



US Army Garrison - Rock Island Arsenal FY21 Services Catalog

Effective 1 October 2020

Our Mission – US Army Garrison Rock Island Arsenal integrates and delivers base support to enable readiness for a globally-responsive Army.

We are the Army' Home – Serving the rugged professional

**Rock Island Arsenal Garrison
FY21 Services Catalog**

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Garrison Reimbursable Policy

1. Support Agreement Manager (SAM) Points of Contact(s):

- a. Angie Stone, angela.s.stone.civ@mail.mil, 309-782-1381
- b. Chelsea Davis, chelsea.l.davis26.civ@mail.mil, 309-782-5004

2. Installation Agreements.

a. Garrison will utilize the Federal Service (FS) Form 7600 for Installation Agreements, per AR 5-9 published 17 April 2018.

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

c. All entities involved with the 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.

d. The Garrison and its customers will retain active support agreements in a repository to be made available for audit data calls and reports, upon request.

3. Categories of Service Support.

a. Common Use Services and Infrastructure (CUSI). The emergency services (law enforcement, guards, fire) and maintenance of roads and grounds 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.

b. 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.

c. 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 services above CLS that are not in the Garrison's directed capability level, then the mission unique and above baseline level support are reimbursable for all measurable, attributable and incremental direct support costs.

d. 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 appropriated 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*

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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.

4. Reimbursable Costs and Costing Methodology.

a. Reimbursement is required 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).

b. Units of measure that reasonably segregate and attribute a direct cost to a receiver will be used. Costs associated with services will be provided upon request.

c. Incremental direct costs and overhead costs will be pursued effective FY22. The gap year will be used to communicate the changes and estimated costs associated with the change.

5. Service Changes and Agreements Termination.

a. Sufficient lead time is required to adjust contracting and agreements documentation. A minimum notice of 180 days is required to modify support agreements.

b. If 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 are processed by Army Contracting Command.

c. Garrison is required to provide 180 days' notice when regulation (AR 5-9) changes a receiver's status from non-reimbursable to a reimbursable status, allowing for sufficient time to enable change in budget processes.

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Garrison Service Programs

A. Special Staff Programs

1. Garrison Command Group (ISR 100/QNMG)

Building 90, Room 11C, East Road

Point of Contact: Mr. John Burns (DGC), 309-782-5555

E-mail: john.m.burns1.civ@mail.mil

a) Service Definition:

The Garrison Commander (GC) and support staff manages and directs Garrison day-to-day operations, formulates visions, goals, policies, and provides program direction to directors and special staff. They identify, develop and maintain mutually beneficial coalitions with local and tenant leaders, Garrison staff and the Installation community as delegated by the senior Commander (SC).

b) Baseline Services: N/A

c) Non-Baseline Services:

No external services are available to non-Garrison entities

d) Receiver Responsibilities: N/A

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2. Public Affairs Office (ISR 107/QNMG)

Building 90, Room 15

Point of Contact: Mr. Eric Cramer, 309-782-7746

Email: eric.w.cramer2.civ@mail.mil

a) Service Definition:

Army public affairs is public information, command information and community engagement activities directed toward both the external and internal customer with interest in the Department of Defense. The mission of Army public affairs is to inform internal and external publics, and fulfill the Army's obligation to keep the American people and the Army informed as established in Title 10, United States Code.

b) Baseline Services:

The garrison public affairs office provides standard public affairs services to the installation. The public affairs office reports to the garrison commander but supports the communications priorities of the senior commander per AR 600-20, Chapter 4. Garrison

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public affairs support is dependent on staff size, which varies based on mission and tenant unit requirements. Garrison public affairs is collaborative, allowing the Army to speak with one voice.

- 1) Provide Public Affairs services, to include a newsletter.
- 2) Coordinate with Receiver on media releases. Primary releasing agency will be the party with majority of interest in the issue.
- 3) Serve as point of contact with news media on matters pertaining to USAG-RIA.
- 4) Serve as primary point of contact for all relations with community.
- 5) Incorporate Receiver's information into the Public Affairs release of command information to include the American Forces Network.
- 6) Incorporate Receiver's information into the Public Affairs release of public information to include international, regional and local media.
- 7) Provide Public Affairs guidance when needed or requested by Receiver.
- 8) Provide Public Affairs support as a result of Receiver's activities.
- 9) Incorporate Receiver into the installation community relations activities and/or elaborate a community relations program based on the Receiver's needs.
- 10) Provide photography for chain-of-command displays, course selection photographs and other required official photography.

c) **Non-Baseline Services:** Provide reimbursable public affairs support required outside of normal business hours as a result of Receiver's activities (press briefings, etc)

d) **Receiver Responsibilities:**

Receivers must communicate early to coordinate garrison public affairs support, and expedite developed content review/approval processes within the prior established submission deadlines to achieve timely publication.

- 1) Coordinate with Supplier on media queries and releases.
- 2) Contact Supplier for services that will be rendered under this agreement.
- 3) Submit requirements IAW Supplier's directives.
- 4) Participate in public affairs activities when requested by Supplier (i.e. press releases as a result of aircraft mishaps, environmental spills, etc.).
- 5) Coordinate with Supplier for all requests to or from the community.
- 6) Command Information: Provide the Supplier with the information to be released and/or notify Supplier of any major event to be covered as part of the Command Information Program.
- 7) Public Information: Provide the Supplier with the information to be released and/or notify Supplier of any event to be released as part of the Public Information Program.
- 8) Make requirements known.
- 9) Provide MIPR(s) for public affairs support needed as a result of Receiver's activities (Press briefings, etc.).
- 10) Support local community relations and coordinate with Supplier for developing a community relations program appropriate to the Receiver's location.
- 11) Comply with Supplier's regulations, directives, and procedures.

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3. Equal Opportunity Office (ISR 109/QNMG)

Building 90, Room 27

Point of Contact: Ms. Missy Yerington, 309-782-1488

Email: melissa.a.yerington.civ@mail.mil

a) Service Definition:

Direct the Equal Employment Opportunity (EEO) Program in accordance with applicable laws, directives, regulations, and guidelines, executing the administrative EEO Complaint Process, facilitating the Reasonable Accommodation Process, and advising applicants, employees, and supervisors on EEO programs and processes.

b) Baseline Services:

The activity/servicing EEO officer is responsible for administering a comprehensive EEO program for all serviced commanders or equivalent officials on all matters pertaining to the EEO program operations. EEO officers at all levels will:

- 1) Manage the pre-complaint and formal EEO Complaint Processes and accept or dismiss formal EEO Complaints on behalf of the Secretary of the Army in accordance with regulations, ensuring that every reasonable effort is made to resolve complaints at the earliest possible stage.
- 2) Provide advisory services to applicants, employees, and supervisors regarding unlawful discrimination and harassment and the EEO Complaint Process.
- 3) Arrange for investigations and EEOC hearings.
- 4) Monitor implementation and ensure compliance with the terms of a negotiated settlement agreement (NSA) or Offer of Resolution accepted by the complainant to resolve any complaints of discrimination.
- 5) Promptly notify the appropriate responsible management official if an employee pursues a claim of harassment.
- 6) Collaborate with civilian personnel officials to collect Schedule A documents supporting potential job candidates.
- 7) Provide supervisors with information on reasonable accommodation and needs assessments for applicants and employees.
- 8) Provide advisory services to supervisors and employees on the implementation of reasonable accommodations.
- 9) Track, monitor, and provide oversight of reasonable accommodation process.

c) Non-Baseline Services:

Request, schedule, and remit payment for mandated Court Reporter for EEO Fact Finding Conferences and administrative hearings. Costs incurred for reimbursable services during the complaint process are the responsibility of the command the EEO complaint is against.

d) Receiver Responsibilities:

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- 1) Comply with EEO regulations, directives, and procedures.
- 2) Support the Army EEO, Diversity, and Anti-Harassment Policies.
- 3) Enforce Federal organization policies, practices, and procedures in ways that support fair and equitable treatment of personnel in all aspects of employment.
- 4) Provide and process requests for reasonable accommodations in accordance with Federal laws and guidelines to include making decisions on the requests and ensuring that the requests accommodate the workplace needs of the requestor.
- 5) Use Schedule A and other hiring authorities impacting IWDs when implementing human capital responsibilities.
- 6) Ensure all members of the work force refrain from actions or comments that may be perceived as having a prohibited discriminatory animus.
- 7) Act promptly to prevent or correct situations that may give rise to meritorious complaints of discrimination.
- 8) Cooperate and ensure subordinates' full cooperation with Alternative Dispute Resolution (ADR) neutrals and mediators, EEO counselors, labor counselors, EEO officers, investigators, and EEOC administrative judges involved in the EEO complaints process. Ensure the appropriate level of management participates in individual ADR sessions when management and a complainant have agreed to participate in ADR.
- 9) Throughout the administrative process of an EEO complaint, ensure that complainants and their representatives are permitted to use a reasonable amount of duty time to work on their complaints.
- 10) Take corrective action against military members and civilian employees who have been found to have engaged in discriminatory practices.
- 11) Conduct appropriate management inquiry/investigation into claims of harassment IAW AR 690-12, Appendix D.
- 12) Request service as required.
- 13) Comply with Supplier's regulations, directives, and procedures.

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4. Internal Review (ISR 111/QNMG)

Building 90, Room 16

Point of Contact: Mr. Vince George, 309-782-6170

E-mail: vincent.e.george8.civ@mail.mil

a) Service Definition:

Internal Review (IR) is an independent and objective review and analysis activity within the command. The IR program is intended to add value, ensure effective stewardship, mitigate risk, and assure the effectiveness of command operations and supported activity operations. IR's help commanders evaluate the management control environment as well as evaluate and improve effectiveness of risk management and governance processes. IR engagements are based on statutory, regulatory, and command requirements.

b) Baseline Services:

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- 1) Provide Internal Review services as required in accordance with applicable policies and Army Regulation 11-7, Internal Review Program.
- 2) Provide an independent and objective review and analysis activity within the command designed to add value and improve command or supported activity operations.
- 3) Serve as the principal advisor to the receiver on internal control, risk management and audit matters.
- 4) Advise and assist the receiver on audit activity being conducted by USAAA, GAO, DODIG, and other external oversight organizations.

c) Non-Baseline Services: N/A

d) Receiver Responsibilities:

Comply with Supplier's regulations, directives, and procedures.

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5. Safety Office (ISR 112/QNMG)

Building 90, Room 21

Point of Contact: Mr. Jerry Golden, 309-782-0207

Email: jerry.j.golden.civ@mail.mil

a) Service Definition:

The Safety function supports the Commander's Annual Safety Plan to manage compliance with statutory and regulatory standards. Sub-functions include leader consultation, human and fiscal resources, policy guidance, councils, accident investigations, hazard remediation, safety training and awareness programs and records management.

b) Baseline Services (Customers with only additional duty /collateral duty safety officers):

- 1) Provide SOH technical advice and assistance on accident prevention, safety program management, risk management, safety inspection, and other related topics.
- 2) Provide installation-level safety support and oversight as needed in administration of sales contracts, demilitarization contracts, hazardous waste contracts, ammunition and explosives, ranges, radiation, and engineering reviews for permanent facilities or infrastructure projects.
- 3) Include Receiver on the Safety and Health Advisory Council.
- 4) Accompany the ADSO/CDSO personnel on inspections of any Receiver workplaces designated by the Supplier as containing High or Extremely High residual risk exposures.
- 5) Assist Receiver in evaluating identified SOH hazards and assign risk assessment codes (RAC).
- 6) Assist Receiver in initial response and investigation to accidents involving suspected Class A or B incidents (as defined in AR 385-10).

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- 7) Upon request, assist Receiver with investigation to Class C or below accidents (as defined in AR 385-10).
- 8) Provide applicable safety training.
- 9) Assist Receiver in the selection of required personal protective equipment (PPE).
- 10) Conduct radiological surveys as required, at least annually and more frequently should conditions warrant. Document surveys and submit report of compliance/non-compliance.
- 11) Assess materials identified by Receiver as potentially containing radioactive material. If material tests positive for radioactivity, coordinate removal of item through the JMC Rad/Waste office for disposal or removal.
- 12) Conduct an annual explosives safety survey. Provide additional assistance as requested. Document and provide written report of compliance and noncompliance.
- 13) Provide motorcycle safety training courses for active duty Soldiers assigned to the Rock Island Arsenal in accordance with AR 385-10.

c) Receiver Responsibilities (Customers with only additional duty /collateral duty safety officers):

- 1) As directed by their Higher Headquarters, implement and operate a comprehensive SOH program IAW DoD, US Army, OSHA, Nuclear Regulatory Commission, or other governing program standards and guidance
- 2) Provide safety program information in a timely manner as requested by Supplier.
- 3) Appoint someone in writing as ADSO/CDSO to manage Receiver's safety program.
- 4) Appoint someone to the Safety and Health Advisory Council.
- 5) Adhere to all Supplier safety regulations and provide all safety support not covered by this agreement, or reimburse for support requested outside the scope of this agreement.
- 6) Work with the Supplier to correct all identified safety deficiencies.
- 7) Provide separate funds for cleanup and removal of contamination source when detected by either routine survey or following an accident or incident.
- 8) Identify, isolate, and notify the Supplier of potential radioactive commodities. Aid the Supplier in removal efforts by providing packaging, MHE, and other related items as necessary.
- 9) Participate in the local radiation education when applicable
- 10) Support and participate in local SOH awareness days and/or activities

d) Baseline Services (Customers with full-time safety personnel):

- 1) Upon request, provide SOH technical advice and assistance on accident prevention, safety program management, risk management, safety inspection, and other related topics.
- 2) Provide installation-level safety support and oversight as needed in administration of sales contracts, demilitarization contracts, hazardous waste contracts, ammunition and explosives, ranges, radiation, and engineering reviews for permanent facilities or infrastructure projects.

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- 3) Include Receiver on the Safety and Health Advisory Council.
- 4) Upon request, accompany the Receiver's Safety Office personnel on inspections of any Receiver workplaces designated by the Supplier as containing High or Extremely High residual risk exposures. Assist Receiver in evaluating identified SOH hazards.
- 5) Upon request, assist Receiver in initial response and investigation to accidents involving suspected Class A or B incidents (as defined in AR 385-10).
- 6) Upon request, assist Receiver with investigation to Class C or below accidents (as defined in AR 385-10).
- 7) Provide safety training as applicable.
- 8) Upon request, assist Receiver in the selection of required personal protective equipment (PPE).
- 9) Upon request, conduct radiological surveys, at least annually and more frequently should conditions warrant. Document surveys and submit report of compliance/non-compliance.
- 10) If any material tests positive for radioactivity, refer Receiver to the JMC Rad/Waste office for disposal or removal.
- 11) Conduct an annual explosives safety survey. Provide additional assistance as requested. Document and provide written report of compliance and noncompliance.

e) Receiver Responsibilities(Customers with full-time safety personnel):

- 1) As directed by their Higher Headquarters, implement and operate a comprehensive SOH program IAW DoD, US Army, OSHA, Nuclear Regulatory Commission, or other governing program standards and guidance.
- 2) Provide safety program information in a timely manner as requested by Supplier.
- 3) Appoint someone to the Safety and Health Advisory Council.
- 4) Adhere to all Receiver's safety regulations and provide all safety support not covered by this agreement, or reimburse for support requested outside the scope of this agreement.
- 5) Correct all identified safety deficiencies.
- 6) Provide separate funds for cleanup and removal of contamination source when detected by either routine survey or following an accident or incident.
- 7) Identify, isolate, and notify the Supplier of potential radioactive commodities. Aid the Supplier in removal efforts by providing packaging, MHE, and other related items as necessary.
- 8) Participate in the local radiation education when applicable.
- 9) Support and participate in local SOH awareness days and/or activities.

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B. Directorate of Human Resources (DHR/S1)

1. Mail Service (ISR 113/QNMG)

Official Mail and Distribution Center (OMDC) is located in Building 132
Point of Contact – Ms. Joyce C Rollins, 309-782-1245
E-mail: joyce.c.rollins.civ@mail.mil
Hours of Operation: 0700-1530

a) Service Definition:

This service provides processing of 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. This service also includes the processing of outgoing official mail and distribution for the installation in accordance with DODI 4525.9, DOD Manual 4525.8-M, AR 25-51, 18 USC, and 39 USC. Provide pickup and delivery of official mail to the administrative offices of each organization on the installation in accordance with AR 25-51 (paragraph 1-5g), DODI 4525.9, DOD Manual 4525-8-M, 18 USC, and 39 USC.

b) Baseline Services:

- 1) Receive, sort and sanitize incoming mail
- 2) Process accountable mail
- 3) Distribution of internal mail, flyers, bulletins, etc.
- 4) Provide counter service to customers picking up their own processed mail.
- 5) Sorting
- 6) Affixing postage
- 7) Processing accountable mail
- 8) Processing consolidated mail.
- 9) Pickup internal outgoing mail from installation units (requires vehicle/driver)
- 10) Deliver incoming mail in bulk to unit administrative offices (requires vehicle/driver)
- 11) Comply with accountable mail receipt procedures
- 12) Schedule of delivery and pick up may vary by building, based on volume.

c) Non-Baseline Services:

Out-going metered mail is a reimbursable service.

d) Receiver Responsibilities:

- 1) Adhere to U.S. Army and U.S. Postal Service Regulations governing official mail being dispatched and received.
- 2) Pick up and deliver official mail at a designated location determined by the Supplier.
- 3) Appoint an Official Mail Manager (OMM).
- 4) Provide MIPR(s) to reimburse Supplier on an actual cost basis for postage fees.
- 5) Provide the Central Mail Facility (Building 132) with a memorandum that includes POC names, telephone numbers, security levels, and signature samples of personnel authorized to receive classified and accountable mail. Ensure official

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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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2. Freedom of Information Act (FOIA), Army Records Information Management System (ARIMS), Records Holding Area (RHA) (ISR 113/QNMG)

Building 56, Room 114

Point of Contact- Ms. Joyce C Rollins, 309-782-1245

E-mail: usarmy.ria.imcom-central.mbx.usag-foiapa@mail.mil

Hours of Operation: 0700-1530

a. Service Definition:

This service provides processing of Freedom of Information Act (FOIA)/Privacy Act (PA) requests and providing Army Records Information Management System (ARIMS) training. This service also provide operating Records Holding Area (RHA) for installation-wide Army customers, as required, in accordance with AR 25-400-2.

b. Baseline Services:

- 1) Storage of CD-ROMS, paper, microfiche, etc.
- 2) Processing if incoming records
- 3) Processing of requested records
- 4) Arrange for the transfer and destruction of records, as necessary
- 5) Review and validate Standard Form (SF) 135s.

c. Non-Baseline Services: N/A

d. Receiver Responsibilities:

Customer 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/PA requests.

3. Forms and Publications (ISR 113/QNMG)

Building 56, Room 114

Point of Contact- Ms. Joyce C Rollins, 309-782-1245

E-mail: joyce.c.rollins.civ@mail.mil

Hours of Operation: 0700-1530

a. Service Definition:

Provide initial review, edit, and authentication services for installation-level forms and publications. Stock, warehouse, and inventory certain forms and publications for the installation in accordance with AR 25-30 and Title 44 of the USC. Includes stock, warehouse, and inventory of local garrison and certain forms and publications for the

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installation. Stock, warehouse, and inventory hard copies of certain DA, DD, DOD, OPM, SF and other forms that are not available electronically.

b. Baseline Services:

Provide records management advisory services.

c. Non-Baseline Services: N/A

d. Receiver Responsibilities:

- 1) Contact provider for services that will be rendered under this agreement.
- 2) Comply with Supplier's regulations, directives, and procedures.
- 3) Appoint records manager and manage unit records system.
- 4) Customer will request blank forms IAW regulations. Maintain publications account.

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4. Army Substance Abuse Program (ASAP) (ISR 250/QAAP)

Building 56, Room 104

Point of Contact – Ms. Lori Griffin, 309-782-2551.

E-Mail: lori.j.griffin2.civ@mail.mil

Hours of Operation: Monday through Friday, 0700-1630

a. Service Definition:

Substance abuse contributes to high-risk behaviors, runs counter to Army Values and erodes personal readiness. ASAP is a mechanism within the Army Resiliency Directorate (ARD) system of support that, when administered appropriately, through engaged and empowered leadership, supports building personal readiness and resilience, and optimizes performance.

b. Baseline Services:

- 1) Provide military biochemical testing services. Testing of military units is in coordination with Commanders and Unit Prevention Leaders (UPL). 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. We will ensure specimens are collected according to applicable regulations and SOPs, packaged and shipped to the supporting Forensic Toxicology Drug Testing Laboratory in coordination with Command reference results according to regulation.
- 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. We will ensure specimens are collected according to applicable regulations and SOPs, packaged and shipped to the supporting Army

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approved Forensic Toxicology Drug Testing Laboratory.

Random selection of employees in Testing Designated Positions; pre-hire applicant testing is accomplished as requested; collections are available in situations where employees are suspected of being under the influence while on duty; all specimens collected are tested at an Army certified laboratory; testing is accomplished with minimal discrepancy or error.

- 3) Provide Employee Assistance Program (EAP) services. The EAP provides assessment, short-term problem resolution, referral to vetted community resources and follow-up to ensure services needs are met. This program, as required by Public Law in support of the Drug Free Workplace program and Army Regulation 600-63, plans, manages, implements, and evaluates a program designed to assist Civilian employees, family members, and military retirees in identifying and resolving personal concerns, including, but not limited to, health, marital, family, financial, substance misuse, stress, or other personal problems affecting their well-being and job performance. The EAP also provides support to organizations through training, consultation, mediation, crisis, and referral information in effort to assist management of employees with difficulties to enhance the work environment, and to improve employee job performance. EAP services are completely confidential unless there is a consent for release of information form signed by the client.
- 4) Provide alcohol, other drug abuse, and gambling disorder prevention, education and training services. Services consist of, in addition to assessment of installation needs, the assessment of organization needs: development of a plan to address and lower associated risks; and provision of training and awareness campaign services; availability of training and/or resources to meet annual substance abuse awareness requirements. Provide Alcohol and Drug Abuse Prevention Training (ADAPT). This training is an educational/motivational intervention which focuses on the adverse effects and consequences of alcohol and other drug abuse. The ADAPT training is 12 hours of material IAW AR 600-85. We will ensure referred individuals receive a minimum of 12 hours of ADAPT training.

c. Non-Baseline Services: N/A

d. Receiver Responsibilities:

- 1) Request services as desired.
- 2) Inform Supplier of requirements.
- 3) Comply with Supplier's regulations, directives, and procedures.

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5. Military Personnel Services (ISR 800/QPSG)

Building 56, Room 122

Point of Contact – Ms. Veda Farley, 309-782-0453

Email: veda.r.farley.civ@mail.mil

Hours of Operation: Monday-Friday, 0730-1600

a. Service Definition:

The Military Personnel Division (MPD) provides Military Personnel Human

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Resource functions for Regular Army and limited services to Army Reserve and Army National Guard Soldiers assigned to Rock Island Arsenal and the surrounding area. Provides Retirees, widows and dependents with post-retirement services. Operates a DEERS/RAPIDS site responsible for issuing CAC/ID Cards to Active Duty Service Members and their Families, Retirees, Dependents, DoD Civilians and Contractors.

b. Baseline Services:

- 1) Provide community in and out-processing services in accordance with published community procedures for all regular Army, USAR, and ARNG active duty soldiers stationed on Rock Island Arsenal
- 2) Provide community Identification Card services for Military/Civilians/Family Members.
- 3) Casualty Services are provided by Fort Leonard Wood, MO/Fort Leavenworth, KS Casualty Assistance Center (CAC).
- 4) Military/Civilian Personnel Support is provided by the Transportation Office (LOGCAP).
- 5) Retiree Affairs services are provided by the Fort McCoy, WI Retirement Services Officer.
- 6) Provides CAC/ID card services to customers as required by personnel actions initiated by the customer. Includes DEERS enrollment/updates, issuing CAC/Teslin cards, PIN resets and eligibility determination requests.
- 7) Provides personnel services support required by customers and other personnel actions initiated by the customer. Includes but not limited to, Soldier actions/applications, military personnel information updates within records/IPERMS, awards processing, special pay, etc.
- 8) Provides a full range of automation support services for all applicable personnel systems. Includes eMILPO management, establishing and managing end users accounts and passwords, granting access to Military HR systems/databases, PAI, and strength accounting.
- 9) Provides reassignment processing for officer and enlisted Soldiers consisting of reassignment notices, orders, deletions and deferments, intra-post reassignments, exceptional family member screening, publishing and distributing orders and sponsorship.
- 10) Provides personnel services required by customers upon arrival/departure from the installation. Includes welcome and reception coordination, in/out-processing, approval of installation clearance, coordination of installation work centers, iPERMS records reviews, and updating Casualty Documents.
- 11) Provides separation services for Soldiers who are exiting from the military. Includes the following: Separation orders to include retirement applications and orders, DD Form 214 and DD Form 220, retirement/separation certificates, post separation document processing, and pre-separation benefits briefings.
- 12) Provides pre/post retirement services to customers in the geographical area; includes services such as retirement applications and orders, post separation document processing, pre-separation benefits briefings, Survivor Benefits Plan counseling for active duty Soldier, spouses and retirees.
- 13) Provide those services required to deploy and redeploy Soldiers including Soldier readiness checks, preparation and issuance of Temporary Change of Station orders.

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14) Provides transition services for separating soldiers. Includes the following: SFL-TAP/VOW requirements, pre-transition benefit briefings, job fairs/employers days, employer/job development and community relations, credentialing/licensing opportunities, and monitoring of SFL-TAP operations.

c. Non-Baseline Services: N/A

d. Receiver Responsibilities:

- 1) Request services as desired.
- 2) Inform Supplier of requirements.
- 3) Comply with Supplier's regulations, directives and procedures.
- 4) Process/coordinate/submit administrative requests and actions through applicable G1/S1/HHC AMCOM for review and submission to the MPD.

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6. Army Continuing Education Services (ISR 803/VCAP)

Building 56, Room 118

Point of Contact – Ms. Mary Hansarik, 309-782-2065

E-Mail: mary.p.hansarik.civ@mail.mil

Hours of Operation: Monday-Friday; 0800-1530

a. Service Definition:

Manage installation adult continuing education programs (assessing needs, planning, programming, implementing, and evaluating) for all continuing education programs and services for Active Duty, ARNG, and USAR Soldiers assigned to the Rock Island Arsenal Education Center. Resource core Army Continuing Education System (ACES) programs such as education and career counseling to advise Soldiers in determining appropriate education goals and objectives, and serve as a resource for effective/efficient use of all ACES services. Provide resources for the Functional Academic Skills Training (basic skills) online program, OASC. Provide Army Personnel Testing (APT) testing services to determine eligibility for specialized training in support of the personnel selection and classification process. APT includes Defense Language Aptitude Battery, Defense Language Proficiency Test, and the Oral Proficiency Interview for formal validation of Soldiers' language readiness; Selection Instrument for Flight Training to determine eligibility for aviation training; and the Armed Forces Classification Test to assist with Soldier reclassification and force shaping.

b. Baseline Services:

- 1) Provide academic, assessment, and certification testing.
- 2) 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.
- 3) Facilitate soldier access to post-secondary programs and classes.
- 4) Provide resources for basic skills education and GT improvement.
- 5) Provide continuing education services, to include instruction, counseling, and testing

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to the same extent for Soldier’s, Department of the Army Civilians, and logistically supported contractors as provided to Supplier’s personnel.

- 6) Provide assistance to personnel in selecting, planning, preparing programs, courses, curricula and instruction for off-duty education.
- 7) Provide academic and technical or occupational/educational opportunities to personnel in support of professional and personal self-development goals, offering tuition assistance (TA) for eligible personnel.
- 8) Provide assistance to Receiver (Marine, Air Force and Coast Guard) personnel limited to referral information to the nearest Marines, Air Force or Coast Guard campus POC. For programs such as testing DANTES exams (CLEP, and DSST), participation would be on a space available basis, behind Army personnel but ahead of civilians.

| Services | Frequency of Service |
|--|-----------------------------|
| Provide educational counseling services | Daily |
| Facilitate basic skills and GT improvement | Daily |
| Provide academic and certification testing | By appointment |
| Provide Army Personnel Testing | By appointment |
| Provide USAG fire department personnel testing | By Appointment |
| Provide Air Force examinations | By appointment |

c. Non-Baseline Services: N/A

d. Receiver Responsibilities:

- 1) Contact Supplier for services that will be rendered under this agreement.
- 2) Inform Supplier of requirements.
- 3) Comply with Supplier’s regulations, directives, and procedures.

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C. Directorate of Operations (S3/S7)

1. Physical Security (ISR 600/QPSM)

Building 225, 2nd floor

Point of Contact – Mr. Richard Gonzalez, 309-782-2871

Email: richard.j.gonzalez22.civ@mail.mil

a. Service Definition:

Execute Physical Security (PS) Program. Provides planning and services for blast mitigation, physical security communication systems, explosives detection, electronic intrusion detection, personnel protection, site improvements, security forces and technicians. Common Level (Baseline Service) Support for All Customers.

b. Baseline Services:

- 1) Provide security advice, assistance, and information regarding Information, Personnel, Industrial, and Communications security to the Receiver's Security Program Point of Contact (POC)
- 2) Ensure Receiver is included in all security training and education opportunities
- 3) Provide reasonable 24-hour external physical security for facilities assigned to Receiver IAW DoDI 5200.08-R
- 4) Installation Physical Security Inspections & Surveys
 - a) Master planning and construction design reviews.
 - b) Physical Security Planning, Coordination and Assistance.
 - c) Assess tenant PS programs and provide PS Staff Assistance Visits.
 - d) Assess security lighting, locking devices and security fence requirements.
- 5) Execute Electronic Security Systems (ESS) Management
 - a) Design, and maintain IMCOM baseline Intrusion Detection Systems (IDS) (Army approved ICIDS).
 - b) Issue access codes and train users of the IDS.
 - c) Intrusion Detection Systems administration/management (Army approved ICIDS).
 - d) Monitoring of installation ICIDS
- 6) Execute Installation Access Control Point (ACP) Operations
 - a) Process contractors, vendors and visitors (Vet, Issue Installation Access credentials).
 - b) Control and manage access to the installation at the installation perimeter boundary.
 - c) DA Guard Operations Management.

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

Non-Baseline customers must reimburse for these services.

c. Non-Baseline Services:

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Intrusion Detection System (IDS) Services: Install, test, monitor and maintain Intrusion Detection Systems (Army approved ICIDS): Payment for actual cost of IDS installation and maintenance. Monitoring costs are reimbursable for all non-IMCOM assets with IDS.

d. Receiver Responsibilities:

- 1) Pre-coordinate with DO / Physical Security Office for design/install and maintain of IDS in new facilities or new zones. Provide funding covering estimated requirements prior to the beginning of work.
- 2) Appoint a Security Program Point of Contact (POC) to serve as the conduit to request and receive security information regarding Information, Personnel, Industrial, and Communications security from the Supplier.
- 3) Request security training and education on an as needed basis when notified by the Supplier of scheduled security training and education opportunities.

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2. Law Enforcement (LE) Services (ISR 601/QLPR)

Building 225 1st Floor

Point of Contact – Chief Stephen Kira, 309-782-2029

E-mail: stephen.p.kira.civ@mail.mil

a. Service Definition:

The law enforcement (LE) operations will provide services for protection of people and property, enforcement of laws, and maintenance of order and discipline.

b. Baseline Services:

- 1) Provide Police Patrol Operations. Maintain the safety and security of Army installations (and Joint Bases) and its members through police response to emergency calls for service and proactive police patrols to deter/detect criminal activity and promote traffic safety.
- 2) Provide Police Emergency Dispatch Services. Provides for the resources and management of law enforcement emergency dispatch services.
- 3) Provide Law Enforcement Investigations. Provide for the ability to conduct specialized LE investigations of felony, misdemeanor, and juvenile crimes/offenses which occur on Army installations (and Joint Bases). Investigate crimes which fall within the jurisdiction of AR 190-30. Coordinate with USACIDC for investigative crimes which fall within their purview IAW AR 195-1.
- 4) Conduct Traffic Investigations. Provide for the ability to conduct specialized LE investigations of traffic accidents which occur on Army installations (and Joint Bases).
- 5) Provide Police Reports and Records Services. Provide for the resourcing and management of maintaining installation police records and reports.
- 6) Provide support for employee terminations.

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c. Non-Baseline Services:

- 1) Provide money escorts on-post. Money escort costs are reimbursable.
- 2) Provide security to non-government sponsored or government controlled special events that occur on-post. Examples of events include weddings, concerts, and marathons. Security manning cost are reimbursable.

d. Receiver Responsibilities:

- 1) Contact provider for services that will be rendered under this agreement (i.e. what are the requirements, contract guards, etc.).
- 2) Comply with Supplier's regulations, directives, and procedures.
- 3) Make requirements known.

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3. Antiterrorism (AT) Services (ISR 602/VTER)

Building 90 Room B17

Point of Contact: Mr. Nicholas Seibert, 309-782-4577

E-mail: nicholas.f.seibert.civ@mail.mil

a. Service Definition:

This is a security program that protects Soldiers, Civilian Employees, Family Members, facilities, and equipment through the planned integration of combating terrorism (AT/CT = Antiterrorism/Counterterrorism), physical security, information operations, personal security, and law enforcement operations with the synchronization of operations, intelligence, training and doctrine, policy, and resources.

b. Baseline Services:

- 1) Provide the capability for the Garrison Commander to develop, implement, and manage the installation AT Program; coordinate program requirements with installation organizational and tenant activities, local, state and federal agencies; develop budgets and annual spend plans and receive guidance and coordinate program requirements with the AT Working Group and Protection Committee.
- 2) Provide the Garrison Commander the capability to conduct required risk management to mitigate vulnerabilities or accept risk through comprehensive program reviews, vulnerability, criticality, and risk assessments.
- 3) Provide capability for the Garrison Commander to conduct a comprehensive all hazards capabilities-based exercise and training program in order to ensure the garrison is prepared to deter, detect, respond, reduce, and recover from all hazards crisis events.
- 4) Provide capability for the Garrison Commander to develop a system to monitor, report, collect, analyze (at the appropriate level), disseminate terrorism threat information and apply the appropriate force protection condition.
- 5) Provide capability for the Garrison Commander to ensure that AT-specific security, procedural, and physical measures are employed to protect personnel, information, and material resources from terrorist threats. Garrison Commanders will develop a

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process based on threat information or guidance from higher headquarters to raise or lower FPCON measures. These procedures will be disseminated to, and implemented by, all subordinate and tenant organizations. Random Antiterrorism Measures (RAM) are a relatively inexpensive way to increase a garrison's security posture. Garrison Commanders will develop and execute a robust RAM Program using existing assets and capabilities in addition to tenant unit personnel in order to portray a highly visible and unpredictable security posture from which terrorists cannot easily discern security patterns or routines.

- 6) Implement the Installation AT Program and perform administrative tasks associated with the Protection Executive Committee (PEC) and Protection Working Group (PWG).
- 7) 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.

c. Non-Baseline Services: N/A

d. Receiver Responsibilities:

- 1) Comply with antiterrorism regulations, directives, policies, plans, and procedures to include participation in AT Working Group and Protection Committee meetings. Provide for all supporting requirements specified in AR 525-13 for the Antiterrorism Program.
- 2) Comply with required risk management mitigation plans and strategies in order to reduce vulnerabilities associated with risk accepted by the Garrison Commander and Senior Commander.
- 3) Provide requested and directed training and exercise support to ensure that Installation is prepared to deter, detect, respond, reduce, and recover from all hazards crisis events.
- 4) Comply with antiterrorism regulations, directives, policies, and procedures to include implementation and compliance of directed force protection conditions and random antiterrorism measures.
- 5) Develop internal plans and procedures to support Garrison efforts to ensure that AT-specific security, procedural, and physical measures are employed to protect personnel, information, and material resources from terrorist threats. 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 Protection Working Group, Bi-Annual Protection Executive Committee Meetings, Threat Working Group Meetings, and annual requirements to validate/update the Installation Emergency Operations Plan.
- 6) 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 (Protection Division), and disseminate threat information to the lowest possible level.

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4. Emergency Management (ISR 604/VIPP)

Building 90, Room B02

Point of Contact: Mr. Dean Jordan, 309-782-8706

E-mail: dean.jordan.civ@mail.mil

a. Service Definition:

Maintain Installation Emergency Management (EM) Capability, 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.

b. Baseline Services:

- 1) Provide for the development of deliberate and incident planning to protect, prevent, mitigate, respond to, and recover from emergencies resulting from an "all hazards" (natural, technological, terrorism, CBRNE) event in order to enhance EM capabilities.
- 2) Provide for all supporting requirements specified in DA PAM 525-27 for the Emergency Management Program.
- 3) Provide for the development, management, execution, evaluation of (garrison & individual), and exercises (full scale, functional, tabletop) to support the assessment of the installations capability to prevent, protect, mitigate, respond to, and recover from an "All-Hazards" event.
- 4) This service is provided excluding shelter spaces, shelter supplies, and biological, chemical, and radiation monitoring equipment.
- 5) Perform Continuous EM Risk Management.
- 6) Maintain Executable EM Plan (All Hazards)
- 7) Conduct EM Training Exercises.

c. Non-Baseline Services: N/A

d. Receiver Responsibilities:

- 1) Comply with Supplier's emergency management regulations, directives, policies, and procedures to include participation in Army Emergency Management Programs.
- 2) Participation may include use of Receiver's personnel and/or equipment and facilities for emergency response and recovery operations.
- 3) Develop emergency management mitigation, preparedness, response and recovery plans, administer program for personnel, and provide plans to installation commander or designated representative.
- 4) Participate in emergency management training, staff assistance visits, and provide command and control support during emergency management exercises or true emergencies.

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- 5) May be required to brief senior representatives on responsibilities under the jurisdiction of DLA. Develop Site Specific disaster response plans (EAP's) that addresses the All Hazards pertaining to Rock Island Arsenal AOR.
- 6) Participate in 24 month Installation Full Scale Exercises and validate organization plans.
- 7) Provide organizational POC for executing installation EM Program.

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7. Plans and Operations (ISR 902/QNMG)

Building 90, Room B02

Point of Contact: Mr. Dean Jordan, 309-782-8706

E-mail: dean.jordan.civ@mail.mil

Hours of Operation: 0730-1600

a. Service Definition:

Installation Emergency Operations Center (IEOC), 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. Provides an expandable operation to execute the Anti-Terrorism/Force Protection, and All Hazards Response Plan Contingency Response Operations (real world or exercises).

b. Baseline Services:

- 1) Coordinate, synchronize, and supervise execution of day-to-day USAG operations for events and activities, services, and requirements.
- 2) Provide situational awareness for actions necessary to maintain health, life, safety, and Mission Essential Functions (AR 500-3, US Army Continuity of Operations Program Policy and Planning). Provide planning, coordination, synchronization, and prioritization between Antiterrorism Services (CLS 602), Installation Security Program Management Support (CLS 603), Army Emergency Management Services (CLS 604), Multimedia/Visual Information Processes (CLS 702), Airfield Operations (CLS 900), Mobilization and Deployment Support (CLS 901) and other Garrison CLS in order to provide an integrated installation capability for antiterrorism and emergency management, plans and exercises, training enablers, mobilization and deployment support, Visual Information and Security.
- 3) Provide timely Common Operating Picture through IOC actions 8 hours a day/5 days a week in order to execute support to real world events or the exercise of plans that are relevant, targeted, measurable, observable and valid; and can be rehearsed, resourced, synchronized, supportable, timely, integrated and communicated through trained personnel. Develop plans and exercises that are supportable, executable, thorough, timely, prioritized, relevant, synchronized, complete, and validated by adaptive and trained personnel.
- 4) Plan, coordinate, resource, support, and execute various DPTMS specific functional programs not covered by other Services.
- 5) Coordinate and supervise execution of installation support for Army

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transformation and force management operations, including but not limited to: Army Campaign Plan, Base Realignment and Closing, Global Defense Realignment and Posture, Modularity, Total Package Fielding, SRM, and other force structure/testing/equipping modernization actions.

- 6) Maintain communications and share COPs within the installation, local, state & federal authorities, supporting and supported commands, agencies, governments, and with higher headquarters.
- 7) Establish, train, and operate the IEOC in accordance with applicable FPCON Measures and available resources
- 8) Train Crisis Action personnel and IEOC in accordance with applicable policy and regulatory guidance
- 9) Allocate adequate space to conduct Crisis Action operations
- 10) Planning and Exercise. Provide technical expertise and leadership to synchronize and integrate garrison operations in support for CONPLANS, OPPLANS, FUNCPLANS, SORs, OPORDs, and Stationing Actions

c. Non-Baseline Services: N/A

d. Receiver Responsibilities:

- 1) Comply with regulations, directives, policies, procedures, operations orders, taskers and requests.
- 2) Comply with and support health, life, safety and Mission Essential Function regulations, directives, policies procedures and requirements.
- 3) Develop internal all hazards plans to support efforts to establish an Installation-wide Common Operating Picture during real world events or scheduled crisis management training and exercises.
- 4) Provide required and/or requested support in order for DPTMS to accomplish unscheduled DPTMS specific functional mission requirements not covered by other Services.
- 5) Provide necessary installation support for Army transformation and force management operations, including but not limited to: Army Campaign Plan, Base Realignment and Closing, Global Defense Realignment and Posture, Modularity, Total Package Fielding, SRM and other force structure/testing/equipping modernization actions.
- 6) Comply with the National Response Framework and the Installation Management Command Force Protection All Hazards Disaster Plan, Installation Operation Security Plan and Annexes.
- 7) Notify the IEOC as soon as possible upon identification or execution of activities in response to emergency situation or events.
- 8) Provide necessary personnel, equipment and/or support to US Army Garrison Rock Island Arsenal as mission requires.

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8. Fire and Emergency Response Services (ISR 401/QEMS)

Building 225

Point of Contact: Chief Joseph Heim, 309-782-1157

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E-mail: joseph.m.heim8.civ@mail.mil

a. Service Definition:

Develop and implement installation fire protection policies and programs. Inspect for hazards and level of compliance with fire protection and prevention plans. Train installation personnel in fire prevention techniques. Provide emergency response to, and control of, fires. Provide response appropriate for level of training and equipment, to emergencies involving, structures, aircraft, transportation equipment, hazardous materials, personal injury [medical assistance], active shooter/hostile event response (ASHER), natural and man-made disasters [including acts of terrorism], wildland fires, and specialized rescue involving confined space, high angle and water. Does not include fire trucks.

b. Baseline Services:

- 1) Develop and monitor fire prevention and protection program post-wide. Formulate installation regulations for reduction and elimination of fire hazards. Instruct and train personnel in the operation and maintenance of fire apparatus and systems. Respond to alarms and take prompt action and conduct investigation of fires.
- 2) Provide Fire and Emergency Medical Dispatch Services. Provides for the resources and management of the Fire and Emergency Medical Dispatch Services.
- 3) Provide fire extinguisher and other training as required.
- 4) Provide Receiver with periodic inspections, information, and guidance for prevention of fires and adherence to applicable Army regulations.
- 5) Fire Fighting Equipment and Components (Supply): Provide for the supply of general and special purpose firefighting equipment and their components to Receiver on a reimbursable basis.
- 6) Provide firefighting services when required.
- 7) Review plans for future construction for compliance with U.S. fire safety regulations.
- 8) Inspect installed fire suppression, detection, and alarm systems.
- 9) Provide Emergency Response Services for Structure Fires.
- 10) Provide Emergency Response Services for Aircraft Rescue Fire Fighting.
- 11) Provide Emergency Response Services for Hazardous Materials and Chemical, Biological, Radiological, Nuclear, and High Explosive Incidents.
- 12) Provide initial emergency medical services (EMS) response.
- 13) Provide Emergency Response Services for Wildland Fires.
- 14) Conduct Rescue Operations. This includes rope rescues, structure collapse, high angle, confine space, trenches, and water rescue.
- 15) Provide Fire Prevention Services. Project and plan review, inspection of fire protection systems, equipment and facility fire risk management surveys.
- 16) Provide Specialized Services and Training to Support the Installation. This includes facility manager's training, building fire evacuation drills, CDC/Youth Centerfire safety training, and newcomer's fire safety orientation training.

c. Non-Baseline Services:

- 1) All customers must reimburse for overtime, equipment and supplies for response

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to hazardous material incidents and for all incidents determined to be the fault of the customer.

- 2) 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).

d. Receiver Responsibilities:

- 1) Ensure all precautions are taken in the prevention of fires. Conduct regular inspections and promote fire prevention programs.
- 2) Coordinate inspection services with Supplier and arrange for required fire drills.
- 3) Fire Fighting Equipment and Components (Supply): Request support as required.
- 4) Request Fire Fighting services when required.
- 5) Coordinate with Supplier to ensure compliance with Supplier's regulations, directives, and procedures.
- 6) In collaboration with 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.
- 7) 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 Directorate of Operations 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 no later than 30 days prior to event.

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D. Directorate of Public Works (S4)

1. Family Housing Management (ISR 201/E33H)

Building 102

Point of Contact: Ms. Silvia Taft, 309-782-2446

E-mail: silvia.m.taft.civ@mail.mil

a. Service Definition:

This service manages installation utilization policies and programs to cover privatized general officer and family housing facilities. Provides oversight of the Residential Communities Initiative (RCI) project's business entity and makes certain all processes and procedures are in place and functioning to ensure compliance with the project's legal documents.

b. Baseline Services:

- 1) Provide housing referral services for family, unmarried, and unaccompanied personnel.
- 2) Provide transportation, maintenance, and repair of government-owned furniture and domestic appliances.
- 3) Provide housing referral services to authorized personnel.
- 4) Management and oversight of privatized housing services; management and oversight of government Housing Services Office for off-post housing; as well as programming, purchasing, repair and replacement of General Flag Officer Quarters (GFOQ) selected furniture, appliances, and authorized items.
- 5) On-Post Housing services are privatized and are managed and maintained by Hunt under the name Rock Island Communities. All housing requirements will be coordinated with the partner. The Garrison Housing Office provides oversight of the project, and will provide assistance with any issues that cannot be resolved with the RCI partner.
- 6) The Housing Services Office also provides services specific to off-post housing. This includes, but is not limited to, the following: management of off-post rental and sales listings, in/out processing, relocation assistance, home buying and selling information, landlord/tenant mediation services, Basic Allowance for Housing (BAH), data collection, support housing market analysis, investigation of discrimination complaints, transportation services for personnel to review off-post housing, and provides certificates of non-availability to unaccompanied soldiers E5 and below.

c. Non-Baseline Services: N/A

d. Receiver Responsibilities:

- 1) Request services.
- 2) Inform Supplier of requirements.
- 3) Request services on an individual basis.
- 4) Comply with Supplier's regulations, directives, and procedures.

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- 5) All soldiers with a family-housing requirement are entitled to apply for government quarters.
- 6) Eligible personnel can find additional information on the Rock Island Communities homepage, https://home.ria.army.mil/Directorates/PublicWorks/Housing_CAC.aspx. To apply for housing you will need to provide orders assigning you to Rock Island Arsenal, DA Form 31, proof of dependency paperwork such as birth certificates, marriage licenses, divorce decrees, custody papers, DEERS printout, etc...
- 7) You may also call 309-782-2376 between 0715-1545 CST for additional questions.

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2. Facilities Engineering Services

A. Facilities Engineering Services Management (ISR 400/QDEH)

Building 102

Point of Contact: Mr. Gary Koski, 309-782-3825

E-mail: gary.r.koski.civ@mail.mil

Alternate Point of Contact: Mr. Scott Bach, 309-782-5007

E-mail: charles.s.bach.civ@mail.mil

1. Service Definition:

This service provides facilities engineering services, maintains facility engineering management systems, business management systems, and databases. It also provides design services, construction management, inspection, and contract inspection and management services for the installation real property inventory.

2. Baseline Services:

- a) Provide facilities engineering services.
- b) Maintain facility engineering and business management systems and databases.
- c) Provide design services, construction management, inspection, and contract inspection and management services.
- d) Work management, planning, programming, and engineering support services for the installation real property inventory. Develop strategies and objectives for planning, prioritization, program integration, project acquisition strategy, and C-Projects to meet the organization's mission. Provide Engineering and Real Property Management advisory services to the Garrison Commander and tenant activities.
- e) Engineering design, supervision, and inspection services for non-mission unique facility projects as defined in service 411/420.

3. Non-Baseline Services:

- a) Engineering design, supervision, and inspection services for mission unique facility projects as defined in service 411/420.
- b) Maintenance of Equipment-in-Place (as defined by Garrison Policy No. 405-1) is available at a cost to Baseline and Non-Baseline Customers.

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- c) A 5% fee will be included for G&A and indirect costs

4. Receiver Responsibilities:

- a) Provide assistance in identifying requirements and justification for work items.
- b) Service requests beyond the scope of those identified as Baseline will require additional reimbursement. The customer is responsible for submitting an electronic Job Order Request (JOR) for any new service requirement not identified in an existing support agreement or for changes in service. Any JOR submission identified to be recurring will be added to the customer's ISSA. Electronic submission may be accomplished by accessing the Garrison Work Order homepage, https://home.ria.army.mil/Directorates/PublicWorks/WorkOrder_CAC.aspx. Select "DA 4283" via the blue hyperlink and email the completed form to the Work Order Desk at usarmy.RIA.imcom-central.mbx.usag-pw-work-order-desk. Funding for JOR services must be provided in advance. If your organization is unable to access the JOR system, please contact Gary Koski at gary.r.koski.civ@mail.mil for assistance.

B. Master Planning (ISR 405/QDEH)

Building 102

Point of Contact: Mr. Mike Panilo, 309-782-6004

E-mail: michael.c.panilo.civ@mail.mil

1. Service Definition:

This service establishes and maintains the installation master plan documentation in accordance with UFC 2-100-01, Installation Master Planning. Integrates and analyzes the installation plan for managing and developing the installation's stated real property and facility requirements. It includes all reporting, briefing, etc., performed in association with Real Property Master Plan development. It ensures liaison with the local community. It also ensures that an environmental documentation of the master plan is established and maintained. This service also establishes the use of supporting automated master planning tools, including GIS.

2. Baseline Services:

- a) Provide planning studies and coordinate preliminary designs to ensure conformance with the Real Property Master Plan (RPMP). Participate in Receiver funded charrettes and complete PAX DD 1391 to support programmed projects. Review projects, including scope, cost, and justification for inclusion in the annual programs.
- b) Conduct Master Planning and Space Utilization Board meetings.
- c) Develop and maintain the Installation's Real Property Master Plan, which 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 Department of Army objectives. The Master Plan describes permanent comprehensive/holistic solutions, as well as short-term actions necessary to correct deficiencies and meet real property requirements.

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- d) Conduct Real Property Planning Boards. Real Property Planning Boards integrate real property master planning into the Army's budgetary and operational planning processes throughout the current Program Objective Memorandum (POM) period IAW with AR 210-20. The Installation's Military Construction (MILCON) priorities are established through these Real Property Planning Boards.
- e) Provide Major Construction Programming Services: These services include the analysis, preparation, and submission of major construction projects IAW AR 210-20, DA PAM 420-1-2, 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.
- f) Submit Construction Approval Requests. This service includes the analysis, preparation, and submission of requests for the approval of Unspecified Minor Military Construction Authority (UMMCA), MILCON, relocatable facilities, construction site plans, and other approvals required by higher headquarters. Respond to MILCON and UMMCA data calls.
- g) Support Major Construction Project Execution. This service includes the participating in design and construction reviews; represents Garrison Directorate of Public Works (DPW) interests during construction and turnover of facilities.
- h) Manage the Installation Geospatial Information System (GIS) program IAW ISR Service 425, Installation Geospatial Information and Services.

3. Non-Baseline Services:

- a) Major Construction Programming Services, Construction Approval Requests, and Major Construction Project Execution as described in the Baseline is available to Non- Baseline customers on a reimbursable basis. Costs will be negotiated prior to execution.
- b) Production of maps and other documents from GIS is available on a reimbursable basis only through completion of the MP GIS data request form. Each request will be evaluated for information security and protection of sensitive data.
- c) A 5% fee will be included for G&A and indirect costs.

4. Receiver Responsibilities:

- a) Submit plans to Supplier on proposed alternations/modifications. If approved, provide separate funding for design, construction, and supervision and administration of construction, or reimburse through established channels.
- b) Provide technical assistance and participate in final inspection.
- c) Attend Master Planning and Space Utilization Board meetings, and make requirements/requests known for new facilities or to transfer to different ones.
- d) Comply with Supplier's regulations, directives, and procedures.
- e) Service requests beyond the scope of those identified as Baseline will require additional reimbursement. The customer is responsible for submitting an electronic Job Order Request (JOR) for any new service requirement not identified

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in an existing support agreement or for changes in service. Any JOR submission identified to be recurring will be added to the customer's ISSA. Electronic submission may be accomplished by accessing the Garrison Work Order homepage, https://home.ria.army.mil/Directorates/PublicWorks/WorkOrder_CAC.aspx. Select "DA 4283" via the blue hyperlink and email the completed form to the Work Order Desk at usarmy.RIA.imcom-central.mbx.usag-pw-work-order-desk. Funding for JOR services must be provided in advance. If your organization is unable to access the JOR system, please contact Gary Koski at gary.r.koski.civ@mail.mil for assistance.

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C. Real Property/Real Estate Administration (ISR 406/QDEH)

Building 102

Point of Contact: Mr. Mike Panilo, 309-782-6004

E-mail: michael.c.panilo.civ@mail.mil

1. Service Definition:

This service plans for, executes and manages life cycle real estate activities and protects real property interests on the installation. Provides real property accountability to include direct and reimbursable costs for real estate activities. Provides Real Estate (RE)/Real Property (RP) Administration including: accountability services; documentation of RP assets in compliance with laws, directives, regulation and other appropriate guidance; provides status, cost, area, capacity, condition, use and management information for RP. Provides Acquisition services: coordination, documentation, and execution activities associated with acquisition of RE interests and assets. Provides for and manages use of Army RP assets. Coordinates, documents and executes activities associated with the asset management. Provides disposal services: coordinates, documents, and executes activities associated with disposal of RE interests and assets. Provides land management: coordinates, documents and executes activities associated with land management, including encroachments.

2. Baseline Services:

- a) Plan for, execute and manage life cycle real estate activities and protect real property interests.
- b) Provide real property accountability.
- c) Documents real property assets in compliance with laws and Army policies.
- d) Provides status, cost, area, capacity, condition, use and management information for real property.
- e) Coordinate, document and execute activities for real estate interests and assets including acquisition, disposal, leases, licenses, permits, etc.
- f) Coordinate, document and execute activities for land management.
- g) Provide management of utilization and facility inventory inspections for approximately 6,300 facilities on Rock Island Arsenal. Provide real property support and guidance on real property matters for all Army Real Property

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customers on the installation.

- h) Accountability Services. This program documents real property assets in compliance with CFO Act, DODI 4165.14, DODI 4165.70, 10 USC 2721, and other federal, state, and local laws. Provides status, cost, area, capacity, condition, use, and management of real property.
- i) 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.
- j) Grant Use of Army Real Property. This program manages the process of granting termed use of Army property to other entities.
- k) Dispose of Real Estate, Facilities and Real Estate Interests. This program involves the documentation, coordination, and process associated with acquisitions of real estate, facilities, and real estate interests IAW federal, state, and local law.
- l) Acquire Real Estate, Facilities, and Real Estate Interests. This program involves the documentation, coordination, and process associated with acquisition of real estate, facilities and real estate interests IAW 10 USC Chapter 159 and other federal, state, and local laws.
- m) These services are available to all customers at no cost.

3. Non-Baseline Services:

- a) Real property and existence accountability support for real property assets outside of Rock Island Arsenal will be performed on a reimbursable basis. All services provided will be agreed to by both parties prior to execution.
- b) Real estate initiation, coordination, review, and approval of in-grant and out-grant services and/or coordination with US Army Corps of Engineers (USACE) will be performed on a reimbursable basis for non-baseline customers. All services provided will be agreed to by both parties prior to execution.
- c) A 5% fee will be included for G&A and indirect costs.

4. Receiver Responsibilities:

- a) Identify requirements to provider with justification.
- b) Submit any necessary documentation and records related to receiver's facilities.
- c) Conduct inspections and provide reports and information required by the provider.
- d) Customers are required to submit a letter to the Commander for request of space with approved stationing plan.
- e) Service requests beyond the scope of those identified as Baseline will require additional reimbursement. The customer is responsible for submitting an electronic Job Order Request (JOR) for any new service requirement not identified in an existing support agreement or for changes in service. Any JOR submission identified to be recurring will be added to the customer's ISSA. Electronic submission may be accomplished by accessing the Garrison Work Order homepage, https://home.ria.army.mil/Directorates/PublicWorks/WorkOrder_CAC.aspx.
- f) Customers must provide documentation for justification of space in a Space Request Package. This documentation should be submitted with the JOR to include maps, pictures, diagrams, drawings, briefing materials, and other

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pertinent information as necessary.

3. MUNICIPAL SERVICES

A. Custodial Service (ISR 402/QMUN)

Building 102

Point of Contact: Mr. Gary Koski, 309-782-3825

E-mail: gary.r.koski.civ@mail.mil

1. Service Definition:

This service provides janitorial services for installation facilities (with the exception of facilities with Category Codes 141XX and 17XXX) as listed in the frequency table. Includes routine washing, indoor refuse collection, and other cosmetic cleaning activities.

2. Baseline Services:

| Service | Frequency for Service |
|--|------------------------------|
| Clean/Supply Restrooms | 1 x per week |
| Trash Removal-Kitchens and Break Rooms | 1 x per week |
| Disinfect Toilets | 1 x per week |
| Trash Removal-Restrooms | 1 x per week |
| Vacuum Cleaning | 1 x per month |
| Sweep Floors | 1 x per month |
| Wet Mopping | 1 x per month |

- a) Provide janitorial and cleaning services for offices, common use areas, shops, and storage areas when requested by the Receiver.
- b) Provide custodial support to the Receiver in accordance with the Receiver's need and monitor contractor to assure quality of services.
- c) The Baseline Service provides only non-cleared custodial personnel to perform these services.
- d) Custodial services for non-MWR assigned and operated physical fitness centers and gyms are not included in the Baseline.

3. Non-Baseline Services:

The following additional custodial services may be available on a reimbursable basis upon

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request:

- i. Additional custodial support to include increased frequency
- ii. Cleaning of space identified as Category Code 141XX and 17XXX in the Installation Real Property Records
- iii. Custodial services for non-MWR assigned and operated physical fitness centers and gyms.
- iv. A 5% fee will be included for G&A and indirect costs

4. Receiver Responsibilities:

All customers (Army or non-Army) may submit a service request beyond the scope of those identified as Baseline which will require additional reimbursement. The customer is responsible for submitting an electronic Job Order Request (JOR) for any new service requirement not identified in an existing support agreement or for changes in service. Any JOR submission identified to be recurring will be added to the customer's ISSA. Electronic submission may be accomplished by accessing the Garrison Work Order homepage, https://home.ria.army.mil/Directorates/PublicWorks/WorkOrder_CAC.aspx. Select "DA 4283" via the blue hyperlink and email the completed form to the Work Order Desk at usarmy.RIA.imcom-central.mbx.usag-pw-work-order-desk. Funding for JOR services must be provided in advance. If your organization is unable to access the JOR system, please contact Gary Koski at gary.r.koski.civ@mail.mil for assistance.

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B. Refuse Removal (ISR 403/QMUN)

Building 102

Point of Contact: Mr. Gary Koski, 309-782-3825

E-mail: gary.r.koski.civ@mail.mil

1. Service Definition:

- a) This service provides for the collection and disposal of installation refuse; operation and management of the installation landfill; and ensuring sanitary condition of equipment and refuse collection containers. The Garrison reserves the right to refuse acceptance of any hazardous/toxic wastes, or any other wastes, when the acceptance of such waste would place Rock Island Arsenal in noncompliance with applicable environmental laws, regulations, and orders. Acceptance will be handled on a case by case basis by the COR. In addition to laws and regulations, acceptance is also based on available resources at that time versus the resources needed for the request. Below are the types of waste that are unacceptable, this is not meant to be an all-inclusive list but a general guide for the types of unacceptable waste:

Hazardous Waste; Nuclear Waste; Pathological Waste; Explosives, Fuels, Oils, Etc.; Toxic By-Products Produced by Treatment of Industrial Wastes; Herbicides, Pesticides, Etc.; Dead Animals; "Security" Waste; Pharmaceutical Products (other

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than normal household use); *Rocks, Stones, Etc.; Sewage Sludge; Gaseous Products and their Containers (except household types); *Wood Products including Tree Limbs, Etc., with any Dimension Exceeding 36 inches and weighing in excess of 50 pounds; *Scrap Motor Vehicles; *Assemblies and any Parts Associated with Space or Weapons Activities; Paints and Associated Products; and Any liquids or Semi-Liquids.

- b) Also, any other Wastes determined by Law or the Solid Waste Disposal Authority to be Harmful, Hazardous, or to Restrict or Limit Operations of the Facilities will not be accepted.

Acceptable wastes from these categories are acceptable for landfill only and assume direct delivery by the Government to the landfill.

2. Baseline Services are Reimbursable for non-Army Receivers:

- a) Provide collection and disposal of materials. Includes operation of facilities and equipment intended for the transportation, disposal, or destruction of waste materials.
- b) Provide Receiver with an English language copy of the contract.
- c) Provide trash disposal containers and services in keeping with the Master Plan for trash disposal for Receiver's facility.
- d) Management of the refuse removal program, providing core technical expertise and basic waste management planning, reporting, and community education for the installation.
- e) Operation of Construction/Demolition Landfill.
- f) Landfill services for construction/demolition debris generated from projects managed/executed by the Garrison.
- g) Collection and disposal of Food Services Waste, Bulk Waste, and Municipal Waste in a manner that is in compliance with Federal/State/local laws, and in a manner that makes sense from an environmental and economically advantageous perspective.
- h) Determination of 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 90%. Food Service Waste will be collected daily.
- i) The Baseline Service does not include services for roll-offs, compactors, mission unique, short-term, or one- time requirements.

3. Non-Baseline Services:

- a) Refuse services for mission unique, short-term, or one-time requirements.
- b) Landfill services for construction/demolition debris generated from projects managed/executed by the customer will be provided on a reimbursable basis only.
- c) A 5% fee will be included for G&A and indirect costs.

4. Receiver Responsibilities:

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- a) Receiver will collect any materials that can be recycled, including precious metals, paper, cardboard, aluminum and glass.
- b) Provide MIPR(s) for reimbursable cost if reimbursable costs are incurred for services requested by the Receiver.
- c) Coordinate requirements with Supplier and not abuse Supplier provided containers.
- d) Comply with Supplier's regulations, directives, and procedures.
- e) Service requests beyond the scope of those identified as Baseline will require additional reimbursement. The customer is responsible for submitting an electronic Job Order Request (JOR) for any new service requirement not identified in an existing support agreement or for changes in service. Any JOR submission identified to be recurring will be added to the customer's ISSA. Electronic submission may be accomplished by accessing the Garrison Work Order homepage, https://home.ria.army.mil/Directorates/PublicWorks/WorkOrder_CAC.aspx. Select "DA 4283" via the blue hyperlink and email the completed form to the Work Order Desk at usarmy.RIA.imcom-central.mbx.usag-pw-work-order-desk. Funding for JOR services must be provided in advance. If your organization is unable to access the JOR system, please contact Gary Koski at gary.r.koski.civ@mail.mil for assistance.

Note: Non Reimbursable for Army tenants unless above base line requested or support not funded in current OMA POM cycle.

C. Maintenance - Grounds (ISR 404/QMUN)

Building 102

Point of Contact: Mr. Gary Koski, 309-782-3825

E-mail: gary.r.koski.civ@mail.mil

1. Service Definition:

This service provides the upkeep of grounds areas of the installation. It provides grounds maintenance activities including mowing, trimming, raking, seeding/sodding, and related landscaping activities.

2. Baseline Services:

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| 2.2 Improved Grounds (High Visibility) | Description of Service Performed | Minimum Frequency Standard |
|--|---|---|
| Grass Cutting | Rye, Fescue, tall Fescue, St. Augustine, Buffalo, Bermuda, Bent, Centipede, Zoysia. | Grass height 6" or 14 day interval, whichever comes later |
| Tree Pruning & Shrub/Brush Trimming | Pruning Trees | A/R for Safety Only |
| | Inspection (Safety) | A/R through SVC ORD |
| Ground Repair Services | Playground Equipment - Clean exchange sand...repair equipment | 1Y |
| | Erosion & Stabilization | 1Y |
| Debris Removal | Debris Removal | 1Y |
| 2.3 Semi-Improved Grounds (Common Areas) | | |
| Grass Cutting | Rye, Fescue, tall Fescue, St. Augustine, Buffalo, Bermuda, Bent, Centipede, Zoysia. | Grass height minimum 6" or 21 day interval, whichever comes later |
| Grass Cutting: mow 10 feet off road shoulder for non-primary roads, 10 feet off edge of parking lot, and 10 feet off non-HQ bldgs 2Y | Rye, Fescue, tall Fescue, St. Augustine, Buffalo, Bermuda, Bent, Centipede, Zoysia. | Grass height minimum 6" or 2Y, whichever comes later |
| 2.4 Fire Breaks and Ranges: Along Fence Lines, Weapons Ranges, Igloos, Along Utility Lines, Outlying recreation areas, etc. | | |
| Grass Cutting | Rye, Fescue, tall Fescue, St. Augustine, Buffalo, Bermuda, Bent, Centipede, Zoysia. | Grass height 7" or 1Y, whichever comes later |
| 2.6 Airfields | | |
| Grass Cutting on airfield, clear zone, landing sites | | Grass Height 6"-12" or 30 day interval whichever comes later |
| Grass cutting around markers, lights, and other aerial targets | | Min cuts reqd for safety visibility |
| 2.5 Unimproved Grounds: | - | - |

- a) Provide construction, alternation, operation, maintenance, and repair of common use infrastructure (e.g., roads, grounds, surfaced areas, structures and real property). Also includes common benefit signs, energy consumption, snow removal, street cleaning, and installation beautification projects. All projects affecting Receiver's operation will be prior coordinated/scheduled.
- b) The Baseline Service does not include grass clipping removal and leaf removal.
- c) The following services are provided for both Baseline and Non-Baseline customers at no cost:
 - d) Roadside litter and dead animal collection
 - e) Storm debris collection as required
 - f) Removal of trees that impose a safety hazard (as determined by the Garrison)

3. Non-Baseline Services:

A 5% will may be included for G&A and indirect costs.

An increase in service frequencies is no longer available on a reimbursable basis.

Beautification projects placed near the Receiver's facilities at the Receiver's request will be maintained by the Receiver or by the Supplier on a reimbursable basis.

4. Receiver Responsibilities:

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- a) Special Receiver requests may be provided on a reimbursable or non-reimbursable basis. Contact Supplier for services that will be rendered under this agreement.
- b) Provide a point of contact to attend scheduling/coordinating meetings that affect Receiver's facilities or mission.
- c) Comply with Suppliers regulations, directives, and procedures.
- d) Service requests beyond the scope of those identified as Baseline will require additional reimbursement. The customer is responsible for submitting an electronic Job Order Request (JOR) for any new service requirement not identified in an existing support agreement or for changes in service. Any JOR submission identified to be recurring will be added to the customer's ISSA. Electronic submission may be accomplished by accessing the Garrison Work Order homepage, https://home.ria.army.mil/Directorates/PublicWorks/WorkOrder_CAC.aspx. Select "DA 4283" via the blue hyperlink and email the completed form to the Work Order Desk at usarmy.RIA.imcom-central.mbx.usag-pw-work-order-desk. Funding for JOR services must be provided in advance. If your organization is unable to access the JOR system, please contact Gary Koski at gary.r.koski.civ@mail.mil for assistance.

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D. Snow, Ice, and Sand Removal (ISR 408/QMUN)

Building 102

Point of Contact: Mr. Gary Koski, 309-782-3825

E-mail: gary.r.koski.civ@mail.mil

1. Service Definition:

This service provides for the removal of snow, sleet, ice, sand, silt, etc., from areas that require such service to ensure adequate installation operations and to maintain safety. Provide emergency (primary) and routine (secondary) removal services.

2. Baseline Services:

- a) Provide the core technical expertise to implement the snow and ice removal plan.
- b) Clear roadways and provide building access in accordance with the Garrison Snow and Ice Removal Plan. The snow and ice removal plan is structured based on historical situations. Abnormal situations will be addressed as they occur.
- c) Typically, access to critical and emergency service facilities is provided within 4 hours of an event. All major roads are cleared with available staff and equipment to allow for opening of the installation.

These services are provided to both Baseline and Non-Baseline services at no cost.

The Baseline Service does not include snow removal in parking lots.

3. Non-Baseline Services:

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- a) Sweeping of paved areas for sand/silt/debris.
- b) Snow removal in parking lots is not available due to the limited amount of equipment.
- c) A 5% will may be included for G&A and indirect costs.

4. Receiver Responsibilities:

Service requests beyond the scope of those identified as Baseline will require additional reimbursement. The customer is responsible for submitting an electronic Job Order Request (JOR) for any new service requirement not identified in an existing support agreement or for changes in service. Any JOR submission identified to be recurring will be added to the customer's ISSA. Electronic submission may be accomplished by accessing the Garrison Work Order homepage, https://home.ria.army.mil/Directorates/PublicWorks/WorkOrder_CAC.aspx. Select "DA 4283" via the blue hyperlink and email the completed form to the Work Order Desk at usarmy.RIA.imcom-central.mbx.usag-pw-work-order-desk. Funding for JOR services must be provided in advance. If your organization is unable to access the JOR system, please contact Gary Koski at gary.r.koski.civ@mail.mil for assistance.

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E. Pest Management ([ISR 510/QMUN](#))

Building 102

Point of Contact: Mr. Gary Koski, 309-782-3825

E-mail: gary.r.koski.civ@mail.mil

1. Service Definition:

This service provides the core expertise to implement an Indoor Pest Management Program. This service includes pest identification, pesticide application, and other actions necessary to control pests in and around buildings and facilities. Includes the response to emergency and non-emergency service orders.

2. Baseline Services:

- a) Provide indoor mechanical controls, and, if necessary, targeted chemical treatments against insects, rodents, weeds, fungi, and other animals or plants that are determined to be undesirable or disease vectors to include buildings, grounds, and equipment, as necessary.
- b) Provide outdoor integrated pest management strategies targeted to manage populations of insects, rodents, weeds, fungi, and other animals or plants that are determined to be undesirable or disease vectors to include buildings, grounds, and equipment, as necessary.
- c) 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., spiders, scorpions, and wasps); non-venomous arthropods (e.g., cockroaches and ants); vertebrate pests (e.g., rats, mice, and snakes); and wood

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destroying insects and fungi.

- d) Annual surveillance and control of termites and other wood destroying pests.
- e) Animal control by trapping, netting, applying toxicants for removal of snakes, squirrels, skunks, bats, starlings, or other pests as requested.

3. Non-Baseline Services:

Pest control services determined to be above the Baseline by the Pest Control Contracting Officer's Representative, including services for special outdoor events or services requested by customers that are considered excessive treatment. A 5% fee may be added to cover G&A and indirect costs.

4. Receiver Responsibilities:

- a) Notify Supplier when services are needed.

All requests for Pest Management Services for both Baseline and Non-Baseline customers must be called in to the Work Order Desk at 309-782-2387 or emailed to usarmy.RIA.imcom-central.mbx.usag-pw-work-order-desk.

- b) Comply with Supplier's regulations, directives, and procedures.

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4. Utility Services

A. Electrical Services (ISR 500/QUTS)

Building 102

Point of Contact: Mr. Gary Koski, 309-782-3825

E-mail: gary.r.koski.civ@mail.mil

1. Service Definition:

This service provides electricity throughout the installation. Includes the cost of producing, and/or purchasing electricity.

2. Baseline Services:

Provide reliable electrical services for lighting, power, ventilation, heating, cooling, and building equipment throughout the installation on a reimbursable basis.

Reliable electricity for lighting, power, ventilation, heating, cooling and building equipment throughout the installation.

3. Non-Baseline Services:

Electricity required for mission related operational purposes.

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Note: Non Reimbursable for Army tenants unless above base line requested or support not funded in current OMA POM cycle.

4. Receiver Responsibilities:

- a) Provide MIPR(s) for reimbursement for electrical services.
- b) Service requests beyond the scope of those identified as Baseline will require additional reimbursement. The customer is responsible for submitting an electronic Job Order Request (JOR) for any new service requirement not identified in an existing support agreement or for changes in service. Any JOR submission identified to be recurring will be added to the customer's ISSA. Electronic submission may be accomplished by accessing the Garrison Work Order homepage, https://home.ria.army.mil/Directorates/PublicWorks/WorkOrder_CAC.aspx. Select "DA 4283" via the blue hyperlink and email the completed form to the Work Order Desk at usarmy.RIA.imcom-central.mbx.usag-pw-work-order-desk. Funding for JOR services must be provided in advance. If your organization is unable to access the JOR system, please contact Gary Koski at gary.r.koski.civ@mail.mil for assistance.

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B. Heating/Cooling Services ([ISR 501/QUTS](#))

Building 102

Point of Contact: Mr. Gary Koski, 309-782-3825

E-mail: gary.r.koski.civ@mail.mil

1. Service Definition:

This service provides heating and cooling services throughout the installation. Includes the cost of producing and/or purchasing heating and cooling services, to include commodity costs for natural gas, propane, fuel oil, and steam.

2. Baseline Services:

Natural gas, propane, fuel oil, and steam for heating, cooling, domestic hot water and/or facility processes throughout the installation. Type of energy provided will be at the discretion of the Garrison based on equipment, availability, and efficient operational characteristics of the system.

3. Non-Baseline Services:

Natural gas, propane, fuel oil, and steam required for mission related operational purposes. Type of energy provided will be at the discretion of the Garrison based on equipment, availability, and efficient operational characteristics of the system.

4. Receiver Responsibilities:

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Service requests beyond the scope of those identified as Baseline will require additional reimbursement. The customer is responsible for submitting an electronic Job Order Request (JOR) for any new service requirement not identified in an existing support agreement or for changes in service. Any JOR submission identified to be recurring will be added to the customer's ISSA. Electronic submission may be accomplished by accessing the Garrison Work Order homepage, https://home.ria.army.mil/Directorates/PublicWorks/WorkOrder_CAC.aspx. Select "DA 4283" via the blue hyperlink and email the completed form to the Work Order Desk at usarmy.RIA.imcom-central.mbx.usag-pw-work-order-desk. Funding for JOR services must be provided in advance. If your organization is unable to access the JOR system, please contact Gary Koski at gary.r.koski.civ@mail.mil for assistance.

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C. Water Services (ISR 502/QUTS)

Building 102

Point of Contact: Mr. Gary Koski, 309-782-3825

E-mail: gary.r.koski.civ@mail.mil

1. Service Definition:

This service provides water services throughout the installation. Includes the cost of producing, and/or purchasing water.

2. Baseline Services:

Provide potable water services for domestic purposes and non-potable water for industrial purposes on a reimbursable basis for Non-Federal tenants and NAF Cat C tenants and non-reimbursable to others.

3. Non-Baseline Services:

Water required for mission related operational purposes.

4. Receiver Responsibilities:

- a) Provide MIPR(s) for reimbursement for water services if applicable
- b) Service requests beyond the scope of those identified as Baseline will require additional reimbursement. The customer is responsible for submitting an electronic Job Order Request (JOR) for any new service requirement not identified in an existing support agreement or for changes in service. Any JOR submission identified to be recurring will be added to the customer's ISSA. Electronic submission may be accomplished by accessing the Garrison Work Order homepage, https://home.ria.army.mil/Directorates/PublicWorks/WorkOrder_CAC.aspx. Select "DA 4283" via the blue hyperlink and email the completed form to the Work Order Desk at usarmy.RIA.imcom-central.mbx.usag-pw-work-order-desk. Funding for JOR services must be provided in advance. If your organization is unable to access the

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JOR system, please contact Gary Koski at gary.r.koski.civ@mail.mil for assistance.

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D. Waste Water Services (ISR 503/QUTS)

Building 102

Point of Contact: Mr. Gary Koski, 309-782-3825

E-mail: gary.r.koski.civ@mail.mil

1. Service Definition:

This service provides waste water services throughout the installation. Includes the cost of processing or disposing of waste water.

2. Baseline Services:

Domestic and industrial waste water treatment services via a Utilities Privatization contract throughout the installation.

3. Non-Baseline Services:

Waste water required for mission related operational purposes.

4. Receiver Responsibilities:

- a) Provide MIPR(s) for reimbursement for wastewater services.
- b) Service requests beyond the scope of those identified as Baseline will require additional reimbursement. The customer is responsible for submitting an electronic Job Order Request (JOR) for any new service requirement not identified in an existing support agreement or for changes in service. Any JOR submission identified to be recurring will be added to the customer's ISSA. Electronic submission may be accomplished by accessing the Garrison Work Order homepage, https://home.ria.army.mil/Directorates/PublicWorks/WorkOrder_CAC.aspx. Select "DA 4283" via the blue hyperlink and email the completed form to the Work Order Desk at usarmy.RIA.imcom-central.mbx.usag-pw-work-order-desk. Funding for JOR services must be provided in advance. If your organization is unable to access the JOR system, please contact Gary Koski at gary.r.koski.civ@mail.mil for assistance.

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E. Other Utility Services (ISR 504/QUTS)

Building 102

Point of Contact: Mr. Gary Koski, 309-782-3825

E-mail: gary.r.koski.civ@mail.mil

1. Service Definition:

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This service provides other utility services to the installation that are not identified as a specific utility commodity and are not identified in other services. Includes Energy Savings Performance Contracts (ESPC) and Utilities Energy Services Contracts (UESC) repayment. Also includes rental of portable latrines.

2. Baseline Services:

- a) 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. ESPC and UESC
- b) Portable latrines in remote areas and where restrooms are not available, at the Garrison's discretion.
- c) Provide Natural gas services to Receiver's facilities on a reimbursable basis.

3. Non-Baseline Services:

Portable latrines required for special events or mission related operational purposes, on a short term basis.

4. Receiver Responsibilities:

- a) Provide MIPR(s) for reimbursement for natural gas services.
- b) Comply with Supplier's regulations, directives, and procedures.
- c) Service requests beyond the scope of those identified as Baseline will require additional reimbursement. The customer is responsible for submitting an electronic Job Order Request (JOR) for any new service requirement not identified in an existing support agreement or for changes in service. Any JOR submission identified to be recurring will be added to the customer's ISSA. Electronic submission may be accomplished by accessing the Garrison Work Order homepage, https://home.ria.army.mil/Directorates/PublicWorks/WorkOrder_CAC.aspx. Select "DA 4283" via the blue hyperlink and email the completed form to the Work Order Desk at usarmy.RIA.imcom-central.mbx.usag-pw-work-order-desk. Funding for JOR services must be provided in advance. If your organization is unable to access the JOR system, please contact Gary Koski at gary.r.koski.civ@mail.mil for assistance.

Note: Non Reimbursable for Army tenants unless above base line requested or support not funded in current OMA POM cycle.

5. Sustainment, Restoration and Maintenance

A. Maintenance - Facilities/Surfaced and Unsurfaced (ISR 411/420/QRPA)

Building 102

Point of Contact: Mr. Gary Koski, 309-782-3825

E-mail: gary.r.koski.civ@mail.mil

1. Service Definition:

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- a) Service 411 provides sustainment of all installation facilities. Includes Standing Operating Orders (SOO), Individual Job Orders (IJO), Service Orders (SO) and Preventive Maintenance (PM). New maintenance terms as of June 1, 2021 will become Operational Work Orders (OWO), Project Work Orders (PWO), Demand Maintenance Orders (DMO), and Preventive Maintenance Orders (PMO) respectively. Service 411 is comprised of work performed inside or within 10 feet of a facility.
- b) Also provides maintenance to utility services (water, waste water, electrical, heating and cooling, gas) throughout the installation.
- c) Service 420 provides maintenance and repair of installation roads, bridges, and other surfaced and unsurfaced (paved and unpaved) areas. Includes paving, pothole/crack repair, bridge maintenance and inspections, pavement sealing, painting, and other related activities. Does not include snow/sand removal and subsequent treatment.

2. Baseline Services:

- a) Maintenance - Facilities (Buildings and Structures) (Non-Mission Unique)
 - i. Provide routine and cyclical preventive maintenance and minor repairs for buildings assigned to the Receiver.
 - ii. Provide maintenance and structural repairs of an emergency nature, including service calls.
 - iii. Plan and prepare cost estimate, performance of work statements, and design of maintenance or repair to existing or proposed facilities. Prepare projects scope, cost and justification for inclusion in the annual programs.
 - iv. Perform maintenance and repair IAW appropriate Army Directive on a reimbursable basis.
 - v. A SO (DMO) is defined as maintenance and repair activities costing less than \$2,500 in materials and less than 32 hours in labor. These are maintenance and repair activities for lighting, heating, ventilating, air conditioning, plumbing, electrical and roofing systems required to minimize the downtime associated with system and building defects
 - vi. A PM/SOO (PMO/OWO) is a scheduled maintenance and repair activity required to maintain the real property inventory at its present condition.
 - vii. An IJO (PWO) is a facility sustainment project or maintenance and repair activity costing more than \$2,500 in materials and more than 32 hours in labor. These maintenance and repair activities include repairs or replacement of facility components that are expected to occur periodically throughout the life cycle of facilities.
 - viii. Perform Final inspection and acceptance of contract work.
- b) Maintenance - Facilities (Utilities) (Non-Mission Unique)
 - i. Electrical Utility Distribution System Maintenance provides for the maintenance of primary substations, unit substations, a switching substation, and electrical distribution lines on the installation to provide electrical services for facilities on Rock Island Arsenal in a manner to minimize unscheduled outages.

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- ii. Heating and Cooling Distribution System Maintenance provides maintenance for natural gas lines and steam lines on the installation, maintenance of boilers, heating plants, and duplex condensate pumping systems on the installation in a manner to minimize unscheduled outages.
- iii. Water Distribution System Maintenance provides for the maintenance of water treatment plants; potable storage tanks; a non-potable storage tank; open top reservoirs; pump stations; potable water main distribution lines; and industrial water main distribution lines in a manner to minimize unscheduled outages.
- iv. Waste Water System Maintenance provides maintenance services for the waste water system on Rock Island Arsenal, not to exceed 10 feet from a facility's exterior. These services are provided facilities on the installation and include the maintenance of septic systems; lift stations interior to facilities; lift stations exterior to facilities; grease traps pumped bi-weekly; oil/water separators; and the base oil/water separator.

c) Maintenance - Surfaced and Unsurfaced Areas (Non-Mission Unique)

The Garrison will maintain roads, road shoulders, ditches, and paved areas adjacent to facilities assigned to all customers as funds are made available.

3. Non-Baseline Services:

Mission Unique Maintenance requirements may be supported on a reimbursable basis only. A 5% fee will be collected to cover G&A and indirect costs.

4. Receiver Responsibilities:

- a) Coordinate with and provide requirements and justification to Supplier. Notify Supplier when required.
- b) Designate in writing individuals authorized to submit work order requests, service orders.
- c) Coordinate and provide requirements and justification for prioritization of design.
- d) Provide MIPR(s) for reimbursement if reimbursable costs are incurred for services requested by the Receiver (maintenance and repair of facilities not determined to be essential or required such as life, safety, and health by Supplier will be provided to the Receiver on a reimbursable basis).
- e) Take reasonable care of occupied facilities. Submit requests for maintenance and repair to Supplier. Modifications to the buildings which are not determined to be essential by the Supplier will be funded by the Receiver via MIPR(s).
- f) Provide technical assistance and participate in final inspection.
- g) Comply with Supplier's regulations, directives, and procedures.

Service requests beyond the scope of those identified as Baseline will require additional reimbursement. The customer is responsible for submitting an electronic Job Order

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Request (JOR) for any new service requirement not identified in an existing support agreement or for changes in service. Any JOR submission identified to be recurring will be added to the customer's ISSA. Electronic submission may be accomplished by accessing the Garrison Work Order homepage, https://home.ria.army.mil/Directorates/PublicWorks/WorkOrder_CAC.aspx. Select "DA 4283" via the blue hyperlink and email the completed form to the Work Order Desk at usarmy.RIA.imcom-central.mbx.usag-pw-work-order-desk. Funding for JOR services must be provided in advance. If your organization is unable to access the JOR system, please contact Gary Koski at gary.r.koski.civ@mail.mil for assistance.

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B. Minor Construction (ISR 409/ERVT)

Building 102

Point of Contact: Mr. Gary Koski, 309-782-3825

E-mail: gary.r.koski.civ@mail.mil

1. Service Definition:

This service manages all activities associated with new construction/modification (erection, installation, or assembly of a new real property facility; or the addition, expansion, extension, alteration, or replacement) of facilities. This service does not include O&M maintenance and repair or major construction army (MCA) financed projects.

2. Baseline Services:

Project design for the Annual Work Plan (AWP).

3. Non-Baseline Services:

- a) 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.
- b) Minor Construction - Engineering support, alterations, minor construction, and special maintenance, which are mission peculiar or unique to the customer.
- c) All customers must reimburse for these services, to include engineering design, supervision, contract/project management, and inspection services for all customer funded and customer unique facility construction projects performed by the Garrison.
- d) A 5% fee will be collected to cover G&A and indirect costs.

4. Receiver Responsibilities:

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Customers must request services and provide funding for the services.

Service requests beyond the scope of those identified as Baseline will require additional reimbursement. The customer is responsible for submitting an electronic Job Order Request (JOR) for any new service requirement not identified in an existing support agreement or for changes in service. Any JOR submission identified to be recurring will be added to the customer's ISSA. Electronic submission may be accomplished by accessing the Garrison Work Order homepage, https://home.ria.army.mil/Directorates/PublicWorks/WorkOrder_CAC.aspx. Select "DA 4283" via the blue hyperlink and email the completed form to the Work Order Desk at usarmy.RIA.imcom-central.mbx.usag-pw-work-order-desk. Funding for JOR services must be provided in advance. If your organization is unable to access the JOR system, please contact Gary Koski at gary.r.koski.civ@mail.mil for assistance.

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E. Family, Morale, Welfare, Recreation Programs (S9)

1. Army Community Service (ISR 251/QACS)

Building 110

Hours of Operation: M/T/Th/F 0730-1630, Wednesday 1230-1630

Office phone number: 309-782-0829

Facebook: @RIAACS

Website: <https://rockisland.armymwr.com>

There is no cost for services.

a. Service Definition:

- 1) Army Community Services (ACS) assists Commanders in maintaining readiness of individuals, Families and communities within America's Army by developing, coordinating, and delivering services which promote self-reliance, resilience, and stability during war and peace.
- 2) The following personnel are eligible for ACS services provided they meet the criteria for the service requested:
 - a) All active duty and retired military personnel and their Family members.
 - b) Members of the Army National Guard/Army National Guard of the United States (ARNG) and the U.S. Army Reserve (USAR), and their identification (ID) card eligible family members are eligible for full access to installation ACS service while on an active duty and during the first year post mobilization, after which time, and for so long as the Soldier remains a member of the ARNG or USAR, eligibility is retained on a space available basis.
- 3) Army appropriated fund (APF) and nonappropriated fund (NAF) civilian employees, and their Family members.
- 4) Family members of prisoners of war or personnel missing in action.
- 5) Surviving Family members of military personnel who died while on active duty.

b. Baseline Services:

Authorize valid personnel to utilize the following activities and services on the same basis as Supplier personnel

| Service | Eligibility |
|-------------------------|---|
| Army Emergency Relief | Available to active duty Soldiers and their Family members; ARNG and USAR Soldiers on active duty for more than 30 days, under title 10 orders, and their Family members; retired Soldiers and their Family members; surviving spouses and orphans of Soldiers who die while on active duty or after they retire. |
| Army Family Action Plan | All |

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| | |
|-----------------------------------|-----|
| Army Volunteer Corp Programs | |
| Employment Readiness Programs | |
| Exceptional Family Member Program | All |
| Family Advocacy Program | All |
| Financial Readiness Program | All |
| Information and Referral Program | All |
| Relocation Readiness Programs | |
| Survivor Outreach Services | All |
| Victim Advocacy Program | All |

c. Non-Baseline Services:

- 1) Ensure all personnel have proper identification for entry in ACS facilities and meet program eligibility.
- 2) Participate as desired while adhering with Supplier’s regulations, directives, and procedures. Utilize and request services on an individual basis.

Note: While the support in this category will be typically non-reimbursable, Receiver personnel shall pay individual user fees on the same basis and in the same amounts as Supplier personnel.

d. Receiver Responsibilities:

- 1) Ensure all personnel have proper identification for entry in ACS facilities and meet program eligibility.
- 2) Participate as desired while adhering with Supplier’s regulations, directives, and procedures. Utilize and request services on an individual basis.

Note: While the support in this category will be typically non-reimbursable, Receiver personnel shall pay individual user fees on the same basis and in the same amounts as Supplier personnel.

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2. Child and Youth Services (ISR 252/QCYS)

Building 110

Parent Central Services Main office hours of operation: 0730-1600, Mon-Fri

Office Number: 309-782-0791

Facebook: @RIACYSS

**a. Website: <https://rockisland.armymwr.com/categories/cys-servicesService>
Definition:**

- 1) This service provides programs and services for children of eligible military and civilian families. The following programs are available within the service:
 - a) Full, part time or hourly child care

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- b) Before/after school care
- c) Camps
- d) Programs for middle school and teen youth
- e) Instructional Programming
- f) Sports and fitness activities
- g) School Liaison Office

2) All services and activities can be accessed through Parent Central Services, Building 110, 309-782-0791.

Services:

| Service | Ages |
|--|---------------------------------|
| Child Development Centers (3) | 6 weeks – Pre- school |
| School Age Center | Kindergarten – 5th grade |
| Youth Center | Grades 6-12 |
| Camps (Spring Break, Summer, Fall Break, and Winter) | Ages 5-18 |
| Instructional Programming | Ages 3-18 |
| Youth Sports | Ages 3-18 |
| School Liaison Services | Ages 5-18 |
| Bus Transportation | Grades Kindergarten -12th grade |
| Parent Central Services | All |

b. Baseline Services:

Please contact agency for listings of baseline services

c. Non-Baseline Services:

Authorize valid personnel to utilize the following activity and service on the same basis as Supplier personnel: Child and Youth Services (CYS), Child Development Center (CDC), School Liaison Program (SLP), and Middle School Teen programs

d. Receiver Responsibilities:

- 1) Ensure all personnel have proper identification for entry in CYS facilities and meet program eligibility.
- 2) Participate as desired while adhering with Supplier’s regulations, directives, and procedures.

Note: While the support in this category will be typically non-reimbursable, Receiver personnel shall pay individual user fees on the same basis and in the same amounts as Supplier personnel.

3. Community Recreation (ISR 253/QDPC)

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Building 110

Main office hours of operation: 0730-1630, M-F

Point of Contact – Mr. David Sherrick, 309-782-0573

E-mail: david.s.sherrick.naf@mail.mil

There is a cost for some services.

a. Service Definition:

- 1) Community Recreation programs support combat readiness and effectiveness, recruitment and retention of quality personnel, provides leisure time activities, which support a quality of life commensurate with generally accepted American values, promotes and maintains the mental and physical wellbeing of authorized personnel, fosters community pride, Soldier morale, and Family wellness and promotes unit esprit de corps and eases the impact of unique aspects of military life, such as frequent relocations and deployment.
- 2) The following personnel are eligible to use Community Recreation services:
 - a) All active duty, reserves, National Guard members, and retired military personnel and their Family members.
 - b) Department of Defense employees and their Family members.
 - c) Contractors (MWR membership is required for fitness centers.)
 - d) NASA Federal employees

| Service | Hours |
|--|---|
| Fitness Center | Building 61, Facebook: @RIAFMWR Phone Number: 309-782-6787 Hours: Monday-Friday 0500-1930; Saturday 0800-1500 |
| Auto Skills | Building 351, Facebook: @RIAFMWR Phone Number: 309-782-8631 Hours: Wed-Thu 0900-1900: Sat 0830-1400 |
| Outdoor Recreation | Building 333, Facebook: @RIAFMWR Phone Number: 309-782-8630 Hours: Monday-Friday 0815-1630 |
| Leisure Travel(Information, Tickets, and Reservations) | Building 333, Phone Number: 309-782-3075 Hours: Monday-Friday, 0900-1630 |

Website for further information about the above: <https://rockisland.armymwr.com>

b. Baseline Services:

- 1) Authorize valid personnel to utilize the DFMWR activities and services on the same basis as the Supplier personnel.
- 2) Offer self-directed and directed activities to support Quality of Life initiatives located in the, Fitness Center, Gymnasium, Parks, Athletic Fields, Outdoor Sports areas, Equipment Check Out, Auto Craft Shop, Outdoor Recreation, Leisure Travel and related facilities.

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c. Non-Baseline Services: N/A

d. Receiver Responsibilities:

- 1) Ensure all personnel have proper identification for entry in DFMWR recreational facilities and meet program eligibility.
- 2) Participate as desired while adhering to Supplier's regulations, directives, and procedures.

Note: Receiver personnel and family members are required to register in the Recreation Tracking (REC-TRAC) system prior to utilizing services offered by the Supplier.

Note: While the support in this category will be typically non-reimbursable, Receiver personnel shall pay individual user fees on the same basis and in the same amounts as Supplier personnel.

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4. Business Operations (ISR 254/QDPC)

Building 110

Main office hours of operation: 0730-1630, M-F

Point of Contact – Mr. David Sherrick, 309-782-0573

E-mail: david.s.sherrick.naf@mail.mil

a. Service Definition: Manage and provide an array of Morale, Welfare, and Recreation programs to include Category C (Revenue-Generating Activities) leisure programs to eligible patrons (e.g., golf, food, beverage, and entertainment). May include other non-appropriated fund activities.

b. Baseline Services: Authorize valid personnel to utilize the following activities and facilities: catering services, dining and entertainment activities through USAG-RIA. Offer Lock and Dam Lounge, Oasis Cafe, and Installation-wide Special Events.

Note: Does not include Army and Air Force Exchange Service (AAFES) facilities.

c. Non-Baseline Services:

| Service | Services |
|---------------------|--|
| Heritage Hall | Conferencing, weddings, catering. |
| Island Oasis | Open 1100-1300 daily serving lunch and snacks. |
| Lock and Dam Lounge | Building 60, Facebook: @LockandDamLounge Phone Number: 309-782-6319 Hours: Currently Closed due to COVID |
| Outdoor Grill | Grill serving lunch weather permitting at buildings 60 and 68. |
| Post Cafeterias | Serves breakfast/lunch to employees in the following buildings: 60, 212, 350. |

d. Receiver Responsibilities:

- 1) Ensure all personnel have proper identification for entry in DFMWR facilities and meet program eligibility.
- 2) Participate as desired while adhering to Supplier's regulations, directives and procedures.

Note: While the support in this category will be typically non-reimbursable, Receiver personnel shall pay individual user fees on the same basis and in the same amounts as Supplier personnel.

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F. Environmental Programs

1. Environmental Programs (ISR 505/VENQ)

Building 102

Point of Contact – Ms. Reita Kuster, 309-782-2445

E-mail: reita.a.kuster.civ@mail.mil

a. Service Definition:

This service provides manpower and programmatic requirements necessary to achieve, evaluate, and sustain compliance with appropriate Federal, State, and local environmental laws, Executive Orders, DoD Directives, and regulations, in order to protect health, safety and the environment; provide for the conservation and preservation of natural and cultural resources; and implement pollution prevention initiatives. Enables the installation to comply with legal environmental mandates and critical stewardship responsibilities that impact management and modernization of the installation.

b. Baseline Services:

- 1) Provide all on-post environmental program management to ensure compliance with all State, Federal, local environmental laws, and Army and depot regulations governing the protection of the environment.
- 2) Provide administrative services, to include recordkeeping and screening of Receiver's hazardous waste for proper containerization, storage, and disposal.
- 3) Provide assistance in determining hazardous material training requirements.
- 4) Provide for the following Recurring Installation Environmental Permits; Landfill Operating Permit, OB/OD Operating Permit, National Pollutant Discharge Elimination System (NPDES) Permit, Air Construction Permit, and the Alabama Hazardous Wastes Management and Minimization Act Permit.
- 5) Provide annual Environmental Performance Assessment and Assistance System (EPAAS) inspections of facilities to ensure compliance with environmental regulations.
- 6) Provide additional random inspections of facilities to ensure compliance with environmental regulations.
- 7) Provide review of 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).
- 8) Transport, store, and dispose of hazardous waste generated on Rock Island Arsenal by the customer.
- 9) Schedule and conduct quarterly Environmental Quality Control Committee (EQCC) meetings IAW Army Regulation 200-1.
- 10) Review all documentation required by the National Environmental Policy Act for activities occurring at Rock Island Arsenal.

All Army customers operating under any of the permits held by the Garrison Commander received these services at no cost. All non-Army customers shall reimburse the Garrison for any direct cost associated with above services, which

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includes labor and any other associated cost.

c. Non-Baseline Services:

Any customer who obtains their own permits with the Department of Environmental Management (air, NPDES, hazardous waste management, etc.) will be responsible for meeting all environmental regulations without the oversight of the Garrison and at their own expense.

d. Receiver Responsibilities:

- 1) Adhere to guidance and comply with all applicable environmental regulations and applicable permit limitations.
- 2) Request approval of any planned action which may have an impact on the environment.
- 3) Participate in recordkeeping requirements and furnish copies to EMD as required.
- 4) Provide information required by data call in a timely manner to facilitate data collection and compliance with reporting requirements.
- 5) Notify EMD immediately when breakdown of pollution control equipment occurs.
- 6) Provide access to all areas for inspection, compliance, and emergency response purposes.
- 7) Provide reimbursement for a prorated share of the operational cost of the environmental program management associated with the Receiver's mission, e.g., spill plans, hazardous waste Part B permit application modification/update, waste analyses, inspection, permit fees applicable to Receiver operations, Clean Air Act Title V permit, etc.
- 8) Provide full reimbursement for all fines or penalties resulting from Receiver's failure to comply with environmental regulations.
- 9) Cooperate with the Supplier in achieving Hazardous Waste (HW) minimization, solid waste reduction, and energy conservation goals established by higher headquarters.
- 10) Provide funding for disposal of hazardous material/hazardous waste including testing/analysis.
- 11) Participate in Supplier's Hazardous Material and Hazardous Waste Tracking System and provide Supplier with all requested information to maintain the tracking system.
- 12) Maintain accurate inventory records of hazardous materials in storage and in use by Receiver's organization.
- 13) Ensure employee attendance at all mandatory training.
- 14) Comply with all Federal, State, and local laws, policies, regulations, and directives.
- 15) Comply with RSA Regulation 200-6, Rock Island Arsenal Hazardous Material/Waste Management Program.
- 16) 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.
- 17) Obtain all necessary permits not covered by the Garrison.
- 18) Obtain separate EPA ID number when generator status changes from a Small Quantity Generator to a Large Quantity Generator.
- 19) Reimburse US Army Garrison – Rock Island Arsenal for costs associated with modifications of permits, discharges, and disposals related to customer

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- operations.
- 20) Pay directly or reimburse US Army Garrison - Rock Island Arsenal for any environmental penalties, fines and/or fees incurred as a result of customer operations/activities.
 - 21) Reimburse US Army Garrison - Rock Island Arsenal 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.
 - 22) Obtain concurrence from the Directorate of Public Works, Environmental Management Division, US Army Garrison – Rock Island Arsenal, 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).
 - 23) Pay the Defense Logistics Agency directly or reimburse US Army Garrison - Rock Island Arsenal, whichever method is determined appropriate by the Garrison, for disposal cost of hazardous waste generated by the customer
 - 24) Reimburse US Army Garrison - Rock Island Arsenal for costs incurred during collection and/or storage of hazardous waste generated
 - 25) Maintain a current hazardous materials inventory in the EESOH-MIS system.
 - 26) Comply with all guidance and directives outlined in Army Regulation 200-1, Environmental Protection and Enhancement.
 - 27) Participate in the quarterly Environmental Quality Control Committee (EQCC) meetings.
 - 28) Prepare and fund the any environmental documents required under the National Environmental Policy Act (NEPA).
 - a) Accomplish any required environmental mitigation identified as necessary in the NEPA required environmental analysis of customer's activities.
 - b) Utilize the Rock Island Arsenal Recycling Program unless recycling initiatives are approved for direct sale by the Directorate of Public Works, Environmental Management Division.
 - c) Service requests beyond the scope of those identified as Baseline will require additional reimbursement. The customer is responsible for submitting an electronic Job Order Request (JOR) for any new service requirement not identified in an existing support agreement or for changes in service. Any JOR submission identified to be recurring will be added to the customer's ISSA. Electronic submission may be accomplished by accessing the Garrison Work Order homepage,
https://home.ria.army.mil/Directorates/PublicWorks/WorkOrder_CAC.aspx. Select "DA 4283" via the blue hyperlink and email the completed form to the Work Order Desk at usarmy.RIA.imcom-central.mbx.usag-pw-work-order-desk. Funding for JOR services must be provided in advance. If your organization is unable to access the JOR system, please contact Gary Koski at gary.r.koski.civ@mail.mil for assistance.

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2. Environmental Pollution Prevention (Clean Up [ISR 507/VENQ](#))

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Building 102
Point of Contact: Mr. Gary Koski, 309-782-3825
E-mail: gary.r.koski.civ@mail.mil

1. Service Definition:

2. Baseline Services:

3. Non-Baseline Services:

- a) Provide for the collection, transportation, and disposal of hazardous waste and other forms of pollution. Provide guidance and training to the Receiver in hazardous waste collection, storage, and disposal process.
- b) Provide for the collection, transportation, and disposal of hazardous waste.
- c) USAG-RIA is the responsible agency for hazardous waste and disposal of such material. The DPW will initiate all contracts for cleanup and disposal of hazardous waste.

4. Receiver Responsibilities:

- a) Comply with all Army, federal, state, local regulations.
- b) Conserve all resources, and to the extent possible, eliminate hazardous waste disposal by reprocessing.
- c) Take immediate corrective actions necessary to eliminate any deficiencies noted.
- d) Provide MIPR(s) for the collection, cleanup, transportation, and disposal of hazardous materials and other forms of pollution.
- e) Inform DPW of requirements.
- f) Provide MIPR(s) for services requested or needed to ensure adherence to Army, federal, state, local regulatory requirements associated with the environmental program.
- g) Make requirements known.
- h) Comply with Supplier's regulations, directives, and procedures.
- i) Service requests beyond the scope of those identified as Baseline will require additional reimbursement. The customer is responsible for submitting an electronic Job Order Request (JOR) for any new service requirement not identified in an existing support agreement or for changes in service. Any JOR submission identified to be recurring will be added to the customer's ISSA. Electronic submission may be accomplished by accessing the Garrison Work Order homepage, https://home.ria.army.mil/Directorates/PublicWorks/WorkOrder_CAC.aspx. Select "DA 4283" via the blue hyperlink and email the completed form to the Work Order Desk at usarmy.RIA.imcom-central.mbx.usag-pw-work-order-desk. Funding for JOR services must be provided in advance. If your organization is unable to access the JOR system, please contact Gary Koski at gary.r.koski.civ@mail.mil for assistance.

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3. Instructions for Requesting Garrison Services

a. Determination of needs

1. After reviewing this catalog, customers determine their requirement needs and contact the Garrison Resource Management Office (RMO) Installation Agreements Manager (IAM) at least 6 months in advance of the required effective date.

a. Mission unique services are defined as 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 the Common Level of Support (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). Recurring “mission unique” services that are not listed in this catalog and not commonly provided by the Garrison to Army customers will require a support agreement through the Garrison RMO Support Agreement Manager. Mission unique support is reimbursable for all measurable direct support costs.

b. 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 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.

2. Garrison functional managers will plan, program and budget for the Garrison’s CLS workload. The Garrison IAM will develop any required agreements with estimated reimbursement costs for mission unique or above CLS services. We ask customers to tell us which services in this catalog they expect their organization to use and to what extent. These brief details will help Garrison Managers provide efficient and effective support to our customers.

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b. Initiating a Support Agreement:

1. Customer reviews catalog.

2. Customer identifies support required and notifies Garrison IAM. Head of organization or designated approving authority signs the Funding Cost Estimate at the same time the support agreement is signed.

a. Common Level of Support: Functional managers are notified that customer has requested support in this area.

Note to Customer: The common level of service is reevaluated at the beginning of each fiscal year, and is based on funding received by the Garrison. Should the baseline change, customers will be notified.

b. Reimbursable Support Services: Services identified in this area will become part of the Customer's Support Agreement, and customer funding will be required.

c. Staffing of Support Agreement:

1. The Garrison IAM will prepare a draft agreement based on information received from the customer. The support agreement draft will be staffed with each functional manager when support is requested above CLS (and necessary approvals have been received) and to the Legal Office and Resource Management for coordination and concurrence.

2. Based on input received from the functional offices, Legal, 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).

d. Finalizing Support Agreement:

1. 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.

2. When the signed agreement is returned, the Garrison's Resource Management Office will obtain the Garrison signatures, and provide final copies.

3. The support agreement expiration date will be set to 10 years from the date of the Approving Authority's signature.

e. Annual Review of Funding Annex: An annual review of the funding annex will be

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accomplished by the Garrison's Resource Management Office and respective tenant comptroller. Customers will receive an updated cost estimate worksheet no later than (NLT) 30 days after the start of the fiscal year. The Comptroller(s) will sign this document to validate a review occurred, in compliance with audit readiness.

f. Review of Agreement: The support agreement must be reviewed in its' entirety every 5 years. Staffing of the support agreement will be initiated NLT 90 days prior to the review date. The approving authorities will sign a standardized memorandum stating the review occurred and the required services are documented appropriately.

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4. Timeline for Completion of Support 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, if at all possible.

Please refer to the next two pages.

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**Annex A
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 or notification from the DPW that a new customer is moving on post | | |
| If customer has not identified specific services, send customer catalog of services and spreadsheet listing Garrison services. Ask customer to review and Return to Table of Contents Garrison spreadsheet indicating which services will be required. | | |
| Upon receipt of spreadsheet from customer, review to determine if customer has requested support above the Common Level of Support. If support is requested above the Common Level of Support, prepare DRAFT agreement. Agreement number will be assigned on this day. | Day 1 | 10 |
| Send DRAFT agreement to functional managers for review/input/concurrence/costs | | 10 |
| Based on input received from functional managers, prepare revised DRAFT agreement | | 10 |
| Staff to Legal Office for final review before submitting to customer | | 10 |
| Submit revised DRAFT to the customer for their review/approval: | | |
| Only local review required | | 35 |
| Review required from higher headquarters | | 49 |
| If customer has questions or requests changes, submit to the functional managers for their review | | 14 |
| Final agreement in customer's hands for review and signature | | 14 |
| Submit to Garrison Comptroller and Command Group for Final Signature | | 5 |
| Total Number of Days to Complete New Agreement: | | 157 |

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Annex A

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 | |
| Prepare amendment or update agreement in its entirety (Note: If agreement is updated in its entirety, the 180-day time period applies. | | 9 |
| | | |
| Send amendment to appropriate functional managers for review | | 15 |
| | | |
| Based on input received from functional managers, prepare revised DRAFT amendment | | 7 |
| | | |
| Submit revised agreement to Legal for review before submitting to customer | | 10 |
| | | |
| Submit revised DRAFT to the customer for their review/approval: | | |
| Only local review required or | | 15 |
| Review required from higher headquarters | | 21 |
| | | |
| If customer has questions or requests changes, submit to the functional managers for their review | | 7 |
| | | |
| If negotiations are necessary, schedule meeting to resolve | | 7 |
| | | |
| If negotiations are not successful, elevate to next level for resolution | | 7 |
| | | |
| Return to Table of Contents amendment to customer for final approval and signature | | 5 |
| | | |
| Final amendment in customer's hands for signature | | 7 |
| | | |
| Submit to Garrison Comptroller and Command Group for Final Signature | | 5 |
| | | |
| Total Number of Days to Complete Amendment: | | 115 |

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

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