

DEPARTMENT OF THE ARMY
US ARMY INSTALLATION MANAGEMENT COMMAND
UNITED STATES ARMY GARRISON, FORT DETRICK
810 SCHREIDER STREET
FORT DETRICK, MARYLAND 21702



US Army Garrison - Fort Detrick Common Levels of Support (CLS) and Reimbursable **Services Catalog for FY 19**

Effective 1 October 2018

Our Mission: The mission of the U.S. Army Garrison Fort Detrick is to provide essential services to enable our customers to be successful.

Leading Change for Installation Excellence



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

IMFD-RM

MEMORANDUM FOR United States Army Garrison - Fort Detrick Tenant Organizations

SUBJECT: United States Army Garrison - Fort Detrick Common Levels of Support (CLS) and Reimbursable Services Catalog for FY19

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 and reimbursable requirements.
2. We are committed to providing support to Army, 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 IMCOM CLS structure and the annual directed capability levels, which are based on funding levels. The levels of support outlined in this catalog are effective 1 October 2018, and will remain in effect until superseded or rescinded.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 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. Frank LeClair, 301-619-2639
 - b. Garrison Installation Agreement Manager, Ms. Cynthia Speller, 301-619-3281
 - c. Garrison Installation Agreement Manager, Ms. Lakisha Morrison, 301-619-9960
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.

SCOTT M. HALTER
Colonel, AV
Commanding

**Fort Detrick Garrison
Common Levels of Support (CLS) and Reimbursable Services
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Section I

Common Levels of Support (CLS)

Fort Detrick Garrison
Common Levels of Support (CLS) and Reimbursable Services
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Common Levels of Support

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**ISR Service 100
Installation Management
Garrison Headquarters
Point of Contact: Ms. Carrie Hafner, 301-619-3203
Building 810
Email: carrie.s.hafner.civ@mail.mil**

Common Level of Support:

Assigned Capability Level: Red

1. Develop and implement an organizational vision and strategic plan.
2. Deliver Base Support to standard and continually strive to improve customer service and program performance.
3. Formulate policies and objectives for the installation.
4. Exercise fiscal management responsibilities (monitor expenditures and reallocate funds based on shifting program needs).
5. Through work force development and personnel policies, recruit, grow and develop a responsive, agile workforce.
6. Develop standardized process methods and procedures.
7. Collaborate across functional lines to facilitate change management.
8. Use feedback to adjust mission execution.
9. Foster coalitions with planned/documented interactions with local officials and Installation tenant units' leadership focusing on current issues and strategic messages.
10. Oversees help desk and other Command, Control, Communications and Computers (C4) IM Services, support contracts to support workforce automation, and audiovisual and visual information.

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**ISR Service 106
Religious Services
Office of Chaplain**

Point of Contact: Chaplain (LTC) Gregory Jackson, 301-619-4514

Building 1776

E-mail: Anthony.I.taylor102.mil@mail.mil

Common Level of Support for All Customers:

Assigned Capability Level: Amber

1. Provide Worship Service opportunities and religious events inclusive of: essential Rites, Sacraments, and Ordinances. This program offers worship opportunities for all military and authorized civilian personnel to ensure their religious free exercise rights are met. Examples include: interfaith and ecumenical worship services, Jumu'ah prayers, baptisms, bar/bat mitzvahs, communion, confirmations, confessions, weddings, funerals, memorial services, prayer breakfasts, rites of religious initiation, and other religious based ceremonies.

Directed Performance: 85-95% measure the frequency of weekly worship service provided.

2. Provide required Religious Education. This program provides for the teaching and training of religious principles to enhance religious formation and supplement the worship experience. This includes weekday, as well as, weekend religious based activities.

Directed Performance: 85-95% measures number of religious education programs and frequency of occurrences.

3. Provide Pastoral Care and Counseling Services. This program provides faith-based counseling and complementary faith-based activities in an individual and/or group forum.

Directed Performance: 85-95% measures number of pastoral counseling sessions, sensing sessions and pastoral sick visitation occurrences.

4. Provide Family Ministry Services. Under chaplain leadership, this program provides faith-based training and programs that seek to build and maintain strong family structures, relationships, and values.

Directed Performance: 85-95% measures number of religious education programs and frequency of occurrences.

5. Provide Spiritual Fitness and Professional Development Training. This program provides two types of training programs:

a. Spiritual fitness training programs for Soldiers (including chaplains and chaplain assistants) to enhance unit readiness.

b. Professional development of chaplains, chaplain assistants, directors of religious education, and other civilian religious support personnel to maintain professional credentials, military skills, and professional competencies.

Directed Performance: 75-85%, Goal is to increase training effectiveness through frequency and Subject Matter Experts (SME) and outside agencies.

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ISR Service 107

Public Affairs Office (PAO)

Point of Contact: Ms. Lanessa Hill, 301-619-3324

Building 810, Room 100

E-mail: lanessa.n.hill.civ@mail.mil

Hours of Operation: 0800-1700

Common Level of Support for All Customers:

Assigned Capability Level: Red

1. Public Information

Public Information: Develop, manage, and evaluate public affairs (PA) policies, plans, and programs. Prepare, coordinate, and monitor command wide execution of PA strategies, plans, policies, and programs for internal and external recipients. Facilitate media access to information and people, and provide PA training to command representatives. Foster good relations with affected communities. Acquire, produce and disseminate information products to achieve planned goals and objectives.

Directed Performance: 40-80%

2. Community Engagement

Community Engagement: Develop, manage, and evaluate public affairs (PA) policies, plans, and programs. Prepare, coordinate, and monitor command wide execution of PA strategies, plans, policies, and programs for internal and external recipients. Facilitate media access to information and people, and provide PA training to command representatives. Foster good relations with affected communities. Acquire, produce and disseminate information products to achieve planned goals and objectives.

Directed Performance: 40-80%

3. Information Integration

Develop, manage, and evaluate public affairs (PA) policies, plans, and programs. Prepare, coordinate, and monitor command wide execution of PA strategies, plans, policies, and programs for internal and external recipients. Facilitate media access to information and people, and provide PA training to command representatives. Foster good relations with affected communities. Acquire, produce and disseminate information products to achieve planned goals and objectives.

Directed Performance: 40-80%

NOTE: THESE METRICS ARE INTENTIONALLY SUBJECTIVE because evaluation of public affairs effectiveness and outcomes are inherently subjective. These metrics are intended to generate a general, qualitative appraisal of a public affairs office in select areas.

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ISR Service 109

Equal Employment Opportunity (EEO) Services

Equal Employment Opportunity Office

Point of Contact: Ms. Tiffany Gist, 301-619-4147

Building 1520

E-Mail: lashunda.t.dillon.civ@mail.mil

Hours of Operation: 0800-1700

Common Level of Support for Army Customers:

Assigned Capability Level: Red

1. Manage the EEO Pre-Complaint Process: Process EEO pre-complaints of discrimination in accordance with AR 690-600; MD-110; 29 CFR 1614 and other applicable federal law and directives.
2. Manage the EEO Formal Complaint Process: Process EEO Formal complaints of discrimination in accordance with AR 690-600; MD-110; 29 CFR 1614 and other applicable federal law and directives.
3. Manage the Disability Program EEO Complaint Program: Direct, monitor and implement employment related, career development actions for individuals with disabilities and provide required reports. Monitor and track Reasonable Accommodation requests.
4. Provide Advisory Services: EEO program officials advise and provide appropriate assistance to managers/supervisors about the status of the EEO program in their respective areas.
5. Provide training and education: Requires the commander to make early efforts to prevent discriminatory actions and eliminate barriers to equal employment opportunity in the workplace. Training is mandated by EEO MD-715, (Equal Employment Opportunity Commission) EEOC 462, AR 690-12, AR 690-600 and court mandated training are included in this measure.

Customer Responsibilities: Implement and administer an EEO program. Ensure all members of the workforce refrain from actions or comments that may be perceived as having a prohibited discriminatory animus. Enforce EEO policies as required in accordance with AR 690-600, MD-110 and 29 CFR 1614, Presidential Executive Orders, EEOC, 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.

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Customer Responsibilities: (Continued) Allow the collateral duty staff a reasonable amount of time to perform their EEO duties. Cooperate and ensure employees full cooperation with EEO counselors, EEO officials, investigators, neutrals and mediators, and EEOC staff and administrative judges involved in the EEO complaints process. Ensure full access is given to EEO officials to personnel records, and documents relative to the complaint when needed in performance of their official duties. Throughout the administrative process of an EEO complaint, ensure complainants and their representatives are permitted a reasonable amount of duty time to work on their complaints. Ensure publicized on official bulletin boards with easy access to all current employees, former employees, applicants for employment and certain contract employees information that identify EEO officials and collateral duty counselors, and statements describing the services and applicable timelines and limitations. Complete all mandatory EEO training, provide input for assessments, and surveys.

Directed Performance: The servicing Equal Employment Opportunity (EEO) office executes the EEO Program to include timely complaint processing, training to manager/supervisors and employees, Special Emphasis Programs (Disability Program), develop/implement Affirmative Employment Plans (AEP) for Department of the Army Civilians, in accordance with applicable Federal law and guidelines. Provide routine updates to commander(s). Advise management and employees of the process.

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ISR Service 112

Installation Safety

Garrison Safety Office

Point of Contact: Mr. K. P. (Patrick) McKinney, 301-619-3154

Building 1520

Email: Kenneth.p.mckinney.civ@mail.mil

Hours of Operation: 0800-1700

Common Level of Support for All Customers:

Assigned Capability Level: Red

1. Develop, plan, organize, implement and manage a Garrison safety program to ensure compliance with safety and occupational health statutory (SOH) and regulatory standards and implement a Garrison hazard countermeasure program.
2. Identify Garrison accident casual factors and potentially unsafe practices or conditions. Make recommendations for corrective actions to prevent mishap recurrence and reduce hazardous conditions. Work with tenant safety offices on accident prevention.
3. Establish and execute a program for the conduct of inspections and surveys of Garrison operations/facilities/properties. Provide assessment of Garrison programs, projects, events, workplace, facilities, and training sites. As requested, assist tenants who do not have an assigned safety office with SOH inspections.
4. Collect, review and analyze data from various sources to identify trends, systemic deficiencies, and profiles for use in establishing SOH program initiatives and priorities. Facilitate risk management integration into daily operations.
5. Design, conduct, develop, and execute safety awareness, SOH training, promotional and special emphasis campaigns, and program. Ensure Garrison and tenant safety councils and committees are conducted.

Customer Responsibilities: Comply with the Garrison Safety Program. Allow access to tenant-occupied facilities and infrastructure for the purpose of joint inspections, assessments and surveys. Implement and administer a safety program in accordance with Occupational Safety and Health Administration (OSHA) 29 CFR 1910, 1926, and 1960 and Army Safety Program AR 385-10. Provide information to the Garrison Safety Office as requested on the tenant's SOH program, inspection and accident data/statistics.

Directed Performance: All requests for reviews and reports will be met at the directed capability level of 30 days.

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ISR Service 113

Administrative Services Division - Mail Service

Directorate of Human Resources

Point of Contact: Mr. Eddie Coleman, 301-619-9948

Building 1520

E-Mail: eddie.m.coleman.civ@mail.mil

Central Mail Facility is located in Building 9200

Hours of Operation: 0800-1600

Common Level of Support for All Customers:

Assigned Capability Level: Red

1. Process incoming official mail and distribution for the installation in accordance with DODI 4525.8, 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.

Directed Performance: Deliver 97% of incoming mail in one business day.

2. Process outgoing official mail and distribution for the installation in accordance with DODI 4525.8, DOD Manual 4525.8-M, AR 25-51, 18 USC, and 39 USC. Includes the following:

- Sorting
- Affixing postage
- Processing accountable mail
- Processing consolidated mail.

Directed Performance: Mail metered and dispatched within one business day of receipt.

Customer Responsibilities: Provide the Central Mail Facility (Building 9200) with a memo 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 4525.8, DOD Manual 4525.8-M, AR 25-51, 18 USC, and 39 USC.

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ISR Service 113

Administrative Services - Freedom of Information Act (FOIA), Army Records Information Management System (ARIMS), and Records Holding Area (RHA)

Directorate of Human Resources

Point of Contact: Mr. Eddie Coleman, 301-619-9948

Building 1520

E-Mail: eddie.m.coleman.civ@mail.mil

Hours of Operation: 0800-1700

Common Level of Support for Army Customers:

Assigned Capability Level: Red

1. Process Freedom of Information Act (FOIA)/Privacy Act (PA) requests with significant help and a knowledgeable POC from the pertinent organization.

Directed Performance: 70% of requesters received response within 20 business days of receipt of request.

2. Provide Army Records Information Management System (ARIMS) training.

Directed Performance: 85% of supporting organizations received their triennial survey.

Customer Responsibilities: Be responsible for execution of Records Management Program for the organization in accordance with AR 25-1, AR 25-30, AR 25-50, and AR 25-400-2. Manage perspective records management program. Provide significant help and a knowledgeable point of contact for FOIA requests.

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ISR Service 113

Administrative Services Division - Forms and Publications

Directorate of Human Resources

Point of Contact: Mr. Eddie Coleman, 301-619-9948

Building 1520

E-Mail: eddie.m.coleman.civ@mail.mil

Hours of Operation: 0800-1700

Common Level of Support for All Customers:

Assigned Capability Level: Red

1. Provide initial review, edit, and authentication services for installation-level forms and publications.
2. Provide advice on the acquisition and procedures for obtaining local printing and reproduction services through the Document Automation and Production Service (DAPS), as required, in accordance with AR 25-30 and Title 44 of the United States Code.

Customer Responsibilities: Request blank forms IAW regulations. Assist units to establish publications account.

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ISR Service 201
Army Family Housing
Directorate of Public Works (DPW)
Point of Contact: Ms. Yvette Bell, 301-619-3417
Building 1520
E-Mail: yvette.bell1.civ@mail.mil
Hours of Operation: 0900-1400

Common Level of Support for All Customers

Assigned Capability Level: Red

1. 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 General/Flag Officer's Quarters selected furniture, appliances, equipment, and authorized items.
2. On-Post Housing services are privatized and are managed and maintained by Balfour Beatty Communities. All housing requirements will be coordinated with the partner. The Garrison Housing Office provides over sight of the project, and will provide assistance with any issues that cannot be resolved with the Residential Communities Initiative Partner.
3. 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, and provides certificates of non-availability to unaccompanied soldiers E5 and below, only for Walter Reed Army Institute of Research Soldiers at Forest Glen due to no barracks available. Soldiers assigned at Fort Detrick reside in the barracks E5 and below unaccompanied

Directed Performance: 89-95%

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ISR Service 250

Substance Abuse Programs

Directorate of Human Resources

Point of Contact: Ms. Sheri Schaefer, 301-619-1751

Building 1520

E-Mail: sheri.l.schaefer.civ@mail.mil

Hours of Operation: Monday through Friday, 0800-1700

Common Level of Support for All Customers:

Assigned Capability Level: Amber

1. Provide military biochemical testing services. This program allows for the operation of a forensically secure Installation Biochemical Testing Collection Point. The program identifies and deters drug use and enhances individual readiness.

Directed Performance: Ensure specimens are shipped to the supporting Forensic Toxicology Drug Testing Laboratory

2. Provide civilian biochemical services. This program allows for the operation of a forensically secure Installation Biochemical Collection Point. The program identifies and deters drug abuse and enhances individual readiness IAW drug-free workplace and applicable regulations.

Directed Performance: Random selection of employees in Testing Designated Position accomplished quarterly; applicant testing is accomplished as requested; all specimens collected are tested; testing is accomplished with minimal discrepancy or error.

3. Provide substance abuse prevention and education services for military personnel. This program plans, manages, directs and evaluates substance abuse education and training activities. This program promotes marketing, networking and consulting strategies for military personnel.

Directed Performance: Factual up-to-date drug and alcohol provided within acceptable time line.

4. Provide Employee Assistance Program (EAP) services for Army civilian employees. This program, as required by Public Law in support of the Drug Free Workplace program and DA Pamphlet 600-85, plans, manages implements and evaluates a program designed to assist Civilian employees, Family members, and military retirees with substance abuse and other personal problems affecting their well- being and job performance.

5. Provide Alcohol and Drug Abuse Prevention Training (ADAPT) Course. This program is an educational/motivational intervention which focuses on the adverse effects and consequences of alcohol and other drug abuse. The ADAPT course is 12 hours of material IAW AR 600-85.

Directed Performance: Ensure referred individuals receive a minimum of 12 hours of ADAPT training.

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ISR Service 251
Army Community Service (ACS)
Directorate of Family and Morale, Welfare and Recreation
Point of Contact: Mr. Chris Watson, 301-619-3249
Building 1520, Room 125
E-Mail: christopher.a.watson.civ@mail.mil

Common Level of Support for All Customers:

Assigned Capability Level: Green

1. Provide Personal and Family Life Readiness prevention and intervention programs and services for a wide range of support for individual life situations. Includes the following: Spouse and child abuse prevention, intervention, and treatment; victim advocacy services; New Parent Support Program; parenting classes; anger and stress management classes; Sexual Assault Prevention and Response Program; advocacy and liaison to services for Exceptional Family Members Program (EFMP); EFMP Support Groups and Coordinating Committees; EFMP Respite Care; and emergency placement care.

Directed Performance: 95-100% of requests for assistance and support through prevention and intervention programs met upon request.

2. Provide mobilization and deployment programs and support activities designed to assist leaders, Soldiers, their Families and Department of Army Civilians who deploy and their Families to successfully manage the challenges of mobilization and deployments before, during, and after they are mobilized regardless of their geographic location.

Directed Performance: 95-100% of requests for training and briefings met upon request.

3. Provide transition support services (financial, employment, and relocation readiness) assistance to include timely and effective programs and services to include building personal and/or Family financial readiness; assistance to Family Members and transitioning Soldiers in preparing for, searching for and securing employment; and services to support Army personnel and their Families as they relocate.

Directed Performance: 95-100% of requests for education, assistance, and resources met upon request.

4. Provide long term case management for survivors (Survivor Outreach Services); outreach to survivors, support groups; service coordination of financial and benefits; and social outings.

Directed Performance: 95-100% of requests for support, assistance, and resources met upon request.

5. Provide long-term specialized support for wounded and fallen Soldiers and their Families.

Directed Performance: Support services for wounded Soldiers and Survivors of Fallen Soldiers are available to meet all identified needs and requirements within a timely manner.

6. Programs to promote and sustain Army volunteerism and Army volunteers. Includes the following: Army Volunteer Corp Programs; conduct annual Army Family Action Plan (AFAP) forum; and familiarize new spouses and Family members with the Army structure and specific installations.

Directed Performance: 95-100% of all Volunteer programs requirements met.

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ISR Service 252

Child, Youth and School Services (CYSS)

Directorate of Family and Morale, Welfare and Recreation

Point of Contact: Ms. Christina Thompson, 301-619-4453

Building 949

E-Mail: christina.n.thompson11.naf@mail.mil

Hours of Operation: The Parent Central Services Registration Office for all CYSS programs is open Mon-Thurs; 0800-1630, Friday; 0800-1300, located in Building 1520.

Common Level of Support for All Customers:

Assigned Capability Level: Green

1. Child, Youth and School Services Certification Directed Performance – 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).

2. Child Development Center Accreditation Directed Performance – 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.

3. School Age Accreditation

Directed Performance: Accreditation is evidence that Army programs meet nationally recognized standards for quality. Army School Age Centers must complete and maintain the Council on Accreditation (COA) accreditation process every four years.

4. Child Development Center Spaces

Directed Performance: Availability of Child Care Services allows parents to focus on their mission requirements which directly supports Army Readiness and to meet DoD policy on delivering 80% of the child care demand.

5. School Age Center Spaces

Directed Performance: Availability of School Age allows parents to focus on their mission requirements which directly supports Army Readiness and to meet DoD policy on delivering 80% of the child care demand.

6. Youth Center Spaces

Directed Performance: 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.

7. Sport and Fitness Spaces

Directed Performance: 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.

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ISR Service 253

Sports, Recreation, and Libraries

Directorate of Family and Morale, Welfare and Recreation

Point of Contact: Ms. Marilyn Flynn, 301-619-2087

Building 1520

E-Mail: marilyn.j.flynn.naf@mail.mil

Hours of Operation: Varies by Facility

Common Level of Support for All Customers:

Assigned Capability Level: Amber

1. Provide physical fitness facilities.

Directed Performance: One main facility is open at a minimum of 90 hours per week. Provides authorized patron's opportunities to enhance individual readiness, resiliency, general physical fitness and contribute to overall wellness.

2. Provide aquatics training and recreational swim program.

Directed Performance: Offers training for unit water survival, enhances Soldier swimming skills, and supports the general health of the military community.

3. Provide community/recreation programs.

Directed Performance: Provide a comprehensive program targeted to the DoD community.

4. Provide Outdoor Recreation Program.

Directed Performance: Provides recreation opportunities.

5. Provide automotive skills programs which are designed to promote skill development in maintaining personal vehicles.

Directed Performance: Offers a wide range of skills development activities to enhance individual coping skills, self-reliance and reduced automotive maintenance costs.

6. Provide discount ticketing services to authorized patrons for entertainment and leisure activities.

Directed Performance: Provides discounted tickets for off-post leisure and recreational opportunities.

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ISR Service 254
Business Operations
Directorate of Family and Morale, Welfare and Recreation
Point of Contact: Ms. Jodi Corbett, 301-619-2823
Building 1520
E-Mail: jodi.k.corbett.naf@mail.mil
Hours of Operation: Varies by Facility

Common Level of Support for All Customers:

Assigned Capability Level: Red

1. Provide a bowling program that is growing to meet industry standards as a leisure and recreational destination which delivers a quality product while achieving Army financial standards.

Directed Performance: Provide a variety of products and programs to attract both casual and repetitive bowlers; provide ala carte and catering food and beverage services and have certified lanes.

2. Provide clubs, food, beverage and entertainment operations. These operations may include theme operations, catering, snack bars, dining, beverage, social events, entertainment, and other services normally associated with a restaurant and entertainment center, as well as hospitality support for official events. Programs may include Bingo, snack bars, themed programs, special activities, recreational machines, etc.

Directed Performance: Provide the customer with the overall quality and perceived value of the dining and/or entertainment experience.

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**ISR Service 400
Facilities Engineering Services Management
Directorate of Public Works (DPW)
Point of Contact: Mr. Jamie Darling, 301-619-8310
Building 201
E-mail: jamie.l.darling2.civ@mail.mil
Hours of Operation: 0800-1630**

Common Level of Support for Army Customers:

Assigned Capability Level: Red

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 project prioritization system (PPS) to meet the organization's mission. Provide Engineering and Real Property Management advisory services to the Garrison Commander and tenant activities.

Provide engineering design, supervision, and inspection services for non-mission unique facility projects as defined in Service 411/420.

Directed Performance: 75-90% of requests for assistance and support through prevention and intervention programs met upon request.

Non-Army customers must reimburse for this service.

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**Fort Detrick Garrison
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ISR Service 401
Fire and Emergency Response Services
Directorate of Operations
Point of Contact: Chief Sean Edwards, 301-619-3159
Building 1419
E-mail: sean.l.edwards.civ@mail.mil
Hours of Operation: 24/7

Common Level of Support for All Customers

Assigned Capability Level: Amber

1. Provide Emergency Response Services for Structure Fires.

Directed Performance: First responding units will arrive on scene within 7 minutes.

2. Provide Emergency Response Services for Hazardous Materials and Chemical, Biological, Radiological, Nuclear, and High Explosive Incidents.

Directed Performance: First responding units will arrive on scene within 7 minutes.

3. Conduct Rescue Operations. This includes rope rescues, structure collapse, high angle, confine space, trenches, and water rescue.

Directed Performance: First responding units will arrive on scene within 7 minutes.

4. Provide Fire Prevention Services. Project and plan review, inspection of fire protection systems, equipment and facility fire risk management surveys.

5. Provide Specialized Services and Training to Support the Installation. This includes facility manager's training, building fire evacuation drills, CDC/Youth Center fire safety training, and newcomer's fire safety orientation training.

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ISR Service 402 Custodial Services
Directorate of Public Works (DPW)
Point of Contact: Mr. John E. Mcknight, 301-619-0327
Building 9250
E-mail: john.e.mcknight1.civ@mail.mil

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.

Common Level of Support for Army Customers: **Assigned Capability Level: Red**

Provide Basic Cleaning Services for Installation Administrative / Community / Training & Education/Warriors in Transition

Directed Performance: Sum of square footage of buildings where restroom cleaning is performed 2.5 times per week is completed 45-55% during the quarter

Common Level of Support for Child Care/Youth Centers: **Assigned Capability Level: Green**

Provide Child Care/Youth Cleaning Services

Directed Performance: Sum of square footage of buildings where restroom cleaning is performed 2.5 times per week is completed 100% during the quarter

Common Level of Support for Army Fitness Centers: **Assigned Capability Level: Red**

Provide Fitness Centers Cleaning Services

Directed Performance: Sum of square footage of buildings where restroom cleaning is performed 2.5 times per week is completed 60-80% during the quarter

Service	Frequency for Service Level Red
Bathroom Cleaning/Resupply	Every Other Day (M, W, F, T, Th...)
Disinfect Toilets/Urinals	Every Other Day (M, W, F, T, Th...)
Clean Drinking Fountains	Every Other Day (M, W, F, T, Th...)
Recycle Removal	Once a week
Trash Removal	Once a week
Trash Removal (restrooms/locker rooms)	Every Other Day (M, W, F, T, Th...)
Sweeping/Vacuuming	Once a Week
Spot Clean	As Required
Wet Mop Floors	Once a week
Regular Dusting	Twice a year
High Dusting	Once a year
Spray/Buff Floors	Four times a year
Strip/Finish Floors	Once a year
Clean/Shampoo Carpet	Once a year

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**ISR Service 403
Refuse Removal
Directorate of Public Works (DPW)
Point of Contact: Mr. Christian Smith, 301-619-2795
Building 201, Room 210
E-Mail:
christian.e.smith23.civ@mail.mil
Hours of Operation: 0700-1600**

Common Level of Support for Army Customers:

Assigned Capability Level: Red

Manage refuse removal program, providing core technical expertise and basic waste management planning, reporting, and community education. Operate Incineration Facility, Recycling Center, and Municipal Solid Waste Landfill in accordance with the Integrated Solid Waste Management Plan. This plan is reviewed and updated at least every 5 years or when significant changes occur in the installation mission or infrastructure in order to meet the four DoD measurement of merits.

Directed Performance: Percentage of measures met will be 50-75% during the fiscal year

Management of Non-Hazardous Solid Waste

Collect and dispose of Food Services Waste, Bulk Waste, Municipal Waste, and Recyclables in a manner that is in compliance with Federal/state/local laws and makes sense from an environmental and economically advantageous perspective.

The Garrison will determine the appropriate dumpster size and pick-up schedule necessary to preclude an unacceptable build-up of waste. Normal everyday trash will be collected to ensure dumpster capacity does not exceed 95%. Food Services Waste will be collected daily.

Ensure sanitary condition of equipment and containers. Containers will be cleaned, repaired, painted or replaced as required.

The standard does not include services for mission unique, short-term, or one-time requirements.

Directed Performance: Percentage of Non-hazardous solid waste diverted from the waste stream meets annual diversion goal of the DoD Strategic Sustainability Performance Plan will be met 70-80% during the fiscal year

Management and Operation of Landfills

Provide landfill management and inspections. Management and Operation of active and closed landfill are maintained efficiently and safely in accordance with Statutory and Regulatory requirements

Directed Performance: Percentage of inspections meeting or exceeding regulatory requirements for landfills will be met 70-80% during the fiscal year

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**ISR Service 404
Maintenance – Grounds
Directorate of Public Works (DPW)
Points of Contact: Mr. Bruce Beaver, 301-619-2426
Building 9250
E-Mail: bruce.l.beaver.civ@mail.mil
Hours of Operation: 0700-1600**

Common Level of Support for Army Customers:

Assigned Capability Level: Red

Provide grass cutting, trimming services, and other improved and unimproved grounds maintenance tasks as outlined in the chart below to be performed at the frequency indicated as the standard. Grass clipping removal and leaf removal are not a part of the standard for normal visibility areas.

Service	Frequency for Service Level Red
High Visibility Grounds Areas	
Grass cutting including grass clipping collection, litter/debris removal, prep of area, and trimming around structure/building	Weekly
Edging around & vegetation control in adjacent surfaced areas	Semi-annually
Removal of storm debris (safety) and dead animals can be provided through a Minor Service Order	As Required
Provide tree pruning and tree removal through a Job Order Request	Safety Only
Landscaping to include trimming shrubbery, weeding, and mulching (removal of dead debris, planting of perennials and annuals, borders, maintenance of landscape fabric, ground cover, etc. can be provided through a Job Order Request)	Annually
Normal Visibility Grounds Areas	
Grass cutting including litter/debris removal, prep of area, and trimming around structure/building	1 x per 2 weeks
Cantonment grass cutting for security clear zones. Includes litter/debris removal, prep of area, trimming & cleanup	2 x per year
Edging around & vegetation control in adjacent surfaced areas	Annually
Removal of storm debris (safety) and dead animals can be provided through a Minor Service Order	As Required
Provide tree pruning and tree removal through a Job Order Request	Safety Only
Semi-Improved Grounds Areas	
Grass cutting in active outlying cemeteries, outlying recreation/picnic and jogging trail areas. Includes litter/debris removal	Every 30 days (3-4 weeks)
Grass cutting for igloos and security perimeter fence. Includes removal of fallen trees and limbs	3 x per year
Road shoulders	2 x per year
Vegetation control to include invasive plants, woody vegetation, Utility ROW, and substations and/or switching stations.	Annually

The following services will be provided to all customers at no cost:

- Roadside litter and dead animal collection
- Storm debris collection as required
- Removal of trees that impose a safety hazard (as determined by the Garrison)

Directed Performance: Percentage of improved, semi-improved, and unimproved grounds maintained in accordance with above standards is 60-80% completed during the fiscal year.

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**ISR Service 405
Master Planning
Directorate of Public Works (DPW)
Point of Contact: Mr. John Bennett, 301-619-2443
Building 201, Room 252
E-mail: john.w.bennett92.civ@mail.mil
Hours of Operation: 0800-1630**

Common Level of Support for All Customers:

Assigned Capability Level - Red

1. Develop and maintain the Installation's Real Property Master Plan. The Master Plan establishes the basic framework for developing and managing real property on the installation IAW AR 210-20. This includes developing the installation's overall plan for using and investing in real property to support installation missions and DA objectives. The Master Plan describes permanent comprehensive/holistic solutions, as well as short-term actions necessary to correct deficiencies and meet real property requirements.

Directed Performance: 50-75% of master planning components to be completed including visioning, analysis, and design phases of planning process.

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. 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 plan to deal with the excess must be generated.

Directed Performance: 70-80% of functional category groups measured in SF are balanced within the 10% requirement.

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.

Directed Performance: 60-75% of major construction projects submitted in PAX move forward to MILCON 1-N POM.

4. Provide maximum utilization of facilities services. 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 space utilization surveys, relocate occupants for efficient space management. Analyze space used versus space allowance. Presentation to leadership as needed for space management decisions via the Real Property Planning Board.

Directed Performance: 75-85% of facilities are validated to near maximum utilization.

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ISR Service 406

Real Property/Real Estate Administration

Directorate of Public Works (DPW)

Point of Contact: Mr. Raymond Riner, 301-619-2398

Building 201, Room 252

E-mail: raymond.r.riner.civ@mail.mil

Hours of Operation: 0700-1600

Common Level of Support for All Customers:

Assigned Capability Level: Red

Provide management of utilization and facility inventory inspections for approximately 6,300 facilities on Fort Detrick. 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.

Directed Performance: 15-25% of requests for accountability services are supported including GFEBS data, Inventory Surveys, Water Rights, Accounting for space, Facilities assignments, and Conversions/diversions.

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.

Directed Performance: 70-80% of requests for information and data calls are supported.

3. Grant Use of Army Real Property. This program manages the process of granting termed use of Army property to other entities.

Directed Performance: 55-70% of requests for permits, easements, licenses, leases, and renewals are supported.

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.

Directed Performance: 25-50% of structures programed for demolition are demolished.

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.

Directed Performance: 85-90% of utilization rates will be verified in GFEBS.

Customers are required to:

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

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ISR Service 408

Snow and Ice Removal

Directorate of Public Works (DPW)

Point of Contact: Mr. Larry Wright, 301-619-2798

Building 201, Room 252

E-Mail: larry.w.wright20.civ@mail.mil

Hours of Operation: 0800-1600

Common Level of Support for All Customers:

Assigned Capability Level: Red

Provide the core technical expertise to remove snow, sleet, ice, sand, silt, etc. from areas that require such service to ensure adequate installation operations and to maintain safety.

Access is maintained to primary road, sidewalks, and parking lots of critical building and port in adverse weather condition by clearing snow, ice and debris

Directed Performance: Pavement cleared within 4 hours 50-75% of the time per weather event.

Restore installation normal operating conditions in adverse weather by removing snow, ice and debris from cross connecting roads; Range roads; Services roads; Roads to Administrative Facilities, Training Facilities, Schools, and Community Facilities; Parking lots and sidewalks.

Directed Performance: Pavement cleared within 12 hours 50-75% of the time per weather event.

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**Fort Detrick Garrison
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Service 411/420

Facility Maintenance – Vertical and Horizontal

Directorate of Public Works (DPW)

Point of Contact: Mr. Larry Wright, 301-619-2798

Building 201, Room 252

E-Mail: larry.w.wright20.civ@mail.mil

Hours of Operation: 0800-1600

Common Level of Support for Army Customers:

Emergency DMOs Assigned Capability Level: Green

Urgent, Routine and Preventative Orders Assigned Capability Level: Red

Facility Maintenance - Vertical

Provide maintenance and repair of all installation facilities. Includes all Standing Operating Orders (SOO), Individual Job Orders (IJO) or 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.

Facility Maintenance - Horizontal

Provide maintenance and repair of installation roads, bridges, and other surfaced and unsurfaced (paved & unpaved) areas. Includes paving, pothole/crack repair, bridge maintenance and inspection, sealing, painting, and other related activities. Does not include snow/sand removal and subsequent treatment.

- Service orders are defined as maintenance and repair activities costing less than \$2,500 in materials and less than 40 hours in labor. These are maintenance and repair activities for lighting, heating, ventilating, air conditioning, plumbing, electrical and roofing system required to minimize the downtime associated with system and building defects.
- Preventive/recurring maintenance is scheduled maintenance and repair activities required to maintain the real property inventory at its present condition.
- Facility sustainment projects are maintenance and repair activities costing more than \$2,500 in materials and more than 40 hours in labor. These maintenance and repair activities include repairs or replacement of facility components, accomplished by Individual Job Order (IJO), that are expected to occur periodically throughout the life cycle of facilities.
- Parts Washer Maintenance - DPW shall inspect, perform routine maintenance and service parts washer equipment on a quarterly basis. The maintenance and servicing will be performed in accordance with the manufacturers' specifications.

Historically, we complete approximately 23,000 service orders per year and carry a backlog of approximately 200. We also complete approximately 200 IJO's per year and carry a backlog of approximately 1,500.

Emergency Demand Maintenance Orders

Directed Performance – Percentage of Validated emergency Demand Maintenance Orders completed within established timelines (24 hours) will be a factor of 95-100% completed during the quarter

Urgent and Routine Demand Maintenance Orders

Directed Performance – Percentage of Validated urgent (7 days) and routine (30 days) Demand Maintenance Orders completed within established timelines will be a factor of 50-75% completed during the quarter

Non-Army customers must reimburse for the above services.

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**ISR Service 500
Electrical Services
Directorate of Public Works (DPW)
Points of Contact: Mr. Dave Bozzell, 301-619-2316
Building 9250
E-mail: david.r.bozzell.civ@mail.mil
Hours of Operation: 0800-1600**

Common Level of Support for Army Customers: **Assigned Capability Level: Green**

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.

Maintain 6 primary substations and approximately 84 miles of electrical distribution lines on the installation to provide electrical services for approximately 542 facilities on Fort Detrick in a manner to minimize unscheduled outages.

Directed Performance: Number of unplanned disruptions of electrical services lasting more than 30 minutes will be 0-3 times during quarter.

Non-Army customers must reimburse for this service.

All customers must reimburse for requirements associated with Mission Related Operations.

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**Fort Detrick Garrison
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**ISR Service 501
Heating/Cooling Services
Directorate of Public Works (DPW) Building 4488
Point of Contact: Mr. Larry Wright, 301-619-2798
Building 201, Room 252
E-Mail: larry.w.wright20.civ@mail.mil
Hours of Operation: 0800-1600**

Common Level of Support for Army Customers: **Assigned Capability Level: Green**

Provides 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.

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.

Maintain 17 miles of overhead steam lines and 3 miles of underground steam lines on the Fort Detrick installation. We provide operations and maintenance for 35 boilers, 3 heating plants, and 20 duplex condensate-pumping systems on the installation in a manner to minimize unscheduled outages.

Directed Performance: Number of unplanned heating/cooling service disruptions lasting more than 30 minutes will be 3 or less during quarter.

Non-Army customers must reimburse for this service.

All customers must reimburse for requirements associated with Mission Related Operations.

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**Fort Detrick Garrison
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ISR Service 502

Water Services

Directorate of Public Works (DPW)

Points of Contact: Mr. Larry Redmond, 301-619-2444

1930 N. Market Street, Frederick, MD 21701

E-Mail: larry.m.redmond.civ@mail.mil

Hours of Operation: 0800-1600

Common Level of Support for Army Customers:

Assigned Capability Level: Green

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 maintains one water treatment plant with a capacity to produce 2.7 million gallons of potable water per day; 4 storage tanks with a total volume of 3.5 million gallons; 2 pump stations; approximately 41 miles of potable water main distribution lines in a manner to minimize unscheduled outages on the Fort Detrick Installation.

Directed Performance: Number of unplanned disruptions of water service disruptions from an installation water treatment plant lasting more than 30 minutes will be 3 or less times during quarter.

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ISR Service 503

Waste Water Services

Directorate of Public Works (DPW)

Points of Contact: Mr. Todd Keyser, 301-619-2944

1930 N. Market Street, Frederick, MD 21701

E-Mail: todd.c.keyser2.civ@mail.mil

Hours of Operation: 0800-1600

Common Level of Support for Army Customers: **Assigned Capability Level: Green**

Provides domestic and industrial waste water treatment services via a Utilities Privatization contract. Includes costs to operate, maintain, repair, and recapitalize the plants and collection systems.

We provide operations and maintenance services for the waste water system on Fort Detrick, not to exceed 5 feet from a facility's exterior. The services are provided for approximately 542 facilities on the installation and include operations and maintenance for 4 septic systems; 8 lift stations interior to facilities; 6 grease traps; 3 oil/water separators; and the base oil/water separator.

Portable latrines are provided in remote areas and where restrooms are not available and for special events.

Directed Performance: Number of unplanned disruptions of sanitary and industrial waste water services lasting more than 30 minutes will be 3 or less times during quarter.

Non-Army customers must reimburse for this service.

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ISR Service 504

Other Utility Services

Directorate of Public Works (DPW)

Point of Contact: Mr. Larry Wright, 301-619-2798

Building 201, Room 252

E-Mail: larry.w.wright20.civ@mail.mil

Hours of Operation: 0800-1600

Common Level of Support for Army Customers:

Assigned Capability Level: Green

Provide energy audits of facilities to identify projects to reduce utility consumption and improve energy efficiency. These projects will be accomplished via alternative financing methods, i.e., Energy Savings Performance Contracts (ESPC) and Utility Energy Services Contracts (UESC).

Provide reliable other energy commodity or service or systems from other plants and distribution systems.

Directed Performance: Number of unplanned outages or interruptions lasting more than 30 minutes will be 3 or less during quarter.

Non-Army customers must reimburse for this service.

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ISR Service 505
Environmental Program Management and Planning
Directorate of Public Works, Environmental Management Division
Point of Contact: Mr. Joe Gortva, 301-619-3196
Building 201, Room 216
E-mail: joseph.j.gortva.civ@mail.mil
Hours of Operation: 0700-1630

Common Level of Support for All Customers:

1. Implement and maintain an Environmental Management System (EMS) for Fort Detrick.
2. Provide environmental support to the development and implementation of the Installation Master Plan.
3. Schedule and conduct quarterly Environmental Quality Control Committee (EQCC) meetings IAW AR 200-1.
4. Submit environmental requirements (BASOPS and tenant non-mission environmental requirements) through the Environmental Program Requirements (EPR) database (EPR Web) or follow-on requirement systems in accordance with HQDA-issued directions and guidance.
5. Identify environmental training/certification required by law and regulations and notify tenants of such training.
6. Participate in technology testing and fielding as required.
7. Coordinate External Environmental Performance Assessment System (EPAS) audits.
8. Perform regular internal assessments; coordinate audits with all tenants and activities.
9. Review all documentation required by the National Environmental Policy Act for activities occurring at Fort Detrick.
10. Conserve natural and cultural resources for the sustainment of the natural ecosystem, cultural history and continued Army mission.

**Fort Detrick Garrison
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Customer Responsibilities:

1. Participate in the installation's planning efforts.
2. Ensure personnel receive required training.
3. Coordinate needs for testing and fielding of new technology with the installation.
4. Participate in internal assessments and corrective actions.
5. Coordinate non-ITAM (Information Technology Asset Management) needs with environmental office and ITAM needs with DPTMS.
6. Participate in installation internal and external audits (e.g. EPAS, as required).
7. Fund unit environmental requirements not covered in the standard installation services or the ISSA.
8. Execute actions required under the Fort Detrick's EMS.
9. Participate in installation EMS.
10. Submit mission-specific, environmental requirements to the MACOM HQ.
11. Submit non mission-specific environmental requirements to the Garrison Commander for inclusion in the installation's Environmental Spend Plan submittal.
12. Participate in the installation Environmental Quality Control Committee (EQCC).

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ISR Service 505

Compliance Services

Directorate of Public Works, Environmental Management Division

Point of Contact: Mr. Joe Gortva, 301-619-3196

Building 201, Room 216

E-mail: joseph.j.gortva.civ@mail.mil

Hours of Operation: 0700-1630

Common Level of Support for All Customers:

Assigned Capability Level: Amber

1. Advisory Services, Installation Planning, Project and Activity Review and Impact Assessment. Provides for timely and accurate review of installation plans, projects and activities for potential impacts related to environmental laws and regulations. Includes review of installation plans, projects (i.e., 1391s, work orders, planning charrettes and design reviews) and activities for potential environmental impacts and advise customers.
2. Provide for Recurring Installation Environmental Permits. Allows the customer to accomplish their mission by successfully acquiring and maintaining the appropriate permits. Includes the following: Apply for, renew, modify, comply with, and terminate all environmental permits required for the installation. Gather, maintain, and report data required by the permit (includes inventory, sampling, analysis, etc.); negotiate with regulators; participate in or conduct public meetings as required by permit; fund required fees, provide recordkeeping and training required by permit related to compliance; conduct inspections required by permit. Create, update required Management Plans (e.g. Storm Water Pollution Prevention Plan) and other action required specifically by the permit. Establish components of the Environmental Compliance Officer Training for Permit Compliance.
3. Provide Regulated Waste Management Services. Provides management and disposal services for hazardous waste and other waste that requires special handling, for customers as defined by HQDA's Environmental Policies and Guidance. Oil-Water Separator Waste Petroleum Removal and Disposal - DPW shall remove waste petroleum from customer's oil-waste separator on a semi-annual basis. The waste petroleum will be recycled to the extent possible. Grease Trap Waste Removal and Disposal - DPW shall remove waste grease from grease-trap collection equipment on a semi-annual basis. The waste grease will be recycled to the extent possible.
4. Provide Non-Permit Environmental Statutory Requirements Services. Provides technical oversight, developing management strategies, and preparing/updating or reviewing management plans for non-permit environmental statutory requirements for customers as defined by HQDA's Environmental Policies and Guidance.
5. Support Overall Environmental Goals and Objectives and Sustain Environmental Stewardship. Provides the customer with increased awareness of installation environmental programs; the ability to incorporate best business practices and activities needed to support overall planning based assessments, requirements, and results of audits to enhance execution of the Environmental Programs beyond compliance; and training and educational activities including community outreach not required for compliance.

**Fort Detrick Garrison
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Customer Responsibilities:

1. Comply with all Federal, State, and local laws, policies, regulations, and directives. Follow all DoD, Army, IMCOM, and US Army Garrison- Fort Detrick policies, regulations, SOPs, and environmental protection program guidance and directives.
2. Request technical assistance, as necessary, to ensure operational compliance with all environmental programs.
3. Obtain concurrence from the Directorate of Public Works, Environmental Management Division, US Army Garrison – Fort Detrick, for all standing operating procedures, plans, and operations involving disposal, handling, storage, and use of any materials which could possibly impact the environment in any media (air, water, ground, noise).
4. Assist Federal, State, and Army environmental regulators and inspectors in gaining entry to customer's premises for the purpose of conducting environmental audits and inspections.
5. Prepare or fund the preparation of any environmental documents required under the National Environmental Policy Act.
6. Accomplish any required environmental mitigation identified as necessary in National Environmental Policy Act required environmental analysis of customer's activities.

Funding Responsibilities:

1. Costs for compliance agreements and consent orders that are attributable to a customer's mission and/or operations are coordinated through applicable legal and command channels to determine the appropriate funding activity.
2. Costs to obtain permits and to maintain compliance attributable to a customer's mission and/or operations are coordinated through applicable legal and command channels to determine the appropriate funding activity.
3. The customer is responsible for environmental fines and penalties resulting from their mission activities.
4. The customer is responsible to reimburse costs associated with cleanup and spill response resulting from mission activities if not covered in standard installation services or the ISSA.
5. The customer is responsible to reimburse costs associated with the collection, treatment, storage, transportation and disposal of hazardous materials and wastes.
6. The customer is responsible to reimburse costs associated with preparation of any environmental documents required under the National Environmental Policy Act

Directed Performance: Number of enforcement actions (ENF) and internal & external Environmental Performance Assessment System (EPAS) findings will be a factor of 90%

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ISR Service 506

Conservation Services

Directorate of Public Works, Environmental Management Division

Point of Contact: Mr. Joe Gortva, 301-619-3196

Building 201, Room 216

E-mail: joseph.j.gortva.civ@mail.mil

Hours of Operation: 0700-1630

Common Level of Support for All Customers:

Assigned Capability Level: Amber

1. Advisory and Planning Services, Project Review and Impact Assessment – Provide timely and accurate initial review of required actions or tasks in accordance with cultural resources and natural resources laws, policy, guidance, and regulations.
2. Conservation (Cultural and Natural) Resources Planning and Coordination. Provide required actions or tasks in accordance with cultural resources and natural resources law, policy, guidance and regulations and FGS equivalents.
3. Endangered Species Act (ESA) Compliance, implementation, management, oversight, and Monitoring on Fort Detrick.
4. Other Natural Resources and Cultural Resources Compliance, Legal Requirement Implementation, Management, Oversight, and Monitoring on Fort Detrick (other than ESA).
5. Conservation (Cultural and Natural Resources) Stewardship. Promotes environmental awareness and provides enhanced quality of life for users through sustainable stewardship of cultural and natural resources.

Customer Responsibilities:

1. Comply with all Federal, State, and local laws, policies, regulations, and directives. Follow all DoD, Army, IMCOM, and US Army Garrison- Fort Detrick policies, regulations, SOPs, and environmental protection program guidance and directives.
2. Request technical assistance, as necessary, to ensure compliance with all Federal, State, and local laws, policies, regulations, and directives.
3. Obtain concurrence from the US Army Garrison, Directorate of Public Works, Environmental Management Division, for all standing operating procedures, plans, and operations which could possibly affect the environment, including but not limited to natural resources, forest, wildlife, migratory birds, fish, and wetlands, any body of surface water, endangered species, archaeological resources, or historic structures.

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4. Assist Federal, State, and Army environmental regulators and inspectors in gaining entry to customer's premises for the purpose of conducting environmental audits, inspections or management activities.
5. Accomplish any required natural or cultural resource mitigation requirements resulting from customer's activities or actions affecting the environment.

Directed Performance: Percentage of Cultural Resource projects completed to number of projects identified will be a factor of 90%

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**ISR Service 507
Pollution Prevention Services
Directorate of Public Works, Environmental Management Division
Point of Contact: Mr. Joe Gortva, 301-619-3196
Building 201, Room 216
E-mail: joseph.j.gortva.civ@mail.mil
Hours of Operation: 0630-1700**

Common Level of Support for All Customers:

Assigned Capability Level: Amber

1. Comply with Emergency Planning and Community Right to Know Act (EPCRA) to include reports and recordkeeping. Provides the customer with the ability to meet EPCRA compliance requirements.
2. Provide Decision Making Tools (Plans, Studies and Surveys) to reduce pollution and compliance burden and save resources. Provides the customer with data and analysis about waste streams and resources to support program decision making.

Customer Responsibilities:

1. Comply with Garrison guidance for maintaining generation, usage, and storage records for hazardous materials and waste at customer's facilities.
2. Comply with Garrison guidance for usage and support of the hazardous materials and waste management system.
3. Maximize operational and cost effective pollution prevention and recycling activities within customer operations.
4. Utilize the Fort Detrick Recycling Program unless recycling initiatives are approved for direct sale by the Directorate of Public Works, Environmental Management Division.

Directed Performance: Percentage of Pollution Prevention projects completed to number of projects identified will be a factor of between 75-90%

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**ISR Service 508
Installation Restoration Program
Directorate of Public Works, Environmental Management Division
Point of Contact: Mr. Joe Gortva, 301-619-3196
Building 201, Room 216
E-mail: joseph.j.gortva.civ@mail.mil
Hours of Operation: 0700-1630**

Common Level of Support for All Customers:

Clean up contaminated, protected, disrupted sites on the installation. Includes management and administration of Defense Environmental Restoration Account (DERA) funded projects.

Customer Responsibilities:

1. The Chiefs of the primary organizational elements are responsible for providing access for sampling and cleanup activities as necessary to comply with the Hazardous Waste Permit. The organizational elements are also responsible for complying with all Land Use Controls established as part of the cleanup provisions as stated in the Hazardous Waste Permit. Finally, the organizational elements are responsible for complying with the provisions and procedures of Fort Detrick Environmental Site Access Control Program by appointing points of contact in writing to the Environmental Management Division to facilitate the control of activities on or adjacent to environmental sites within their area of control and other areas used by their organization for training.
2. The Chiefs are responsible for ensuring that all entry or activities on or adjacent to environmental sites are consistent with the required controls contained in the current hazard ranking and required controls matrix.
3. Any physical alterations to real property or land use must be coordinated through the Directorate of Public Works to ensure environmental project review procedures are met.
4. Reporting any adverse human health or environmental incidents during the course of environmental site entry, including, discovery of any unexploded ordnance (UXO); personnel injuries or illness; unexpected tanks, vaults, or piping; or discovery of any signs of the presence of buried waste materials, immediately. Work shall be stopped at the point of discovery/incident. Because of this potential hazard or impact, an Environmental Site Work Plan Evaluation Checklist must be completed by Public Works Environmental personnel before any activity commences on or adjacent to an IRP environmental site.

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Funding Responsibilities:

If the project must move forward based on mission requirements, then immediate site actions may be required. These actions may include but are not limited to implementing the defined controls with or without modification, implementation of interim measures, or reprioritization of the cleanup action to meet project requirements. This could result in a request for funds from the project proponent to offset the difference between the funding needed for the action necessary to accommodate the project and the action that has been programmed under the IRP. All approved actions, contingent on the controls noted being implemented, must be properly coordinated through the DPW Environmental Management Division. The DPW EMD will coordinate with the U.S. Environmental Protection Agency and the Maryland Department of Environment (MDE) as appropriate.

Violations:

1. The US Army Garrison – Fort Detrick has the authority to issue a Stop Work Order as per the Occupational Safety and Health Act (OSHA), 29 CFR Part 1910.120 (Hazardous Waste Operations and Emergency Response) and the National Oil and Hazardous Substances Pollution Contingency Plan (NCP), 40 CFR Parts 300.150 (Worker Health and Safety) and 311 (Worker Protection) for any unauthorized intrusive activities ongoing within any IRP site access control boundary.
2. In the event there are regulatory fines or penalties resulting from non-coordinated intrusive activities within an IRP site boundary the Fort Detrick Garrison will act as principal negotiator with regulatory agencies to determine specific fines and penalties. Fort Detrick Garrison will determine tenant culpabilities pertaining to regulatory Notice of Violations (NOV).

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ISR Service 510 Pest Management
Directorate of Public Works (DPW)
Point of Contact: Mr. Paul O'Brien, 301-619-2493
Building 9250
E-Mail: paul.b.obrien.civ@mail.mil
Hours of Operation: 0800-1600

Common Level of Support for Army Customers: **Assigned Capability Level: Red**

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

This program provides response and completion of service orders 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.

Directed Performance: Percentage of scheduled Indoor and Outdoor Pest Management services, including inspections, completed 70-80% of the time during the quarter

Non-Army customers must reimburse for this service.

All customer must reimburse for pest control services required for special outdoor events.

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**ISR Service 600
Physical Security
Directorate of Operations (DoO)
Point of Contact: Mr. Michael Pollard. 301-619-3305 Building 1419
Email: Michael.j.pollard.civ@mail.mil
Hours of Operation: 24/7**

Common Level of Support for All Customers

Assigned Capability Level: Green

1. Provides management and direction of core PS Missions to maintain safe and secure installation to include support to tenant organizations. Provides for the regulatory compliance and certification of facilities used to protect AA&E, mission sensitive or classified resources. The Planning, Programming, Budgeting and Execution (PPBE) process; contract management, and all associated budget estimates are required to ensure adequate resource allocation.
Directed Performance: 70-80% of required inspections conducted.

Assigned Capability Level: Amber

2. Provides management and direction of core PS Mission to maintain safe and secure installation, to include support to tenant organizations. Provides for the regulatory compliance and certification of facilities used to protect AA&E, mission sensitive or classified resources. The Planning, Programming, Budgeting and Execution (PPBE) process; contract management, and all associated budget estimates are required to ensure adequate resource allocation.
Directed Performance: 70-80% of actual operational hours of possible operational hours.

Assigned Capability Level: Red

3. Provides administration and operation of access, control points, visitor control, and access control equipment. Access control is designed to restrict and/or control entrance to property and/or installations to only those authorized persons. Provides a mechanism to screen identify and prevent access to personnel deemed a threat to the installation.
Directed Performance: 5 minutes or less to process uncleared individuals (x) numbers of visitors.

Note: Above services highlight designated functions which are not all inclusive.

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ISR Service 601

Law Enforcement (LE) Services

Directorate of Operations (DoO)

Point of Contact: Chief Nelson Oliveira, 301-619-9202

Building 1419

E-mail: nelson.s.oliveir.civ@mail.mil

Hours of Operation: 24/7

Common Level of Support for All Customers:

Assigned Capability Level: Green

1. Maintain the safety and security of Army installations (and Joint Bases) and its members through law enforcement response to emergency calls for service and proactive law enforcement patrols to deter / detect criminal activity and promote traffic safety.

Directed Performance: 90-100% response to emergency calls for service where the initial patrol arrives within seven minutes to meet Local Capability Level.

Assigned Capability Level: Green

2. Provides for resources and management of law enforcement emergency dispatch services.

Directed Performance: 96-100% response to emergency call and alarms acknowledged within one minute to meet Local Capability Level.

Assigned Capability Level: Red

3. Provides for the ability to conduct specialized law enforcement investigations of misdemeanor crimes and juvenile offenses, which occur on Army installations (and Joint Bases).

Directed Performance: 76-90% average number of days required to complete misdemeanor investigations to meet Local Capability Level.

Assigned Capability Level: Red

4. Provides for the ability to conduct specialized law enforcement investigations of serious traffic accidents, which occur on Army installations (and Joint Bases).

Directed Performance: 46-60% average number of days required to complete traffic investigation to meet Local Capability Level.

Assigned Capability Level: Red

5. Provides for the resources and management of maintaining installation law enforcement records and reports.

Directed Performance: 61-90% average number of days required to submit law enforcement report to the U.S. Army Crime Records to meet Local Capability Level.

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ISR Service 602

Antiterrorism (AT) Services

Directorate of Operations (DoO)

Point of Contact: Mr. Richard King, 301-619-3446

Building 810, Room 107

E-mail: richard.e.king.civ@mail.mil

Hours of Operation: 0700-1630

Common Level of Support for All Customers:

Assigned Capability Level: Red

Develop and implement the Installation AT Program and perform administrative tasks associated with the Antiterrorism Executive Committee (ATEC) and Antiterrorism Working Group (ATWG). Develop and coordinate local Force Protection Conditions (FPCON) and Random Antiterrorism Measures (RAM), coordinate contract compliance with AT standards, ensure proper dissemination of threat information, and participate in the Threat Working Group (TWG). Conduct required risk management to mitigate vulnerabilities or accept risk. Conduct AT training and conduct a comprehensive AT exercise as prescribed by guidance.

Customer Responsibilities:

1. Prioritize Antiterrorism Program activities annually ranging from Random Antiterrorism Measures for High Risk Targets & Mission Essential Vulnerability Areas. Provide points of contact (POC) to support Antiterrorism Working Group, Bi-Annual Antiterrorism Executive Committee Meetings, Threat Working Group Meetings, and annual requirements to validate/update the Installation Antiterrorism Plan.
2. Implement installation AT directives, notify installation AT officer of special AT requirements, participate in installation AT exercises, report terrorist threats/incidents immediately to the Directorate of Operations, and disseminate threat information to the lowest possible level.

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ISR Service 603

Installation Security Services

Directorate of Operations (DoO)

Point of Contact: Mr. Timothy Wolfe, 301-619-3302

Building 1520, Room 107

E-mail: timothy.e.wolfe.civ@mail.mil

Hours of Operation: 0700-1630

Fingerprint Hours: By appointment only

Common Level of Support for Army Customers:

Assigned Capability Level: Red

Personnel Security - Program facilitates unit readiness by ensuring that appropriate personnel have been vetted and cleared for accessions, employment, deployment, information systems access, and other mission requirements. This service includes administration, investigation and analyses of personnel security investigations conducted as the bases for both suitability for military, civilian and contractor personnel for base and IT accesses and personnel security clearance eligibility for military and civilians. Fingerprinting services will be provided to organizations that utilize the Garrison Personnel Security Office to submit their investigations for processing. Contact the Garrison Security Office for fingerprint appointments. Contractor personnel must contact their Facility Security Office for fingerprinting requirements.

Customer Responsibilities – Provide a single security point of contact for ensuring compliance with providing in and out processing forms, notification of an employee's transfer, resignation, retirement, or other changes in employment. Customers must ensure employee's timely submission of periodic reinvestigations and timely reporting of adverse issues regarding their employees. Customers shall provide prompt notification of special investigative requirements, i.e., Special Access Programs.

Security Education, Training, and Awareness (SETA) - Promote work force understanding of security program policies and procedures and their contribution to mission success. Develop and facilitate the implementation of a security training program specific to a customer's needs that may not be included in the annual on-line SETA training.

Customer Responsibilities – Provide the Garrison SETA Officer with specific training requirements pertaining to their organizational mission to assist in developing an in depth training program to enhance their employee's knowledge regarding security requirements as found in AR 380-5, AR 380-67, AR 380-49, etc. Provide a listing of employees who are required to receive the annual SETA on-line training for tracking by the Garrison SETA Officer.

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Information Security - Protect classified and sensitive/controlled unclassified information that safeguards Army operations and activities, critical infrastructure, equipment and military, civilian, 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 information is properly marked, stored, reproduced, transmitted, transported, and destroyed. Includes the identification, control and protection of classified and unclassified sensitive information from unauthorized disclosure or release to the public, i.e, public release reviews, freedom of information reviews and other activities.

Customer Responsibilities – Provide written requests for security assistance visits, open storage approval requests, and other information security services.

Industrial Security - Execute and oversee industrial security **User Agency** management and responsibilities for classified contracts awarded through either installation or centralized regional authority. Ensure that appropriate safeguards are in place and followed throughout the acquisition lifecycle and includes conveying classification and declassification requirements, completing DD Forms 254, providing suitability adjudications for base and IT accesses, assisting the contractor in investigation security violations and providing advice and assistance to contractor Facility Security Officers and employees.

Customer Responsibilities – Provide statement of work requiring access to sensitive and/or classified information and DD Forms 254s for review and approval of security requirements. Provide notification of any adverse issues regarding contractor employees.

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**ISR Service 604
Emergency Management Services
Directorate of Operations (DoO)
Point of Contact: Mr. Garth Phoebus, 301-619-3366
Building 810, Room 107
E-mail: garth.c.phoebus.civ@mail.mil
Hours of Operation: 0800-1630**

Common Level of Support for All Customers:

Assigned Capability Level: Red

Maintain Installation Chemical, Biological, Radiological, Nuclear or High-Yield Explosive/Emergency Management (CBRNE/EM) Capability.

- Maintain Emergency Management situational awareness for all hazards.
- Integrate all activities necessary to develop, implement, execute, and sustain the Installation's capability to prepare for, prevent, mitigate the potential effects of, respond to, and recover from emergencies resulting from natural hazards, technological hazards, and acts of terrorism, to include CBRNE events.
- Perform Continuous CBRNE/EM Risk Management.
- Maintain Executable CBRNE/EM Plan (All Hazards).
- Conduct CBRNE/EM Training Exercises.

Customer Responsibilities:

1. Develop Site Specific disaster response plans (Emergency Action Plans) that addresses All Hazards pertaining to Fort Detrick Area of Responsibility.
2. Participate in Annual Installation Full Scale Exercises and validate organization plans.

Provide organizational POC for executing installation CBRNE Program.

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ISR Service 702

Multimedia/Visual Information

Directorate of Operations (DoO)

Point of Contact: Mr. Siegfried Bruner, 301-619-3293

Building 1403

E-mail: siegfried.bruner.civ@mail.mil

Hours of Operation: 0800-1630

Common Level of Support for Army Customers:

Assigned Capability Level: Red

1. Photography Services: Provide DA (promotion) photos. Provide DA portraits (standard bust with flag and backdrop). Provide photo documentation of historically significant events. Provide digital passport photos. All products provided digitally (printing is not authorized).

Directed Performance: 80-89% of photography products completed within 6 working days

Non-Army customers must reimburse for these services (with the exception of board photos)

Customer Responsibility – 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 upon your first log-in.

VIOS Web link: <https://www.vios-east.army.mil>

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ISR Service 800
Military Personnel Services
Directorate of Human Resources
Point of Contact: Mr. Kenneth Daniels, 301-619-3381
Building 1520
Email: kenneth.w.daniels14.civ@mail.mil
Hours of Operation: Monday-Friday, 0730-1630

Common Level of Support for All Customers:

Assigned Capability Level: Red

1. Provides military casualty services and liaison services for family members between local funeral personnel and military burial personnel. Includes the following: casualty affairs, burial honors, casualty training, benefits counseling and line of duties.

Directed Performance: Casualty notifications made within 4 hours of Casualty and Memorial Affairs Operations Center (CMAOC) notification.

2. Provide those services required to deploy and redeploy Soldiers.

Directed Performance: Actions processed by suspense date.

3. Provides separation services for soldiers who are separating. Includes the following: separation orders, DD Form 214 and DD Form 220, post separation document processing, and pre-separation benefits briefing.

Directed Performance: Separation actions processed within 5 days of separation actions received.

4. Provide personnel services required by customers upon arrival/departure from an Installation. Includes welcome and reception coordination, in/out processing, approval of Installation clearance, and coordination of installation work centers.

Directed Performance: In/out processing 5 days following arrival at installation.

5. Provide CAC/ID card services to customers as required by personnel actions initiated by the customer. Includes DEERS enrollment, issuing CAC card and Teslin card, and pin reset.

Directed Performance: Receive ID card within 45 minutes.

6. Provides transition services to Fort Detrick for separating soldiers. Includes the following: Soldier for Life – Transition Assistance Program (SFL/TAP), Veteran's Opportunity to Work, Pre-Transition benefit briefings, job fairs/employers days, employer/job development and community relations, credentialing/licensing opportunities, monitor ACAP operations.

Directed Performance: Complete prior to separation from those registered in SFL/TAP.

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7. Provides personnel processing necessary to manage soldier career development.

Directed Performance: Notification of reassignment made to enlisted within 30 days and officers made within 15 days.

8. Provide processing of individual personnel actions. This program provides the spectrum of military personnel support specifically for students and trainees.

Directed Performance: Student actions processed within 5 days.

9. Provides a full range of automation support services for all applicable personnel systems. Includes eMILPO management, establishing and managing end users accounts and passwords, Personnel Asset Inventory, and strength accounting.

Directed Performance: Automation systems requests completed within 2 working days from number of actions received.

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**ISR Service 803
Army Continuing Education Services
Directorate of Human Resources
Point of Contact: Mr. Gordon Nero, 301-619-4537
Building 1520
E-Mail: gordon.d.nero.civ@mail.mil
Hours of Operation: Monday-Friday; 0700-1630**

Common Level of Support for All Customers:

Assigned Capability Level: Red

1. Provide education counseling sessions appropriate in length and content to meet client needs as expressed during intake, validated during the counseling process, and resulting in a plan, referral, or recommendation.

Directed Performance: 65% Soldiers receive effective counseling to establish goals and identify appropriate Army Continuing Education Services (ACES) programs.

2. Facilitate soldier access to post-secondary programs and classes.

Directed Performance: Less than 20% down to 10% of total number of Soldiers assigned to an installation eligible for enrollment in any level of postsecondary education enrolled in any postsecondary education.

3. Provide basic skills education and General Technical score improvement.

Directed Performance: Less than 60% down to 50% of eligible Soldiers enrolled in a College and Career Readiness Program.

4. Provide academic, assessment, and certification testing.

Directed Performance: Less than 75% down to 50% number of Army Personnel Test (APT) given with clients time frame.

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**ISR Service 902
Command and Control
Directorate of Operations (DoO)
Point of Contact: Mr. Curtiss Johnson , 301-619-2299
Building 810, Room 107
E-mail: curtiss.l.johnson2.civ@mail.mil**

Common Level of Support for All Customers:

Assigned Capability Level: Amber

1. Installation Emergency Operations Center Maintains 24/7 capability as required (defined as scalable through telecommunications and physical presence) for situational awareness (SA), and Classified/Unclassified Common Operating Pictures (COPs) of critical information and events. Provide an expandable operations to execute the Anti-Terrorism/Force Protection, and All Hazards Response Plan Contingency Response Operations (real world or exercises).

- Maintain communications and share COP within the installation, local, state and federal authorities, lateral, supporting and supported command, agencies and governments, and with higher headquarters.
- Establish, train, and operate the Installation Emergency Operations Center (IEOC) in accordance with applicable FPCON Measures and available resources.
- Train Crisis Action personnel and Installation Emergency Operations Center in accordance with applicable policy and regulatory guidance.
- Allocate adequate space to conduct Crisis Action operations.

2. Planning and Exercise. Provides technical expertise and leadership to synchronize and integrate garrison operations into support for CONPLANS, OPLANS, FUNCPLANS, SORs, OPORDs, and Stationing Actions.

Customer Responsibilities:

1. Comply with the National Response Framework and the Installation Management Command Force Protection All Hazard Disaster Plan, Installation Operation Security Plan and Annexes.
2. Notify the IEOC as soon as possible upon identification or execution of activities in response to emergency situation or events.
3. Provide personnel and equipment assistance to US Army Garrison Fort Detrick should conditions require.

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**Total Ammunition Management Information System
(TAMIS)**

Directorate of Operations (DoO)

Point of Contact: Mr. Curtiss Johnson, 301-619-2299

Building 810, Room 107

E-mail: curtiss.l.johnson2.civ@mail.mil

Common Level of Support for All Military Customers:

The Total Ammunition Manager (TAM) serves as the Total Ammunition Management Information System (TAMIS) Trainer and advisor for units forecasting ammunition for delivery to US Army Garrison Ammunition Supply Point (ASP). Coordinate scheduling of weapon training devices, simulators/simulations and ranges with customer unit. Conducts TAMIS user certification and unit level Ammunition Manager Course, one class per year. Approves the cross leveling of stocks between accounts and units. Validate requests for issue of munitions.

Customer Responsibilities:

1. Prepare annual ammunition requirement in a timely manner.
2. Forecast ammunition for the month of training.
3. Establish accounts with local ammunition supply point.
4. Ensure personnel assigned to request and/or receive ammunition meet the grade requirements of DA PAM 710-2-1.
5. Obtain approval for un-forecasted ammunition from the appropriate headquarters.
6. Complete all turn-ins 5 days after the completion of training.

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Section 2

Reimbursable Services

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**ISR Service 109
Equal Employment Opportunity (EEO) Services
Equal Employment Opportunity Office
Point of Contact: Ms. Tiffany Gist, 301-619-4147
Building 1520
E-Mail: lashunda.t.dillon.civ@mail.mil
Hours of Operation: 0800-1630**

Reimbursable Support for Non-Army Customers:

Expenses for on-and off-site training.

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ISR Service 113
Administrative Services Division - Mail Service
Directorate of Human Resources
Point of Contact: Mr. Eddie Coleman, 301-619-9948
Building 1520
E-Mail: eddie.m.coleman.civ@mail.mil
Central Mail Facility is located in Building 9200
Hours of Operation: 0800-1600

Reimbursable Service for All Customers:

Garrison will meter receiver's outgoing official mail with postage imprint.

Customer Responsibility: Reimburse for postage and fees associated with processing official mail and express mail through the United States Postal Service (USPS) – usually metered rates charged to each organization and USPS Express and related fees.

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ISR Service 400
Facilities Engineering Services Management
Directorate of Public Works (DPW)
Point of Contact: Mr. Jamie Darling, 301-619-8310
Building 201
E-mail: jamie.l.darling2.civ@mail.mil
Hours of Operation: 0800-1630

Reimbursable Support for Non-Army Customers:

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 project prioritization system (PPS) to meet the organization's mission. Provide Engineering and Real Property Management advisory services to the Garrison Commander and tenant activities.

Reimbursable Service for All Customers:

Engineering design, supervision, contract/project management and inspection services for all customer funded and customer unique facility construction projects performed by the Garrison. The estimated cost of these services is determined as a percentage of the estimated total project cost. For FY18, these percentages are 5% for projects under \$100,000 and 10% for projects \$100,000 or more. 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. The engineering service management funding will be requested as follows:

- For projects less than \$100,000, the 5% engineering service management funding will be requested at the same time as the construction funding request.
- For projects greater than \$100,000 and requiring new building square footage (additions or stand-alone buildings), an initial 2% of the 10% total engineering service management funding will be requested during the initial Planning Phase to fund a 35% design and construction approval package submission to the Office of the Assistant Chief of Staff for Installation Management (OACSIM). An additional 4% engineering service management funding will be requested following OACSIM approval, DPW project approval, and prior to the final design process. The remaining 4% engineering service management funding will be requested immediately prior to construction.

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- For projects greater than \$100,000 and not requiring new building square footage, an initial 6% of the 10% total engineering service management funding will be requested prior to beginning the design process. The remaining 4% construction management fee will be requested in the Fiscal Year of the construction.

Customers must submit electronic Job Order Requests for all construction projects. Provide funding for engineering design, supervision, and inspection services as soon as funding is requested by the Garrison.

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ISR Service 401
Fire and Emergency Response Services
Directorate of Operations (DoO)
Point of Contact: Chief Sean Edwards, 301-619-3159
Building 1419
E-mail: sean.l.edwards.civ@mail.mil
Hours of Operation: 24/7

Reimbursable Support for All Customers:

- a. All customers must reimburse for overtime, equipment and supplies for response to hazardous material incidents and for all incidents determined to be the fault of the customer.
- b. Provide specialized services above initial emergency response and prevention functions (e.g. Standby/dedicated fires and emergency medical services for exercises, hot work permit training and other specialized training).

Customer Responsibility:

- a. In collaboration with Department of Emergency Services (DES) Fire Prevention Inspectors, customers will furnish the initial purchase, installation and maintenance of fire extinguishers in newly constructed and existing facilities. The Inspectors will determine the type, size, quantity and location of portable fire extinguishers and inspect them following installation to ensure compliance with NFPA 10 standards.
- b. Provide funding covering estimated requirements prior to the beginning of work or services for overtime expended. This would include any request which would require the DOO to bring in personnel above what is required for the common level of support. Customer may pre-coordinate requirements with Fire and Emergency Services Division but must submit support requests through Garrison Directorate of Operations (DoO) no later than 30 days prior to event.

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**Fort Detrick Garrison
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**ISR Service 402
Custodial Services
Directorate of Public Works (DPW)
Point of Contact: Mr. John Mcknight, 301-619-0327
Building 9250
E-mail: john.e.mcknight1.civ@mail.mil**

Non-Army customers must reimburse for this service.

Army customers must request and reimburse for increased service frequencies.

Provide custodial services for Administrative, Classroom, and Public type areas as outlined in the chart below to be performed at the frequency indicated as the standard. Only non-cleared custodial personnel are provided to perform these services.

All customers (Army or non-Army) may purchase cleared custodial support or senior level admin (special dedicated) custodial support at an additional cost. Space identified as Sensitive Compartmented Information Facility (SCIF) space in our real property records will be cleaned on a fully reimbursable basis for all customers based on the total square footage of SCIF space being cleaned for an organization.

Service requests beyond the scope of those identified as the standard or not identified in an existing support agreement will require additional reimbursement and must be requested by submitting a Job Order Request (JOR). Funding for JOR services must be provided in advance.

Service	Frequency for Service Level Red
Bathroom Cleaning/Resupply	Every Other Day (M, W, F, T, Th...)
Disinfect Toilets/Urinals	Every Other Day (M, W, F, T, Th...)
Clean Drinking Fountains	Every Other Day (M, W, F, T, Th...)
Recycle Removal	Once a week
Trash Removal	Once a week
Sweeping/Vacuuming	Once a week
Spot Clean	As Required
Wet Mop Floors	Once a week
Regular Dusting	Twice a year
High Dusting	Once a year
Spray/Buff Floors	Four times a year
Strip/Finish Floors	Once a year
Clean/Shampoo Carpet	Once a year

SERVICES SUBJECT TO CHANGE WITH EACH CONTRACT MODIFICATION OR RENEWAL

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**Fort Detrick Garrison
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**ISR Service 403
Refuse Removal
Directorate of Public Works (DPW)
Point of Contact: Mr. Christian Smith, 301-619-2795
Building 201, Room 210
E-Mail: christian.smith29.civ@mail.mil
Hours of Operation: 0700-1600**

Reimbursable Support for Non-Army Customers:

Manage refuse removal program, providing core technical expertise and basic waste management planning, reporting, and community education.

Operate Incineration Facility, Recycling Center, and Municipal Solid Waste Landfill.

Collect and dispose of Food Services Waste, Bulk Waste, and Municipal Waste, Medical Waste, and recyclables in a manner that is in compliance with Federal/state/local laws and makes sense from an environmental and economically advantageous perspective.

The Garrison will determine the appropriate dumpster size and pick-up schedule necessary to preclude an unacceptable build-up of waste. Normal everyday trash will be collected to ensure dumpster capacity does not exceed 95%. Food Services Waste will be collected daily.

Containers will be cleaned, repaired, painted or replaced as required.

The standard does not include services for roll-offs, compactors, mission unique, short-term, or one-time requirements.

Reimbursable Support for All Customers:

Service requests beyond the scope of those identified as the standard or not identified in an existing support agreement will require additional reimbursement and must be requested by submitting a Job Order Request.

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**Fort Detrick Garrison
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**ISR Service 404
Maintenance – Grounds
Directorate of Public Works (DPW)
Points of Contact: Mr. Bruce Beaver, 301-619-2426
Building 9250
E-Mail: bruce.l.beaver.civ@mail.mil
Hours of Operation: 0700-1600**

Non-Army customers must reimburse for this service.

Army customers must request and reimburse for increased service frequencies.

Provide grass cutting, trimming services, and other improved and unimproved grounds maintenance tasks as outlined in the chart below to be performed at the frequency indicated as the standard.

Service	Service Level Red	Service Level Amber
High Visibility Grounds Areas		
Grass cutting including litter/debris removal, prep of area, and trimming around structure/building	Bi-weekly	Weekly
Edging around & vegetation control in adjacent surfaced areas	2 x per year	Bi-weekly
Removal of storm debris (safety) and dead animals can be provided through a Minor Service Order	7 days after report	3 days after report
Provide tree pruning and tree removal through a Job Order Request	Safety Only	Safety & Neat Appearance
Provide periodic lawn treatment to include fertilizer, liming, over seeding, aeration, & weed control through a Job Order Request	None	2 x per year
Landscaping to include trimming shrubbery, weeding, and mulching (removal of dead debris, planting of perennials and annuals, borders, maintenance of landscape fabric, ground cover, etc. can be provided through a Job Order Request)	Annually	3 x per year
Normal Visibility Grounds Areas		
Grass cutting including litter/debris removal, prep of area, trimming & cleanup	Every 21 days	Bi-weekly
Cantonment grass cutting for security clear zones. Includes litter/debris removal, prep of area, trimming & cleanup	2 x per year	Every 30 days
Edging around & vegetation control in adjacent surfaced areas	Annually	2 x per year
Removal of storm debris (safety) and dead animals can be provided through a Minor Service Order	7 days after report	3 days after report
Provide tree pruning and tree removal through a Job Order Request	Safety Only	Safety Only
Provide periodic lawn treatment to include fertilizer, liming, over seeding, aeration, weed control, and/or herbicides through a Job Order Request	None	Annually
Semi-Improved Grounds Areas		
Grass cutting for igloos and security perimeter fence. Includes removal of fallen trees and limbs	3 x per year	Every 45 days
Grass cutting for test areas, fields, and ranges	2 x per year	Every 45 days

Reimbursable Support for All Customers:

Service requests beyond the scope of those identified as the standard or not identified in an existing support agreement will require additional reimbursement and must be requested by submitting a Job Order Request (JOR).

Any continuous grounds maintenance services will be added to the customer's Support Agreement and billed through the Support Agreement bill annually at the beginning of each Fiscal Year.

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ISR Service 408

Snow and Ice Removal

Directorate of Public Works (DPW)

Point of Contact: Mr. Larry Wright, 301-619-2798

Building 201, Room 252

E-Mail: larry.w.wright20.civ@mail.mil

Hours of Operation: 0800-1600

Service requests beyond the scope of those identified as the standard and considered mission unique requirements shall be identified in the Garrison Snow and Ice Removal Plan. Customers must reimburse for these mission-unique services.

Reimbursable Support for All Customers:

Snow and ice removal in parking lots as well as sweeping of paved areas such as parking lots, hardstands, pads, etc. are performed on a reimbursable basis only. Costs will be determined based on the frequency and size of areas to be serviced.

Service requests beyond the scope of those identified as the standard or not identified in an existing support agreement will require additional reimbursement and must be requested by submitting a Job Order Request (JOR). Funding for JOR services must be provided in advance.

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**ISR Service 409
Minor Construction Service
Directorate of Public Works (DPW)
Point of Contact: Mr. Larry Wright, 301-619-2798
Building 201, Room 252
E-Mail: larry.w.wright20.civ@mail.mil
Hours of Operation: 0800-1600**

Reimbursable Support for All Customers:

Restoration and Modernization Projects - Provides resources for improving facilities. Restoration includes repair and replacement work to restore facilities damaged by inadequate sustainment, excessive age, natural disaster, fire, accident, or other causes. Modernization includes alteration of facilities solely to implement new or higher standards, to accommodate new functions, or to replace facilities that typically last more than 50 years.

Minor Construction - Engineering support, alterations, minor construction, and special maintenance, which are mission peculiar or unique to the customer. Customer must request services and provide funding for the services.

Service requests beyond the scope of those identified as the standard or not identified in an existing support agreement will require additional reimbursement and must be requested by submitting a Job Order Request (JOR). Funding for JOR services must be provided in advance.

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**Fort Detrick Garrison
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**Service 411/420
Facility Maintenance – Vertical and Horizontal
Directorate of Public Works (DPW)
Point of Contact: Mr. Larry Wright, 301-619-2798
Building 201, Room 252
E-Mail: larry.w.wright20.civ@mail.mil
Hours of Operation: 0800-1600**

Reimbursable Support for Non-Army Customers:

Provide service order, preventive/recurring maintenance and facility sustainment projects necessary to keep real property inventory in good working order.

- Service orders are defined as maintenance and repair activities costing less than \$2,500 in materials and less than 40 hours in labor. These are maintenance and repair activities for lighting, heating, ventilating, air conditioning, plumbing, electrical and roofing system required to minimize the downtime associated with system and building defects.
- Preventive/recurring maintenance is scheduled maintenance and repair activities required to maintain the real property inventory at its present condition.
- Facility sustainment projects are maintenance and repair activities costing more than \$2,500 in materials and more than 40 hours in labor. These maintenance and repair activities include repairs or replacement of facility components, accomplished by Individual Job Order, that are expected to occur periodically throughout the life cycle of facilities.

All customers must reimburse for the following services:

Non-fair, wear and tear repairs to facilities. This is the cost of repairing facility damage from other than normal usage.

Maintenance for Equipment in Place (EIP).

Customers will reimburse for all costs for leased trailers not provided as part of a construction project.

Service requests beyond the scope of those identified in the Garrison's Common Levels of Support (CLS) will require reimbursement and must be requested by submitting a Job Order Request (JOR). Services requested will be reimbursed by the customer on a case-by-case basis.

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**Fort Detrick Garrison
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**ISR Service 500
Electrical Services
Directorate of Public Works (DPW)
Points of Contact: Mr. Dave Bozzell, 301-619-2316
Building 9250
E-mail: david.r.bozzell.civ@mail.mil
Hours of Operation: 0800-1600**

Reimbursable Support for Non-Army Customers:

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 on a monthly basis. Non-metered facilities will be billed annually 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 a Memorandum of Understanding has been used in lieu of the contract for Federal agencies.

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**Fort Detrick Garrison
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**ISR Service 501 Heating/Cooling Services
Directorate of Public Works (DPW)
Point of Contact: Mr. Larry Wright, 301-619-2798
Building 201, Room 252
E-Mail: larry.w.wright20.civ@mail.mil
Hours of Operation: 0800-1600**

Reimbursable Support for Non-Army Customers:

Provides 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.

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 annually 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 a Memorandum of Understanding has been used in lieu of the contract for Federal agencies.

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**Fort Detrick Garrison
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ISR Service 502

Water Services

Directorate of Public Works (DPW)

Points of Contact: Mr. Larry Redmond, 301-619-2444

1930 N. Market Street, Frederick, MD 21701

E-Mail: larry.m.redmond.civ@mail.mil

Hours of Operation: 0800-1600

Reimbursable Support for Non-Army Customers:

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 on a monthly basis. Non-metered facilities will be billed annually 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 a Memorandum of Understanding has been used in lieu of the contract for Federal agencies.

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ISR Service 503

Waste Water Services

Directorate of Public Works (DPW)

Points of Contact: Mr. Todd Keyser, 301-619-2944

1930 N. Market Street, Frederick, MD 21701

E-Mail: todd.c.keyser2.civ@mail.mil

Hours of Operation: 0800-1600

Reimbursable Support for Non-Army Customers:

Provides domestic and industrial waste water 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 waste water meter readings. Facilities with non-metered water will be billed by the Garrison annually 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 a Memorandum of Understanding has been used in lieu of the contract for Federal agencies.

Reimbursable Support for All Customers:

Portable latrines are available on a reimbursable basis for mission unique and/or special events.

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**Fort Detrick Garrison
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**ISR Service 504
Other Utility Services
Directorate of Public Works (DPW)
Point of Contact: Mr. Larry Wright, 301-619-2798
Building 201, Room 252
E-Mail: larry.w.wright20.civ@mail.mil
Hours of Operation: 0800-1600**

Reimbursable Support for Non-Army Customers:

Performance of energy audits of facilities to identify projects to reduce utility consumption and improve energy efficiency. These projects will be accomplished via alternative financing methods, i.e., Energy Savings Performance Contracts (ESPC) and Utility Energy Services Contracts (UESC).

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ISR Service 505

Environmental Compliance Services

Directorate of Public Works, Environmental Management Division

Point of Contact: Mr. Joseph Gortva, 301-619-3196

Building 201, Room 216

E-mail: joseph.j.gortva.civ@mail.mil

Hours of Operation: 0700-1630

Reimbursable Support for All Customers:

- a. Contract support in the development and preparation of National Environmental Policy Act compliance documents including Environmental Impact Statements and Environmental Assessments. Support includes overseeing contract, directing contractor, and managing document review.
- b. Technical planning and oversight services for the development and implementation of natural resource mitigation requirements from the receiver's activities as required under the National Environmental Policy Act.

Customer Reimbursement Responsibility:

- a. Reimburse US Army Garrison – Fort Detrick for costs associated with modifications of permits, discharges, disposal and emissions related to customer operations.
- b. Pay directly or reimburse US Army Garrison - Fort Detrick for any environmental penalties, fines and/or fees incurred as a result of customer operations/activities.
- c. Reimburse US Army Garrison - Fort Detrick for other identifiable administrative costs incurred by the Garrison in connection with any environmental penalty, fine, and/or fee, notice of violation, consent order, or similar administrative proceeding, to include cleanup and corrective action costs, resulting from the receiver's activities.
- d. Pay directly or reimburse the US Army Garrison – Fort Detrick for the development and preparation of National Environmental Policy Act compliance documents including Environmental Impact Statements and Environmental Assessments resulting from the receiver's activities. This includes overseeing contract, directing contractor, and managing document review as well as any investigations required to complete National Environmental Policy Act Documents.
- e. Pay directly or reimburse the US Army Garrison – Fort Detrick for technical planning and oversight services and for design and implementation for the development and implementation of environmental mitigation requirements resulting from National Environmental Policy Act compliance.

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**Fort Detrick Garrison
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**ISR Service 506
Conservation Services
Directorate of Public Works, Environmental Management Division
Point of Contact: Mr. Joseph Gortva, 301-619-3196
Building 201, Room 216
E-mail: joseph.j.gortva.civ@mail.mil
Hours of Operation: 0700-1630**

Reimbursable Support for All Customers:

- a. Technical planning and oversight services, and design and implementation of natural resource mitigation requirements resulting from Clean Water Act, Migratory Bird Treaty Act and Endangered Species Act or other natural resource laws or regulations mitigation requirements for customer-sponsored projects.
- b. Technical planning and oversight services, and design and implementation of cultural resource mitigation requirements resulting from National Historic Preservation Act or other cultural resource laws or regulations mitigation requirements for customer-sponsored projects.
- c. Fees and/or permits, permit modifications or other mandatory consultation with other federal, state or local agencies required to meet natural or cultural resource statutory or regulatory requirements for customer-sponsored projects.

Customer Reimbursement Responsibility:

- a. Pay directly or reimburse US Army Garrison - Fort Detrick for costs of natural or cultural resource related permits, permit modifications, and for all costs associated with conducting mandatory consultation, including any additional studies which may be required, with other federal, state or local agencies related to customer activities.
- b. Pay directly or reimburse US Army Garrison - Fort Detrick for any natural or cultural resource related penalties, fines and/or fees incurred as a result of customer operations/activities.
- c. Reimburse US Army Garrison - Fort Detrick for other identifiable administrative costs incurred by the Garrison in connection with any natural or cultural resource related penalty, fine, and/or fee, notice of violation, consent order, or similar administrative proceeding, to include cleanup and corrective action costs, resulting from the receiver's activities.
- d. Pay directly or reimburse the US Army Garrison – Fort Detrick for technical planning and oversight services and for design and implementation for the development and implementation of natural and cultural resource mitigation requirements associated with customer's activities.

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**Fort Detrick Garrison
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ISR Service 507

Pollution Prevention Services

Directorate of Public Works, Environmental Management Division

Point of Contact: Mr. Joseph Gortva, 301-619-3196

Building 201, Room 216

E-mail: joseph.j.gortva.civ@mail.mil

Hours of Operation: 0700-1630

Reimbursable Support for All Customers:

Transportation, storage, and disposal of hazardous waste generated on Fort Detrick by the customer.

Customer Reimbursement Responsibility:

- a. Pay directly or reimburse US Army Garrison - Fort Detrick for disposal cost of hazardous waste generated by the customer.
- b. Reimburse US Army Garrison - Fort Detrick for costs incurred during collection and/or storage of hazardous waste generated by the customer.

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**Fort Detrick Garrison
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**ISR Service 510
Pest Management
Directorate of Public Works (DPW)
Point of Contact: Mr. Paul O'Brien, 301-619-2493
Building 9250
E-Mail: paul.b.obrien.civ@mail.mil**

Non-Army customers must reimburse for this service.

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

This program provides response and completion of service orders 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.

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**ISR Service 600
Physical Security
Directorate of Operations (DoO)
Point of Contact: Mr. Michael Pollard., 301-619-3305
Building 1419
Email: Michael.j.pollard.civ@mail.mil**

Reimbursable Support for All Customers:

1. Intrusion Detection System (IDS) Services:

- a. Install, test and maintain Intrusion Detection Systems
- b. Respond to alarm activations

Customer Responsibility

- a. Payment for actual cost of IDS installation and maintenance.
- b. Cost of guard response and clearing of alarms. Includes guard time responding to alarms, providing armed security awaiting organizational response to clear alarms, and guard presence awaiting repair of IDS systems.

2. Security Guard Services:

- a. DASG may be availed for special events as requested by customers.
- b. Conduct security checks of customer's activities at a frequency specified in applicable regulatory requirements.

Customer Responsibility:

- a. Provide funding covering estimated requirements prior to the beginning of work or services for overtime being expended. This would include any request which would require the Directorate of Operations (DoO) to bring in personnel above what is required for the common level of support. Customers may pre-coordinate requirements with the Physical Security Division, but must submit support requests through the Garrison DoO no later than 30 days prior to the event.

Confirm organizational security check requirements annually. Provide funding covering the estimated requirements prior to the beginning of work or services being expended.

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**Fort Detrick Garrison
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ISR Service 601
Law Enforcement (LE) Services
Directorate of Operations (DoO)
Point of Contact: Chief Nelson Oliveira, 301-619-9202
Building 1419
E-mail: nelson.s.oliveira.civ@mail.mil
Hours of Operation: 24/7

Reimbursable Support for All Customers:

Police Services

Provide Police Officers and resources, as available, for special events as requested by customer, (e.g., Convoy Escorts, Traffic Control, etc.)

Customer Responsibility: Provide funding covering estimated requirements prior to the beginning of work or services for overtime expended. This would include any request which would require the DOO to bring in personnel above what is required for the daily mission requirement. Customer may pre-coordinate requirements with Law Enforcement Division but must submit support requests through Garrison Directorate of Plans, Training, Mobilization and Security (DPTMS) no later than 30 days prior to event.

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**Fort Detrick Garrison
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ISR Service 603
Installation Security Services
Directorate of Operations (DoO)
Point of Contact: Mr. Timothy Wolfe, 301-619-3302
Building 1520, Room 107
E-mail: timothy.e.wolfe.civ@mail.mil
Hrs of Operation: 0700-1630
Fingerprint Hrs: By appointment

Reimbursable Support for Non-Army Customers:

Personnel Security - Program facilitates unit readiness by ensuring that appropriate personnel have been vetted and cleared for accessions, employment, deployment, information systems access, and other mission requirements. This service includes administration, investigation and analyses of personnel security investigations conducted as the bases for both suitability for military, civilian and contractor personnel for base and IT accesses and personnel security clearance eligibility for military and civilians. Fingerprinting services will be provided to organizations that utilize the Garrison Personnel Security Office to submit their investigations for processing. Contact the Garrison Security Office for fingerprint appointments. Contractor personnel must contact their Facility Security Office for fingerprinting requirements.

Security Education, Training, and Awareness (SETA) - Promote work force understanding of security program policies and procedures and their contribution to mission success. Develop and facilitate the implementation of a security training program specific to a customer's needs that may not be included in the annual on-line SETA training.

Information Security - Protect classified and sensitive/controlled unclassified information that safeguards Army operations and activities, critical infrastructure, equipment and military, civilian, 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 information is properly marked, stored, reproduced, transmitted, transported, and destroyed. Includes the identification, control and protection of classified and unclassified sensitive information from unauthorized disclosure or release to the public, i.e. public release reviews, freedom of information reviews and other activities.

Industrial Security - Execute and oversee industrial security **User Agency** management and responsibilities for classified contracts awarded through either installation or centralized regional authority. Ensure that appropriate safeguards are in place and followed throughout the acquisition lifecycle and includes conveying classification and declassification requirements, completing DD Forms 254, providing suitability adjudications for base and IT accesses, assisting the contractor in investigation security violations and providing advice and assistance to contractor Facility Security Officers and employees.

Customer Responsibility: Provide funding covering the estimated requirements prior to the beginning of work or services being expended.

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ISR Service 702
Multimedia/Visual Information
Directorate of Operations (DoO)
Point of Contact: Mr. Siegfried Bruner 301-619-3293
Building 1403
E-mail: siegfried.bruner.civ@mail.mil
Hours of Operation: 0800-1630

All Customers Must Reimburse for the Following Services:

1. Photography Services: Provide DA (promotion) photos. Provide DA portraits (standard bust with flag and backdrop). Provide photo documentation of historically significant events. Provide official digital passport photos. All products provided digitally (printing is not authorized).
2. All C4IM - VI Service requests other than the Photography services listed above may be directed to Enterprise Region Support, Fort Eustice, VA through VIOS.

Customer Responsibility – Submit all Multimedia Visual Information (MVI) service requests through the Visual Information Operating Site (VIOS) web page. Users must have an active VIOS account, or create one upon initial log-in.

VIOS Web link: <https://www.vios-east.army.mil>

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Annex A
Garrison Services Cost Sheet for FY19

Fort Detrick Garrison
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Catalog for FY 19

Garrison Services Cost Sheet for FY 19

Service	Unit of Measurement	Method of Calculating Cost	Unit Cost	Installation Account Holder
Garrison overtime driven by mission-unique requirements	Unit/cost contingent upon type of service provided	Unit/cost contingent upon type of service provided	Unit/cost contingent upon type of service provided	By Designated Directorate
ISR Service 109 – Equal Employment Opportunity (EEO) Services				
On and off-site training		Per case basis	Actual costs	EEO Office POC: Tiffany Gist 301-619-4147
Court Reporter	Wait Time/settlement charge Per transcript Page Delivery/Shipping Charge Cancellation Fee	Wait Time/settlement charge per hour Per transcript Page Delivery/Shipping Charge: Standard fee delivery federal express Cancellation Fee: canceled 4 hours of scheduled time; cancelled at or after scheduled start time of proceedings, plus any applicable wait time fees.	Wait Time per hour: \$60-75 Per transcript Page: \$3.75- 4.50 per page Delivery/Shipping Charge: \$9.57- 20.00 Cancellation Fee: within 4 hours of scheduled: \$71.78-85.00 If cancelled after proceedings: \$120-140	EEO Office POC: Tiffany Gist 301-619-4147
ISR Service 113 - Administrative Services				
Postage and fees	Volume of mail	Metering	Standard US Postal Service rates and fees	Directorate of Human Resources POC: Eddie Coleman 301-619-9948
ISR Service 400 - Facilities Engineering Services Management				
Facilities Engineering Services Management	Cost determined per contract terms	Contract rate	5% for projects < \$100K 10% for projects > \$100K	Directorate of Public Work POC: 301-619-7992
ISR Service 401 - Fire and Emergency Services				
Overtime for HAZMAT and at-fault Incident	Actual cost	Actual cost	Actual Cost	Directorate of Operations Fire & Emergency Services Division POC: Chief Sean Edwards 301-619-3159
Equipment and supplies expended during a hazardous material incident or at-fault incident	Actual cost	Actual cost	Actual cost	Directorate of Operations Fire & Emergency Services Division POC: Chief Sean Edwards 301-619-3159
Specialized services above initial emergency response and prevention functions (e.g. standby/dedicated fire and emergency medical services for an exercise, hot work permit training and other specialized training)	Actual Cost	Actual Cost	Actual Cost	Directorate of Operations Fire & Emergency Services Division POC: Chief Seam Edwards 301-619-3159

Garrison Services Cost Sheet for FY 19

Service	Unit of Measurement	Method of Calculating Cost	Unit Cost	Installation Account Holder
ISR Service 402 - Custodial Services ****NOTE: Published rates are based on current contract costs and frequencies. Contract is currently being renegotiated.				
Service level – Red Non-Army Customer (Basic)	Square footage	Unit cost * square footage	\$2.76	Directorate of Public Works POC: John McKnight 301-619-0327
Service level - Red Army Customer (Basic)	Square footage	Unit cost * square footage	\$0.00	Directorate of Public Works POC: John McKnight 301-619-0327
Service level – Green Non-Army Customer (Enhanced)	Square footage	Unit cost * square footage	\$3.24	Directorate of Public Works POC: John McKnight 301-619-0327
Service level – Green Army Customer (Enhanced)	Square footage	Unit cost * square footage	\$3.24	Directorate of Public Works POC: John McKnight 301-619-0327
ISR Service 403 - Refuse Removal				
Refuse Removal	Per Pound	Unit cost X lbs collected per month	Municipal Waste: Federal \$0.19; Non-Federal \$0.19	Directorate of Public Works POC: Christian Smith 301-619-2795
Compactor	Container	N/A	N/A	Directorate of Public Works POC: Christian Smith 301-619-2795
Roll-off (20 CY)	Container	N/A	N/A	Directorate of Public Works POC: Christian Smith 301-619-2795
Roll-off (40 CY)	Container	N/A	N/A	Directorate of Public Works POC: Christian Smith 301-619-2795
ISR Service 404 - Maintenance - Grounds				
Lawn Grass Areas (weekly)	Per Acre	Number of Acres X Unit Cost	\$16.50	Directorate of Public Works POC: Bruce Beaver 301-619-2426
Medium Grass Areas (monthly)	Per Acre	Number of Acres X Unit Cost	\$26.50	Directorate of Public Works POC: Bruce Beaver 301-619-2426
String Trimming Areas (monthly)	Per Linear 100Ft	Number of Linear Feet X Unit Cost	\$0.0070	Directorate of Public Works POC: Bruce Beaver 301-619-2426
Bed Mulching Areas	Per .25 Acre	Number of .25 Acre X Unit Cost	\$14,736.00	Directorate of Public Works POC: Bruce Beaver 301-619-2426
ISR Service 408 – Snow, Sand and Ice Removal				
Removal of snow, sleet, ice, silt, etc. - Labor	Per hour	Cost per hour X number of hours	\$69.20 per hour	Directorate of Public Works POC: Larry Wright 301-619-2435
Removal of snow, sleet, ice, silt, etc. - Equipment	Actual costs incurred annually	Actual Operational Hours of equipment in service during and after weather event	Equipment Rate x Operational Hours	Directorate of Public Works POC: Larry Wright 301-619-2435
Removal of snow, sleet, ice, silt, etc. - Materials	Per Sq. Yard	Percentage of Bulk Road Salt cost based on SY of Pavement assigned to customer	% of Actual Costs	Directorate of Public Works POC: Larry Wright 301-619-2435

Garrison Services Cost Sheet for FY 19

Service	Unit of Measurement	Method of Calculating Cost	Unit Cost	Installation Account Holder
ISR Service 409 (CLS Service 31) - Minor Construction				
Restoration and Modernization Projects	Cost determined per contract terms	Contract rate	Actual contract costs	Directorate of Public Works POC: Larry Wright 301-619-2798
Minor Construction	Cost determined per contract terms	Contract rate	Actual contract costs	Directorate of Public Works POC: Larry Wright 301-619-2798
ISR Service 411-420 - Facilities Maintenance - Vertical and Horizontal				
Building (Facilities) Maintenance	Actual contract costs	Contract rate	Actual contract costs	Directorate of Public Works POC: Larry Wright 301-619-2798
Building (Facilities) Maintenance applicable to non-Army and Laboratory customers	Per hour	Hours X Unit Cost + Materials; Actual contract cost for work outsourced	\$49.72 per hour plus materials	Directorate of Public Works POC: Larry Wright 301-619-2798
Mission Unique demand maintenance orders falling in the category of "not maintenance and repair to the facility" applicable to All customers; as staffing allows	Per hour	Hours X Unit Cost + Materials; Actual contract cost for work outsourced	\$69.20 per hour plus materials	Directorate of Public Works POC: Larry Wright 301-619-2798
Maintenance and Repair to Surfaced and Unsurfaced areas applicable to non-Army and Laboratory customers	Per hour	Unit cost * square Hours X Unit Cost + Materials; Actual contract cost for work outsourced	\$42.05 per hour plus materials	Directorate of Public Works POC: Larry Wright 301-619-2798
Mission Unique demand maintenance orders above common level of support applicable to All customers; as staff allows	Per hour	Unit cost * square Hours X Unit Cost + Materials; Actual contract cost for work outsourced	\$63.08 per hour plus materials	Directorate of Public Works POC: Larry Wright 301-619-2798
ISR Service 500 (CLS Service 47) - Electrical Service				
Metered	Per Kwh - Metered	Actual Meter Readings X Unit Cost	\$0.08 per Kwh \$0.11 per Kwh at FGA	Directorate of Public Works POC: Dave Bozzell 301-619-2316
Not Metered Admin Space	Per Kwh – Unmetered	% of the total processed based on facility square footage X Unit Cost	\$0.08 per Kwh \$0.11 per Kwh at FGA	Directorate of Public Works POC: Dave Bozzell 301-619-2316
Not Metered Warehouse/Storage Space	Per Kwh – Unmetered	% of the total processed based on facility square footage X Unit Cost	\$0.08 per Kwh \$0.11 per Kwh at FGA	Directorate of Public Works POC: Dave Bozzell 301-619-2316

Garrison Services Cost Sheet for FY 19

Service	Unit of Measurement	Method of Calculating Cost	Unit Cost	Installation Account Holder
ISR Service 501 - Heating & Cooling Services (Gas)				
Metered	Per Therm – Metered	Actual Meter Readings X Unit Cost	\$1.20 per therm	Directorate of Public Works POC: Larry Wright 301-619-2798
Not Metered Admin	Per Therm - Unmetered	% of the total processed based on facility square footage X Unit Cost	\$1.20 per therm	Directorate of Public Works POC: Larry Wright 301-619-2798
Not Metered Warehouse/Storage Space	Per Therm – Unmetered	% of the total processed based on facility square footage X Unit Cost	\$1.20 per therm	Directorate of Public Works POC: Larry Wright 301-619-2798
ISR Service 502 - Domestic/Industrial Water Service				
Metered Facility Fort Detrick	Per Kgal – Metered	Actual Meter Readings X Unit Cost	Federal \$13.79 per Kgal; Non-Federal \$14.12 per Kgal; (per thousand gal)	Directorate of Public Works POC: Larry Redmond 301-619-2444
Metered Facility Forest Glen Annex	Per Kgal – Metered	Actual Meter Readings X Unit Cost	Federal \$0.01 per Kgal; Non-Federal \$0.01 per Kgal; (per thousand gal)	Directorate of Public Works POC: Larry Redmond 301-619-2444
Non-Metered Facility Fort Detrick	Per Kgal – Unmetered	% of the total processed based on facility square footage X Unit Cost	Federal \$13.79 per Kgal; Non-Federal \$14.12 per Kgal; (per thousand gal)	Directorate of Public Works POC: Larry Redmond 301-619-2444
Non-Metered Facility Forest Glen Annex	Per Kgal – Unmetered	% of the total processed based on facility square footage X Unit Cost	Federal \$0.01 per Kgal; Non-Federal \$0.01 per Kgal; (per thousand gal)	Directorate of Public Works POC: Larry Redmond 301-619-2444
ISR Service 503 - Waste Water Service				
Metered Facility Fort Detrick	Per Kgal - Metered	Actual Meter Readings X Unit Cost	Federal \$3.46 per Kgal; Non-Federal \$3.87 per Kgal; (per thousand gallons)	Directorate of Public Works POC: Todd Keyser 301-619-2944
Metered Facility Forest Glen Annex	Per Kgal – Metered	Actual Meter Readings X Unit Cost	Federal \$0.01 per Kgal; Non-Federal \$0.01 per Kgal; (per thousand gallons)	Directorate of Public Works POC: Todd Keyser 301-619-2435
Non-Metered Facility Fort Detrick	Per Kgal – Unmetered	% of the total processed based on facility square footage X Unit Cost	Federal \$3.46 per Kgal; Non-Federal \$3.87 per Kgal; (per thousand gallons)	Directorate of Public Works POC: Todd Keyser 301-619-2435
Non-Metered Facility Forest Glen Annex	Per Kgal – Unmetered	% of the total processed based on facility square footage X Unit Cost	Federal \$0.01 per Kgal; Non-Federal \$0.01 per Kgal; (per thousand gallons)	Directorate of Public Works POC: Todd Keyser 301-619-2435
Porta toilet to be serviced two times per week	Each/per month	Actual Cost	Actual Cost	Directorate of Public Works POC: Todd Keyser 301-619-2435
ISR Service 504 – Other Utility Services				
Energy audits of non-Army customers facilities	Scope of audit proposal.	Actual costs	Actual costs	Directorate of Public Works POC: Larry Wright 301-619-2798

Garrison Services Cost Sheet for FY 19

Service	Unit of Measurement	Method of Calculating Cost	Unit Cost	Installation Account Holder
ISR Service 505 – Environmental Compliance				
Modifications of permits, discharges, disposal and emissions related to customer operations	Scope of documentation project As determined by contract terms	Hours X Unit Cost + Materials; Actual contract cost for work outsourced	\$84.74 per hour	Directorate of Public Works Environmental Management Division POC: Joe Gortva 301-619-3196
Environmental penalties, fines and/or fees incurred as a result of customer operations/activities	Per each statutory violation or per each new fee or fee renewal - As established by rate schedule of regulatory agency	Hours X Unit Cost + Materials; Actual contract cost for work outsourced	\$84.74 per hour	Directorate of Public Works Environmental Management Division POC: Joe Gortva 301-619-3196
Identifiable administrative costs incurred by the Garrison in connection with environmental penalty, fine and/or fee, notice of violation, consent order, or similar administrative proceeding, to include cleanup and corrective action costs, resulting from receiver's activities	Amount of labor and/or supplies required to mitigate violation. Labor costs as determined from Government labor tables; equipment costs as determined from GSA rates	Hours X Unit Cost + Materials; Actual contract cost for work outsourced	\$84.74 per hour	Directorate of Public Works Environmental Management Division POC: Joe Gortva 301-619-3196
Preparation of National Environmental Policy Act compliance documents including Environmental Impact Statements and Environmental Assessments	Extent of documentation required - Cost determined per contract terms	Hours X Unit Cost + Materials; Actual contract cost for work outsourced	\$84.74 per hour	Directorate of Public Works Environmental Management Division POC: Joe Gortva 301-619-3196
ISR Service 506 – Conservation Programs				
Technical planning and oversight services for the development and implementation of natural and cultural resource mitigation requirements	Cost determined per contract terms (scope of mitigation project)	Hours X Unit Cost + Materials; Actual contract cost for work outsourced	\$84.74 per hour	Directorate of Public Works Environmental Management Division POC: Joe Gortva 301-619-3196
Fees and/or permits required to meet Clean Water Act Section 404 requirements for customer-sponsored projects	Cost of fees and permits determined by rate schedule of regulatory agency	Hours X Unit Cost + Materials; Actual contract cost for work outsourced	\$84.74 per hour	Directorate of Public Works Environmental Management Division POC: Joe Gortva 301-619-3196
ISR Service 507 – Pollution Prevention Programs				
Hazardous Waste Collection, Transportation, Storage, and Disposal	Volume and nature of hazardous waste and type of disposal required	Hours X Unit Cost + Materials; Actual contract cost for work outsourced	\$84.74 per hour	Directorate of Public Works Environmental Management Division POC: Joe Gortva 301-619-8348
ISR Service 510 - Pest Management				
Indoor and Outdoor	Per hour	Hours X Unit Cost + Materials; Actual contract cost for work outsourced	\$36.24	Directorate of Public Works POC: Paul O'Brien 301-619-2429

Garrison Services Cost Sheet for FY 19

Service	Unit of Measurement	Method of Calculating Cost	Unit Cost	Installation Account Holder
ISR Service 600 - Physical Security				
Intrusion Detection Services - Installation, Maintenance and Testing	Per Zone	Zones X Cost	\$1,602 per zone	Directorate of Operations POC: Michael Pollard 301-619-3305
Access Control Cards	Per Card	Cards x Cost	\$8.00 per card	Directorate of Operations POC: Michael Pollard 301-619-3305
Security Guard Services for Special Events	Per Hour	Man hours X Cost	\$40.00 per hour	Directorate of Operations POC: Michael Pollard 301-619-3305
ISR Service 601 - Law Enforcement Services				
Police Officer Services for Special Events	Man hours	Man hours X Service Factor	\$40.00 per hour	Directorate of Operations POC: Oliveira Nelson 301-619-9202
ISR Service 603 – Installation Security Management Program				
Reimbursable is for all customers of full range of Garrison Security services for Information, Industrial, Personnel, and Security Education programs. For All organizations off post.	Service X Unit Cost	\$13.05 X 15 min increments per service.		Directorate of Operations POC: Timothy Wolfe 301-619-3302
CLS Service 702 - Multimedia/Visual Information			\$100 Minimum on VI Orders	
Photography Services			Rush Work Orders will also incur a \$15 surcharge	
On-post Event Driven Photo Shoot (Change of Cmd, Award Ceremonies, Official Functions, etc.)	\$28.60/hour	Actual Costs		Directorate of Operations POC: Sig Brunner 301-619-3293
Off-Post Event Driven Photo Shoot (not to exceed 50-mile radius)	\$90.20/hour	Actual Costs	By exception ONLY	Directorate of Operations POC: Sig Brunner 301-619-3293
Photo Prints	\$1.65/print	Actual Costs		Directorate of Operations POC: Sig Brunner 301-619-3293
In-Studio Photo Shoot (contractor, non-Army civilian, etc.)	\$45.10/plus materials	Actual Costs		Directorate of Operations POC: Sig Brunner 301-619-3293

Garrison Services Cost Sheet for FY 19

Service	Unit of Measurement	Method of Calculating Cost	Unit Cost	Installation Account Holder
CLS Service 902 – Command and Control				
ChildCare Background Checks are in support of USAG positions and functions ONLY. The Installation Volunteer Program, run and managed by USAG, may request ChildCare Background Checks for volunteers working with Children as required by SOP.			USAG Personnel and Volunteer Program support as required ONLY	Directorate of Operations POC: Curtis Johnson 301-619-2299

Notes: (1) All utility service rates are subject to change based on actual commodity costs.

(2) All contract costs are subject to change as contracts are renewed.

(3) Full burdened civilian rates = actual salary + operating expenses.

Annex B

Reimbursable Policy

**Fort Detrick Garrison
Common Levels of Support (CLS) and Reimbursable Services
Catalog for FY 19**

**Annex B
Reimbursable Policy**

1. HQ IMCOM will direct-fund installation support to the maximum extent practical through the Base Requirements Model (BRM), with the goal of keeping intra-Army reimbursement transactions to a minimum.
2. Customers requesting services above the IMCOM-directed capability levels **MUST** provide funding for the incremental cost increase **QUARTERLY AND in ADVANCE** of services being rendered. The Garrison no longer has the ability to cash flow tenants above capability levels.
3. The Army funds facilities sustainment (i.e., the “S” of Sustainment, Restoration, and Modernization (SRM)) based upon the requirements earned through the Facility Sustainment Model (FSM) for facilities included in the installation real property inventory and maintained with installation appropriation funds. This excludes real property coded in the inventory as maintained through a separate customer appropriation (i.e., a non-Army customer). Reserve Component (US Army Reserve and Army National Guard), receive the sustainment funding for facilities that are used on a full time basis at an Active Component (AC) installation. The facilities must be coded in the real property inventory to reflect the actual funding and reimbursement responsibility for those facilities. Garrisons will correct, within 180 days from date of initial notification, any identified disconnects, such as a customer found to be funding routine maintenance and repair costs, but the facility is coded as being maintained by the garrison. See AR 405-45 and DODI 4165.14 for additional guidance.
4. Facility maintenance and Base Operations Support (BOS) services for non-Military Construction Army (MCA) locally funded facility construction projects will be provided with a reimbursable charge for the first two years after the facility is constructed. The reimbursement rate for maintenance will be as established by the current Department of Defense Facilities Pricing Guide. The rate of reimbursement for BOS Services will be based upon the current rates as published in this catalog.
5. Operating expenses are daily expenses, supplies, administrative and logistic services that all organizations fund as their overhead of doing business. These are items of supply and support for which Army leadership has deemed more practical for individual Army organizations to program and budget. The general rule is that the organization owning the mission and the people funds the daily operating expenses.
6. All customer commands and agencies must have adequate internal controls in place to prevent subordinate activities from using mission monies to purchase non- essential increased levels of common installation support services. Customer commands should not use the government credit card to bypass Common Levels of Support (CLS).

**Fort Detrick Garrison
Common Levels of Support (CLS) and Reimbursable Services
Catalog for FY 19**

7. Non-Army Federal and DOD organizations fund all measurable and attributable incremental direct support costs.
8. Private and Commercial Organizations must have a reimbursable lease agreement and fund their expenses IAW the DOD Financial Management Regulation 7000.14-R, Volume 11A, Chapter 1, November 2014, Reimbursable Operations, Policy and Procedures; AR 210-22, Private Organizations on Department of the Army Installations; and AR 405-80, Management of Title and Granting Use of Real Property.
9. Bank and Credit Union agreements must follow the reimbursement policy in DOD 7000.14-R, DOD Financial Management Regulation – Volume 12, Chapter 33, August 2015, Procedures Governing Banks and Other Financial Institutions on DOD Installations.
10. Army Air Force Exchange Service (AAFES) – Per AR 215-1, AAFES operations are authorized APF for utilities at OCONUS locations and at CONUS locations designated as remote and isolated by AR 215-1. Utilities for all other AAFES facilities within CONUS are reimbursable; with the exception of wastewater (sewage disposal), which is a Garrison responsibility. Garrisons will bill AAFES for utilities supplied to facilities that are metered.
11. The customer is responsible for prompt payment of bills. All bills are delinquent when they are 60 days or more overdue. When bills remain delinquent over 90 days and the customer has not indicated a problem regarding delivery of services, the Garrison will not issue new orders or modifications to orders for the customer, and termination of existing services will be considered by the Garrison Commander.

General Reimbursable Policy and Guidance on Army Installations¹						
Receiver Type²	Reimbursable at Baseline Level of Support	Reimbursable for Facility Sustainment	Reimbursable for Facility R&M	Reimbursable for Above Baseline/ Mission Unique Costs	Reimbursable for all Incremental Direct Costs	Reimbursable for Significant Indirect/ Overhead Costs
Army (Same Appropriation)	No	No	No	Yes	No	No
Army (Different Appropriation)	Yes	No	No	Yes	Yes	No
Non-Army DOD	Yes	No	No	Yes	Yes	No
Non-DOD Federal	Yes	Yes	Yes	Yes	Yes	Yes
Non-Federal Organization	Yes	Yes	Yes	Yes	Yes	Yes
¹ Numerous exceptions to the general reimbursable policy and guidance exist in Public Law, DOD directives, Army regulations and written agreements between components.						
² Suppliers and receivers must research applicable policy to verify whether an exception exists.						

Annex C
Instructions for Requesting
Garrison Services

**Fort Detrick Garrison
Common Levels of Support (CLS) and Reimbursable Services
Catalog for FY 19**

Annex C

1. Instructions for Requesting Garrison Services:

a. After reviewing this catalog, customers determine their requirements and submit a completed Garrison Reimbursable Services Worksheet (Annex E) to the Garrison Resource Management Office Installation Agreement Manager (IAM) at least 6 months in advance of the required effective date. The IAM will notify each Garrison functional activity of the customer's requirements. The Garrison functional manager, IAM, and customer work out support details, as required.

b. Recurring "mission unique" services that are not listed in this catalog and not commonly provided by the Garrison to ALL customers will require a support agreement through the Garrison IAM. Mission unique support is reimbursable for all measurable incremental direct support costs. Mission unique services are defined as the base support that is different from the kind of support services, supplies, and equipment commonly provided or maintained by the installation supplier as part of CLS. To be mission unique, the support must be specialized to a particular operational assignment or task (e.g., specialized intelligence equipment maintenance; Special Operations Command-peculiar services or items; laboratory equipment maintenance for a medical unit; specialized environmental requirements for explosive ordnance or testing operations; unique security or intrusion detection requirements; unit level and DS/GS tactical equipment maintenance).

c. Increased levels of service, or "above CLS" services, also require a support agreement, but customers must first obtain approval through their chain of command before beginning the support agreement process. "Above CLS" services are also reimbursable for all measurable incremental direct support costs. "Above CLS" services are an additional quantity or frequency of a common base support service, beyond what all Army customers receive without charge. An example would be additional days of custodial service.

d. Use the Garrison Reimbursable Services Worksheet to notify the Garrison IAM of the customer's support requirements. Garrison function managers use this data to determine that it has the capability to provide support. The Garrison Installation Agreement Manager will work with functional manager to develop any required agreements with estimated reimbursement costs for mission unique or above CLS services. These brief details will help Garrison Managers provide efficient and effective support to our customers.

**Fort Detrick Garrison
Common Levels of Support (CLS) and Reimbursable Services
Catalog for FY 19**

2. Initiating a Support Agreement:

a. Customer reviews catalog.

b. Customer identifies support required on the Garrison Reimbursable Services Worksheet by placing an "X" in the appropriate column. The organization's head or his/her designated approving authority signs the Garrison Reimbursable Services Worksheet. The customer sends it to Garrison IAM. This officially documents requirements requested by the customer.

(1) Reimbursable Support Services: Services identified in this area will become part of the Customer's Support Agreement, and advance funding will be required.

c. Customer must also complete a Customer Profile Worksheet (Annex E). An updated Customer Profile Worksheet must be submitted every 12 months or when there is a change in leadership.

3. Staffing of Support Agreement:

a. The Garrison's IAM will prepare a draft agreement based on information received from the customer (Customer Profile Worksheet and Garrison Reimbursable Services Worksheet). The support agreement draft will be staffed with each functional manager, Legal Office and Resource Management for coordination and concurrence. Standard garrison staffing time will be 4-6 weeks.

b. Based on input received from the functional offices, Legal Office, and Resource Management, the agreement will be revised and forwarded to the customer for review and approval. Customers are asked to review and approve or return their comments to the Garrison within 5 weeks (7 weeks if approval is required from a higher headquarters).

4. Finalizing Support Agreement:

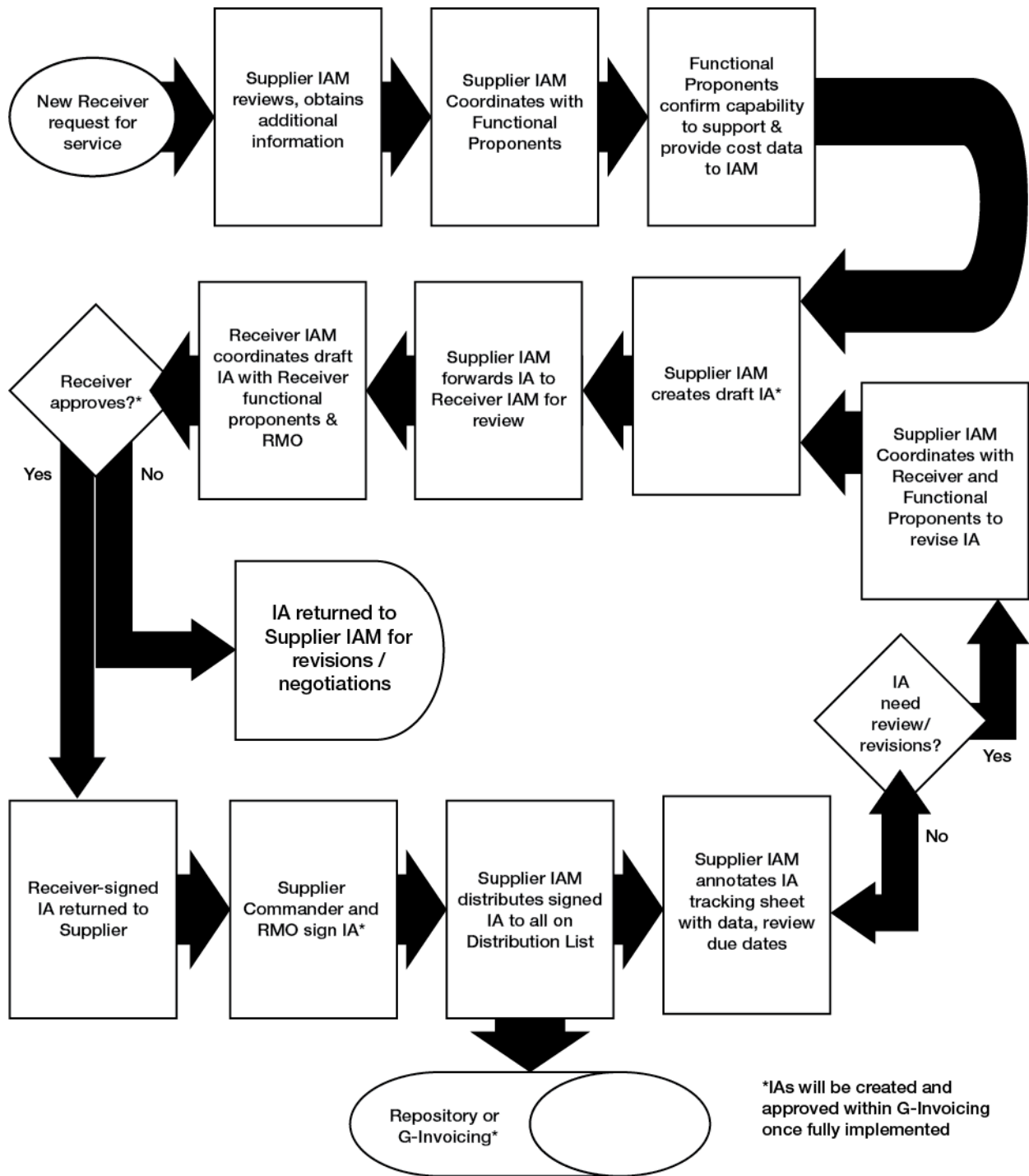
a. Once requirements are documented and costs calculated, a final copy of the agreement will be forwarded to the customer for approval and signature by their Comptroller and Approving Authority.

Please note the functional managers are unable to provide services until the agreement is approved and advance funding received.

b. When the signed agreement is returned, distribution will be accomplished by the Garrison's Resource Management Office.

5. Annual Review of Agreement:

a. An annual review of the Funding Annex will be accomplished by the functional manager, Garrison Resource Management Office, and the customer.



Annex D
Timeline for Completing Support
Agreements

**Fort Detrick Garrison
Common Levels of Support (CLS) and Reimbursable Services
Catalog for FY 19**

Annex D

Timeline for Completion of Agreements: In an effort to ensure that new agreements are processed in a timely manner and that agreements currently in place are revised in a timely manner, we have developed a **tentative** timeline for each step of the agreement process. We ask you, the customer, to work with us in staying within the established timeframes.

Timeline for Completion of New Agreement

		# of Work Days (Does Not Include Weekends or Holidays)
Written contact (via e-mail, memorandum, etc.) from customer requesting support		
IAM meets with customer. Catalog of services, Garrison Reimbursable Services Worksheet, and Customer Profile Sheet provided to customer		
Upon receipt of Worksheet from customer, IAM will review to determine requirements. Prepare DRAFT agreement and assign Agreement number	Day 1	15
IAM will send DRAFT agreement to functional managers for review/input/concurrence/costs		15
Based on input received from functional managers, IAM will prepare revised DRAFT agreement		5
IAM will staff to Legal Office for final review before submitting to customer		5
IAM will submit revised DRAFT to the customer for their review/approval:		
Only local review required		25
Review required from higher headquarters		35
If customer has questions or requests changes, IAM will submit to the functional managers for their review and meeting if needed		10
IAM prepares final agreement for customer signature		10
IAM will submit to Garrison RM and Command Group for Final Signature		5
Total Number of Days to Complete New Agreement:		90 - 100

**Fort Detrick Garrison
Common Levels of Support (CLS) and Reimbursable Services
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Annex D

Timeline for Revising/Amending Existing Agreement

	# of Work Days (Does not Include Weekends or Holidays)
Receive request from customer requesting that agreement be updated or Garrison determines that agreement needs to be updated	Day 1
IAM will prepare amendment or update agreement in its entirety	10
IAM meets with customer to discuss requirements	
IAM will send amendment to appropriate functional managers for review	15
Based on input received from functional managers, IAM will prepare revised DRAFT amendment	5
IAM will submit revised agreement to Legal for review before submitting to customer	5
IAM will submit revised DRAFT to the customer for their	
Only local review required or	15
Review required from higher headquarters	20
If customer has questions or requests changes, IAM will submit to the functional managers for their review	5
If negotiations are necessary, IAM will schedule meeting to resolve	5
If negotiations are not successful, IAM will elevate to next command level for resolution	5
IAM prepares final amendment for customer signature	5
IAM will submit to Garrison Resource Manager and Command Group for Final Signature	5
Total Number of Days to Complete Amendment:	75 - 80

***If an agreement must be completely revised, the timeline for new agreements applies.**

Annex E
Garrison Customer
Forms

**Fort Detrick Garrison
Common Levels of Support (CLS) and Reimbursable Services
Catalog for FY 19**

Annex E

Customer Profile Worksheet

Date:

1. Name of Organization:
2. Address:
3. Unit Identification Code (UIC):
4. Department of Defense Activity Address Code (DODAAC):
5. How organization is funded (OMA, RDTE, NAF, etc.):
6. Head of Organization:
 - a. Name:
 - b. E-Mail:
 - c. Telephone number:
7. Approving Authority for 7600A (Interagency Agreement):
 - a. Name (first, middle initial, last):
 - b. Title:
 - c. Organization name:
 - d. Telephone number:
8. Comptroller/Chief Financial Officer (who will sign interagency agreement):
 - a. Full Name:
 - b. E-Mail:
 - c. Telephone Number:
9. Receiver's Major Command:
 - a. Name:
 - b. Mailing Address:
 - c. Telephone Number:

**Fort Detrick Garrison
Common Levels of Support (CLS) and Reimbursable Services
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Annex E

Customer Profile Worksheet - Continued

10. Number of Personnel to be Supported (by Category):

Types of Personnel	Number of Personnel	
	On Post	Off Post
Civilians - GS		
Civilians - WG		
Officers		
Enlisted		
NAF		
Contractors		
Other		
Total:		

11. If already located on the installation, list facilities assigned and number of personnel working in each facility.

Bldg Number	Square Footage (if known)	Type of Space (Admin, Lab, Warehouse)	Number of Personnel Working in each Facility (Government/Contractors)

**Fort Detrick Garrison
Common Levels of Support (CLS) and Reimbursable Services
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Annex E

Customer Profile Worksheet - Continued

12. Points of Contact:

a. Support Agreement - (Please provide the individual in your organization who the Garrison will work with to complete your organization's interagency agreement-7600A.):

(1) Name:

(2) Telephone Number:

(3) Fax Number:

(4) E-Mail Address:

(5) Building Number:

(6) Mailing Address:

b. Budget - (Please provide the individual in your organization responsible for funding for services utilizing GFEBS, MIPR, IAA, etc):

(1) Name:

(2) Telephone Number:

(3) Fax Number:

(4) E-Mail Address:

(5) Building Number:

(6) Mailing Address:

c. Installation Manpower Status Report - This is a bi-annual report that lists number of personnel assigned to each organization on and off post by category (See #10) (Please provide the point of contact in your organization for this report.):

(1) Name:

(2) Telephone Number:

(3) Fax Number:

(4) E-Mail Address:

(5) Building Number:

Garrison Reimbursable Services Worksheet

Annex E

Garrison Reimbursable Services Worksheet	Yes	No
<i>Place an X in the box adjacent to the services you request from the garrison. Obtain signature on bottom of this form.</i>		
<u>Support Categories</u>		
Service 109 - Equal Employment Opportunity (EEO) Services		
Service 113 - Administrative Services - Mail Service		
Service 400 - Facilities Engineering Services Management		
Service 401 - Fire and Emergency Response Services		
Service 402 - Custodial Services (Please designate the specific level of service required)		
Basic		
Enhanced		
Service 403 - Refuse Removal		
Service 404 - Grounds Maintenance		
Service 408 - Snow and Ice Removal		
Service 409 – Minor Construction Service		
Services 411- 420 - Facilities and Surfaced and Unsurfaced Area Maintenance		
Services 500-504 Utilities		
Electric		
Steam		
Gas		
Water		
Waste Water		
Other		
Service 505 – Environmental Compliance Services		
Service 506 - Conservation Services		
Service 507 - Pollution Prevention Services		
Service 510 - Pest Management		
Service 600 - Physical Security		
Service 601 - Law Enforcement Services		
Service 603 - Installation Security Service		
Service 702 - Multimedia/Visual Information Services		
Approval Authority Signature: _____		
Date: _____		