service 407 Leases  
Service 408 Snow, Ice & Sand Removal  
Service 409 Minor Construction  
Service 411 Facility Maintenance – Training & Operations  
Service 414 Facilities Maintenance – Army Family Housing  
Service 420 Maintenance – Surfaced & Unsurfaced Areas  
Service 421 Maintenance – Railroad  
Service 422 Real Property Demolition  
Service 424 Army Cemeteries  
Service 425 Installation Geospatial Information & Services



# Infrastructure Support

| 400                       | Facilities Engineering Services Management  |
|---------------------------|---|
| <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..   |

| Installation POC | Phone Number | Email Address                 |
|------------------|--------------|-------------------------------|
| Dawn Federline   | 301-619-2442 | Dawn.a.federline.civ@army.mil |

| ISR PSC | Title                                      | Description  |
|---------|--|--|
| 1       | 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       | 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.   |
| 3       | Provide Facility Engineer Services         | Info Only  |

| Installation / Location          | Hours | POCs   |
|----------------------------------|-------|--|
| Fort Detrick / 201 Beasley Drive | 24/7  | 301-619-4357<br>usarmy.detrack.usag.mbx.dpw-detrack-trouble-desk@mail.mil - Fort Detrick<br>usarmy.detrack.usag.mbx.dpw-fg-trouble-desk@mail.mil – Forest Glen |

| Customer Type (Receiver, Buyer)       |                           |                                |               |                  |                          |
|---------------------------------------|---------------------------|--------------------------------|---------------|------------------|--------------------------|
| Reimbursable Category                 | Army (Same Appropriation) | Army (Different Appropriation) | DoD, Non-Army | Non-DoD, Federal | Non-Federal Organization |
| Baseline Level of Support             | No                        | No                             | Yes           | Yes              | Yes                      |
| Above Baseline / Mission Unique Costs | Yes                       | Yes                            | Yes           | Yes              | Yes                      |

Check off Customer Type:

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| Function   | Frequency | Level of Service          | Unit of Measurement  | Calculation   | Unit Cost \$         |
|--|-----------|---------------------------|--|---|----------------------|
| Provide Facility Engineer Support Services<br>(Baseline)       | Annual    | According to OPORD 18-011 | Costs determined per contract terms or In-house labor cost at garrison | 12% for projects <\$100K<br>10% for Projects >\$100K                    | Inputted by garrison |
| Provide Facility Engineer Support Services<br>(Above Baseline) | Annual    | According to OPORD 18-011 | Costs determined per contract terms or In-house labor cost at garrison | 12% for projects <\$100K<br>10% for Projects >\$100K                    | Inputted by garrison |
| Execute the Annual Work plan<br>(Baseline)                     | Annual    | According to OPORD 13-171 | 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<br>(Above Baseline)               | Annual    | According to OPORD 13-171 | Determined by contract at each garrison                                | Based on either the garrison's and/or tenant organizations requirements | Inputted by garrison |





## Service Specific Instructions / Definitions

Check off if Customer has Reimbursable Exemption:

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Provide Reason for Exemption:

**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; 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 420-72, Transportation Infrastructure and Dams, 1 May 2000, Chapter 5; Federal Emergency Management Agency Guidelines on Dam Safety, June 1979. NOTE: OCONUS installations should call inspections required by a foreign government 'Special Inspections.' This would also apply to dams and other such facilities.

Check if Garrison does not provide this service:

☐



# Infrastructure Support

| 401                       | Fire and Emergency Response Services   |
|---------------------------|--|
| <b>Service Definition</b> | Develop and implement installation fire protection policies and programs. Inspect for hazards and level of compliance with fire protection and prevention plans. Train installation personnel in fire prevention techniques. Provide emergency response to, and control of, fires. Provide response appropriate for level of training and equipment, to emergencies involving structures, aircraft, transportation equipment, hazardous materials, personal injury [medical assistance], natural and man-made disasters [including acts of terrorism], wildland fires, and specialized rescue involving confined space, high angle, and water. Does not include fire trucks. |
| <b>Service Outcome</b>    | Provide the most comprehensive, innovative, and responsive Fire and Emergency Services support possible.   |

| Installation POC | Phone Number | Email Address               |
|------------------|--------------|-----------------------------|
| Jeremy Rebok     | 301-619-9928 | Jeremy.s.rebok.civ@army.mil |

| ISR PSC | Title   | Description  |
|---------|---|--|
| 1       | Community Risk Management Program                         | Deliver minimum required Fire & Emergency Services effectively and safely mitigate emergencies and effect life and property saving measures as prescribed by National Consensus Standards, Army regulations, Army Fire & Emergency Services Scope of Services and Army Service Delivery Performance Standards. Risk management refers to a systematic effort to identify, evaluate, and control risk to reduce both the probability that something might go wrong and the adverse effects (magnitude) if something does go wrong. Community risk management directly aligns with the five mission areas (Prevention, Protection, Mitigation, Response, and Recovery) of the National Planning Frameworks. By adhering to and aligning efforts under these five pillars, F&ES programs will provide direct support to Army readiness and mission assurance. |
| 2       | Provide Fire Prevention Services                          | Identify corrective actions required to mitigate risk on the Installation and the number of these actions approved by the Senior Commander ensuring preparedness to deliver Fire & Emergency Services (F&ES) to mitigate fire conditions and effect life and property saving measures as prescribed by DoDI 6055.06, AR 420-1, and AHJ Policy Memorandums.   |
| 3       | Provide All Hazard Structural Fire and Emergency Response | 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       | Provide Fire and Emergency Special Operations 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       | 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.  |
| 5       | 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.  |
| 6       | Rescue and Basic Life Support                             | Info Only  |
| 7       | Provide Emergency Dispatch Services                       | Info Only  |

| Installation / Location         | Hours          | POCs   |
|---------------------------------|----------------|--|
| USAG Fort Detrick & Forest Glen | 24 hours a day | Jeremy Rebok; Deputy Fire Chief<br>Michael Custer; Assistant Chief of Prevention |



| Customer Type (Receiver, Buyer)       |                           |                                |                         |                  |                          |
|---------------------------------------|---------------------------|--------------------------------|-------------------------|------------------|--------------------------|
| Reimbursable Category                 | Army (Same Appropriation) | Army (Different Appropriation) | DoD, Non-Army           | Non-DoD, Federal | Non-Federal Organization |
| Baseline Level of Support             | No                        | Normally No. See Note 1        | Normally No. See Note 1 | Yes. See Note 2  | No                       |
| Above Baseline / Mission Unique Costs | Yes                       | Yes                            | Yes                     | Yes              | Yes                      |

Check off Customer Type:

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| 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        | N/A         | N/A              | N/A                 | N/A               | N/A           |
| Response to all-hazard emergencies | As required |                  | Hour                | Per hour x * Rate | * Actual Cost |
| Emergency ARFF Response            | N/A         | N/A              | N/A                 | N/A               | N/A           |

#### 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**

Check off if Customer has Reimbursable Exemption:

☐

Provide Reason for Exemption:

#### 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:** DoDI 6055.06, AR 420-1 Army Facilities Management, 12 February 2008, DA PAM 525-27, Codes of Federal Regulations, and NFPA Codes and Standards.

Check if Garrison does not provide this service:

☐

# Infrastructure Support

|                           |   |
|---------------------------|---|
| <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.   |

|                         |                     |                            |
|-------------------------|---------------------|----------------------------|
| <b>Installation POC</b> | <b>Phone Number</b> | <b>Email Address</b>       |
| Nathan May              | 301-619-2426        | nathan.w.may4.civ@army.mil |

| ISR PSC | Title  | Description   |
|---------|--|---|
| 1       | Provide Cleaning Services at Child Development Centers (CDC)                 | This program provides basic cleaning to installation facilities IAW the Enterprise Municipal Custodial Services Performance Standards in the Performance Work Statement           |
| 2       | Provide Cleaning Services at other Child Youth School Service Centers (CYSS) | 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       | Provide Cleaning Services at Physical Fitness Centers (PFC)                  | This program provides Fitness Center cleaning to installation facilities IAW the Enterprise Municipal Custodial Services Performance Standards in the Performance Work Statement. |
| 4       | Provide Cleaning Services at other Authorized Facilities (OAF)               | This program provides basic cleaning to installation facilities IAW the Enterprise Municipal Custodial Services Performance Standards in the Performance Work Statement           |

|                                  |              |  |
|----------------------------------|--------------|--|
| <b>Installation / Location</b>   | <b>Hours</b> | <b>POCs</b>  |
| Fort Detrick / 201 Beasley Drive | 24/7         | 301-619-4357<br>usarmy.detrack.usag.mbx.dpw-detrack-trouble-desk@mail.mil - Fort Detrick<br>usarmy.detrack.usag.mbx.dpw-fg-trouble-desk@mail.mil – Forest Glen |

| Customer Type (Receiver, Buyer)       |                           |                                |               |                  |                          |
|---------------------------------------|---------------------------|--------------------------------|---------------|------------------|--------------------------|
| Reimbursable Category                 | Army (Same Appropriation) | Army (Different Appropriation) | DoD, Non-Army | Non-DoD, Federal | Non-Federal Organization |
| Baseline Level of Support             | No                        | Yes                            | Yes           | Yes              | Yes                      |
| Above Baseline / Mission Unique Costs | Yes                       | Yes                            | Yes           | Yes              | Yes                      |

Check off Customer Type:

|                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|

| 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 OPORD 18-011                      | According to OPORD 18-011        | 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)<br>Garrison fills this section out | Garrison will calculate based on local rate and established contract rates. | Inputted by garrison                               |



### Service Specific Instructions / Definitions

**NOTES:**

Facility Category Codes To Be Excluded From These Custodial Services: 141xx, 17xxx, 722xx, 724xx, And 721xx (Except 72112, WTU UPH) Facilities.

2. Custodial Services for Facilities In The Frequency Chart are not provided to Facilities assigned to Military Units Below The Brigade Level.

3. Garrison Commanders Have The Discretion To Alter These Standards To A Higher Level When Supported As Reimbursable.

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.

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.

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.

Check off if Customer has Reimbursable Exemption:

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Provide Reason for Exemption:

**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, Installation Agreements, 17 April 2018; AR 5-18, Army Stationing and Installation Plan, 5 August 2022; AR 608-10, Child Development Services, 11 May 2017; DA PAM 420-1-1, Housing Management, 2 April 2009; TM 5-608, Contracting for Custodial Services at Army Facilities other than Medical and Industrial Facilities, 1 April, 1978.

Check if Garrison does not provide this service:

☐

# Infrastructure Support

| 403                       | Solid Waste Management  |
|---------------------------|---|
| <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.   |

| Installation POC | Phone Number | Email Address               |
|------------------|--------------|-----------------------------|
| Joseph Gortva    | 301-619-3196 | Joseph.j.gortva.civ@army.mi |

| ISR PSC | Title  | Description  |
|---------|--|--|
| 1       | 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.   |
| 2       | 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.  |
| 3       | 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 |

| Installation / Location          | Hours | POCs   |
|----------------------------------|-------|--|
| Fort Detrick / 201 Beasley Drive | 24/7  | 301-619-4357<br>usarmy.detrick.usag.mbx.dpw-detrick-trouble-desk@mail.mil - Fort Detrick<br>usarmy.detrick.usag.mbx.dpw-fg-trouble-desk@mail.mil – Forest Glen |

| Customer Type (Receiver, Buyer)       |                           |                                |               |                  |                          |
|---------------------------------------|---------------------------|--------------------------------|---------------|------------------|--------------------------|
| Reimbursable Category                 | Army (Same Appropriation) | Army (Different Appropriation) | DoD, Non-Army | Non-DoD, Federal | Non-Federal Organization |
| Baseline Level of Support             | No                        | Yes                            | Yes           | No               | Yes                      |
| Above Baseline / Mission Unique Costs | Yes                       | Yes                            | Yes           | Yes              | Yes                      |

Check off Customer Type:

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| Function   | Frequency  | Level of Service                | Unit of Measurement                          | Calculation  | Unit Cost \$         |
|--|--|---------------------------------|--|--|----------------------|
| Manage and Plan Refuse Removal                         | Daily/weekly / quarterly<br>Annually / IAW<br>OPORD 18-011 | 3 Annual Inspections (Baseline) | OPORD 18-011 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 OPORD 18-011              | 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   | According to OPOD 18-011        | 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<br>Annually / IAW OPOD 18-011 | 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

Check off if Customer has Reimbursable Exemption:

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Provide Reason for Exemption:

**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 tipplers (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, Army Facilities Management, 12 Feb 2008, (chapter 23); TM 5-634; Annex E of OPOD 18-011, Section 4; and Solid Waste Annual Report System (SWARWeb)

Check if Garrison does not provide this service:

☐

# Infrastructure Support

|                           |  |
|---------------------------|--|
| <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.   |

| Installation POC | Phone Number | Email Address                |
|------------------|--------------|------------------------------|
| Eric Cameron     | 301-619-2234 | Eric.j.cameron6.civ@army.mil |

| ISR PSC | Title  | Description  |
|---------|--|--|
| 1       | 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       | 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       | 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. |
| 4       | Provide airfield grounds maintenance   | This program provides maintenance of airfield grounds IAW Enterprise Ground Maintenance Services Performance Standards.  |
| 5       | Provide Army Family Housing grounds maintenance in the common areas of the non-privatized housing that requires an intensive level of maintenance.           | This program provides for maintenance of non-privatized Army Family Housing common grounds IAW Enterprise Ground Maintenance Services Performance Standards.   |

| Installation / Location          | Hours | POCs   |
|----------------------------------|-------|--|
| Fort Detrick / 201 Beasley Drive | 24/7  | 301-619-4357<br>usarmy.detrick.usag.mbx.dpw-detrick-trouble-desk@mail.mil - Fort Detrick<br>usarmy.detrick.usag.mbx.dpw-fg-trouble-desk@mail.mil – Forest Glen |

| Customer Type (Receiver, Buyer)       |                           |                                |               |                  |                          |
|---------------------------------------|---------------------------|--------------------------------|---------------|------------------|--------------------------|
| Reimbursable Category                 | Army (Same Appropriation) | Army (Different Appropriation) | DoD, Non-Army | Non-DoD, Federal | Non-Federal Organization |
| Baseline Level of Support             | No                        | Yes                            | Yes           | Yes              | Yes                      |
| Above Baseline / Mission Unique Costs | Yes                       | Yes                            | Yes           | Yes              | Yes                      |

Check off Customer Type:

|                          |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|

| 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 to OPOD 18-011 | According to OPOD 18-011 and Garrison Commander's directives. | a = Number of acres of Improved grounds maintained and amount of materials used on each work order<br><br>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 | 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 |
| litter/debris removal, prep of area, trimming& clean up.   |                          |                                  |  |               |                             |
| 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                          |

#### Service Specific Instructions / Definitions

Check off if Customer has Reimbursable Exemption:

☐

Provide Reason for Exemption:

**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, 12 February 2008.

**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.

Check if Garrison does not provide this service:

☐



# Infrastructure Support

| 405                       | Master Planning  |
|---------------------------|--|
| <b>Service Definition</b> | Establish and maintain the installation master plan documentation in accordance with UFC 2-100-01, Installation Master Planning. Integrate and analyze the installation plan for managing and developing the installation's stated real property and facility requirements. Includes all reporting, briefings, etc., performed in association with Real Property Master Plan development. Ensure liaison with the local community. Ensure that an environmental documentation of the master plan is established and maintained. Ensure climate risk and threat are assessed and mitigation strategies are included with all planning and is synchronized with all disciplines to include collaboration with local, regional, and state entities if applicable. Establish the use of supporting automated master planning tools, including GIS. |
| <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.   |

| Installation POC | Phone Number | Email Address                |
|------------------|--------------|------------------------------|
| Trent Darling    | 571-644-2159 | Trent.r.darling.civ@army.mil |

| ISR PSC | Title   | Description  |
|---------|---|--|
| 1       | Develop and Maintain a Real property Master Plan (RPMP) | A RPMP portrays a garrison commander's plan for orderly management and development of installation real property assets, including land, facilities, and infrastructure, and documents the real property master planning process. A RPMP integrates all plans affecting or using real property into a comprehensive guidance document. It incorporates concepts and information from many programs and sources to ensure that adequate real property support is provided to meet all assigned or projected missions for the installation. Approval by the Real Property Planning Board of Real Property Master Plan components.                  |
| 2       | 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. |
| 3       | Conduct the real Property Planning Board (RPPB)         | Conduct RPPB and ensure master planning efforts are approved IAW 210-20 and other applicable guidance.   |
| 4       | Administer Site Approval Program                        |  |

| Installation / Location          | Hours | POCs   |
|----------------------------------|-------|--|
| Fort Detrick / 201 Beasley Drive | 24/7  | 301-619-4357<br>usarmy.detrack.usag.mbx.dpw-detrack-trouble-desk@mail.mil - Fort Detrick<br>usarmy.detrack.usag.mbx.dpw-fg-trouble-desk@mail.mil - Forest Glen |

| Customer Type (Receiver, Buyer)       |                           |                                |               |                  |                          |
|---------------------------------------|---------------------------|--------------------------------|---------------|------------------|--------------------------|
| Reimbursable Category                 | Army (Same Appropriation) | Army (Different Appropriation) | DoD, Non-Army | Non-DoD, Federal | Non-Federal Organization |
| Baseline Level of Support             | No                        | No                             | No            | No               | No                       |
| Above Baseline / Mission Unique Costs | Yes                       | Yes                            | Yes           | Yes              | Yes                      |

Check off Customer Type:

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| Function  | Frequency | Level of Service | Unit of Measurement    | Calculation                     | Unit Cost \$         |
|---|-----------|------------------|------------------------|---------------------------------|----------------------|
| Develop and Maintain Real Property Master Plan              | 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<br><br>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

Check off if Customer has Reimbursable Exemption:

☐

Provide Reason for Exemption:

#### **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 and UFC 2-100-01.. 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, Real Property Master Planning for Army Installations, 16 May 2005, AR 415-16, Army Facilities Components System, 5 January 2018, and AR 420-1, Army facilities Management, 12 February 2008.

Check if Garrison does not provide this service:

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# Infrastructure Support

| 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>    |  |

| Installation POC | Phone Number | Email Address                |
|------------------|--------------|------------------------------|
| Trent Darling    | 571-644-2159 | Trent.r.darling.civ@army.mil |

| ISR PSC | Title  | Description  |
|---------|--|--|
| 1       | Real Property Management                                   | N/A  |
| 2       | 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.   |
| 3       | Real Estate Agreements                                     |  |
| 4       | 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       | 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.                                      |
| 6       | 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   |
|----------------------------------|-------|--|
| Fort Detrick / 201 Beasley Drive | 24/7  | 301-619-4357<br>usarmy.detrick.usag.mbx.dpw-detrick-trouble-desk@mail.mil - Fort Detrick<br>usarmy.detrick.usag.mbx.dpw-fg-trouble-desk@mail.mil – Forest Glen |

|                                       | Customer Type (Receiver, Buyer) |                                |               |                  |                          |
|---------------------------------------|---------------------------------|--------------------------------|---------------|------------------|--------------------------|
| Reimbursable Category                 | Army (Same Appropriation)       | Army (Different Appropriation) | DoD, Non-Army | Non-DoD, Federal | Non-Federal Organization |
| Baseline Level of Support             | No                              | Yes                            | Yes           | Yes              | Yes                      |
| Above Baseline / Mission Unique Costs | Yes                             | Yes                            | Yes           | Yes              | Yes                      |

Check off Customer Type:

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| Function           | Frequency | Level of Service | Unit of Measurement  | Calculation             | Unit Cost \$         |
|--------------------|-----------|------------------|--|-------------------------|----------------------|
| Real Estate Leases | Quarterly | Baseline         | Leases managed<br><br>a = Number of Real Estate Agreements (including Host Tenant Agreements).<br>Annual<br>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.<br>b = Number of real property assets (other than historical). | Based on either the garrison's or tenant organizations requirements  | Inputted by garrison |
| 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.

Check off if Customer has Reimbursable Exemption:

☐

Provide Reason for Exemption:

**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, Real Property Inventory Management, 1 November 2004, AR 405-70, Utilization of Real Property, 12 May 2006, DA PAM 405-45, Real Property Inventory Management, 15 September 2020, EO 12411; EO 13327; PL 101-576; 50 USC 401; 10 USC 2721

Check if Garrison does not provide this service:

☐

# Infrastructure Support

|                           |  |
|---------------------------|--|
| <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  |

| Installation POC | Phone Number | Email Address                |
|------------------|--------------|------------------------------|
| Trent Darling    | 571-644-2159 | Trent.r.darling.civ@army.mil |

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

| Installation / Location          | Hours | POCs   |
|----------------------------------|-------|--|
| Fort Detrick / 201 Beasley Drive | 24/7  | 301-619-4357<br>usarmy.detrack.usag.mbx.dpw-detrack-trouble-desk@mail.mil - Fort Detrick<br>usarmy.detrack.usag.mbx.dpw-fg-trouble-desk@mail.mil – Forest Glen |

| Customer Type (Receiver, Buyer)       |                           |                                |               |                  |                          |
|---------------------------------------|---------------------------|--------------------------------|---------------|------------------|--------------------------|
| Reimbursable Category                 | Army (Same Appropriation) | Army (Different Appropriation) | DoD, Non-Army | Non-DoD, Federal | Non-Federal Organization |
| Baseline Level of Support             | No                        | Yes                            | Yes           | Yes              | Yes                      |
| Above Baseline / Mission Unique Costs | Yes                       | Yes                            | Yes           | Yes              | Yes                      |

Check off Customer Type:

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| Function  | Frequency | Level of Service | Unit of Measurement   | Calculation   | Unit Cost \$  |
|---|-----------|------------------|---|---|---|
| Coordinate lease negotiations                               | Annual    | Baseline         | Land acreages/Miles or Square Foot (SQ FT)<br>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<br><br>And<br>Inputted by garrison |
| Coordinate lease programming and execution land leases      | Annual    | Baseline         | Land acreages/Miles<br>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)<br>Garrison fills this section  | Garrison will calculate based on local rate and established contract rates. | Inputted by garrison  |



**Service Specific Instructions / Definitions**

Check off if Customer has Reimbursable Exemption:

☐

Provide Reason for Exemption:

**SUPPLIER WILL:** Pursue coordination of negotiations, programming, and execution of leases.

**RECEIVER WILL:** Accept and maintain accountability for all leases

**Data Source:** Real Estate Office; GFEBS, Housing Office / MWR. Real Property / Real Estate / GFEBS. Army Corps of Engineers ACOE – RFMIS database

**Collection Method:** 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).

**Notes:** 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

**References:** AR 420-1 Army Facilities Management, 12 February 2008, AR 405-80, Management of Title and Granting Use of Real Property. 10 October 2006, AR 405-10, Acquisition of real Property and Interest Therein, 14 May 1970.

Check if Garrison does not provide this service:

☐

# Infrastructure Support

## 408 Snow, Ice, and Sand Removal

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. **Provides for the clearing of snow** 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.

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.

| Installation POC | Phone Number | Email Address             |
|------------------|--------------|---------------------------|
| Amy Dinges       | 301-619-2305 | Amy.e.dinges.civ@army.mil |

| ISR PSC |  | Description   |
|---------|--|---|
| 3       | Clear Primary Roads and Critical Access, Sidewalks, Ports, Parking Lots and Infrastructure | Clear snow, sleet, ice and sand from primary roads, and sidewalks parking lots for critical building access, and ports.                                   |
| 6       | Clear Secondary and Tertiary Roads, Sidewalks, Ports and Parking Lots                      | Provides for the clearing of snow, sleet, ice, and sand from secondary paved surfaces (Secondary Roads, Service Roads, Parking Lots and other Sidewalks). |
| 4       | Clear Snow/Sleet/Ice/Sand/ Gravel/Seasonal Debris from Airfields                           | This program provides for the clearing of snow, sleet, ice, and sand from airfields pavements.  |
| 5       | Clear Snow/Sleet/Ice/ Sand/Gravel/Seasonal Debris from Rail Facilities                     | This program provides for the clearing of snow, sleet, ice, and sand from railroads.  |

| Installation / Location          | Hours | POCs   |
|----------------------------------|-------|--|
| Fort Detrick / 201 Beasley Drive | 24/7  | 301-619-4357<br>usarmy.detrick.usag.mbx.dpw-detrick-trouble-desk@mail.mil - Fort Detrick<br>usarmy.detrick.usag.mbx.dpw-fg-trouble-desk@mail.mil – Forest Glen |

| Customer Type (Receiver, Buyer)       |                           |                                |               |                  |                          |
|---------------------------------------|---------------------------|--------------------------------|---------------|------------------|--------------------------|
| Reimbursable Category                 | Army (Same Appropriation) | Army (Different Appropriation) | DoD, Non-Army | Non-DoD, Federal | Non-Federal Organization |
| Baseline Level of Support             | No                        | Yes                            | Yes           | Yes              | Yes                      |
| Above Baseline / Mission Unique Costs | Yes                       | Yes                            | Yes           | Yes              | Yes                      |

Check off Customer Type:

|                          |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|

| Function   | Frequency  | Level of Service                               | Unit of Measurement  | Calculation   | Unit Cost \$         |
|--|--|--|--|---|----------------------|
| Emergency Severe Weather Response Removal Activities<br>(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<br>(Baseline)                      | Determined by each garrison  | Same as above                                  | Same as above  | N/A   | Funded By Garrison   |
| Routine (non-emergency) Removal<br><b>Above Baseline</b>           | Determined by each garrison  | Determined by OPORD 18-011                     | a = Cumulative SY of pavement cleared in 4 hrs.<br>Current<br>b = Cumulative SY of planned pavement clearance.<br>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.<br>a = Cumulative SY of pavement cleared in 4 hrs = (75 + 100 + 80) = 255 | Inputted by garrison |



|  |  |                            |  |  |                      |
|--|--|----------------------------|--|--|----------------------|
|  |  |                            |  | <p>b = Planned SY cleared in 4 hours per snow event = 100<br/> c = Number of snow events = 3<br/> <math>[a/(b*c)]*100 = [255/(100*3)]*100 = [255/300]*100 = 85\%</math>, then Service 408 is<br/> Performing at an Amber Standard.<br/> Reference: AR 420-1 Army Facilities Management; Safety provisions; Host nation legal standards.<br/> <b>Components:</b> Include the following:<br/> Clearing primary roads; Access to Critical facilities such as: 24 hour operations facilities, Fire &amp; 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></p>  |                      |
| 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<br>(Above Baseline)          | Determined by each garrison                | Determined by OPORD 18-011 | <p>a = Cumulative SY of pavement cleared in 4 hrs.<br/> Current<br/> b = Cumulative SY of planned pavement clearance.<br/> c = Number of events.</p> | <p>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.<br/> a = Cumulative SY of pavement cleared in 4 hrs = (75 + 100 + 80) = 255<br/> b = Planned SY cleared in 4 hours per snow event = 100<br/> c = Number of snow events = 3<br/> <math>[a/(b*c)]*100 = [255/(100*3)]*100 = [255/300]*100 = 85\%</math>, then Service 408 is<br/> Performing at an Amber Standard.<br/> Reference: AR 420-1 Army Facilities Management; Safety provisions; Host nation legal standards.<br/> <b>Components:</b> Include the following:<br/> Clearing primary roads; Access to Critical facilities such as: 24 hour operations facilities, Fire &amp; 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></p> | Inputted by garrison |
| Clear Airfields<br>(Baseline)  | 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.

Check off if Customer has Reimbursable Exemption:

☐

Provide Reason for Exemption:

**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, 12 February 2008; Safety provision; Host nation legal standards.

Check if Garrison does not provide this service:

☐

# Infrastructure Support

| 411                       | Facility Maintenance – Training & Operations   |
|---------------------------|--|
| <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   |

| Installation POC | Phone Number | Email Address                |
|------------------|--------------|------------------------------|
| Eric Cameron     | 301-619-2234 | Eric.j.cameron6.civ@army.mil |

| ISR PSC | Title  | Description  |
|---------|--|--|
| 1       | Demand Maintenance Orders                              | The removal of an emergency when a system or component has failed. P1=Emergency DMO must be completed within 24 hours. 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. 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       | Sustainment Projects for Orders                        |  |
| 3       | Provide Demand and Preventive Maintenance Orders (PMO) | Preventive Maintenance orders include regularly scheduled maintenance, maintenance performed when a system shows signs of degradation or stress, when maintenance is required after infrastructure is predetermined period of time as metered count  |

| Installation / Location          | Hours | POCs   |
|----------------------------------|-------|--|
| Fort Detrick / 201 Beasley Drive | 24/7  | 301-619-4357<br>usarmy.detrick.usag.mbx.dpw-detrick-trouble-desk@mail.mil - Fort Detrick<br>usarmy.detrick.usag.mbx.dpw-fg-trouble-desk@mail.mil – Forest Glen |

| Customer Type (Receiver, Buyer)       |                                      |                                      |                                      |                                      |                          |
|---------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------|
| Reimbursable Category                 | Army (Same Appropriation)            | Army (Different Appropriation)       | DoD, Non-Army                        | Non-DoD, Federal                     | Non-Federal Organization |
| Baseline Level of Support             | ***Per GFEBS Real Property/Agreement | ***Per GFEBS Real Property/Agreement | ***Per GFEBS Real Property/Agreement | ***Per GFEBS Real Property/Agreement | No expect CAT C          |
| Above Baseline / Mission Unique Costs | Yes                                  | Yes                                  | Yes                                  | Yes                                  | Yes                      |

Check off Customer Type:

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| 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 |              |

|  |              |              |                               |  |  |
|--|--------------|--------------|-------------------------------|--|--|
| <b>Basic Routine Response Maintenance</b>  | As requested | 3 (Baseline) | Hours & Quantity of Materials | (Burdened Labor Rate + Equipment Hourly Rate) X Hours + Material Quantity X Material Unit Cost |  |
| <b>Basic Preventive Maintenance</b>  | As required  | 3 (Baseline) | Hours & Quantity of Materials | (Burdened Labor Rate + Equipment Hourly Rate) X Hours + Material Quantity X Material Unit Cost |  |
| <b>Service Specific Instructions / Definitions</b>   |              |              |                               |  |  |
| <p><b>Baseline:</b><br/>         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.<br/>         - 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.<br/>         - Preventive maintenance is scheduled maintenance required to maintain the real property inventory in good working order over their expected service lives.<br/>         - 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.</p> <p><b>Reimbursable services for all tenants/customers:</b><br/>         - 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.</p> <p>Check off if Customer has Reimbursable Exemption: <input type="checkbox"/></p> <p>Provide Reason for Exemption:</p> <p><b>SUPPLIER WILL:</b> Provide maintenance and repair activities necessary to keep facilities such in good working order over their expected service.</p> <p><b>RECEIVER WILL:</b> 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).</p> <p>*** 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.</p> <p><b>References:</b> AR 420-1, Army Facilities Management, 12 February 2008</p> <p>Check if Garrison does not provide this service: <input type="checkbox"/></p> |              |              |                               |  |  |

# Infrastructure Support

| 414                       | Facilities Maintenance – Army Family Housing   |
|---------------------------|--|
| <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   |

| Installation POC | Phone Number | Email Address             |
|------------------|--------------|---------------------------|
| Amy Dinges       | 301-619-2305 | Amy.e.dinges.civ@army.mil |

| ISR PSC | Title   | Description  |
|---------|---|--|
| 1       | Sustainment, Restoration and Modernization Projects | Provide emergency, urgent, routine, and preventative 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. |
| 2       | Facility Sustainment Projects                       | 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 |
|-------------------------|-------|------|
|                         |       |      |

| Customer Type (Receiver, Buyer)       |                           |                                |               |                  |                          |
|---------------------------------------|---------------------------|--------------------------------|---------------|------------------|--------------------------|
| Reimbursable Category                 | Army (Same Appropriation) | Army (Different Appropriation) | DoD, Non-Army | Non-DoD, Federal | Non-Federal Organization |
| Baseline Level of Support             | No                        | No                             | No            | No               | No                       |
| Above Baseline / Mission Unique Costs | NA                        | NA                             | NA            | NA               | NA                       |

See notes for explanation of AFH Appropriation/1920

Check off Customer Type:

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| 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

Check off if Customer has Reimbursable Exemption:

☐

Provide Reason for Exemption:

**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

Check if Garrison does not provide this service:

☐

# Infrastructure Support

| 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 fails. 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  |

| Installation POC | Phone Number | Email Address                |
|------------------|--------------|------------------------------|
| Eric Cameron     | 301-619-2234 | Eric.j.cameron6.civ@army.mil |

| ISR PSC | Title  | Description   |
|---------|--|---|
| 1       | Provide Emergency Demand Maintenance Orders (DMO)      | P1=Emergency DMO must be completed within 24 hours. 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. 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       | Facility Sustainment Projects                          | Customer to submit Department of Army Facilities Engineering Request, DA4283  |
| 3       | Provide Demand and Preventive Maintenance Orders (PMO) | Preventive Maintenance orders include regularly scheduled maintenance, maintenance performed when a system 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   |
|----------------------------------|-------|--|
| Fort Detrick / 201 Beasley Drive | 24/7  | 301-619-4357<br>usarmy.detrick.usag.mbx.dpw-detrick-trouble-desk@mail.mil - Fort Detrick<br>usarmy.detrick.usag.mbx.dpw-fg-trouble-desk@mail.mil – Forest Glen |

| Customer Type (Receiver, Buyer) |                                      |                                      |                                      |                  |                                      |
|---------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|------------------|--------------------------------------|
| Reimbursable Category           | Army (Same Appropriation)            | Army (Different Appropriation)       | DoD, Non-Army                        | Non-DoD, Federal | Non-Federal Organization             |
| Reimbursable Sub-Category       |                                      |                                      |                                      |                  |                                      |
| Reimburse for Baseline Services | ***Per GFEBS Real Property/Agreement | ***Per GFEBS Real Property/Agreement | ***Per GFEBS Real Property/Agreement | No expect CAT C  | ***Per GFEBS Real Property/Agreement |

Check off Customer Type:

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| 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 |  |
| <b>Service Specific Instructions / Definitions</b>   |              |              |                      |  |  |
| <p>Check off if Customer has Reimbursable Exemption: <input type="checkbox"/></p> <p>Provide Reason for Exemption:</p> <p><b>SUPPLIER WILL:</b> Provide Basic Facility Maintenance = Sidewalk, Roads, Parking, etc.</p> <p><b>RECEIVER WILL:</b> Responsible for reimbursement as required in a timely manner (manpower, material, and equipment).</p> <p><b>NOTE:</b> 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.</p> <p><b>References:</b> AR 420-1; Army Facilities Management, 12 February 2008, Chapter 3, 31 USC 1502(a), AFPAM 32-1004V3 Army ISR service performance standards.</p> <p><b>Data Source:</b> Plant Maintenance module in GFEBS.</p> <p><b>Collection Method:</b> Count from GFEBS database and reports.</p> <p><b>Notes:</b> 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&amp;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.</p> <p><b>Components:</b> Routine maintenance and repair of horizontal structure is too include roads, parking, sidewalks, etc....</p> <p>*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.</p> <p>Check if Garrison does not provide this service: <input type="checkbox"/></p> |              |              |                      |  |  |



Infrastructure Support

|                           |   |
|---------------------------|---|
| <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. <b>FORT DETRI FORT DETRICK DOES NOT HAVE A RAILROAD AND THIS SERVICE IS NOT PROVIDED.</b>                       |

| Installation POC | Phone Number | Email Address |
|------------------|--------------|---------------|
|                  |              |               |

| ISR<br>PSC | Title                               | Description  |
|------------|-------------------------------------|--|
| 1          | 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 |
|-------------------------|-------|------|
|                         |       |      |

| Customer Type (Receiver, Buyer)       |                           |                                |               |                  |                          |
|---------------------------------------|---------------------------|--------------------------------|---------------|------------------|--------------------------|
| Reimbursable Category                 | Army (Same Appropriation) | Army (Different Appropriation) | DoD, Non-Army | Non-DoD, Federal | Non-Federal Organization |
| Baseline Level of Support             | No                        | Yes                            | Yes           | Yes              | Yes                      |
| Above Baseline / Mission Unique Costs | Yes                       | Yes                            | Yes           | Yes              | Yes                      |

Check off Customer Type: ☐ ☐ ☐ ☐ ☐

| 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  |                                     |
|--|-------------------------------------|
| Check off if Customer has Reimbursable Exemption:  | <input type="checkbox"/>            |
| Provide Reason for Exemption:  |                                     |
| DATA SOURCE: DPW records / GFEBS. Army Transportation Infrastructure Inspection Program (ATIIP) Railroad Track Inspection Report.  |                                     |
| SUPPLIER WILL: Conduct preventive maintenance and safety inspection.   |                                     |
| RECEIVER WILL: Reporting railroad condition level (RCL)  |                                     |
| NOTES: 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. |                                     |
| References: AR420-1, DA Pam 420-1-3 and UFC 4-860-03   |                                     |
| Check if Garrison does not provide this service:   | <input checked="" type="checkbox"/> |



# Infrastructure Support

| 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   |

| Installation POC | Phone Number | Email Address                |
|------------------|--------------|------------------------------|
| Trent Darling    | 571-644-2159 | trent.r.darling.civ@army.mil |

| ISR PSC | 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). |

| Installation / Location          | Hours | POCs   |
|----------------------------------|-------|--|
| Fort Detrick / 201 Beasley Drive | 24/7  | 301-619-4357<br>usarmy.detrack.usag.mbx.dpw-detrack-trouble-desk@mail.mil - Fort Detrick<br>usarmy.detrack.usag.mbx.dpw-fg-trouble-desk@mail.mil – Forest Glen |

| Customer Type (Receiver, Buyer)       |                           |                                |               |                  |                          |
|---------------------------------------|---------------------------|--------------------------------|---------------|------------------|--------------------------|
| Reimbursable Category                 | Army (Same Appropriation) | Army (Different Appropriation) | DoD, Non-Army | Non-DoD, Federal | Non-Federal Organization |
| Baseline Level of Support             | No                        | Yes                            | Yes           | Yes              | No                       |
| Above Baseline / Mission Unique Costs | Yes                       | Yes                            | Yes           | Yes              | Yes                      |

Check off Customer Type:

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| 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<br>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<br>Funded by Garrison unless real property belongs to Tenant agency | Inputted by garrison |
| 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<br>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<br>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<br>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<br>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<br>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<br>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            | Per Building, As Needed | Baseline | NA | Baseline Funded by Garrison unless real property belongs to Tenant agency | Inputted by garrison |
| real property folder documentation.  |                         |          |    |   |                      |

#### 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

Check off if Customer has Reimbursable Exemption:

☐

Provide Reason for Exemption:

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

**RECEIVER WILL:** Obtain disposal approval

**References:** AR 420-1, Army Facilities Management, 12 February 2008, AR 405-90, Disposal of Real Property, 8 June 2020.

Check if Garrison does not provide this service:

☐


# Infrastructure Support

|                           |  |
|---------------------------|--|
| <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. <b>FORT DETRICK DOES NOT HAVE CEMETERIES AND THIS SERVICE IS NOT PROVIDED</b>   |

| Installation POC | Phone Number | Email Address |
|------------------|--------------|---------------|
|                  |              |               |

| ISR PSC | Title  | Description  |
|---------|--|--|
| 1       | Grounds Maintenance Operations                               | 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.                                    |
| 2       | Interment Recordkeeping                                      | 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       | Temporary Markers, Headstones, Markers, and Niche Operations | Ensures temporary markers, headstones and niche covers are in accordance with AR 290-5 and DA PAM 290-5. 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. |
| 4       | Interment Operations   | Ensuring end-to-end quality performance of ALL aspects of interment operations are to a high standard of excellence.   |
| 5       | Processing Applications and Scheduling Interments            | Process applications and schedule interments in a timely manner. Coordinates and schedule military honors and funeral Services IAW AR 290-5 and DA PAM 290-5 and OAC OIP Checklist.  |
| 6       | Facilities   | Implement a standardized checklist that identifies the tasks and appropriate frequency required for the maintenance inspection of each building and structure within the cemetery.   |
| 7       | Equipment and Safety   | Equipment assigned to Army cemeteries that is considered Army standard equipment will be maintained in accordance with AR 750 — 1. Ensure applicable Occupational Safety and Health Administration (OSHA) regulations are followed.  |

| Installation / Location | Hours | POCs |
|-------------------------|-------|------|
|                         |       |      |

| Customer Type (Receiver, Buyer)       |                           |                                |               |                  |                          |
|---------------------------------------|---------------------------|--------------------------------|---------------|------------------|--------------------------|
| Reimbursable Category                 | Army (Same Appropriation) | Army (Different Appropriation) | DoD, Non-Army | Non-DoD, Federal | Non-Federal Organization |
| Baseline Level of Support             | No                        | No                             | NA            | NA               | NA                       |
| Above Baseline / Mission Unique Costs | NA                        | NA                             | NA            | NA               | NA                       |

Check off Customer Type:

☐
☐
☐
☐
☐

| 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 |
|---|
|---|



Check off if Customer has Reimbursable Exemption:

☐

Provide Reason for Exemption:

**SUPPLIER WILL:**

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.

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.

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 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, Army Cemeteries, 21 October 2020, and DA PAM 290-5, Administration, Operation, and Maintenance of Army Cemeteries, 21 October 2020.

Check if Garrison does not provide this service:

☒

# Infrastructure Support

| 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.  |

| Installation POC | Phone Number | Email Address                |
|------------------|--------------|------------------------------|
| Trent Darling    | 571-644-2159 | Trent.r.darling.civ@army.mil |

| ISR PSC | Title           | Description  |
|---------|-----------------|--|
| 1       | Data Compliance | Percentage of Common Installation Picture (CIP) DAIM-OD GIS data layers uploaded to the HQDA geospatial data repository? |

| Installation / Location | Hours | POCs |
|-------------------------|-------|------|
|                         |       |      |

| Customer Type (Receiver, Buyer)       |                           |                                |               |                  |                          |
|---------------------------------------|---------------------------|--------------------------------|---------------|------------------|--------------------------|
| Reimbursable Category                 | Army (Same Appropriation) | Army (Different Appropriation) | DoD, Non-Army | Non-DoD, Federal | Non-Federal Organization |
| Baseline Level of Support             | No                        | Yes                            | Yes           | Yes              | Yes                      |
| Above Baseline / Mission Unique Costs | Yes                       | Yes                            | Yes           | Yes              | Yes                      |

Check off Customer Type:

|                          |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|

| 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 OPORD 18-011                 | 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

Check off if Customer has Reimbursable Exemption:

☐

Provide Reason for Exemption:

**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, Installation Geospatial Information and Services, 24 March 2-17; IGI&S Quality Assurance Plan General Guidance.

Check if Garrison does not provide this service:

☐



## Natural Infrastructure Support

Service 500 Electrical Services

Service 501 Heating / Cooling Services

Service 502 Water Services

Service 503 Wastewater Services

Service 504 Other Utility Services

Service 510 Pest Management

# Natural Infrastructure Support

| 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.                                 |

| Installation POC | Phone Number | Email Address |
|------------------|--------------|---------------|
| Eric Cameron     | 301-619-2234 | 301-619-2234  |

| ISR PSC | Title                                 | Description                           |
|---------|---------------------------------------|---------------------------------------|
| 1       | Provide reliable electrical services. | Provide reliable electrical services. |

| Installation / Location          | Hours | POCs   |
|----------------------------------|-------|--|
| Fort Detrick / 201 Beasley Drive | 24/7  | 301-619-4357<br>usarmy.detrick.usag.mbx.dpw-detrick-trouble-desk@mail.mil - Fort Detrick<br>usarmy.detrick.usag.mbx.dpw-fg-trouble-desk@mail.mil – Forest Glen |

| Customer Type (Receiver, Buyer)       |                           |                                |                          |                          |                          |
|---------------------------------------|---------------------------|--------------------------------|--------------------------|--------------------------|--------------------------|
| Reimbursable Category                 | Army (Same Appropriation) | Army (Different Appropriation) | DoD, Non-Army            | Non-DoD, Federal         | Non-Federal Organization |
| Baseline Level of Support             | No                        | Yes                            | Yes                      | Yes                      | Yes                      |
| Above Baseline / Mission Unique Costs | Yes                       | Yes                            | Yes                      | Yes                      | Yes                      |
| Check off Customer Type:              |                           |                                |                          |                          |                          |
|                                       | <input type="checkbox"/>  | <input type="checkbox"/>       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| 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

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.

Electricity required for mission related operational purposes are the responsibility of the customer and will be provided on a reimbursable basis only.

The Garrison will invoice for metered electrical usage monthly. 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.

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.

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.

Check off if Customer has Reimbursable Exemption:

☐

Provide Reason for Exemption:

**SUPPLIER WILL:** provide reliable and continuous electrical services with minimal or no interruptions.

**RECEIVER WILL:** 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.

**NOTE:** Privatized electric utility infrastructure contract O&M and R&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 nonreimbursable.

#### References:

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

Check if Garrison does not provide this service:

☐

# Natural Infrastructure Support

| 501                       | Heating / 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.   |

| Installation POC | Phone Number | Email Address                |
|------------------|--------------|------------------------------|
| Eric Cameron     | 301-619-2234 | Eric.j.cameron6.civ@army.mil |

| ISR PSC | Title                                      | Description  |
|---------|--|--|
| 1       | Provide reliable heating/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   |
|----------------------------------|-------|--|
| Fort Detrick / 201 Beasley Drive | 24/7  | 301-619-4357<br>usarmy.detrick.usag.mbx.dpw-detrick-trouble-desk@mail.mil - Fort Detrick<br>usarmy.detrick.usag.mbx.dpw-fg-trouble-desk@mail.mil – Forest Glen |

| Customer Type (Receiver, Buyer)       |                           |                                |               |                  |                          |
|---------------------------------------|---------------------------|--------------------------------|---------------|------------------|--------------------------|
| Reimbursable Category                 | Army (Same Appropriation) | Army (Different Appropriation) | DoD, Non-Army | Non-DoD, Federal | Non-Federal Organization |
| Baseline Level of Support             | No                        | Yes                            | Yes           | Yes              | Yes                      |
| Above Baseline / Mission Unique Costs | Yes                       | Yes                            | Yes           | Yes              | Yes                      |

Check off Customer Type:

|                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|

| 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**

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.

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.

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.

Non-Army customers are required to enter 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.

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.

Check off if Customer has Reimbursable Exemption:

☐

Provide Reason for Exemption:

**SUPPLIER WILL:** provide reliable and continuous heating and cooling services with minimal or no interruptions.

**RECEIVER WILL:** 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.

**References:**

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

Check if Garrison does not provide this service:

☐

# Natural Infrastructure Support

| 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.                            |

| Installation POC | Phone Number | Email Address                |
|------------------|--------------|------------------------------|
| Eric Cameron     | 301-619-2234 | Eric.j.cameron6.civ@army.mil |

| ISR PSC | Title  | Description   |
|---------|--|---|
| 1       | Provide reliable water to installation.  | 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. |
| 2       | Purchased Water Commodity/Services (from other than a Utilities Privatization contractor). |   |
| 3       | Water Service Management   |   |

| Installation / Location          | Hours | POCs   |
|----------------------------------|-------|--|
| Fort Detrick / 201 Beasley Drive | 24/7  | 301-619-4357<br>usarmy.detrick.usag.mbx.dpw-detrick-trouble-desk@mail.mil - Fort Detrick<br>usarmy.detrick.usag.mbx.dpw-fg-trouble-desk@mail.mil – Forest Glen |

| Customer Type (Receiver, Buyer)       |                           |                                |               |                  |                          |
|---------------------------------------|---------------------------|--------------------------------|---------------|------------------|--------------------------|
| Reimbursable Category                 | Army (Same Appropriation) | Army (Different Appropriation) | DoD, Non-Army | Non-DoD, Federal | Non-Federal Organization |
| Baseline Level of Support             | No                        | Yes                            | Yes           | Yes              | Yes                      |
| Above Baseline / Mission Unique Costs | Yes                       | Yes                            | Yes           | Yes              | Yes                      |

Check off Customer Type:

|                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|

| 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)<br><br>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)<br><br>Square Footage x Estimated Rate (non-Federal) |              |



#### Service Specific Instructions / Definitions

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.

Water required for mission related operational purposes are the responsibility of the customer and will be provided on a reimbursable basis only.

The Garrison will invoice for metered domestic and industrial water usage monthly. 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.

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.

Check off if Customer has Reimbursable Exemption:

☐

Provide Reason for Exemption:

**SUPPLIER WILL:** provide reliable and continuous water services with minimal or no interruptions.

**RECEIVER WILL:** 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.

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.

#### **References:**

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

Check if Garrison does not provide this service:

☐

# Natural Infrastructure Support

| 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.                          |

| Installation POC | Phone Number | Email Address                |
|------------------|--------------|------------------------------|
| Eric Cameron     | 301-619-2234 | Eric.j.cameron6.civ@army.mil |

| ISR PSC | Title  | Description  |
|---------|--|--|
| 1       | Collect and Process waste water for the Installation (Government or Private) | 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. |
| 2.      | Waste water operation from Utility Privatization                             |  |
| 3       | Provide reliable sanitary and industrial waste water services.               | Info Only  |

| Installation / Location          | Hours | POCs   |
|----------------------------------|-------|--|
| Fort Detrick / 201 Beasley Drive | 24/7  | 301-619-4357<br>usarmy.detrick.usag.mbx.dpw-detrick-trouble-desk@mail.mil - Fort Detrick<br>usarmy.detrick.usag.mbx.dpw-fg-trouble-desk@mail.mil – Forest Glen |

| Customer Type (Receiver, Buyer)       |                           |                                |               |                  |                          |
|---------------------------------------|---------------------------|--------------------------------|---------------|------------------|--------------------------|
| Reimbursable Category                 | Army (Same Appropriation) | Army (Different Appropriation) | DoD, Non-Army | Non-DoD, Federal | Non-Federal Organization |
| Baseline Level of Support             | No                        | Yes                            | Yes           | Yes              | Yes                      |
| Above Baseline / Mission Unique Costs | Yes                       | Yes                            | Yes           | Yes              | Yes                      |

Check off Customer Type:

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☐

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





#### Service Specific Instructions / Definitions

Provides domestic and industrial wastewater treatment services. Includes costs to operate, maintain, repair, and recapitalize the plants and collection systems.

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 wastewater 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.

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.

Check off if Customer has Reimbursable Exemption:

☐

Provide Reason for Exemption:

**SUPPLIER WILL:** provide reliable and continuous sanitary and industrial wastewater services with minimal or no interruptions.

**RECEIVER WILL:** 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.

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.

**References:**

AR 420-1 Army Facilities Management; Section IV Water Supply and Wastewater; Pages 307-308; Paragraph 23-18  
AR 420-41 Acquisition and Sale of Utilities Services

Check if Garrison does not provide this service:

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# Natural Infrastructure Support

| 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. AWCIF 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.  |

| Installation POC | Phone Number | Email Address                |
|------------------|--------------|------------------------------|
| Eric Cameron     | 301-619-2234 | Eric.j.cameron6.civ@army.mil |

| ISR PSC | 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   |
|----------------------------------|-------|--|
| Fort Detrick / 201 Beasley Drive | 24/7  | 301-619-4357<br>usarmy.detrick.usag.mbx.dpw-detrick-trouble-desk@mail.mil - Fort Detrick<br>usarmy.detrick.usag.mbx.dpw-fg-trouble-desk@mail.mil – Forest Glen |

| Customer Type (Receiver, Buyer)       |                           |                                |               |                  |                          |
|---------------------------------------|---------------------------|--------------------------------|---------------|------------------|--------------------------|
| Reimbursable Category                 | Army (Same Appropriation) | Army (Different Appropriation) | DoD, Non-Army | Non-DoD, Federal | Non-Federal Organization |
| Baseline Level of Support             | No                        | Yes                            | Yes           | Yes              | Yes                      |
| Above Baseline / Mission Unique Costs | Yes                       | Yes                            | Yes           | Yes              | Yes                      |

Check off Customer Type:

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| 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>Check off if Customer has Reimbursable Exemption: <input type="checkbox"/></p> <p>Provide Reason for Exemption:</p> <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.<br/>Data: DPW records / GFEBIS/ AEWRIS. 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><br/>AR 420-41 Acquisition and Sale of Utilities Services, DA Guidance to Implement a UESC, DA Policy Guidance for Implementation of ESPC</p> <p>Check if Garrison does not provide this service: <input type="checkbox"/></p> |



# Natural Infrastructure Support

| 510                       | Pest Management  |
|---------------------------|--|
| <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.   |

| Installation POC | Phone Number | Email Address                |
|------------------|--------------|------------------------------|
| Eric Cameron     | 301-619-2234 | Eric.j.cameron6.civ@army.mil |

| ISR PSC | Title  | Description  |
|---------|--|--|
| 1       | 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.   |
| 2       | Perform scheduled 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. Manage environmental program to enable the installation to meet mission requirements while maintaining regulatory compliance. |
| 3       | Perform Unscheduled 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. Manage environmental program to enable the installation to meet mission requirements while maintaining regulatory compliance. |
| 4       | Perform Return and/or repeat treatment for unscheduled services. |  |

| Installation / Location          | Hours | POCs   |
|----------------------------------|-------|--|
| Fort Detrick / 201 Beasley Drive | 24/7  | 301-619-4357<br>usarmy.detrick.usag.mbx.dpw-detrick-trouble-desk@mail.mil - Fort Detrick<br>usarmy.detrick.usag.mbx.dpw-fg-trouble-desk@mail.mil – Forest Glen |

| Customer Type (Receiver, Buyer)       |                           |                                |               |                  |                          |
|---------------------------------------|---------------------------|--------------------------------|---------------|------------------|--------------------------|
| Reimbursable Category                 | Army (Same Appropriation) | Army (Different Appropriation) | DoD, Non-Army | Non-DoD, Federal | Non-Federal Organization |
| Baseline Level of Support             | No                        | Yes                            | Yes           | Yes              | Yes                      |
| Above Baseline / Mission Unique Costs | Yes                       | Yes                            | Yes           | Yes              | Yes                      |

Check off Customer Type:

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| Function                                   | Frequency    | Level of Service | Unit of Measurement | Calculation   | Unit Cost \$              |
|--|--------------|------------------|---------------------|---|---------------------------|
| Perform Requested Pest Management Services | As requested | Baseline         | Per hour            | Total hours X Unit measurement +<br>Materials: Actual contract cost for work outsourced | Provided by each Garrison |
|  |              |                  | Fixed contract cost | Contract Cost x square footage distribution %   |                           |



|   |                              |                |                                     |  |                           |
|---|------------------------------|----------------|-------------------------------------|--|---------------------------|
| Respond to pest management SOs to support mission, public health, and prevent property damage | Established at the garrison. | Baseline       | Per hour<br><br>Fixed contract cost | Total hours X Unit measurement +<br>Materials: Actual contract cost for work outsourced  | Provided by each Garrison |
|   |                              |                |                                     |  |                           |
| Develop and Manage the Integrated Pest Management Plan  | Established at the garrison. | Baseline       | Per hour<br><br>Fixed contract cost | Total hours X Unit measurement +<br>Materials: Actual contract cost for work outsourced<br><br>Contract Cost x square footage distribution % | Provided by each Garrison |
| Perform Indoor Pest Management Services   | Established at the garrison. | Baseline       | Per hour<br><br>Fixed contract cost | Total hours X Unit measurement +<br>Materials: Actual contract cost for work outsourced<br><br>Contract Cost x square footage distribution % | Provided by each Garrison |
| Perform Outdoor Pest Management Services  | Established at the garrison. | Baseline       | Per hour<br><br>Fixed contract cost | Total hours X Unit measurement +<br>Materials: Actual contract cost for work outsourced<br><br>Contract Cost x square footage distribution % | Provided by each Garrison |
| Outdoor Events- Reimbursable to all requestors.   | As requested                 | Above baseline | Per hour<br><br>Fixed contract cost | Total hours X Unit measurement +<br>Materials: Actual contract cost for work outsourced<br><br>Contract Cost x square footage distribution % | Provided by each Garrison |

### Service Specific Instructions / Definitions

Provides the core expertise to implement an Indoor Pest Management Program.

This program provides response and completion of Service Work Orders (SWOs) to evaluate and correct pest problems that are a threat to mission, health, safety, and to prevent property damage classified as emergency or routine based on pest type. Includes venomous arthropods (e.g., spider, scorpions, and wasps); non-venomous arthropods (e.g., cockroaches and ants); vertebrate pests (e.g., rats, mice, & snakes); and wood destroying insects and fungi.

Includes:

Annual surveillance and control of termites and other wood destroying pests

Animal control by trapping, netting, applying toxicants for removal of snakes, squirrels, skunks, bats, starlings, or other pests as requested.

Reimbursable customers will be charged at least one service call per facility serviced.

Pest control required for special outdoor events is considered above common-level support and will be provided on a reimbursable basis to all customers. The customer should submit a service order a minimum of three weeks prior to the event to obtain an estimate for the required work and provide funding before any services will be performed.

All Pest Management service requests for both Army and Non-Army customers must be called in to the Minor Service Order (MSO) desk at xxx-xxx-xxxx.

Check off if Customer has Reimbursable Exemption:

☐

Provide Reason for Exemption:

**Supplier Will:** Ensure 100% of emergency SWOs are resolved within 24 hours of receiving notification, 90% of urgent Service Orders are resolved within 7 calendar days of receiving notification, 90% of routine Service Orders are resolved within 30 calendar days of receiving notification, perform recurring indoor/outdoor pest management services in accordance with the Integrated Pest Management Plan.

**Receiver Will:** Monitor completion of SWOs in respective areas and use customer service for notification of incomplete service orders

**Data Source:** Annual work plan and FSM, DoD Strategic Sustainability Performance Plan (SSPP) for Pest Management, GFEBS

**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:** 7 U.S.C. 136 (FIFRA), AR 200-1, DoDI 4150.07, AR 420-1 Army Facilities Management

Check if Garrison does not provide this service:

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# Information Technology

Service 702 Multimedia / Visual Information Processes



# Information Technology

| 702                       | Multimedia / Visual Information Processes  |
|---------------------------|--|
| <b>Service Definition</b> | Provide Multimedia/Visual Information support and services to support a diverse customer base.         |
| <b>Service Outcome</b>    | FORT DETRICK DOES NOT PROVIDE MULTIMEDIA/VISUAL INFORMATION PROCESSES AND THIS SERVICE IS NOT PROVIDED |

| Installation POC | Phone Number | Email Address |
|------------------|--------------|---------------|
|                  |              |               |

| ISR PSC | Title                               | Description  |
|---------|-------------------------------------|--|
| 1       | Photography Services                | Provide multimedia/visual information support and services to support a diverse customer base                |
| 2       | Graphic Arts Services               | Provide multimedia /visual information support and services to support a diverse customer base               |
| 3       | Broadcast/Video/Audio Services      | Provide multimedia/visual information support and services to support a diverse customer base                |
| 4       | Multimedia Services                 | Provide public address system/presentation support for official functions (set-up, operations and tear down) |
| 5       | Presentation Support                | Provide various VI Media/Equipment Support Services  |
| 6       | VI Media/Equipment Support Services | Provide all types of Multimedia Services   |

| Installation / Location | Hours | POCs |
|-------------------------|-------|------|
|                         |       |      |

| Customer Type (Receiver, Buyer)              |                           |                                |               |                  |                          |
|--|---------------------------|--------------------------------|---------------|------------------|--------------------------|
| Reimbursable Category                        | Army (Same Appropriation) | Army (Different Appropriation) | DoD, Non-Army | Non-DoD, Federal | Non-Federal Organization |
| <b>Baseline Level of Support</b>             | No                        | Yes                            | Yes           | Yes              | Yes                      |
| <b>Above Baseline / Mission Unique Costs</b> | Yes                       | Yes                            | Yes           | Yes              | Yes                      |

Check off Customer Type:

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| 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**

Check off if Customer has Reimbursable Exemption:

☐

Provide Reason for Exemption:

**SUPPLIER WILL:** 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. **See attached C4IM Service List and Approval Memo.**

**SUPPLIER WILL:** 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: <https://www.vios.army.mil>

**References:** AR25-1, DA PAM 25-91, C4IM Services List V9 Approval Memo;

Check if Garrison does not provide this service:

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