

U.S. Army Garrison Picatinny Arsenal

SERVICES CATALOG



U.S. ARMY



INSTALLATION MANAGEMENT COMMAND – SUSTAINMENT



FY 21

Edition 1.0

1 October 2020



From the Garrison Commander

To our partners, allies and stakeholders

Welcome to the US Army Garrison at Picatinny Arsenal. This catalog of base operations is designed to familiarize customers with the services available from the Garrison.

Our team worked closely with senior leadership to prioritize Garrison resources towards delivering services supporting the installation's population and infrastructure. We will continue to provide reimbursable services to the extent that capabilities exist while maintaining a disciplined focus on scarce Army resources.

IMCOM's main effort for FY21 is support to Soldier/Family Programs. Garrisons were directed to divest of lowest priority services; reshape programs and services to align with force structure; statutory requirements, and the fiscal environment; and invest in services and infrastructure that support Picatinny's service members, civilians, and families.

If you have questions or concerns, please do not hesitate to contact me or the Garrison Support Agreement point of contact
Ms. Denees Ross, 973-724-7149

A handwritten signature in black ink, appearing to read 'Adam Woytowich'.

Digitally signed by
WOYTOWICH.ADAM.1249767103
Date: 2020.09.25 10:27:53 -04'00'

ADAM WOYTOWICH
LTC, SF
Commanding

Summary of Changes

Additions

EZTV (Garrison Command). Billing and management responsibility for EZTV has transitions from NEC to Garrison.

Deletions

Security/Clearances (DPTMS). Effective 01 October 2019 IMCOM will no longer be a service provider of GIS functional support to any NON-IMCOM organic entity. This is per HQDA EXORD 249-18.

Child Care Center (FMWR). Standard Service provided for Picatinny community in which costs and rates are determined by higher headquarters. Services will continue, but will not be listed in the Catalog of Services.

Dining Facility Information (FMWR). Standard Service provided for Picatinny Community in which costs and rates are determined by higher headquarters. Services will continue, but will not be listed in the Catalog of Services.

Army Lodging Management. Standard Service provided for Picatinny community in which costs and rates are determined by higher headquarters. Services will continue, but will not be listed in the Catalog of Services.



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Garrison Reimbursable Policy

There are four categories of support available to Picatinny Customers; Common-Use Services and Infrastructure (CUSI), Common Level of Support (CLS), Above Common Level of Support, and facility Sustainment, Restoration, and Modernization.

Common Use Services and Infrastructure (CUSI). The military ID cards, religious services, roads, and emergency services (law enforcement, guards, fire) on an installation that are available to all authorized personnel, and are not provided for the exclusive use of any subset of the authorized personnel. Common use infrastructure is maintained by the Garrison.

Common Level of Support (CLS). CLS is the quality, quantity, frequency or timeliness of service that the Garrison is able to provide. Garrison will fund a common level of support for Army tenants within standards established in statute, regulation, policy, and by the Senior Commander. These capability levels were derived from Table of Distributed Allowances (TDA) Authorizations and Installation Status Report (CLS) metrics. Common Level of Support is provided to Army customers free of charge; non-Army customers must reimburse the Garrison for these services through Support Agreement.

Above Common Level of Support. Army customers may request service above the Garrison-funded CLS. If the Army customer has requested mission unique services or above CLS that is not in the Garrison's directed capability level, then the mission unique and above baseline level support are reimbursable for all measurable and attributable incremental direct support costs. Non-Army customers must reimburse the Garrison for services.

Facilities sustainment. Is 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. Routine facility sustainment is the responsibility of the Garrison for Army organizations unless otherwise stipulated in the facility agreement. Non-Army and Non-DoD receivers are to pay for routine facility sustainment for the facilities they occupy. 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 2 years after the facility is constructed. The reimbursement rate for maintenance will be established by the current Department of Defense Facilities Pricing Guide. The reimbursement rate for BOS services will be based upon the current rates as published in this catalog.

General Reimbursement Guidelines

Reimbursable guidance is based on the type of organization receiving the support. The following general rules apply.

Army support is based on CLS and is non-reimbursable unless there is an exception. Funding for CLS support is in the USAG Picatinny Arsenal budget. The level of CLS funding varies from year to year therefore some support may be modified and require reimbursement at Garrison.

New Army and Existing Army Expansions on USAG Picatinny Arsenal are responsible for notifying the installation in sufficient time to POM for CLS requirements. If this does not occur, the customer is responsible for providing funds for the required support until requirements can be programmed in the POM. The IMCOM Narrative Funding Guidance states no additional workload or mission at any level will be accepted without additional resources; it further states that new missions will be properly coordinated through the HQ and come with resources or an acceptable bill-payer identified. Where services or support is not captured in the base requirements of the host, the customer will provide funds until such time as req. can be programmed in the POM.

Non-Army recurring inter-service and intergovernmental support is reimbursable to the extent that it increases USAG's direct cost and that cost is identifiable to a specific customer unless there is an exception. Non-Army tenants do not automatically receive Common Level of Support.

Private Organization reimburse for everything unless there is an exception.

Contractor support is provided IAW the type of organization that funds the contract. For example, Army contractors reimburse according to Army reimbursement and non-Army contractors reimburse according to non-Army reimbursement since the agreements are written with the contractor's federal organization – not with the contractor

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.

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, Financial Institutions on DOD Installations.

Types of Agreements

There are three basic types of agreements. Memorandum of Agreement (MOA) or Memorandum of Understanding (MOU) and the Support Agreement (SA).

Memorandum of Agreements and Memorandum of Understandings (MOAs/MOUs). MOA/MOUs are agreements that pertain to methods and procedures. These agreements must be authorized by regulation or some official guidance and generally do not require reimbursement; but are often used for one-time reimbursements.

Support Agreements (SAs). Customers who require recurring reimbursable support must enter into a Support Agreement with the Garrison and will reimburse in accordance with DODI 4000.19 for services that increase the support supplier's direct incremental costs. The SA is comprised of a FS Form 7600A, General Provisions, Specific Provisions and attachments as needed.

Support Agreement

The Support Agreement is mandatory documentation requirement for all reimbursable work orders and reimbursable intra-governmental transactions and as promulgated in the DoD FMR Volume 11A Chapter 3.

Garrison will require reimbursement for levels of support that are customer unique, above the level funded for the Garrison's own mission, or when the support at standard level is deemed a reimbursable operating expense or mission-driven commodity for everyone (e.g., postage and fees, office copiers).

The Support Agreement is the starting point of an end-to-end financial process. All entities involved with the Support Agreement and reimbursable process will ensure sufficient control mechanisms are instituted within the organization's policies, processes, procedures and managers' internal control programs IAW AR 11-2.

To request a support agreement with the Garrison, please contact the Resource Management Office, Agreements Manager, Denees Ross.

Denees.s.ross.civ@mail.mil. Support agreements are valid for nine years or until the agreement is terminated. The funding annex of the agreement will be reviewed annually.

Support Agreement (continued)

The Garrison will use the units of measure that reasonably segregate and attribute a direct cost to a receiver.

Typical Direct Costs Charged to Reimbursable Receivers	
Service	Unit of Measure
Electricity (non-metered)	Square Feet
Electricity (metered)	Metered Consumption
Custodial Services	Square Feet
Refuse Collection	Contract Rate
Pest Control	Contract Rate
Hazardous Materials Disposal	Volume of Weight
Postage and Fees	Pieces Processed/Metered Mail
1These represent examples; any generally acceptable method may be used to measure and attribute direct costs	

Customers requesting services above the locally-directed capability levels must provide funding for the incremental cost increase at least quarterly and in advance of services being rendered.

The customer is responsible for prompt payment of bills. All bills are delinquent when they are 30 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.

When a Support Agreement is significantly modified or unilaterally terminated with less than a 180 day notice, customers will be billed for reimbursement of unavoidable termination expenses, such as salary costs incurred up to the date the proper written notification or contract modifications processed by Army Contracting Command.

Custodial

Below Table is the Common Level of Support for Custodial. Garrison collects reimbursement above the CLS.

Service	Frequency
Clean Restrooms	2 services per week
Clean water fountains	2 services per week
Remove non-recyclable waste	1 service per week
Remove single stream recyclables	1 service per week
Sweep/wet mop	2 services per month
Vacuuming service	1 service per month
Dusting	2 services per year
High dusting	1 service per year
Carpet cleaning	1 service per year
Stripping/finishing tile flooring	1 service per year

Note: All Non – Army Tenants must reimburse for custodial. All customers must reimburse for above baseline support. Contact the Garrison Support Agreement Manager at 973-724-7149 to discuss Reimbursable Costs

Grounds Maintenance

The tasks outlined in the chart below are to be performed at the frequency indicated as the standard. Grass clipping removal and leaf removal are not a part of the standard for semi-improved areas

Improved Grounds (High Visibility) Service	Frequency for Service
Grass cutting and trimming around structure/building	1 x per 2 weeks
Clear Debris	Annually
Removal of Grass Clipping and Leaves	2 x per year
Semi-Improved Grounds (Common Areas)	
Grass Cutting	Annually
Cantonment grass cutting for security clear zones, Includes litter/debris removal, prep of area trimming and cleanup	2 x per year
Edging around and vegetation control in adjacent surface areas	Annually
Fire Breaks and Ranges	
Grass Cutting	Annually

Note: The following services will be provided to all customers at no cost: (1) Roadside litter and dead animal collection (2) Storm Debris collection as required (3) Removal of trees that impose a safety hazard. All customers must reimburse for above baseline support.

Command Support

Mission includes Equal Employment Opportunity, Religious Services, Safety Office, and Multimedia/Visual Information Processes

EEO Office

Building 3225

973-724-6953

Equal Employment Opportunity

Service Title		Unit of Measurement	Method of Calculating Cost	Unit Cost
1	Manage the EEO Pre-complaint Process Description: Process EEO complaints of discrimination in accordance with AR 690-600 and other applicable directives and provide required reports.	baseline	n/a	n/a
2	Manages the EEO Formal Complaint Process Description: Process EEO Complaints of discrimination in accordance with AR 690-600 and other applicable directives and provide required reports.	baseline	n/a	n/a
3	Provide Compliance and Program Services Description: Monitor and track reasonable accommodation requests.	baseline	n/a	n/a
4	Reimbursable Description: Court Reporter Costs	actual cost	cost determined by tenant organizations requirements	varied by requirement

Important Note:

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Command Support

Mission includes Equal Employment Opportunity, Religious Services, Safety Office, and Multimedia/Visual Information Processes

Chaplain Office

Building 3225

973-724-3225

Religious Services

Service Title		Unit of Measurement	Method of Calculating Cost	Unit Cost
1	Provide Worship Services Description: This program provides complete worship experiences comparable to the civilian community.	baseline	n/a	n/a
2	Provide Religious Education Description: Provides for comprehensive, lifelong religious education/faith formation programs and processes.	baseline	n/a	n/a
3	Provide Pastoral Care and Counseling Services Description: Provides faith-based training and programs that enhance spiritual growth, strengthen spiritual community and values.	baseline	n/a	n/a

Command Support

Mission includes Equal Employment Opportunity, Religious Services, Safety Office, and Multimedia/Visual Information Processes

Safety Office

Building 319

973-724-7859

Safety and Occupational Health

Service Title		Unit of Measurement	Method of Calculating Cost	Unit Cost
1	Manage the Commander's Annual Safety Plan Description: Implement the Commander's Annual Safety Plan to manage compliance with statutory and regulatory standards.	baseline	n/a	n/a
2	Manage Command's Accident Investigations Description: Identify mishap casual factors and potentially unsafe practices or conditions, and recommendations for corrective actions.	baseline	n/a	n/a
3	Manage Command's Workplace Inspection Program Description: Establish a program for the conduct of inspections, surveys and assessments of Garrison programs, projects, events, workplaces and training sites.	baseline	n/a	n/a
4	Safety Training and Safety Awareness Programs Description: Design, conduct, develop and execute Garrison safety awareness, statutory and regulatory training, promotional, and special emphasis campaigns.	baseline	n/a	n/a
5	Provide Mandated Installation Safety Services Description: Develop, plan, and execute required safety services that Garrison provides to mission/tenant units.	baseline	n/a	n/a

Command Support

Mission includes Equal Employment Opportunity, Religious Services, Safety Office, and Multimedia/Visual Information Processes

DHR Office

Building 34

973-724-5829

Multimedia/Visual Information Processes

Service Title		Unit of Measurement	Method of Calculating Cost	Unit Cost
1	Multimedia/Visual Information Processes Description: Provide multimedia/visual information support and services to support a diverse customer base.	actual cost	cost determined by tenant organization requirements	varied by requirement
2	Graphic Arts Services Description: Provide multimedia /visual information support and services to support a diverse customer base.	actual cost	cost determined by tenant organization requirements	varied by requirement
3	Multimedia Services Description: Provide all types of Multimedia Services	actual cost	cost determined by tenant organization requirements	varied by requirement
4	Presentation Support Description: Provide public address system/presentation support for official functions.	actual cost	cost determined by tenant organization requirements	varied by requirement
5	Visual Information Media/ Equipment Support Description: Provide various VI Media/Equipment Support Services	actual cost	cost determined by tenant organization requirements	varied by requirement
6	EZ TV Maintenance Support Description: Provide various Media/Equipment support for the EZ TV system	number of users	\$5 per user	varied by requirement

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Housing

Mission includes Unaccompanied Housing Management, and Family Housing Management

DPW Office

Building 3002

973-724-5520

Unaccompanied Housing Management

Service Title		Unit of Measurement	Method of Calculating Cost	Unit Cost
1	UH Management Description: This program implements policies for eligibility, assignment, and occupancy of UPH.	baseline	n/a	n/a
2	UPH Sustainment Description: This program provides input to planning, programming, budgeting and execution for Permanent Party barracks with regard to UPH.	baseline	n/a	n/a
3	UPH Furnishings Management Description: This program plans and executes the UH furnishings management program.	baseline	n/a	n/a

Housing

Mission includes Unaccompanied Housing Management, and Family Housing Management

DPW Office

Building 3002

973-724-5520

Family Housing Management

Service 201		Unit of Measurement	Method of Calculating Cost	Unit Cost
1	Management of Government Owned and Leased Family Housing Description: This program implements policies for eligibility, assignment, occupancy and termination of government owned/leased family housing	n/a	n/a	n/a
2	Housing Services Office (HSO) (Off Post Housing) Description: Provides for management and oversight of the Housing Services Office.	n/a	n/a	n/a
3	AFH Furnishings and Equipment Management Description: This programs plans and executes the AFH furnishings & equipment program.	n/a	n/a	n/a

Soldier and Family Support

Mission includes Child, Youth and School Services Program, Army Community Service, Sports, Recreation, and NAF Business Operations

DFMWR Office

Building 176

973-724-4157

Sports, Recreation, and Libraries

Service Title		Unit of Measurement	Method of Calculating Cost	Unit Cost
1	Provide Physical Fitness Programs Description: Provides authorized patrons opportunities to enhance individual readiness, resiliency, general physical fitness and contribute to overall wellness.	customer requirement	posted fees	posted fees
2	Provide Outdoor Sports Fields and Complexes Description: Provides Garrison capabilities that enable Active Duty personnel unit-level intramural programs designed to encourage large scale unit participation.	customer requirement	posted fee	posted fee
3	Provide Aquatics Programs Description: Aquatic Training Programs are required for unit water survival training, enhancing Soldier swimming skills, and support the health of the military community.	customer requirement	posted fee	posted fee
4	Provide Recreation Programs and Services Description: Provide a comprehensive MWR program with special emphasis on military personnel.	customer requirement	posted fee	posted fee
5	Provide Outdoor Recreation Program Description: Provides recreation opportunities and life skill building instruction in a variety of healthful, vigorous, and comprehensive outdoor recreation programs.	customer requirement	posted fee	posted fee
6	Provide Leisure Travel Services Description: Provides authorized patrons off-post leisure and recreational opportunities.	customer requirement	posted fee	posted fee
7	Provides Entertainment Programs Description: Offers community involvement opportunities to increase interpersonal skill development, leadership abilities and morale; enhance resiliency and readiness.	customer requirement	posted fee	posted fee
8	Provide Direct Common FMWR Support Services Description: Tracks and executes current/prior year annual funding and the UFM reimbursable program.	customer requirement	posted fee	posted fee

Infrastructure Support

Mission includes Custodial Services, Solid Waste Management, Maintenance – Grounds, Master Planning, Snow, Ice, and Sand Removal, Real Property Administration, Fire and Emergency Response

DPW Office

Building 3002

973-724-5520

Custodial Services

Service 402		Unit of Measurement	Method of Calculating Cost	Unit Cost
1	Provide Basic Cleaning Services Description: Provide basic cleaning to installation facilities IAW the Enterprise Municipal Custodial Services Performance Standards.	square footage	square footage x contract rate	Baseline for Army customers. Reimbursable for all other tenants
2	Provide Above Baseline Cleaning Services Description: Provide above baseline services	cost determined by the tenant organization requirements	service type, square footage, and contract rate	Reimbursable for all tenants
3	Provide Child Care/Youth Cleaning Services Description: Provides Child Care/Youth Cleaning Services IAW the Enterprise Municipal Custodial Services Performance Standards.	baseline	n/a	n/a
4	Provide Fitness Centers Cleaning Services Description: Provides cleaning to installation facilities IAW the Enterprise Municipal Custodial Services.	baseline	n/a	n/a

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Infrastructure Support

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DPW Office

Building 3002

973-724-5520

Solid Waste Management

Service 403		Unit of Measurement	Method of Calculating Cost	Unit Cost
1	Integrated Solid Waste Management Plan Description: Comprehensive approach to managing non-hazardous solid waste that encompasses green procurement, prevention, recycling, and disposal.	square footage	square footage x contract costs	Baseline for Army customers. Reimbursable for all other tenants
2	Management of Non-Hazardous Solid Waste Description: Manage non-hazardous solid waste in accordance with Federal, state and local laws.	as requested	determined by contract costs	varies by requirement
3	Management of Construction and Demolition Waste Description: Manage construction and demolition waste in accordance with Federal, state and local laws.	as requested	determined by contract cost	varies by requirement
4	Management of Operation of Landfills Description: Manage landfills in accordance with Federal, state and local laws.	as requested	determined by contract cost	varies by requirement

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Infrastructure Support

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DPW Office

Building 3002

973-724-5520

Maintenance - Grounds

Service 404		Unit of Measurement	Method of Calculating Cost	Unit Cost
1	Provide improved grounds maintenance Description: This program provides IAW IMCOM Enterprise Municipal Ground Maintenance Services Performance Standards.	contract terms or in house labor cost	determined by organization requirement	varies by requirement
2	Provide semi improved grounds maintenance Description: Provides in the areas of the installation used for operational and maintenance purposes.	baseline	n/a	n/a
3	Provide unimproved grounds maintenance Description: Provides in the areas of the installation used for weapon ranges, road shoulders in undeveloped areas, grazing lands, lakes, ponds, and wetlands.	baseline	n/a	n/a

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Infrastructure Support

Mission includes Custodial Services, Solid Waste Management, Maintenance – Grounds, Master Planning, Snow, Ice, and Sand Removal, Real Property Administration, Fire and Emergency Response

DPW Office

Building 3002

973-724-5520

Master Planning

Service 405		Unit of Measurement	Method of Calculating Cost	Unit Cost
1	Establish Requirements for Installation Facilities and Infrastructure Description: Establish a framework to review allocation of limited resources that affect the use of real property.	Baseline	n/a	n/a
2	Establish, Verify and Maintain Real Property Requirements Description: Validates Real Property Requirements and efforts to generate plans to deal with Excess Real Property.	Baseline	n/a	n/a
3	Provide MILCON Planning, Programming and Execution Services Description: This service includes all functions of MILCON.	Baseline	n/a	n/a
4	Provide Maximum Utilization of Facilities Services Description: Assigns space in accordance with authorized square footage to ensure the most efficient utilization of space available.	Baseline	n/a	n/a

Infrastructure Support

Mission includes Custodial Services, Solid Waste Management, Maintenance – Grounds, Master Planning, Snow, Ice, and Sand Removal, Real Property Administration, Fire and Emergency Response

DPW Office

Building 3002

973-724-5520

Real Estate/Real Property Administration

Service 406		Unit of Measurement	Method of Calculating Cost	Unit Cost
1	Provide Accountability Services Description: Provides status, cost, area, capacity, condition, use, and management of real property.	contract term or in house labor cost	cost determined by tenant organization requirements	varied by requirement
2	Provide Customer Support and Staffing Actions Description: This program researches, gathers, and analyzes real property information and prepares pertinent documents.	contract term or in house labor cost	cost determined by tenant organization requirements	varied by requirement
3	Dispose Real Estate and Facilities Description: Involves the processes associated with disposal actions of real estate and facilities.	baseline	n/a	n/a
4	Acquire Real Estate and Facilities Description: Involves the processes associated with acquisitions of real estate and facilities.	baseline	n/a	n/a

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Infrastructure Support

Mission includes Custodial Services, Solid Waste Management, Maintenance – Grounds, Master Planning, Snow, Ice, and Sand Removal, Real Property Administration, Fire and Emergency Response

DPW Office

Building 3002

973-724-5520

Snow, Ice, and Sand Removal

Service Title		Unit of Measurement	Method of Calculating Cost	Unit Cost
1	Clear Primary Road, Sidewalks and Parking Lots Description: Clear snow, sleet and ice from primary roads, and sidewalks parking lots for critical building access.	baseline	n/a	n/a
2	Clear Secondary Paved Area Description: Provides for the clearing of snow, sleet, ice, and sand from secondary paved surfaces.	baseline	n/a	n/a
3	(Above Baseline Reimbursable) Clear Primary Road, Sidewalks and Parking Lots Description: Clear snow, sleet and ice from primary roads, and sidewalks parking lots for critical building access.	contract terms or in house labor cost	cost determined by tenant organization requirements	varied by requirement

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Infrastructure Support

Mission includes Custodial Services, Solid Waste Management, Maintenance – Grounds, Master Planning, Snow, Ice, and Sand Removal, Real Property Administration, Fire and Emergency Response

DPW Office

Building 3002

973-724-5520

Facilities Maintenance – Training & Operations

Service 411		Unit of Measurement	Method of Calculating Cost	Unit Cost
1	Emergency Demand Maintenance Orders Description: The removal of an emergency when a system or component has failed.	contract terms or in house labor cost	cost determined by tenant organization requirements	varied by requirement
2	Urgent and Routine Demand Maintenance Orders Description: Used for required minor repairs after a system or component has failed.	contract terms or in house labor cost	cost determined by tenant organization requirements	varied by requirement
3	Preventative Maintenance Orders Description: Preventive Maintenance orders include regularly scheduled maintenance.	baseline	n/a	n/a
4	Routine Demand Maintenance Orders Description: Routine DMOs used for required minor repairs after a system or component has failed.	baseline	n/a	n/a

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Infrastructure Support

Mission includes Custodial Services, Solid Waste Management, Maintenance – Grounds, Master Planning, Snow, Ice, and Sand Removal, Real Property Administration, Fire and Emergency Response

Fire Station

Building 169

973-724-3097

Fire and Emergency Response Services (1 of 2)

Service 401		Unit of Measurement	Method of Calculating Cost	Unit Cost
1	Incident Command for All EM Responses Description: Provide Incident Command and Control to safely and effectively execute the mission to save lives, property and protect the environment.	Baseline	n/a	n/a
2	Emergency Dispatch Services Description: Provides 24 hr / 365 days capability for the Installation Emergency Control Center (ECC) or 911 Dispatch services.	Baseline	n/a	n/a
3	All Hazard Emergencies Description: Provided the minimum manpower and apparatus requirements to save lives, property and protect the environment.	Baseline	n/a	n/a
4	Fire Prevention Services Description: Provide all program compliance requirements and implement the fire prevention program of Enforcement, Engineering, and Education.	Baseline	n/a	n/a
5	Reimbursable Description: Mission unique support requiring overtime or extra equipment	contract terms or in house labor cost	cost determined by tenant organization requirements	varied by requirement
6	Reimbursable Description: If the finding of an investigation determines the cause of a fire is due to RECEIVER negligence, the RECEIVER will be liable for support cost.	actual cost	cost determined after investigation	varied by requirement
7	Reimbursable Description: Customer will furnish the replacement purchase, installation and maintenance of fire extinguishers.	actual cost	# of extinguishers x actual cost	varied by requirement

Infrastructure Support

Mission includes Custodial Services, Solid Waste Management, Maintenance – Grounds, Master Planning, Snow, Ice, and Sand Removal, Real Property Administration, Fire and Emergency Response

DPW Office

Building 3002

973-724-5520

Facilities Maintenance – Army Family Housing

Service 414		Unit of Measurement	Method of Calculating Cost	Unit Cost
Emergency Demand Maintenance Orders				
1	Description: Provide emergency maintenance & repair (M&R) of all installation facilities.	Baseline	contract cost	actual cost
Urgent Demand Maintenance Orders				
2	Description: Provide maintenance & repair (M&R) of all installation facilities.	Baseline	contract cost	actual cost
Preventative Maintenance Orders				
3	Description: Provide maintenance & repair (M&R) of all installation facilities.	Baseline	contract cost	actual cost
Between Occupancy Maintenance (BOM) Operational Work Order (OWO)				
4	Description: Provide maintenance & repair (M&R) of all installation facilities.	Baseline	contract cost	actual cost
Routine Demand Maintenance Orders				
5	Description: Provide maintenance & repair (M&R) of all installation facilities.	Baseline	contract cost	actual cost

Infrastructure Support

Mission includes Custodial Services, Solid Waste Management, Maintenance – Grounds, Master Planning, Snow, Ice, and Sand Removal, Real Property Administration, Fire and Emergency Response

DPW Office

Building 3002

973-724-5520

Maintenance – Surfaced and Unsurfaced Areas

Service 420		Unit of Measurement	Method of Calculating Cost	Unit Cost
1	Emergency Demand Maintenance Orders Description: The removal of an emergency when a system or component has failed. P1=Emergency DMO must be completed within 24 hours.	Baseline	n/a	n/a
2	Urgent Demand Maintenance Orders Description: Urgent DMOs used for required minor repairs after a system or component has failed. P2=Urgent DMO must be completed within 7 days.	Baseline	n/a	n/a
3	Preventative Maintenance Orders Description: Preventive Maintenance orders include regularly scheduled maintenance.	Baseline	n/a	n/a
4	Routine Demand Maintenance Orders Description: Routine DMOs used for required minor repairs after a system or component has failed. TP3= Routine DMO must be completed within 30 days.	Baseline	n/a	n/a

Natural Infrastructure Support

Mission includes Electrical, Heating, Water & Waste Water Services, Compliance Services, and Pest Management

DPW Office

Building 3002

973-724-5520

Electrical, Heating, Water, and Waste Water Services

Service 500, 501, 502, 503		Unit of Measurement	Method of Calculating Cost	Unit Cost
1	Provide reliable electric service Description: Provides electricity for lighting, power, ventilation, heating, cooling, and building equipment.	square footage or metered	square footage x contract rate or metered rate	Baseline for Army customers. Reimbursable for all other tenants
2	Provide reliable Heating/Cooling Services Description: Provide Heating/Cooling services through a centralized plant or purchase throughout the installation including housing.	square footage or metered	square footage x contract rate or metered rate	Baseline for Army customers. Reimbursable for all other tenants
3	Water Systems Description: Provide water service throughout the installation including housing. Includes the cost of producing and or purchasing water. Includes installation, maintenance, and repair of water distribution systems.	square footage or metered	square footage x contract rate or metered rate	Baseline for Army customers. Reimbursable for all other tenants
4	Waste Water Systems Description: Provide waste water service throughout the installation including housing. Includes the cost of processing or disposing of waste water includes installation, maintenance and repair or the waste water collection and disposal systems.	square footage or metered	square footage x contract rate or metered rate	Baseline for Army customers. Reimbursable for all other tenants

Important Note

To request a support agreement with the Garrison, please contact the Resource Management Office, Agreements Manager, Denees Ross. Email: denees.s.ross.civ@mail.mil. Support agreements are valid for nine years or until the agreement is terminated. The funding annex of the agreement will be reviewed annually.

Natural Infrastructure Support

Mission includes Electrical, Heating, Water & Waste Water Services, Compliance Services, and Pest Management

DPW Office

Building 3002

973-724-5520

Compliance Services

	Service Title	Unit of Measurement	Method of Calculating Cost	Unit Cost
1	Sustain Program Compliance Description: Manage environmental program to enable the installation to meet mission requirements while maintaining regulatory compliance.	baseline	n/a	n/a
2	Natural Resource Program Implementation Description: Manage natural resources ecosystem to support sustainable training and testing operations in accordance with statutory requirements.	baseline	n/a	n/a
3	Cultural Resources Program Implementation Description: Manage cultural resources to support sustainable training and testing operations in accordance with statutory requirements.	baseline	n/a	n/a
4	Pollution Prevention Description: Conduct analysis to identify source reduction practices in order to reduce releases, wastes, pollution, liability and management costs.	baseline	n/a	n/a
5	Reimbursable Description: Costs associated with modifications of permits, discharges, disposal and emissions related to customer operations.	actual cost	cost determined by tenant organization requirements	varied by requirement
6	Reimbursable Description: Environmental penalties, fines and/or fees incurred as a result of customer operations/activities.	actual cost	cost determined by tenant organization requirements	varied by requirement
7	Reimbursable Description: Development of National Environmental Policy Act compliance documents including Environmental Impact Statements and Environmental Assessments.	actual cost	cost determined by tenant organization requirements	varied by requirement
8	Reimbursable Description: Collection, storage, destruction cost of hazardous waste generated by the customer.	actual cost	cost determined by tenant organization requirements	varied by requirement
9	Reimbursable Description: Waste analysis and spill response	actual cost	cost determined by tenant organization requirements	varied by requirement

Natural Infrastructure Support

Mission includes Electrical, Heating & Waste Water Services, Compliance Services, and Pest Management

DPW Office

Building 3002

973-724-5520

Pest Management

Service Title		Unit of Measurement	Method of Calculating Cost	Unit Cost
1	Pest Management Plan Description: Prepare an integrated pest management plan that identifies pest management requirements, responsibilities, and resources needed.	baseline	n/a	n/a
2	Perform Indoor Pest Management Services Description: Provides visits of facilities as required to impact, identify and eliminate the presence of existing of potential public health problems.	baseline	n/a	n/a
3	Perform Outdoor Pest Management Services Description: Manage environmental program to enable the installation to meet mission requirements while maintaining regulatory compliance.	baseline	n/a	n/a

Security Services

Mission includes Physical Security (PS), Law Enforcement Services, Antiterrorism Service, Security Program Management, and EM

Operations

Building 173

973-724-5405

Physical Security (PS)

Service Title		Unit of Measurement	Method of Calculating Cost	Unit Cost
1	PS Program Management Description: This SSP provides management and direction of core PS Missions to maintain safe and secure installation, to include support to tenant organizations.	baseline	n/a	n/a
2	Electronic Security Systems Description: Provides for the regulatory compliance and certification of facilities used to protect AA&E, mission sensitive or classified resources.	baseline	n/a	n/a
3	Installation Access Control Procedures Description: Provides administration and operation of access, control points, visitor control, and access control equipment.	baseline	n/a	n/a
4	Reimbursable Description: Actual Cost of IDS installation and maintenance.	actual cost	cost determined by tenant organization requirements	varied by requirement
5	Reimbursable Description: Requests for special events that would require overtime.	actual cost	cost determined by tenant organization requirements	varied by requirement
5	Reimbursable Description: Actual costs of maintenance for Closed Circuit Television (CCTV) not at Installation Access Control Points.	actual cost	cost determined by tenant organization requirements	varied by requirement

Security Services

Mission includes Physical Security (PS), Law Enforcement Services, Antiterrorism Service, Security Program Management, and EM

Operations

Building 173

973-724-5405

Law Enforcement Services

	Service Title	Unit of Measurement	Method of Calculating Cost	Unit Cost
1	Law Enforcement Patrol Operations Description: Maintain the safety and security of Army installations.	baseline	n/a	n/a
2	Law Enforcement Emergency Dispatch Services Description: Provides for the resources and management of law enforcement emergency dispatch services.	baseline	n/a	n/a
3	Provide Law Enforcement Investigations Description: Provides for the ability to conduct specialized LE investigations of misdemeanor crimes and juvenile offenses which occur.	baseline	n/a	n/a
4	Conduct Traffic Investigations Description: Provides for the ability to conduct specialized LE investigations of serious traffic accidents.	baseline	n/a	n/a
5	Law Enforcement Reports and Records Services Description: Provides for the resourcing and management of maintaining installation Law Enforcement records and reports.	baseline	n/a	n/a

Security Services

Mission includes Physical Security (PS), Law Enforcement Services, Antiterrorism Service, Security Program Management, and EM

Operations

Building 173

973-724-2933

Antiterrorism Service

Service Title		Unit of Measurement	Method of Calculating Cost	Unit Cost
1	Antiterrorism Program Description: Provides the capability for the Garrison Commander to develop, implement and manage the installation AT Program.	baseline	n/a	n/a
2	Conduct AT Risk Management and Assessments Description: Provides the Garrison Commander the capability to conduct required risk management.	baseline	n/a	n/a
3	AT Training and Exercise Evaluation Description: Provides capability for the Garrison Commander to conduct a comprehensive all hazards capabilities based exercise and training program.	baseline	n/a	n/a
4	Collect, Analyze and Disseminate Threat Information Description: Provides capability for the Garrison Commander to monitor, report, collect, analyze, disseminate terrorism threat information.	baseline	n/a	n/a
5	Maintain Defenses In Accordance With FPCON Description: Provides capability for the Garrison Commander to ensure that AT specific security, procedural and physical measures are employed.	baseline	n/a	n/a

Security Services

Mission includes Physical Security (PS), Law Enforcement Services, Antiterrorism Service, Security Program Management, and EM

Operations

Building 173

973-724-2933

Army Emergency Management Services

	Service Title	Unit of Measurement	Method of Calculating Cost	Unit Cost
1	Emergency Management (EM) Planning Description: Provides for the development of deliberate & incident planning to protect, prevent, mitigate, respond to and recover from emergencies.	baseline	n/a	n/a
2	Emergency Management (EM) Program Management Description: Provides for all supporting requirements specified in DA PAM 525-27 for the Emergency Management Program.	baseline	n/a	n/a
3	Emergency management (EM) Training & Exercises Description: Provides for the development, management, execution, evaluation of (garrison & individual) and exercises (full scale, functional, tabletop).	baseline	n/a	n/a

Human Resources

Mission includes Administrative Services and Military Personnel Services, and Mail Delivery Services

DHR Office

Building 34

973-724-5829

Administrative Services (1 of 2)

Service 113		Unit of Measurement	Method of Calculating Cost	Unit Cost
1	Reimbursable: Incoming and Outgoing Official Mail and Distribution Management Description: Postage and Fees	Postage rate: per size, weight class, and mail zone	# of pieces X postage rate	Total cost of postage charged to user's organization account
2	Inspection Mail Services Description: Provide inspection mail services as specified by AR 25-51 and AR 600-8-3	baseline service	n/a	n/a
3	Army Records Information Management System Description: Provide surveys/inspections installation wide	baseline service	n/a	n/a
4	Review and Authenticate Installation-Level Forms and Publications Description: Provide forms and publications management services, to include review and authentication at the installation-level	baseline service	n/a	n/a
5	Operate Installation Records Holding Area (RHA) Description: Establish, fund, and operate records staging / holding areas for installation-wide customers	baseline service	n/a	n/a
6	Provide Pick-Up/Delivery of Official Mail to Admin Offices Description: Provide pick-up and delivery of official mail to the administrative offices of each organization	baseline service	n/a	n/a

Human Resources

Mission includes Administrative Services and Military Personnel Services, and Mail Delivery Services

DHR Office

Building 34

973-724-5829

Military Personnel Services (1 of 2)

Service 800		Unit of Measurement	Method of Calculating Cost	Unit Cost
1	Casualty Operations Services Description: Provides Military casualty services and liaison services for Family members between local funeral personnel and military burial personnel.	baseline service	n/a	n/a
2	Individual In/Out Processing Description: Provides those personnel services required by customers upon arrival/departure from an installation.	baseline service	n/a	n/a
3	Soldier Readiness Processing Description: Provides those services required to deploy and redeploy Soldiers.	baseline service	n/a	n/a
4	CAC/ID Card Services Description: Provides CAC/ID Card services to customers as required by personnel actions initiated by customer.	baseline service	n/a	n/a
5	Pre-Transition Services Description: Provides surveys/inspections as needed.	baseline service	n/a	n/a

Human Resources

Mission includes Administrative Services and Military Personnel Services, and Mail Delivery Services

DHR Office

Building 34

973-724-5829

Military Personnel Services (2 of 2)

6	Retirement Services Description: Post-retirement services to customers in the geographical area.	baseline service	n/a	n/a
7	Personnel Processing Actions and Services for Soldiers Description: Provides reassignment processing for Soldiers between installations.	baseline service	n/a	n/a
8	Personnel Processing Actions and Services Description: Provides processing of individual personnel actions and military services to Student/Trainees.	baseline service	n/a	n/a
9	Personnel Services to Permanent Party Description: Provides personnel services required by customers from an installation and other personnel actions initiated by the customer.	baseline service	n/a	n/a
10	Personnel Processing Actions and Services to Individuals and Students Description: Provides a full range of automation support services for all applicable personnel systems.	baseline service	n/a	n/a

Logistics

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Retail Supply

1	Process Direct Support System (DSS) shipments and non-DSS shipments Description: Process receipt of shipments in 24 hours AR 710-2
2	Process recoverable (creditable) turn-ins from supported units Description: Process recoverable items from supported units within the same day of receipt. AR 710-2
3	Process non-recoverable turn-ins from supported units Description: Process turn-ins (less recoverables) from supported units within 24 hours of receipt. AR 710-2
4	Receive retrograde from Tactical SSA (serviceable and/or unserviceable retrograde with AR 5-9 AOR) Description: Process retrograde within 10 days of receipt of complete and accurate documentation. AR 710-2, AR 5-9
5	Process unique Item Track (UIT) items from supported unit Description: Report the balance transaction to the UIT Central Registry within 10 calendar days of the posting of the supply transaction to the accountable record. AR 710-3
6	Store incoming supplies Description: Receive, confirm, and store up to within 3 days of receipt. Then issue or send back. AR 710-2

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Retail Supply Continued

7	Preserve and package per unit pack according unit of Issue Description: 1. Items with package degradation will be remediated within 24 hours: (1) Reusable container with pink/white humidity indicators. (2) Items that are bare or have incorrect or missing packaging and are in outside storage. (3) Electrostatic Discharge Sensitive items with incorrect or missing packaging. All other items discovered having packaging discrepancies will be remediated within 45 days. 2. Items not included in the AMC Stock Readiness Program will be processed for item manager/owner approval within 24 hours and remediated or disposed within 45 days of disposition instructions receipt from item manager. AR 710-2, AR 700-37, AR 700-15, MIL-STD-129, and 2073-1
8	Perform care of supply in storage (COSIS) Description: Perform required inspections that identify discrepant packaging IAW AR 740-3 and DA PAM 700-32 (e.g. 24 hours, 45 days) AR 710-2, AR 740-3, DA PAM 700-32, DODM 4140.27, MIL-STD-2073-1
9	Inspect and manage shelf-life Description: Ensure shelf-life is within established parameters 100% of the time. AR 710-2

Logistics

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Retail Supply Continued

10	Set Stockage Levels Description: Stockage levels set annually. AR 710-2
11	Process customer requests Description: Process customer requests within 24 hours AR 710-2
12	Conduct reconciliations and validations Description: Conduct reconciliations and validations by the 5th day of each month. AR 710-2
13	Submit and review reports of discrepancies (supply, packaging and transportation) Description: Submit discrepancy reports within 3 days AR 710-2
14	Participate in Authorized to Forecast (ATF) Review Boards Description: Participate in ATF review boards annually AR 710-2
15	Perform GCSS-A execution level 1 management tasks for the ISSA Description: Execute level 1 management within 24 hours of receipt of action AR 710-2

Logistics

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Retail Supply Continued

16	Perform Inventory Adjustments Description: Prepare appropriate documents IAW AR 735-5, AR 710-2
17	Issue supplies via supply point distribution Description: Complete the pick ticket and do post goods issue within 24 hours of pick ticket issuance. AR 710-2
18	Validate customer authorization to request and receive supplies (DA Form 1687) Description: Validate 1687 at time of issue AR 710-2
19	Prepare shipment for transportation to offsite depot or SSA Description: Prepare shipment within 24 hours of pick confirmation AR 710-2
20	Test fuel upon receipt (Type C test - ascertain type fuel is accurate) Description: Test fuel upon delivery and before acceptance 100 percent of the time DOD 4140.25M, AR 710-2, MIL STD 3004-E (quality)
21	Submit bulk fuel samples to Army Petroleum Lab (APL) Description: Submit once per month Army Regulation 700-146, ACOM policy letters
22	Submit filter effectiveness samples Description: Submit to approved laboratory every 30 days AR 710-2

Logistics

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Retail Supply Continued

23	Perform aqua-glo test as required (direct aviation fueling) Description: Every 24 hours, test prior to direct issue of jet fuel to aircraft AR 710-2
24	Issue bulk petroleum products from the bulk site (via supply point distribution) to eligible customers Description: Meet customer requirements 100 percent of the time AR 710-2; DA Pam 710-2-1, DA Pam 710-2-2, DA Pam 710-7
25	Conduct bulk petroleum inventories by type (DLA-E Mandated) Description: Conduct 100% daily inventories IAW DA PAM 710-2-2; DLA Energy P-2; DLA Energy P-43
26	Conduct end-of-year closeout Description: Conduct end-of-year closeout annually DA Pam 710-2-2, DLA Energy P-2 and P-43
27	Maintain fuel accountability Description: Within (+/-)1% variance of opening monthly inventory DLA Energy P-2, P-43 and P-7

Logistics

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Retail Supply Continued

28	Verify customer accounts and issue fuel keys Description: Issue fuel keys within 5 working days of request DLA Energy P-5 and P-8
29	Support Hazardous Materials Management Program (HMMP) through LRC Installation Support Activity, as established by the Installation Commander. (This may include assisting customers with requisition, receipt, handling (Inside the HMMP location), storage, use, disposal, and reporting) Description: 100 percent compliance AR 200-1, AR 385-10, AR 700-141, DA PAM 710-7 (In Revision), DA Pam 710-2, AUL (Authorized Use List)
30	Store items with hazard classification Description: Store within 24 hours IAW manufacturer's safety data sheets (SDS) AR 200-1, TM 38-410
31	Process HAZMAT received at the ISSA through Enterprise Environmental & Safety Occupational Health-Management Information System (EESOH-MIS) Description: Process and label HAZMAT through EESOH-MIS immediately upon receipt IMCOM OPORD 14-114, IMCOM FRAGO 01 to OPORD 14-114, DA Pam 710-7
32	Manage shelf-life and turn in expired HAZMAT (material not coded condition A or B) Description: Upon expiration, turn in HAZMAT IAW local, state and federal regulations and Final Governing Standards (FGS) TM 38-410; 29 CFR (Code of Federal Regulations); DTR 4500.9R, Chapter 204, para d
33	Maintain current certification/HAZMAT training for ISSA staff Description: Maintain 100% certification TM 38-410; 29 CFR; DTR 4500.9R, Chapter 204, para d

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Asset Management

1	Notify hand receipt holders of required inventory review, and provide inventory list Description Notification no less than 30 calendar days of required inventory review AR 710-2, para 1-21
2	Reconcile on-hand inventory with records, and update hand receipts accordingly Description: Reconcile/update within 7 working days upon turn-in of inventory report from customer AR 710-2, Table 1-2
3	Process excess requests upon receipt of valid disposition instructions Description: Upon receipt of turn-in equipment, process excess removal within 30 working days AR 710-2, 2-13 B
4	Process shortage requests to ensure authorized property is on hand or on order Description: Reconcile request within 10 working days AR 710-2, Table 2-2

Logistics

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Asset Management Continued

5	Process lateral transfers Description: Upon request, post or accept transfer within 3 working days AR 710-2, Table 1-2 and 2-2
6	Process "found on installation" property Description: Sensitive - post to property book immediately; Other - post to property book within 7 working days AR 710-2, Table 1-2 and 2-2; AR 735-5; AR 190-11
7	Account for Class I & V operational (go to war) loads (Troop Support) Description: Account for Class I & V operational (go to war) loads as needed AR 710-2, Table 2-2
8	Catalog non-standard equipment Description: Upon receipt of equipment, request non-standard LIN and NSN within 1 working day AR 710-2, Table 2-2
9	Process adjustment documents (examples: FLIPLS, Statement of Charges, Administrative Adjustment Report (AAR), LRC-specific causative research) Description: Upon receipt of complete/accurate Financial Liability Investigations of Property Loss (FLIPL) - provide document number within 3 working days; Statement of Charges and AAR within 5 working days AR 735-5, Chapters 12 and 13

Logistics

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Asset Management Continued

10	Reconcile authorization allowances with authorization documents (on TDAs, MTOEs, etc.) Description: Reconcile once a year AR 71-32
11	Process Unique Item Track (UIT) items from supported unit Description: Report the balance transaction to the UIT Central Registry within 10 calendar days of the posting of the supply transaction to the accountable record
12	Request/order non-expendable items Description: Order within 3 working days (dependent on customer funding availability) AR 710-2-1, DA PAM 710-2
13	Review all local Government Purchase Card (GPC) purchase requests to determine expendable vs. non-expendable category Description: Upon receipt of GPC purchase request prior to purchase, review within 24 hours Army Federal Acquisition Regulation Supplement (AFARS)
14	Reconcile open supply requests with Supply Support Activity (SSA) Description: Conduct on a monthly basis AR 710-2-1, Table 1-2

Logistics

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Asset Management Continued

15	Document all non-expendable/major end item acquisitions - Class II(N) & VII, GPC, contract, and local purchase Description: (1) Document shortages immediately; (2) Post received items to the property book within 7 calendar days AR 710-2-1, DA Pam 710-2
16	Inventory and document Total Package Fielding/force modernization support equipment Description: (1) Document shortages immediately; (2) Post received items to the property book within 3 working days AR 710-2-1; DA Pam 710-2
17	Set-up fiduciary accounts for Government furnished property (GFP) Description: Set-up accounts within 3 working days of contract start date (COR provides GFP annex to PBO) DODI 5000.64, AR 735.5, AR 710-2
18	Notify Commander's Representative for pick-up of non-expendable dedicated items Description: Notify within 3 working days of item arrival. AR 710-2
19	Review turn-ins for (1) compliance IAW contractual obligations (such as with Government furnished property (GFP)), (2) serviceability, and (3) correct inventory amount; and post to the property book Description: Upon receipt of complete and accurate documentation and associated equipment, post within 3 working days DODI 5000.64, AR 735.5, AR 710-2

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Maintenance

1	Scheduled Maintenance (Maintenance Planned) Description: TAT: Maintenance Priority Designator (MPD) 1-3: 5 days / MPD 4-8: 8 days / MPD 9-15: 30 days. Re-work does not exceed 3 percent of all work performed, 2 percent for electronics AR 750-1, Chapter 3 (Fig. 3-1)
2	Unscheduled Maintenance (Maintenance unplanned) Description: TAT: MPD 1-3: 5 days / MPD 4-8: 8 days / MPD 9-15: 30 days. Re-work does not exceed 3 percent of all work performed, 2 percent for electronics AR 750-1, Chapter 3 (Fig. 3-1)
3	Apply Modification Work Orders (MWO) Description: Complete work IAW MWO 100 percent of the time Project Manager Soldier Protection and Individual Equipment MOA, para 7b(5)
4	Manage Warranty Program Description: Monitor and execute warranties for BASOPS equipment 100 percent of the time, where applicable AR 750-1, Chapter 8-3; AR 700-139, Chapter 1-11

Logistics

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Maintenance Continued

5	Monitor and Comply with Ground Safety Notification System Description: 100 percent compliance with all safety notifications AR 750-1, Chapter 8-18; AR 750-6, page 124
6	Comply with Army Oil Analysis Program (AOAP) Description: 100 percent compliance with enrollment and sampling requirements AR 750-1, Chapter 8-2, ASC Supplemental guidance to AR 750-1, 4-4
7	Repair non-fixed facility equipment Description: TAT MPD 1-3: 5 days / MPD 4-8: 8 days/ MPD 9-15: 30 days. Re-work does not exceed 3 percent of all work performed, 2 percent for electronics AR 420-1, Chapter 4-14
8	Non-deployable BASOPS storage container repair Description: TAT: MPD 1-3: 5 days / MPD 4-8: 8 days / MPD 9-15: 30 days. Re-work does not exceed 3 percent of all work performed, 2 percent for electronics. Project Manager Soldier Protection and Individual Equipment MOA, para 6d(2) Note

Logistics

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Maintenance Continued

9	Coordinate ground recovery for BASOPS equipment Description: Response time: Upon notification/request, coordinate ground recovery within 24 hours AR 750-1, Chapter 2-12
10	Provide equipment readiness reporting Description: Provide equipment readiness reporting once per quarter IMCOM MOA, Annex L; ASC OPORD
11	Manage a service schedule for IMCOM Garrison equipment and perform scheduled services IAW appropriate equipment service manual. Description: Ensure all field level services are scheduled and performed as required by the appropriate technical/equipment manual 100 percent of the time with a 10 percent variance AR 750-1, Chapter 20-2; DA Pam 750-8

Logistics

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Transportation

1	Facilitate Vehicle Allocation Methodology (VAM)/Vehicle Utilization Review Board (VURB) Process Description: Co-Chair VURB process annually during the April to June timeframe IAW HQDA EXORD 111-16
2	Dispatch non-tactical vehicles owned or managed by the TMP Description: 1. Process requests within 5 working days; 2. Provide vehicle dispatch IAW customer's approved request AR 58-1, Chapter 2-2, section d; AR 600-55; AR 750-1; DA PAM 750-8
3	Coordinate short-term vehicle lease (120 days or less) in support of surge missions Description: Notification to customers of impending scheduled maintenance within 5 working days of GSA notification AR 58-1, Chapter 2-2 and 3-10
4	Coordinate life-cycle replacement of GSA vehicles Description: Customer notified within 10 working days of LRC receipt of published GSAs's Customer Acquisition Module (CAM) guidance GSA and OACSIM Guidance documents

Logistics

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Transportation Continued

5	Notify appropriate command chain/agency head of vehicle misuse Description: Notification to organization POC within 3 working days of notification/discovery
6	Notify appropriate command chain/agency head of vehicle misuse Description: AR 58-1, GSA Misuse Reports
7	Process initial modification requests for vehicles managed by TMP Description: Process initial request within 10 working days. AR 58-1, Chapter 3-10 and 10-8; 41 CFR 101-39.304
8	Provide NTV data inputs and reports Description: Complete reports within directed suspense 90% of the time DODM-4500.36, Section 4e

Logistics

Our Mission is to deliver and integrate base support to enable readiness for a self-reliant and globally responsive all volunteer Army. LRC available support is subject to change based on the authorized customer.

To request an Inter-Service Support Agreement (ISSA) with the LRC, please contact the Plans and Operations Office, Yosef Tanenbaum. Email: yosef.a.tanenbaum.civ@mail.mil. Support agreements are valid for one year or until the agreement is terminated.

Transportation Continued

9	Reconcile GSA billing for LRC managed BOAC(s) Description: Bills paid by the 5th of each month, 90 percent of the time GSA Customer Leasing Guide
10	Assists units/organizations with vehicle rentals/leases when vehicles are not available in TMP - Commercial (Non-GSA) Leased vehicles. Description: Provide statement of non-availability, alternate service provider and information within 15 working days of customer request. AR 58-1, Chapters 2-2, 3-10 and 3-11
11	Provide Installation Shuttle Services supported by Transportation Study Description: Adheres to approved/published schedule and routes 80% of times AR 58-1, Chapter 5-4
12	Provide transportation services (buses and drivers) - POI support Description: Provides transportation services (buses and drivers) for POI support 100% of the time requested
13	Provide and manage license plates for vehicles (Army-owned) Description: Upon proof of authorization, process license plate request within 10 working days. AR 58-1, Chapter 9

U.S. Army Garrison Picatinny Arsenal, New Jersey

Customer Feedback Network



<https://www.pica.army.mil/Picatinny>



Plans, Analysis, & Integration Office

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