

Installation Management Command U.S. Army Garrison Fort George G. Meade, Maryland



Catalog of Services

Our Mission:

USAG-FMMD supports the nation's platform for Intelligence, Information, and Cyber Operations by providing services that enhance mission readiness and quality of life for our tenants, their workforce, families, and the Fort Meade Community.



DEPARTMENT OF THE ARMY
US ARMY INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, U.S. ARMY GARRISON FORT MEADE
4551 LLEWELLYN AVENUE
FORT GEORGE G. MEADE, MARYLAND 20755-5000

AMIM-MER-MM (RN 800-5b2)

MEMORANDUM FOR United States Army Garrison - Fort Meade Tenant Organizations

SUBJECT: United States Army Garrison - Fort Meade Catalog of Services for Fiscal Year 2024

1. Welcome to Fort Meade. This catalog of services was designed to acquaint receivers with the services available from our garrison, and to inform receivers what to expect for the next fiscal year in terms of baseline level of non-reimbursable support and the standard reimbursable fees that all receivers pay. This catalog provides descriptions and reimbursement criteria for receivers. Receivers will refer to this catalog as a guide to identify the available support services provided on an equitable basis to all receivers in our customer base.
2. We are committed to providing support to Army, DoD, non-DoD Federal activities, and private organizations to the extent that capabilities exist and mission assignments permit, in the best interest of the U.S. Government and the DoD as a whole.
3. Services will be delivered in accordance with IMCOM directed capabilities, which are based on resourcing levels (funding and manpower). The supplier cannot exceed the assigned capability levels. Receivers may request service above the baseline level of service, but the receiver must provide funding for the incremental increase in cost. If the supplier receives additional resources during the fiscal year, the level of service will be adjusted for all receivers.
4. Support that is not described in this catalog, which is mission unique or above the baseline levels of service, is reimbursable and will be documented in a separate Installation Agreement (IA) between the supplier and receiver per DoDI 4000.1 and AR 5-9.
5. For services not provided by USAG-FMMD but by MEDDAC, Local Network Enterprise Center (LNEC), Logistics Readiness Center (LRC) (e.g., transportation), Defense Finance and Accounting Services (DFAS) (i.e., military pay), or other, contact the respective organization directly.
6. The points of contact for this catalog and for supplemental IAs are, Installation Agreement Managers, Ms. Lakisha Morrison, 301-677-6728 or lakisha.a.morrison.civ@army.mil or Ms. Carol Tabb, 301-677-9203 or carol.m.tabb.civ@army.mil.

SUBJECT: United States Army Garrison - Fort Meade Catalog of Services for Fiscal Year 2024

7. If you have questions or concerns, please do not hesitate to contact the garrison points of contact provided for each service throughout the catalog, or the Installation Agreement Managers.

MICHAEL A. SAPP
COL, MI
Commanding

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PURPOSE

This catalog has been developed to provide United States Army Garrison (USAG), Fort George G. Meade Tenant customers with information on where and how to request support services and agreements with USAG Fort Meade. The catalog also provides USAG Fort Meade customers with a description of the procedures used for preparing, negotiating and developing Garrison agreements.

POINT OF CONTACT FOR THIS CATALOG

Lakisha Morrison

Manpower & Agreements Office, Support Agreement Manager (SAM)

Lakisha.a.morrison.civ@army.mil

SCOPE

This catalog applies to USAG Fort Meade and its Army and non-Army organization.

GARRISON SUPPORT AGREEMENT PROCEDURES

The USAG Fort Meade Support Agreement Manager (SAM) is responsible for formulating Garrison Agreements and providing guidance to all receivers of support services. Direct coordination and communication with the SAM is required.

REVIEW PROCEDURES

Funding Annex Reviews. An annual review of the Funding Annex will be accomplished by the Garrison's Resource Management Office (RMO). Estimated costs in the funding annexes are reviewed against actual expenditures and the funding annex may be revised accordingly. Billing items will be based on flat-rates or actual costs, depending on the service, unless specifically stated otherwise in the Agreement.

SUPPORT AGREEMENT REVIEWS

MOA/MOUs. With or without a review, the agreement continues for a maximum of 9 years, when it will be terminated, the project it addresses is complete, or is superseded by a new agreement. USAG Fort Meade or any affected party to the agreement may initiate a review of the agreement at any time to address changes or modifications needed in the agreement. Contact the USAG Fort Meade SAM for to request changes to the agreement.

Support Agreements are written for a period of 9 years and will be valid from the last signature date until a new review is performed to supersede the existing agreement or the agreement is terminated. USAG Fort Meade or the receiver to the agreement may initiate a review of the agreement at any time to address changes or modifications needed in the agreement. Contact the USAG Fort Meade SAM to request changes to the agreement. Any change/revision/termination of an agreement requires 180-day notification by either party.

GENERAL REIMBURSEMENT GUIDELINES

Nothing in this agreement shall be construed to obligate the SUPPLIER to expend or obligate funds in violation of the Anti-Deficiency Act, 31 U.S.C. Section 1341.

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

Base Support refers to the resources to operate and maintain Army installations. It is comprised of two sub-activity groups: Base Operations Support (BOS) and Sustainment, Restoration, and Modernization (SRM). SRM includes Demolition and Disposal of Excess Facilities. BOS is further

subdivided into two groups: Installation Services and Facility Operations/Real Property Services. When referred to collectively the above are referred to as Base Support.

The Army funds facility sustainment based upon the requirements earned through the Facility Sustainment Model (FSM) for facilities included in the installation real property inventory (RPI) and maintained with installation appropriation funds. Organizations receiving funding (FSM) for these facilities are responsible for baseline levels of support and cannot pass these costs to others. Directorate of Public Works (DPW)/G4 can provide specific guidance when questions arise as to coding/funding received.

Mission-unique support consists of support that is not normally provided to Army installation customers and for which IMCOM is not resourced or configured to provide under baseline levels of support. The Army customer will program, budget, and fund the cost of mission unique support from its mission fund accounts or headquarters operating budget.

Chargeable costs must be measurable and directly attributable to the receiver/receivers. Directly attributable costs are costs which can be directly and unambiguously attributed to the receiver and the specific service/services.

Cost associated with common-use infrastructure and common-use services are non-reimbursable, except for support provided **solely for the benefit** of one or a few receivers when requested

Army Customers

The garrison that has management control over an installation's Base Support is responsible for providing baseline levels of support in accordance with Army and IMCOM priorities, funding guidance, Army's approved Installation Status Report (ISR) - Services Standards and Metrics, and available resources. Please note that there are other commands that provide Installation Services (e.g. NETCOM, LRC, and DHA/MEDCOM). Indicators that determine if the Army entity is non-reimbursable:

When the Servicing Agency and Requesting Agency are both financed by the same Army appropriation and Requesting Agency is in the Servicing Agency baseline funding and budget.

When the Servicing Agency and Requesting Agency are financed by different Army appropriation and transfer of resources and budgeting responsibilities is executed.

Non-Army FPA Customers.

Other DoD agencies reimburse for all measurable and attributable incremental direct costs. Non-DoD federal agencies reimburse for all measurable and attributable direct and indirect/overhead costs.

List of Services By Directorate

Command Support

Service 100 Installation Management

Service 102 Legal Services

Service 106 Religious Support

Service 107 Public Affairs

Service 109 Equal Employment Opportunity (EEO)

Service 112 Garrison Safety

Service 121 Plans Analysis and Integration (PAIO)

Service 124 Resource Management Office

Installation Management Office

100	INSTALLATION MANAGEMENT
Service Definition	Senior leaders set the strategy and vision and build the culture for the installation. The commander provides good stewardship of installation resources, forms partnerships, leads business improvement initiatives, establishes the tone for the workplace, and leads the Senior Management Team in overseeing the installation operations and services.
Service Outcome	IMCOM mission systems fully operational

Installation / Location	Hours	POCs
4551 Parade Field Lane Fort Meade, MD 20755	0830-1630	USAG-FMMD IMO 301-677-5153

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	No	No	No	No
Reimburse for Above Baseline Services	No	No	No	No	No

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Information Management	NA	Baseline	NA	NA	NA

Service Specific Instructions / Definitions
<p>Conduct periodic/regulatory maintenance, assurance and accreditation, and system security checks as required.</p> <p>SUPPLIER WILL: NA</p> <p>RECEIVER WILL: NA</p> <p>NOTE: IT connectivity is through local NEC</p> <p>References: Title 10 U.S.C. 3013, AR 10-87, AR 600-20, Title 10 USC 2222, AR 25-1, AR 25-2, DA PAM 25-1-1 (para 6-4)</p>

Office of the Staff Judge Advocate

102	Legal Services
Service Definition	Provide administrative and civil law support: Advice installation officials on administrative law (i.e., command authority, international law and operational law, ethics, etc.) and civil law (i.e., environmental law, contract and fiscal law, labor law, etc.). Provide military justice support: Conduct courts-martial. Prosecute courts-martial. Provide statutorily required victim and witness assistance. Provide commanders and law enforcement agencies responsive, correct, legal advice. Conduct prosecution research and investigations. Conduct U.S. District Court and U.S. Magistrate Court prosecutions. Provide client services: Assist eligible individuals and address personal legal issues responsively and professionally. Provide claims support: Investigate, process and settle meritorious tort, personnel, Article 139, and other claims arising from military operations and activities.
Service Outcome	

Installation / Location	Hours	POCs
4217 Morrison Street Fort George G. Meade, MD 20755	M-F: 0900-1700	Administrative and Civil Law 301-677-9174 Criminal Law 301-677-9695 Trial Defense Service 301-677-9218 Legal Assistance 301-677-9504 Claims 301-677-9898

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	No	No	No	No
Reimburse for Above Baseline Services	No	No	No	No	No

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
See Service Specific Instructions/Definitions below	NA	NA	NA	NA	NA

Service Specific Instructions / Definitions
<p>ADMINISTRATIVE AND CIVIL LAW SUPPORT AUTOMATICALLY EXTENDS ONLY TO ORGANIZATIONS FALLING UNDER UNITED STATES ARMY GARRISON, FORT MEADE. CRIMINAL LAW AND DISCIPLINE SUPPORT (INCLUDING ADMINISTRATIVE BOARD SUPPORT IN ACCORDANCE AR 635-200 AND AR 600-8-24) AUTOMATICALLY EXTENDS TO ORGANIZATIONS UNDER THE GENERAL COURT-MARTIAL CONVENING AUTHORITY OF THE FORT GEORGE G. MEADE GARRISON COMMANDER, AS ESTABLISHED BY THE CURRENT MILITARY DISTRICT OF WASHINGTON JURISDICTION MEMORANDUM. SUPPORT WILL NOT BE PROVIDED TO OTHER UNITS OR ORGANIZATIONS UNLESS NEGOTIATED WITH THE USAG FMMD SJA. CLIENT SERVICES AND CLAIMS SERVICES ARE AVAILABLE TO ALL PERSONNEL IDENTIFIED AS ELIGIBLE CLIENTS OR CLAIMANTS IN ACCORDANCE WITH APPLICABLE LAWS AND REGULATIONS.</p> <p>SUPPLIER WILL: Provide legal services to eligible commands/organizations/clients.</p> <p>RECEIVER WILL: Comply with directives, regulations and Supplier's current policies and procedures.</p> <p>References: Numerous authorities under USC 10, 32, and 37; Over 70 Army Regulations, DoD Directives, and DoD Instructions; and the Manual for Courts-Martial</p>

Religious Support Office

106	RELIGIOUS SUPPORT
Service Definition	Conduct religious support activities that meet the free exercise of religion requirements for Soldiers, Families, and authorized DOD Civilians including APF and NAF employees. Conduct weekly worship services, rites, sacraments, and ordinances; Religious Education; Pastoral Care and Counseling; Family Life Ministry; hospital and confinement support; and military ceremonies and memorial services or funerals.
Service Outcome	Provides complete worship and religious education experiences that support faith formation, spiritual fitness, and personal resiliency.

Installation / Location	Hours	POCs
Religious Services Office of the Garrison Chaplain Point of Contact – 301-677-6703/DSN 622-6703	Can be reached all times, if needed. Use Chain of Command. Business: 0900-COB	Brad Baumann Chaplain (COL), USA Garrison Chaplain

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	No	NA	NA	No
Reimburse for After Duty Hours Services	No	No	NA	NA	No

Service Specific Instructions / Definitions
<p>SUPPLIER WILL: Provide complete worship experiences comparable to the civilian community, integrated within the military community to meet the needs of the authorized population for the free exercise of religion. Provide comprehensive, lifelong religious education/faith formation programs and processes that complement worship experiences, includes all ages, respond to diverse life situations, and facilitates the spiritual resilience of the Army community. Provide comprehensive pastoral care to include individual and group faith-based counseling, visitation, and complementary faith-based activities. Under Chaplain leadership, provide faith-based training and programs that enhance spiritual growth, strengthen spiritual community and values, and build and maintain strong family structures and relationships. Provide for the professional development of chaplains, Religious Affairs Specialist, directors of religious education and other civilian religious support personnel to maintain professional credentials, military skills and professional competencies.</p> <p>RECEIVER WILL: Some religious education classes and ministry programs such as Strong Bonds, Soldier retreats, and such require registration. Interested parties contact their unit chaplain. Appointments are usually necessary for routine counseling. Soldiers, Families and authorized DOD Civilians should contact their assigned unit chaplain for more information.</p> <p>NOTE: This service is not provided by IMCOM at all garrison locations.</p> <p>References: AR 670-1, Army Chaplain Corps Activities, June 23 2015</p>

Directorate of Public Affairs

107	Public Affairs
Service Definition	Develop, manage, and evaluate garrison public affairs (PA) policies, plans, and programs.
Service Outcome	PA command wide execution of strategies, plans, policies, and programs for garrison's internal and external recipients. Facilitation of media access to information and people and providing PA training to command representatives. Foster good relations with affected communities. Acquire, produce and disseminate information products to achieve planned goals and objectives.

Installation / Location	Hours	POCs
4409 Llewellyn AVE Fort Meade, MD 20755	0900-COB	chad.t.jones.civ@army.mil Phone: (301) 677-1301

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	No	NA	NA	No
Reimburse for Above Baseline Services/After Duty Hours	No	No	NA	NA	No

Service Specific Instructions / Definitions
<p>SUPPLIER WILL: Provide both internal and external audiences with installation information that raises awareness and understanding of Army operations on the installation. Establish and maintain local relationships. Advise the commander and staff on Public Affairs (PA) strategies and planning in coordination with other PA elements on the installation (support command and organizations). We provide no reimbursable services. Items are to be provided in accordance with AR 360-1.</p> <p>PROVIDER WILL: Comply with directives, regulations, and current policies and procedures, specifically AR 360-1 Army Public Affairs Program. Notify PAO of any media queries/visits to their units and adhere to the PAO media policy.</p> <p>References: AR 360-1 The Army Public Affairs Program, 5/25/2011</p>

Equal Employment Opportunity (EEO) Office

109	Equal Employment Opportunity
Service Definition	Direct the Equal Employment Opportunity (EEO) Program (to include EEO training for supervisors and employees and special emphasis programs) and develop/implement Affirmative Employment Plans (AEP) for Department of the Army Civilians, in accordance with Federal laws and guidelines. Provide routine updates to Commander. Execute the administrative EEO complaints procedures and advise management and employees of the process.
Service Outcome	Provide highest quality service to the commands that help to create and sustain a discrimination free environment and to recruit, retain and develop a diverse and inclusive workplace.

Installation / Location	Hours	POCs
4432 Llewellyn Avenue Fort Meade, MD 20755	0800-1600 M-F	Karen Saunders Karen.b.saunders4.civ@army.mil 301-677-6296

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	NA	NA	NA	NA
Reimburse for Above Baseline Services	No	NA	NA	NA	NA

Service Specific Instructions / Definitions
<p>SUPPLIER WILL: Manage and process EEO pre-complaints of discrimination for traditional counseling and formal complaint in accordance with (IAW) AR 690-600; MD 110; 29CFR1614 and other applicable directives and provide required reports. Monitor and track reasonable accommodation requests IAW AR 690-12, App C. (Please note that as a result of staff reductions some IMCOM servicing EEO offices have approached tenet Commands that have an EEO office on site about administering their own reasonable accommodation request.)</p> <p>RECEIVER WILL: Implement and administer an EEO program to ensure the workplace is free of discriminatory and harassment to include commitment to equal employment opportunity. Enforce EEO policies as required IAW AR 690-600, MD-110 and 29 CFR 1614, Presidential Executive Orders, EOC, and other regulations, policies and directives. Be personally responsible for the EEO climate in their area of responsibility. Act promptly to prevent or correct situations that may give rise to meritorious complaints of discrimination. Provide timely response to requests for accommodations to ensure access for all employees to enjoy the privilege and benefits of employment. Provide collateral duty resources to support servicing office that is collateral duty EEO counselors, Special Emphasis Program Managers, and committee members. Provide funding for complaint cost (Informal and formal) for court reporters; and mediations/investigations conducted by Department of Defense, Civilian Personnel Management Service, Investigations and Resolutions Division (IRD).</p> <p>References: AR 690-600 Equal Employment Opportunity Discrimination Complaints, 02/09/2004; AR 690-12, 12/22/2016; MD-110 and 29 CFR 1614</p>

Safety Office

112	Safety
Service Definition	Provide safe, healthful environments and operations for Garrison personnel and those affected by Army operations. Comply with all applicable federal statutes and regulatory Safety and Occupational Health (SOH) requirements and higher authority policy directives. Support the integration, implementation, and evaluation of risk management into installation activities, systems, and processes.
Service Outcome	Reduce risk and frequency of occupational accidents, injuries and illnesses to Garrison employees and Installation populations.

Installation / Location	Hours	POCs
4550 Parade Field Lane Room 212 A, B Fort Meade, MD 20755	0830-COB M-F Except of Fed Holidays	usarmy.meade.imcom.list.iso-org-users@mail.mil (301) 677-4231

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI IMCOM NAF / Other NAF
Reimburse for Baseline Services	Yes	Yes	Yes	Yes	No / Yes
Reimburse for Above Baseline Services	NA	NA	NA	NA	NA

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Provide Mandated Installation Safety Services	Upon Request	Unit level-based agreement	Hourly (based on GS level providing support)	Hours x labor rate	

Service Specific Instructions / Definitions
<p>The following, partial list is the common safety support that the Garrison Commander is required to provide to various mission/tenant units. Details are extensive and found in various AR and PAMs.</p> <ol style="list-style-type: none"> 1. Radiation Safety – collect annual reports of tenants' radioactive material inventory and issue Army radiation permits. 2. Explosives Safety – license arms rooms, maintain installation site plan, and approve storage sites. 3. Workplace Inspections – provide, upon request, safety inspection checklists. <p>For all other safety support (list provided in DA PAM 385-10, Table J-2 and J-3)</p> <p>SUPPLIER WILL: As directed by the Senior Commander, provide safety support to non-USAG mission and tenant units. Service delivery will be dependent upon several factors (risk, staffing, priorities, etc.) and may not be delivered in the timeframe desired by the Receiver. ...</p> <p>RECEIVER WILL: Provide a completed Risk Assessment justifying the need for the service. The Receiver will first go through their Chain of Command to their first 0018 to seek assistance. Safety is a Commander's responsibility. Assistance from Garrison Safety will be risk-based.</p> <p>References: 29 CFR 1960, 29 CFR 1910, DoDI 6055.1, AR 385-10, DA PAM 395-10</p>

Plans Analysis and Integration Office (PAIO)

121	MANAGEMENT ANALYSIS
Service Definition	Management Analysis services provide strategic support in order to achieve performance improvements, optimize resources, provide decision support and realize efficiencies. Management Analysis services includes strategic planning, requirements development, performance management systems and organizational structures analysis to provide quality and innovation support.
Service Outcome	Execute installation level strategic planning, provide analysis of performance data, continuous process improvement and integration of Commander's priorities across functions in support of base operations. Stationing/BRAC management, annual IPB with approved IPLs, performance management and process improvement.

Installation / Location	Hours	POCs
4550 Parade Field Lane Fort Meade, MD 20755	M-F 0800 – 1600	PAIO Office 301-677-1962

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	NA	NA	NA	NA	NA
Reimburse for Above Baseline Services	NA	NA	NA	NA	NA

Service Specific Instructions / Definitions
<p>SUPPLIER WILL: Serve as the garrison focal point for Strategic Planning, Integration Operations, Performance and Change Management, Organizational Improvement and the Army Stationing and Installation Plan (ASIP).</p> <p>RECEIVER WILL: Respond in a timely manner to all requests for input/documentation as it relates to data and information requirements. Provide a POC to provide required information related to the requesting activities Unit Identification Code and authorized/on-board strength. As requested, participate in supporting forums to include Installation Planning Boards (IPB), Town Halls, and other Solution Development working groups in support of Garrison Commander and Senior Commander priorities.</p> <p>References: NA</p>

Resource Management Office

124	Resource Management
Service Definition	Provide for the administration, reporting, formulation, analysis, execution, management control and oversight of programs, budgets and reimbursable support.
Service Outcome	Improved accuracy, timeliness, efficiency, and execution of resource management services provided

Installation / Location	Hours	POCs
4216 Roberts Avenue USAG Meade, MD 20755-7062	M-F 0830 – 1600 M-F	Danielle Miner 301-677-6705

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	No	No	NA	No
Reimburse for above Baseline Services	NA	NA	NA	NA	NA

Service Specific Instructions / Definitions
<p>SUPPLIER WILL:</p> <ul style="list-style-type: none"> Accept and execute funds provided by requesting activity in support of both recurring and non-recurring reimbursable support. Initiate triennial review of Installation Agreements. Provide Funding Annex to project estimated costs for tenant support for each Fiscal Year <p>RECEIVER WILL: Provide funding at the beginning of each FY (no later than 30 November) to reimburse for estimated costs for annual support to tenant activity as outlined in the Interagency Agreement.</p> <p>References: Department of Defense Financial Management Regulation (DODFMR) 7000.14; DODI 4000.19; DFAS 37-100; AR 5-9; AR 570-4; AR 71-32 IMCOM Narrative Funding Guidance</p>

Directorate of Operations

Service 401 Fire and Emergency Response Services

Service 600 Physical Security

Service 601 Law Enforcement (LE) Services

Service 602 Antiterrorism (AT) Services

Service 604 Emergency Management

Service 902 Operations

Service 905 Training Support Centers

Directorate of Operations/Fire and Emergency Services

401	Fire and Emergency Services
Service Definition	Provide fire prevention and all-hazard emergency response services for: structure fires, hazardous materials incidents, aircraft rescue firefighting, CBRNE response, technical rescue response, and wildland fire response.
Service Outcome	Provide fire prevention and all-hazard emergency response services to meet AR 420-1 and OACSIM policy standards.

Installation / Location	Hours	POCs
6619 Mapes Road Fort Meade, MD		Chief Edward Rouvet 301-677-4701 Edward.j.rouvet.civ@army.mil

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	Normally No. See Note 1	Normally No. See Note 1	Yes. See Note 2	No
Reimburse for Above Baseline Services	Yes	Yes	Yes	Yes	Yes

Service Specific Instructions / Definitions
<p>Note 1. Reimbursement requires a legal review of interagency agreements.</p> <p>Note 2. Reimbursement required from Privatized Army Lodging (PAL) and Residential Community Initiative (RCI) partners per ASA IE&E policy.</p> <p>* Actual Cost = * Rate determined by ASA IE&E Reimbursable Worksheet</p> <p>SUPPLIER WILL:</p> <ol style="list-style-type: none"> 1. Provide Fire Prevention inspections, enforcement, engineering support, and education IAW AR 420-1 Chapter 25 and OACSIM policy to reduce risks in order to prevent fire resulting in loss of life and property. 2. Provide All-Hazards Dispatch directly or through local agreements in order to prevent loss of life and preserve property IAW DoDI 6055.06. 3. Provide All-Hazards Emergency response in order to prevent loss of life and preserve property as required by RECEIVER. 4. Provide All-Hazards Aircraft Rescue and Fire Fighting (ARFF) response to prevent loss of life and preserve property as required by RECEIVER. <p>RECEIVER WILL:</p> <ol style="list-style-type: none"> 1. Comply with SUPPLIER's regulations, policies and directives. 2. Reimburse SUPPLIER for costs associated with providing services. 3. Reimburse SUPPLIER for the costs associated with control and containment if any petroleum, hazardous substances, or hazardous waste spill to include response, handling, and sampling. 4. Provide and maintain fire extinguishers. 5. Provide and maintain fire suppression, fire detection, and fire alarm systems. <p>References: AR 420-1 Chapter 25</p>

Directorate of Operations/Physical Security

600	Physical Security
Service Definition	Provides a safe and secure environment through employment of physical security measures that are realistic, harmonized with other security disciplines, and provide the necessary flexibility for commanders to prevent unauthorized access and protect personnel, installations, operations, and related assets and resources against capable threats (loss, misuse, damage, destruction) from terrorists, criminal activity, and other subversive or illegal activity. Provides planning and services for blast mitigation, physical security communication systems, explosives detection, electronic intrusion detection, personnel protection, site improvements, and security forces and technicians. Provides Planning and Services does not imply that Physical Security will provide the funding for those services; some funding will be the garrison or tenant organizations responsibility.
Service Outcome	Provide a safe and secure installation and support tenant organizations requirements.

Installation / Location	Hours	POCs
6619 Mapes Road Fort Meade, MD 20755	0700-1600	Mr Joseph R. Shinskie 301-677-6618

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No (See table for baseline description)	No	No	No	No
Reimburse for Above Baseline Services	Yes	Yes	Yes	Yes	Yes

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Program Management	Daily/weekly / quarterly Annually / IAW AR 190-11, 13	Inspections (Baseline)	AR 190-11 and 13 inspection requirements	N/A	Actual
Program Management	Daily/weekly / quarterly Annually / IAW AR 190-11, 13	Inspections – 2	Tenant organizations that have credentialed Physical Security personnel (MEDCOM, TRADOC, FORSOM are some examples) and inspections for organizations that don't meet AR 190-11, 13 inspection requirements.	Actual Loaded Hourly Cost. Total hours spent on conduction inspection(s), preparing and distributing report(s).	Actual
ESS Management; CHANGE dtd Sep 2020	Quarterly or as needed Maintenance / Procurement / Monitoring	IDS (Baseline) See Note: 4	Arms Rooms / Installation Access Control Point (IACP) Duress	Cost per zone - # of zones / by contract cost.	Actual
ESS Management; CHANGE dtd Apr 2021	Quarterly or as needed Maintenance / Procurement / Monitoring	IDS – 2 See Note: 4, 5, 6	Above baseline services: Commissary and PX cash cage / CONCUS and OCONUS Bank facilities, ATMs, SCIFs / Open Storage / Postal facilities / Duress not associated with ACPs / GO QTRS / MEVAS / Ammunition Storage Points (ASP) / Ammunition Holding Areas (AHA) / Museum / MTC / MWR facilities / Airfields / Pharmacies and all other IDS/Duress not covered and not associated with baseline.	# of zones / by contract cost or actual cost plus manpower costs for those installations that have Wage Grade employees	Actual
ESS Management	Quarterly or as needed Maintenance / Procurement	CCTV (Baseline) See Note: 1	CCTVs associated with IACPs / not including ATEC owned and funded, Biological / Chemical / and Nuclear sites)	Cost per CCTV - # of CCTV / by contract cost	Actual
ESS Management	Quarterly or as needed	CCTV - 2	Installation Perimeter / parking lots / housing areas / MEVAS / MWR	# of CCTV / by contract cost or	Actual

	Maintenance / Procurement / Monitoring		facilities / barracks / GOV buildings / Airfields / DES buildings / and all other CCTV not covered and not associated with baseline	actual cost plus manpower costs for those installations that have Wage Grade employees	
ESS Management	Quarterly or as needed Maintenance / Procurement	Building Entry Control system (Baseline)	There are no baseline requirements; Building Entry Control systems are above baseline	N/A	Actual
ESS Management	Quarterly or as needed Maintenance / Procurement	Building Entry Control system – 2 See Note: 2	All systems are tenant Organizations responsibility, this includes all DES buildings	Actual cost based on tenant organizations requirements	Actual
ESS Management	Quarterly or as needed Maintenance / Procurement	Entry Control into Restricted Areas (Baseline)	There are no baseline requirements; Entry Control into Restricted Areas are above baseline	N/A	Actual
ESS Management	Quarterly or as needed Maintenance / Procurement	Entry Control into Restricted Areas – 2 See Note: 2	Entry Control into Restricted Areas are tenant Organizations responsibility, this includes all DES buildings	Actual cost based on tenant organizations requirements	Actual
ESS Management	Quarterly or as needed Maintenance / Procurement	Lighting (Baseline)	Associated with IACPs lighting ONLY (Canopy and Vehicle Search Areas)	Cost for light replacement through DPW	Actual
ESS Management	Quarterly or as needed Maintenance / Procurement	Lighting - 2	Motor Pools / transition lighting / MEVAs / Airfield / Perimeter / and all other lighting not Associated with IACPs	Cost charged by DPW to perform the work.	Actual
ESS Management	Quarterly or as needed Maintenance / Procurement	Locks (Baseline) See Note: 3	IACP locking systems	N/A	Actual
ESS Management	Quarterly or as needed Maintenance / Procurement	Locks - 2	All locking systems are garrison DPW or tenant Organizations responsibility	Cost charged by DPW to perform the work.	Actual
Access Control	Daily	Installation Access Control Point manning (DASG) (Baseline)	IAW AR 190-13 and garrison's IACPs normal operational hours	N/A	Actual
Access Control	When required	Installation Access Control Point manning DASG - 2	Additional operating hours needed to support above baseline manning requirements. Garrison Command Specific missions.	Loaded Hourly \$65; Overtime costs incurred for support events that cause an increase to NORMAL traffic volume	Actual
Access Control; CHANGE dtd PR 2021	Procurement / maintenance / clear zones	Fencing (Baseline)	Fencing needed to have the capability to secure (close) an IACP. (Swing Gate) All other fencing is above baseline	N/A	Actual
Access Control	Procurement / maintenance / clear zones	Fencing – 2	All fencing is either the garrison's or tenant organization's responsibility, this is to include installation perimeter gates other than an IACP	Based on either the garrison's or tenant organizations requirements	Actual
Access Control; CHANGE dtd Apr 2021	Procurement / maintenance	Barriers (Active) (Baseline)	All active barriers associated with an installation IACP, only those that are not considered real property.	# of barriers	Actual
Access Control CHANGE dtd Apr 2021	Procurement / maintenance	Barriers (Active) – 2	IACP barriers that are considered real property / Installation Perimeter / parking lots / housing areas / MEVAS / MWR facilities / barracks / GOV buildings / Airfields / DES buildings / all other active barriers that are not associated with an IACP	Based on either the garrison's or tenant organizations barrier requirements	Actual

Access Control; CHANGE dtd Apr 2021	Procurement / maintenance	Barriers (Passive) (Baseline)	Removable barriers that support the IACP Barrier Plan and top 3 MEVAS	N/A	N/A
Access Control CHANGE dtd Apr 2021	Procurement / maintenance	Barriers (Passive) – 2	Installation Perimeter / parking lots / housing areas / MEVAS / MWR facilities / barracks / GOV buildings / Airfields / DES buildings / all passive barriers that are not permanently affixed into the ground are considered personnel property and all permanently affixed barriers are considered real property.	Garrison determines # of barriers, types	Actual
Access Control	Daily	Installation Visitor Control Center (VCC), vetting (Baseline)	IAW AR 190-13 and garrison's VCC normal operational hours	During NORMAL operational hours NORMAL processing volume	N/A
Access Control	When required	Installation Visitor Control Center, vetting - 2	Additional operating hours to support above baseline manning requirements. Garrison Command Specific missions.	Loaded Hourly \$65; Overtime costs incurred for support events that cause an increase to NORMAL traffic volume	Actual

Service Specific Instructions / Definitions

SUPPLIER WILL: [CHANGED dtd April 2021] Provides base line services as stated above for the Installation and tenant units/organizations. All above base line Physical Security services are the responsibility of the tenant units/organizations through reimbursable agreements or independently.

RECEIVER WILL: [CHANGED dtd April 2021] Provide reimbursement cost for all above base line services as stated above or provide those services independently from the installation services.

References: [CHANGED dtd April 2021]

Army Regulations 190-11, 190-13, 190-51, 190-56 series.

DOD 5200-8, Physical Security Program.

AR 215-8 and AFI 34-211 (I) Army and Air Force Exchange Service Operations dated 5 Oct 12.

EOP 16-01 Security dated October 2013.

EOP 40-11 Special Retail Programs dated January 2011.

DODD 5105.55 Defense Commissary Agency (DeCA) dated 12 Mar 08.

DOD 4525.6 Department of Defense Postal Manual dated 15 Aug 02.

Note 1: Removed dtd Sep 2020

Note 2: DES building security is a cost share. Any DES building that is occupied by more than Physical Security will have a cost share for the IDS, CCTV, and restricted area entry system. If Physical Security is not co-located with the DES, then the DES is responsible for the full funding.

Note 3: If the garrison's PSO wants to maintain managing the garrison Key and Lock program that is a garrison command decision. The intent is for DPW and tenant organizations in the garrison to fund their lock requirements.

Note 4: Changes are based on that none of the references below mandates QPSM funds for any security requirements. All the references have some security requirements and has outlined guidance for funding those requirements. The references referred too are Note 4 changes will take effect 1 Oct 22, garrisons need to establish reimbursable cost.

Note 5: As AME prepares their POM process for FY24 and out, IMCOM will cover the cost for IDS at Army Museums through FY23.

Note 6: IMCOM will support AAFES and Commissaries based on the risk level for the facility and their regulatory requirement. Garrisons will be prepared to provide the risk analysis worksheet for each facility along with the regulatory requirement. CCTV is not included in this, OPMG does not fund for CCTVs so all CCTV services are and will be under a reimbursable cost.

Directorate of Operations/Law Enforcement

601	Law Enforcement
Service Definition	Enforce Federal and State criminal and traffic laws in order to protect buildings, grounds, property and persons. This SSP supports all program compliance requirements to include enforcement of all federal and state criminal law when federal criminal law and the Uniform Code of Military Justice do not apply. This includes conducting investigations, serving Federal warrants and subpoenas, maintaining a database of domestic violence incidences, enforcement of civilian protective orders, conservation law, and the enforcement of traffic law. Requires law enforcement records to be appropriately collected, stored, and disseminated in accordance with Federal Law and DoD policy. Department of the Army Police Officers and Military Police must be properly trained and certified in order to perform Law Enforcement duties in a legally sufficient manner. Law enforcement responds to intrusion detection system alarms and conducts periodic security checks of facilities and areas outside of unit level responsibility that are used to store sensitive or critical items or equipment in support of the physical security mission and security in depth concept at the installation level.
Service Outcome	Provide a safe and secure installation and support tenant organizations requirements.

Installation / Location	Hours	POCs
4551 Llewellyn Ave, Fort Meade, MD 20755	0830-1630	Mr. David Mazi Jr 301-677-6102

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	Normally No. See Note 1	Normally No. See Note 1	Yes. See Note 2	No
Reimburse for Above Baseline Services	Yes	Yes	Yes	Yes	Yes

Service Specific Instructions / Definitions
<p>Note 1. Reimbursement requires a legal review of interagency agreements.</p> <p>Note 2. Reimbursement required from Privatized Army Lodging (PAL) and Residential Community Initiative (RCI) partners per ASA IE&E policy.</p> <p>* Actual Cost = * Rate determined by ASA IE&E Reimbursable Worksheet</p> <p>SUPPLIER WILL:</p> <p>Enforcement Federal and State Criminal and Traffic Law: Enforce Federal and State criminal and traffic laws in order to protect buildings, grounds, property and persons. This SSP supports all program compliance requirements to include enforcement of federal and state criminal and traffic law when observed by or reported to law enforcement. Ensures all Department of the Army Law Enforcement Officers are properly authorized, trained and certified in order to perform Law Enforcement duties in a legally sufficient manner. This includes:</p> <ul style="list-style-type: none"> • Conducting investigations • Serving Federal warrants and subpoena's • Investigate, report, and maintain a database of domestic violence incidences • Enforcement of civilian protective orders • Enforcement of Federal and state statutes • Enforcement of conservation statutes • Enforcement of traffic statutes • Certification of law enforcement officers at the DA Police Academy • Annual law enforcement sustainment training • Semi-annual weapons qualification for law enforcement officers • Annual physical fitness testing for law enforcement officers • Conducts Security Checks • Responds to Intrusion Detection System Alarms <p>Law Enforcement Administration: Covers law enforcement administrative tasks necessary to support law enforcement operations on installations. Includes the requirement to:</p> <ul style="list-style-type: none"> • Manage law enforcement records in accordance with Federal law. • Collect and submit fingerprints. • Collect and submit DNA identification information. • Support Victim/Witness Assistance programs • Register sexual offenders and enforce restrictions. • Input law enforcement information into the Defense Incident-Based Reporting System (DIBRS). <p>RECEIVER WILL: Comply with all Local, State, Military and Federal Rules, Regulations, Policies and Directives. Requests for Military Police Reports and Copy of Records will be submitted 10 days prior to release. Emergency requests will be approved on a case-by-case basis. Reimburse</p>

Supplier for costs associated with providing services above and beyond normal services provided to an installation, e.g. manning a 'special post' required to support a test program. Receiver will also ensure that all landline telephones are compliant with host state NENA standards for 911. Receiver will also ensure that AAFES Buildings are addressed IAW with NENA-2 Standards using physical street addresses that include room numbers, floor numbers and closest street intersections.

Directorate of Operations/Antiterrorism

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

Installation / Location	Hours	POCs
4551 Llewellyn Ave, Fort Meade, MD 20755	0830-1630	Mr. Russell Wilson 301-677-2026

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	No	No	No	No
Reimburse for Above Baseline Services	NA	NA	NA	NA	NA

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

Directorate of Operations/Army Emergency Management

604	Army Emergency Management Services
Service Definition	The Army EM Program is the Army's comprehensive program for preparedness, mitigation, response, and recovery on Army installations and facilities to reduce the loss of life and property and to protect the Army from all hazards, including Chemical, Biological, Radiological, Nuclear, and High-Yield Explosive (CBRNE) incidents.
Service Outcome	Provide a comprehensive Emergency Management Program that facilitates and validates installation readiness and capability to prevent, protect, mitigate, respond and recover from an 'all-hazards' event while ensuring/restoring mission assurance across the installation.

ISR PSC	CLS SSP	Title	Description
1	A	Emergency Management (EM) Planning	This SSP provides for the development of deliberate & 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	B	Emergency Management (EM) Program Management	This SSP provides for all supporting requirements specified in DA PAM 525-27 for the Emergency Management Program.
3	C	Emergency Management (EM) Training & Exercises	This SSP provides 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. This SSP implements the National Incident Management System (NIMS) guidance in the training and exercise process that support the execution of a comprehensive and overarching Emergency Management Plan. This SSP provides for garrison awareness-level, and technical level training at installations as required by regulatory guidance. This SSP provides for the ability to exercise; prevention, protection, mitigation response and recovery phase operations for emergencies resulting from natural hazards, technological, hazards, and acts of terrorism, to include CBRNE events.

Installation / Location	Hours	POCs
4551 Llewellyn Ave, Fort Meade, MD 20755	0830-1630	Tina OdenBeaudry 301-677-5229

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	No	No	No	No
Reimburse for Above Baseline Services	NA	NA	NA	NA	NA

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Maintain Installation EM Capability	Annual	NA	NA	NA	NA
Maintain Executable EM Plan (All-Hazards)	Annual	NA	NA	NA	NA
Conduct EM Training & Exercises	Annual	NA	NA	NA	NA
Perform Continuous EM Risk Management	Annual	NA	NA	NA	NA
Maintain EM Equipment Readiness	Annual	NA	NA	NA	NA
Implement Mitigation Strategy	Annual	NA	NA	NA	NA

Service Specific Instructions / Definitions
SUPPLIER WILL: N/A
RECEIVER WILL: N/A
References: AR 525-27, DA PAM 525-27, Dodi 6055.17.

Directorate of Operations/Plans and Training (G3/5/7)

902	Directorate of Plans, Training, Mobilization and Security (DPTMS) - Operations
Service Definition	The Directorate of Plans, Training, Mobilization, and Security (DPTMS) Operations provides for the management and administrative functions of the DPTMS services to the Garrison. The key functional areas of support include oversight, synchronization and management of garrison planning, training, mobilization, deployment and security support activities.
Service Outcome	Capability to coordinate and direct appropriate resources, enforce priorities in response to Senior TARGET 100% successful execution of directed events with authorized manpower and plans Commander, IMCOM and USAG Commander's operational events and plan requirements with available manpower.

Installation / Location	Hours	POCs
4551 Llewellyn Avenue Fort Meade, MD 20755	M-F 0800 – 1600	Chris Thiel 301-677-6213

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	No	No	NA	NA
Reimburse for Above Baseline Services	Yes	Yes	Yes	NA	NA

Service Specific Instructions / Definitions
SUPPLIER WILL: Provide timely Common Operating Picture through IOC actions 8 hours / 5 days a week.
RECEIVER WILL: For operations beyond 8 hours in a day on normal duty days...OR on holidays & weekends...Reimburse via overtime cost for IMCOM DACs; provide contracted personnel at receiver's cost; OR provide Soldiers.
References: Title X, Section 407 USC 5121 as Amended (Stafford Act) Homeland Security PD 8 (Implement NIMS) HSPD-5&8. Katrina Recovery Improvement Act 2006, AR 525-27, Army Emergency Management Program DA PAM 525-27, Army Emergency Management Program AR 500-3, US Army Continuity of Operations (COOP) Program Policy and Planning. NIMS DODD 2000.18 National Response Framework DoD Strategy for Homeland Defense, AR 530-1. AR 350-28, AR 350-1, AR 600-20, AR 5-10, FM 34-130, AR 600-8-105, Army Doctrine Reference Publication No. 5-0 (ADRP 5.0) and Army Doctrine Publication (ADP) 5-0, dated 17 May 2012, DA PAM 525-27, ATP-5.0.1.

Directorate of Operations/Training Support Center

905	Training Support Center FOR TASC SUPPORT CONTACT AP HILL
Service Definition	Provides installation Training Support Center's (TSC) operations for the TSCs that manage Training Aids, Devices, Simulators and Simulations (TADSS), production and fabrication of training devices, loan and issue of TADSS. Provides Instructor/Operator support for specific Virtual TADSS and other TADSS support, including minor construction infrastructure improvements that enables the mission commander to execute individual and collective training at Army Installations.
Service Outcome	<ul style="list-style-type: none"> • IMCOM provides resources for 22 Active Component TSCs and 4 US Army Reserve TSCs • Operates, maintains and supports local and worldwide fabrication of Training Aids, Devices, Simulators and Simulations (TADSS) including Instructor/Operators (I/Os) for flight simulators, Engagement Skills Trainer II, Call For Fire Trainer II, and Home Station Instrumentation Training System • Supports contract operated TSCs at APHILL • Provides manpower and operating funds for Medical Simulation Training Centers.

Installation / Location	Hours	POCs
2220 Pepper Rd Fort Meade, MD 20755	M-F 0800 – 1600	TASC Office 301-677-9972

Tenant Category	Army		DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	No	NA	NA	No	No
Reimburse for Above Baseline Services	NA	NA	NA	NA	NA	NA

Service Specific Instructions / Definitions
<p>SUPPLIER WILL: Provide fully operational Training Aids Devices and Simulators (TADS) to support military training events. The Training Support Center (TSC) will maintain an accurate and relevant inventory of TADS, Graphic Training Aids (GTA), and MILES equipment to support individual and collective training exercises. The TSC will execute any necessary coordination thru the Army Training Support Center (ATSC), in order to acquire and issue any TADS not readily available at the TSC but listed in the Army TADS inventory.. Furthermore, as necessary, the TSC will provide familiarization, operational and troubleshooting instruction covering all TADS issued. TSC will resolve any scheduling conflicts and provide support while observing the Army mandated training priority as specified in AR 350-52 and AR 350-38. TSC will ship any requested GTAs to units mailing address if requested.</p> <p>.</p> <p>RECEIVER WILL: Units will request Training Support Center (TSC) Support thru the DPTMS</p> <p>References:</p> <ul style="list-style-type: none"> • Army Regulation 350-38 Policies and Management for Training Aids, Devices, Simulators, and Simulations • Army Regulation 350-52 Army Training Support System • Approved US Army Manpower Analysis Agency (USAMAA) Manpower Requirements Model

Directorate of Human Resources (G1)

Service 113 Administrative Service

Service 250 Substance Abuse Programs

Service 800 Military Personnel Services

Service 803 Army Continuing Education Services

Directorate of Human Resources (G1)

113	Administrative Services
Service Definition	Provide policy and program management and execution of the following regulatory administrative programs mandated by Federal Law: Freedom of Information Act/Privacy Act, Records Management, Official Mail and Distribution
Service Outcome	Availability of required records management programs and postal services

Installation / Location	Hours	POCs
Fort George G. Meade 4550 Parade Field Lane Fort Meade, MD 20755	0830-1530 M-F	ASD Chief -301-677-3331

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services – Non-Mail Services	No	Yes	Yes	Yes	Yes
Reimburse for Baseline Services – Mail Service	Yes	Yes	Yes	Yes	Yes

Service Specific Instructions / Definitions
<p>SUPPLIER WILL: provide (reimburse) postage for outbound official mail.</p> <p>a. Process incoming official mail and distribution for the installation in accordance with DODI 4525.8, DOD Manual 4525.8-M, AR 25-51, 18 USC, and 39 USC. Includes the following:</p> <ul style="list-style-type: none"> - Receive, sort and sanitize incoming mail - Process accountable mail - Distribution of internal mail, flyers, bulletins, etc. - Provide counter service to customers picking up their own processed mail. <p>b. Process outgoing official mail and distribution for the installation in accordance with DODI 4525.8, DOD Manual 4525.8-M, AR 25-51, 18 USC, and 39 USC. Includes the following:</p> <ul style="list-style-type: none"> - Sorting - Affixing postage - Processing accountable mail - Processing consolidated mail. <p>c. Provide FOIA/Privacy Act Services- Process FOIA Requests and all related support functions for authorized tenants Submit packets to IDA Authority. Charges are only applicable to requestors. Agrees to pay for administrative costs based on category, Commercial, Education/Science, News Media and all others</p> <p>RECEIVER WILL: Provide the Official Mail and Distribution Center with a memorandum that includes POC names, telephone numbers, security levels, and signature samples of personnel authorized to receive classified and accountable mail. Ensure official mail usage is in accordance with DODI 4525.8, DOD Manual 4525.8-M, AR 25-51, 18 USC, and 39 USC. Provide funding reimbursement for postage for outbound mail.</p> <p>References: Mail Services: Postal- AR- 25-51 para 1-4i (6); DoDI 4525.08 para E4.2.1 and DoDI 4000.19 ref.(q)</p> <p>FOIA/Privacy Act: DoD FOIA Program 5400.7-R, DoD FOIA Program Manual 5400.07 and Department of Army FOIA Program AR 25-55</p>

Directorate of Human Resources (G1)

250	Substance Abuse
Service Definition	Administer installation alcohol and drug programs. Conduct installation drug and alcohol abuse prevention activities. Provide for alcohol and drug abuse counseling.
Service Outcome	Provide Army Substance Abuse services.

Installation / Location	Hours	POCs
Building 2466 85 th Medical Battalion Ave Fort Meade, MD 20755	0830-1630	Teresa Shipman 301-677-7121

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	No	No	NA	No

Service Specific Instructions / Definitions
<p>This program is required by Executive Order in support of the Drug Free Workplace program, AR 600-85 and DA PAM 600-85, plans, manages, implements and evaluates a program designed to assist civilian corps members, Family members and military retirees with alcohol and drug misuse/abuse related problems and/or other nonsubstance abuse related problems that may affect their job performance and/or wellbeing. Additionally, this program also provides prevention/education services, program marketing, support of campaigns and public service announcements to this population to prevent problems before they occur.</p> <p>RECEIVER WILL: Comply with directives, regulations, and Supplier's current policies and procedures, AR 600-85. Responsible for Civilian and MILITARY Drug Tests. Request any additional services as needed from POC. Reimburse when above common level of services is requested.</p> <p>References: AR 600-85 & DA PAM 600-85</p>

Directorate of Human Resources (G1)

800	Military Personnel Services
Service Definition	Military Personnel Services includes manpower authorizations, contracts, peculiar and support equipment, and associated costs specifically identified and measurable to plan, manage, coordinate, and execute Military Personnel Services. Includes providing customer support services that directly provide or indirectly result in tangible benefits to the military community or the mission. Provides military personnel information systems customer support services. Includes Guard and Reserve Support Services. Includes processing workforce changes required to accomplish the DoD mission.
Service Outcome	Effectively and efficiently provide Military Personnel Services.

Installation / Location	Hours	POCs
Building 4550 Parade Field Lane Fort Meade, MD 20755	0830-1630	MPD Chief 301-677-4209

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	No	No	No	No
Reimburse for Above Baseline Services	NA	NA	NA	NA	NA

Service Specific Instructions / Definitions
<p>SUPPLIER WILL PROVIDE: Military Human Resources Support Services to include:</p> <ul style="list-style-type: none"> • CAC/ID Card Services • Human Capital Automation System Services • Personnel Processing Services to Students and Trainees • Personnel Processing Services to Permanent Party • Personnel Services to Individuals In/Out Processing • Pre-Transition Services • Retirement Services • Solider Readiness Processing • SFL-TAP Services <p>RECEIVER WILL: Use services IAW established procedures and regulations.</p> <p>References: AFI 36-3026_IP, ARs 350-1, 350-10, 600-8, 600-81, 600-8-1, 600-8-10, 600-8-101, 600-8-104, 600-8-105, 600-8-11, 600-8-111, 600-8-14, 600-8-19, 600-8-2, 600-8-22, 600-8-24, 600-8-29, 600-8-4, 600-8-6, 600-8-7, 600-8-8, 635-200, 635-40, 635-8, 638-2 and 638-8, eMILPO Functional Guide and IMCOM Policy 5-1-1.</p>

Directorate of Human Resources (G1)

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

Installation / Location	Hours	POCs
4418 Llewellyn Ave. Ft. Meade, MD 20755	0700-1600	Reginald Battle, Reginald.t.battle.civ@mail.mil / 703-402-8007

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Tenant Sub-Category	Includes retirees and family members	Includes retirees and family members	NA	NA	NA
Reimburse for Baseline Services	No	No	NA	NA	NA
Reimburse for Above Baseline Services	No	No	NA	NA	NA

Service Specific Instructions / Definitions
<p>SUPPLIER WILL: Provide education counseling, post-secondary education, Army personnel testing and basic support services in garrison education centers, HQ level oversight and guidance. Enter into support agreement with organizations if necessary.</p> <p>RECEIVER WILL: Use services IAW established procedures and regulations.</p> <p>NOTE: Each personnel pays for their individual user fee</p> <p>References: AR 621-5</p>

Directorate of Public Works (G4)

Service 200 Unaccompanied Housing
Service 201 Army Family Housing
Service 202 Army Lodging Management
Service 400 Facilities Engineering Services Management
Service 402 Custodial Services
Service 403 Refuse Removal
Service 404 Maintenance – Grounds
Service 405 Master Planning
Service 406 Real Property/Real Estate Administration
Service 407 Leases
Service 408 Snow, Sand and Ice Removal
Service 411 Facility Maintenance
Service 420 Maintenance – Surfaced and Unsurfaced Areas
Service 422 Real Property Disposal
Service 424 Army Cemeteries
Service 425 Geospatial Information and Services (IG & S)
Service 500 Electrical Services
Service 501 Heating/Cooling Services
Service 502 Water Services
Service 503 Wastewater Services
Service 504 Other Utility Services
Service 510 Pest Management

Directorate of Public Works (G4)

200	Unaccompanied Management
Service Definition	Manage installation utilization policies and programs to cover UH, SEQ, WTU, and OQ. Includes development of assignment procedures to maximize use of all UH, and implementation of internal control procedures. Also includes all activities associated with the authorization, provision, and management of furnishings and equipment in installation UH to include the purchase of all UH furnishings and equipment.
Service Outcome	Work requests are completed to standard, and quarters are returned to available status as quickly as possible to enable maximum utilization of UH assets.

Installation / Location	Hours	POCs
3081 Ernie Pyle Fort Meade, MD 20755	0800 – 1600 M-F	Aimee Stafford 301-677-4756

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	No	No	No	No
Reimburse for Above Baseline Services	NA	NA	NA	NA	NA

Service Specific Instructions / Definitions
<p>Program implements policies for eligibility, assignment, and occupancy of UH, planning, programming, budgeting and execution for permanent party barracks with regard to UH, plans and execute UH furnishing management program.</p> <ul style="list-style-type: none"> • Asset Management of UH programs and services • Inventory Management • Oversight of facility footprint • Certificate of Non-Availability (CNA) Management • Training • Maintenance and repair programming • Annual and Long-range work Plan • Real Property Accountability-eMH Data Management • ISR Inspection <p>Hand receipt process, damage assessment / accountability, maintenance assessment, Service request management, Preventive maintenance inspection management, custodial & grounds management</p> <p>UH furnishing and equipment management, Inventory, and condition inspections-eMH bar coding, identification and managing of replacement furnishings-warehouse operations-storage movement/receiving/disposal management -acquisition of furnishing and equipment IAW CTA 50-909, hand receipt management.</p> <p>SUPPLIER WILL: Operate and manage all unaccompanied personnel housing (UPH), and transient facilities per applicable regulations. Provide adequate UH facilities and services.</p> <p>RECEIVER WILL: Be responsible for the area noted, normally within 50 feet of the facility. DPW can provide limited supplies for these actions through the Self-Help Center. The building manager may sign out tools and limited amounts of other supplies (i.e., ICE Melt/ sandbags for their areas).</p> <p>NOTE: This service is not provided by IMCOM at all locations.</p> <p>References: AR 420-1 Facilities Management DoD Manual 4165-63M, DoD Housing Management 28 Oct 10., First Sergeant Barracks Handbook Program (FSBP) 2020</p>

Directorate of Public Works (G4)

201	Family Housing
Service Definition	Reviewing Orders - Application assignment & termination - Coordination with other offices, agencies, directorates - Manage waiting lists - Conduct quarters inspections - Identify maintenance & repair needed - Determine housing requirements, utilization, and allocations - Provide staffing according to TDA models – Manage the acquisition, renewal & return of leased family housing for Garrisons -Management of the General and Flag Officer Quarters
Service Outcome	Permanent Party housing facilities and services are adequate operated and managed

Installation / Location	Hours	POCs
3081 Ernie Pyle Fort Meade, MD 20755	0800 – 1600 M-F	Aimee Stafford 301-677-4756

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	No	No	*Yes	*Yes
Reimburse for Above Baseline Services	NA	NA	NA	NA	NA

Service Specific Instructions / Definitions
<p>Regulations AR 420-1; AR 405-10; AR 405-90; DA PAM 420-1-1; DA PAM 210-6; AR 190-13; DoDI 4165.63</p> <p>This service provides management and oversight of privatized housing services; management and oversight of government Housing Referral Services for off-post housing; as well as programming, purchasing, repair or replacement of GFOQ selected furniture, appliances, equipment, and authorized items.</p> <ul style="list-style-type: none"> On-Post Housing services are managed and maintained by the Army Family Housing Office. The Garrison Housing Office also provides oversight for installations with privatized housing and will provide assistance with any issues that cannot be resolved with the RCI Partner. In addition, this service provides Housing Referral Services. This service includes but is not limited to the following: management of off-post rental and sales listings, in/out processing, relocation assistance, home buying and selling information, landlord/tenant mediation services, Basic Allowance for Housing (BAH), data collection, support housing market analysis, investigation of discrimination complaints, transportation services for personnel to review off-post housing, and provides certificates of non-availability to unaccompanied soldiers E5 and below. This program implements policies for eligibility, assignment, occupancy and termination of government owned and leased family housing. Reviewing Orders - Application assignment & termination - Coordination with other offices, agencies, directorates - Manage waiting lists - Conduct quarters inspections - Identify maintenance & repair needed - Determine housing requirements, utilization, and allocations - Provide staffing according to TDA models – Manage the acquisition, renewal & return of leased family housing for Garrisons -Management of the General and Flag Officer Quarters This program implements policies for eligibility, assignment, occupancy and termination of government owned and leased family housing. This service provides for management and oversight of the Housing Services Office (HSO). Provides for the oversight of privatized housing services. This program plans and executes the AFH furnishings & equipment program. Provide Management Oversight for Privatized Housing – Residential Community Initiative (RCI) <p>SUPPLIER WILL: Provide management and oversight of the Housing Services Office (HSO); provide management of Government Owned & Leased Housing; provide AFH furnishings & equipment.</p> <p>RECEIVER WILL: Comply with directives, regulations, and Suppliers current policies and procedures.</p> <p>References: Army Regulation 420-1 Chapter 3, Section VI, Housing Services Office, 3-37 a Housing services functions, dated 24 August 2012; RAR - DA Pamphlet 420 1-1 - DoD Instruction DoDI 4165.63M DoD Housing Management dated 28 Oct 2010; - DoD Instruction 1338.19, "Relocation Assistance Programs," June 15, 1990; - DoD Instruction 1100.16, "Equal Opportunity in Off-Base Housing," August 14, 1989 - DoD Directive 4165.50E, "Homeowners Assistance Program (HAP)," April 24, 2007 - JFTR - Joint Federal Travel Regulation -JTR - Joint Travel Regulation - CTA50-909, Field and Garrison Furnishings and Equipment - CTA 50-970, Expendable / Durable Items (Except Medical, Class V Repair Parts, and Heraldic Items) - DoDI 5000.64, Defense Property Accountability - DoD Manual 4165-63.M, DoD Housing Management</p>

Directorate of Public Works (G4)

Must contact IHG/Candlewood

202	Army Lodging
Service Definition	Provide temporary, short- or long-term accommodations to authorized users.
Service Outcome	Provides leadership with data confirming quality services are delivered to the customer.

Installation / Location	Hours	POCs
4690 Cooper Ave, Bldg. 4690 Fort Meade, MD 20755		1-410-674-7700

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	YES	YES	YES	YES	YES
Reimburse for Above Baseline Services	YES	YES	YES	YES	YES

Service Specific Instructions / Definitions
SUPPLIER WILL: Provide quality accommodations to authorized travelers.
RECEIVER WILL: Pay for quality accommodations when services are rendered. (Receiver = hotel guest; service member or civilian)
NOTE: Above Baseline - Additional charges apply for pets.
References: AR 215-1, IR 215-1-2, DoDI 1015.11, and DoDI 1015.12

Directorate of Public Works (G4)

400	Facilities Engineering Services Management
Service Definition	Provide facilities engineering services, maintain facility engineering management systems, business management systems, and databases. Provide design services, construction management, inspection, and contract inspection and management services.
Service Outcome	Provide facilities engineering services IAW the ISR PSC and CLS SSP metrics.

Installation / Location	Hours	POCs
4216 Roberts Ave Fort Meade, MD 20755	0800 – 1600 M-F	André Johnson 301-677-9558

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	Yes	Yes	Yes	Yes
Reimburse for Above Baseline Services	Yes	Yes	Yes	Yes	Yes

Service Specific Instructions / Definitions
<p>SUPPLIER WILL: Provide engineering design, supervision, contract/project management and inspection services for all customer funded and customer unique facility construction projects performed by the Garrison. Includes: Annual Work Plan (project lists), development of project programming packages (work classification and project approval), coordination and scheduling. DoDI 4165.70 requires installations to incorporate the sustainment and restoration/modernization program as part of the installation master plan. The JB-COLS is intended to reinforce compliance. Output or the execution of the projects is tied to funding which is measured in other areas. DoDI 4001.01, UFC 3-210-01A, UFC 3- 700 Series</p> <p>RECEIVER WILL: Customers must submit Work Order Requests for all construction projects. Customer Work Order Requests above baseline services will be on a reimbursable basis. Receiver will provide funding for engineering design, supervision, and inspection services as soon as funding is requested by the Garrison. Reimbursable Support are required and includes: Annual Work Plan (project lists), development of project programming packages (work classification and project approval), coordination and scheduling.</p> <p>References: AR 420-1 Army Facilities Management and DA PAM 420-6 Directorate of Public Works Resource Management System</p> <p>Data Source: GFEBS, IMCOM OPRD 13-171, OPRD 18-011, AR 420-1, DA PAM 420-6 Dams, 1 May 2000, and local Status of Forces Agreements. NOTE: OCONUS installations should call inspections required by a foreign government 'Special Inspections.' This would also apply to dams and other such facilities. AR 420-1 Chapter 7, Section IV and UFC 4-860-03. Public Law 95-599. ARNG References: AR 420-1 chapter 7, Surface Transportation Act of 1978, 23 CFR 650.315, National Bridge Inspection Standards. Public Law 92-367, National Dam Inspection Act of 1972; Public Law 104-303 (Section 215), The Water Resources Development Act of 1996; Army Regulation 420-1, chapter 7, Transportation Infrastructure and Dams, 1 May 2000, Chapter 5; Federal Emergency Management Agency Guidelines on Dam Safety, June 1979.</p> <p>(1) FEMA 64 – Federal Guidelines for Dam Safety: Emergency Action Planning for Dam Owners.</p> <p>(2) FEMA 333 – Federal Guidelines for Dam Safety: Hazard Potential Classification System for Dams.</p> <p>(3) FEMA 65 – Federal Guidelines for Dam Safety: Earthquake Analyses and Design of Dams.</p> <p>(4) FEMA 94 – Federal Guidelines for Dam Safety: Selecting and Accommodating Inflow Design Floods for Dams.</p> <p>(5) FEMA 148 – Federal Guidelines for Dam Safety: Glossary of Terms.</p>

Directorate of Public Works (G4)

402	Custodial Services
Service Definition	Provide janitorial services performed in all installation facilities. Includes routine washing, waxing, dusting, indoor refuse collection, and other scheduled cosmetic cleaning activities. Includes scheduled (routine), requested, and emergency cleaning services. Does not include equipment cleaning covered under a preventive maintenance contract.
Service Outcome	Provide clean facilities to meet the IMCOM Enterprise Municipal Custodial Services Performance Standards.

Installation / Location	Hours	POCs
4216 Roberts Ave Fort Meade, MD 20755	0800-1600 M - F	Raymond Walker 301-677-9198

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	Yes	Yes	Yes	Yes
Reimburse for Above Baseline Services	Yes	Yes	Yes	Yes	Yes

Service Specific Instructions / Definitions
<p>NOTES:</p> <p>Facility Category Codes to Be Excluded from These Custodial Services: 141xx, 17xxx, 722xx, 724xx, And 721xx (Except 72112, WTU UPH) Facilities.</p> <p>2. Custodial Services for Facilities in The Frequency Chart are not provided to Facilities assigned to Military Units Below the Brigade Level.</p> <p>3. Garrison Commanders Have the Discretion to Alter These Standards to A Higher Level When Supported as Reimbursable.</p> <p>4. Administrative Space Within U.S. Army Reserve Unit Facilities with Category Code 17140 Is Considered Non-Reimbursable for Custodial Services. Us Army Reserve Receives Equal IMCOM</p> <p>Installation BASOPS Service as All Army Tenants. USARC Will Receive Custodial Services Regardless of The Unit Level and Will Receive the Same Level Of Support As Other Authorized Buildings On The Installation. Any Service Beyond the Garrison's Basic Service Will Be Provided on A Reimbursable Basis. To Receive Custodial Services, The Building Must Have the Correct CATCODE.</p> <p>5. Training Building Under CATCODE (17xxx) Such as Simulations Center (CATCODE 17213) And Simulator Building (Motion Based) (CATCODE 17210) With Administrative Offices Will Be Treated The Same As Installation Admin on Non-Reimbursable Basis.</p> <p>6. Services for Warriors In Transition Unaccompanied Personnel Housing Will Be Funded And Executed In Full Compliance With OACSIM Policy Memorandum, "Unaccompanied Personnel Housing For Warriors In Transition (WT)" DTD 14 Oct 09, Ref (B) Custodial Services for WTS Residing In WT UPH Facilities.</p> <p>SUPPLIER WILL: Provide Basic Cleaning of non-housing interior cleaning, materials, supplies, and equipment; maintenance and repair of equipment; supervision and training of the workforce that perform custodial services at the installation; and supervision and inspection of in-house and contract performance. Level of services will be in accordance with IMCOM/Garrison Commander's directives. Scheduled service to include frequency can be provided upon request.</p> <p>RECEIVER WILL: Ensure services are provided to the level of service requested.</p> <p>References: DoDM 4140.25; AR 5-9; AR 5-20; AR 608-10; PAM 5-20; PAM 420-1-1; TM 5-608</p>

Directorate of Public Works (G4)

403	Solid Waste Management
Service Definition	Collect and dispose of installation refuse. Provide for recycling collection and transportation. Provide landfill management. Ensure sanitary condition of equipment and containers. Does not include hazardous waste. <u>Provides Planning and Services</u> does not imply that Directorate of Public Works will provide the funding for those services; some funding will be the garrison or tenant organizations responsibility.
Service Outcome	Non-hazardous solid waste managed in accordance with Federal, state, host nation and local laws with the intent of providing a safe clean environment managed under a cost efficient, integrated and progressive program Army Policy and DoDI 4715.23.

Installation / Location	Hours	POCs
4216 Roberts Ave Fort Meade, MD 20755	0800-1600 M - F	Raymond Walker 301-677-9198

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	AAFES OCONUS	AAFES CONUS	NAFI
Reimburse for Baseline Services	No	Yes	Yes	Yes	No	Yes	Yes
Reimburse for Above Baseline Services	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Service Specific Instructions / Definitions
<p>Frequency of pick ups will be in accordance with IMCOM/Garrison Commander's directives. Scheduled service to include frequency can be provided upon request.</p> <p>SUPPLIER WILL: Compile historical data, prepare reports, and submit information as specified by the Deliverables as directed by the Contracting Officer's Representative (COR); Determine the best disposal method for solid waste management to avoid picking up an empty dumpster or container approved by the Contracting Officer (KO): conduct an inventory of all Government-owned recycle/refuse dumpsters, roll-offs, litter cans, compactors, and tippers (the inventory shall include the container type, size, condition, routine maintenance, repair or replacement date, repair type, location, buildings servicing, and inventory number). Frequency of pick ups will be in accordance with IMCOM/Garrison Commander's directives. Scheduled service to include frequency can be provided upon request.</p> <p>RECEIVER WILL: Comply with directives, regulations, and Supplier's current policies and procedures for depositing refuse in containers and restrictions on mixing hazardous waste with refuse. Ensure access to dumpsters. Will not leave trash outside dumpsters. Call Supplier when dumpsters need to be emptied prior to scheduled run. Notify Supplier and ISA Coordinator to request changes in refuse collection needs for all non-category 5X or 3X facilities.</p> <p>References: 40 CFR Subtitle D; 40 CFR parts 203, 243, 257 and 258; 42 USC 6942; DoDI 4715.23; AR 420-1 (chapter 23); TM 5-634; Annex E of OPORD 18-011, Section 4; and Solid Waste Annual Report System (SWARWeb)</p>

Directorate of Public Works (G4)

404	Maintenance - Grounds
Service Definition	Provide the upkeep of all ground's areas of the installation. Provide grounds maintenance activities including mowing, trimming, raking, seeding/sodding, and related landscaping activities. Does not include management of timber or agricultural leases.
Service Outcome	Maintenance of all grounds IAW the IMCOM Enterprise Municipal Ground Maintenance Services Performance Standards.

Installation / Location	Hours	POCs
4216 Roberts Ave Fort Meade, MD 20755	0800-1600 M - F	Raymond Walker 301-677-9198

Tenant Category	Army		DoD, Non-Army	Federal, Non-DoD	NFE	NAFI	
Tenant Sub-Category	Army	MEDCOM				MWR	AAFES
Reimburse for Baseline Services	No	No	No	No	No	No	No
Reimburse for Above Baseline Services	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Service Specific Instructions / Definitions
<p>SUPPLIER WILL:</p> <ul style="list-style-type: none"> • Provide the upkeep of all grounds areas of the installation. • Provide grounds maintenance activities including mowing, trimming, raking, seeding/sodding, and related landscaping activities. • Maintain areas IAW the Enterprise Municipal Improved, Semi Improved, or Unimproved Grounds Maintenance Services Performance Standards in the PWS <p>RECEIVER WILL: The customer will pay for all work above baseline standards as well as all work associated with special projects and submit 4283s to be approved through facilities Planning Board. Observe if the contractor and/or DPW staff provides grounds maintenance IAW Enterprise Municipal Grounds Services Performance Standards within contract deliveries. Use Customer Complaints.</p> <p>References: AR 420-1 Army Facilities Management</p>

Directorate of Public Works (G4)

405	Master Planning
Service Definition	Establish and maintain the installation Real Property Master Plan documentation in accordance with UFC 2-100-01, Installation Master Planning and AR 210-20, Real Property Master Planning for Army Installations. Integrate and analyze the installation plan for managing and developing the installation's real property and facility requirements. Includes all reporting, briefings, etc., performed in association with the installations' Real Property Master Plan. Ensure liaison with entities identified in AR 210-20. Ensure that appropriate documentation of the master plan is established and maintained. Establish the use of supporting automated master planning tools including IGIS (if available).
Service Outcome	Provide a current Real Property Master Plan and provides support for the future development of facilities and support a maintenance of existing real property.

Installation / Location	Hours	POCs
4216 Roberts Ave Fort Meade MD 20755	0800-1600 M - F	Andrew Bagnall 301-677-9304

Tenant Category	Army		DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	No	No	No	No	No
Reimburse for Above	NA	NA	NA	NA	NA	NA

Service Specific Instructions / Definitions
<p>SUPPLIER WILL:</p> <ol style="list-style-type: none"> 1. Develop and maintain the Installation's Real Property Master Plan. The Master Plan establishes the basic framework for developing and managing real property on the installation IAW AR 210-20. This includes developing the installation's overall plan for using and investing in real property to support installation missions and DA objectives. The Master Plan describes permanent comprehensive/holistic solutions, as well as short-term actions necessary to correct deficiencies and meet real property requirements. 2. Establish, Verify, and Maintain Real Property Requirements. This service includes plans to deal with excess and deficit real property. Conduct analysis of each Category Code that has all permanent assets greater than requirement by 5% or more. Ensure corrections to databases such as ASIP correctly identify updated stationing requirement. If GFEBS cannot eliminate the excess then consider whether a RPLANS edit is necessary. If, after an analysis, submission of RPLANS edits, and corrections to databases, an excess is projected to remain 5% or more, then develop a plan to deal with the excess must be generated. 3. Provide Major Construction Programming Services. These services include the review and coordination of analysis, preparation, and submission of major construction projects IAW AR 210-20, AR 415-15, AR 420-10, and other applicable regulations. Coordinate and participate in requirements analysis; Prepare for and participate in Project Review Boards (PRBs); Coordinate and participate in planning and design charrettes; submit DD Forms 1391 as appropriate. 4. Provide maximum utilization of facilities services wherever possible. This program includes analyzing capabilities to support mobilization, deployment, and stationing actions, assigning space in accordance with authorized square footage to ensure the most efficient utilization of space available. Conduct Support where appropriate: space utilization surveys, relocate occupants for efficient space management. Analyze space used versus space allowance when appropriate. Presentation to leadership as needed for space management decisions via the Real Property Planning Board when appropriate. The Real Estate Space Utilization Manager is the primary lead which Master Planners support for the effective updates to the Real Property Master Plan. <p>RECEIVER WILL: Ensure changes to mission plans are coordinated through DPTMS for input into Area Development Plan where appropriate.</p> <p>References: AR 210-20, AR 415-15, and AR 420-10</p>

Directorate of Public Works (G4)

406	Real Estate/Real Property Administration
Service Definition	Plan for, execute and manage life cycle real estate activities and protect real property interests. Provide real property accountability. Includes direct and reimbursable costs for real estate activities. Real Estate/Real Property Administration includes: Provide accountability services. Documents real property assets in compliance with laws, directives, regulations and other appropriate guidance. Provides status, cost, area, capacity, condition, use and management information for real property. Provide acquisition services. Coordinate, document and execute activities associated with acquisition of RE interests and assets. Provide for and manage use of Army real property assets; coordinates, documents and executes activities associated with the asset management. Provide disposal services. Coordinate, document and execute activities associated with disposal of RE interests and assets. Provide land management. Coordinates, documents and executes activities associated with land management; includes encroachments.
Service Outcome	

Installation / Location	Hours	POCs
4216 Roberts Ave Fort Meade MD 20755	0800-1600 M - F	Kiara Bethea 301-677-9180

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI	AAFES OCONUS	AAFES CONUS
Reimburse for Baseline Services	No	Yes	Yes	Yes	Yes	No	Yes
Reimburse for Above Baseline Services	NA	NA	NA	NA	NA	NA	NA

Service Specific Instructions / Definitions
<p>Data Source: Per AR 405-45, all real property assets must be physically inspected at least once every five (5) years. The current physical inventory should specifically annotate any changes (acquisitions and disposals) in real property assets. Ensure all changes to real property assets, resulting from the physical inventory, are entered into the Accountable Property System of Record (PRIDE) in a timely fashion.</p> <p>Notes: Asset data: Number of real property assets and the physical inspection asset review date are top loaded from HQIIS, the Army's repository of real property and related data. Asset data in HQIIS comes from the source system, e.g., PRIDE. Excluded from asset count are Army National Guard state-owned assets with no Federal reimbursement (all ASC are No), Civil Works sites, USACE leasehold sites, land acquisition tracts, assets with no RPUID assigned, assets with an operational status 'DISP' (disposed) with a disposal completion date or an operational status of "TBA" (to be acquired). Assets on ARNG enclaves are included in the count. Heritage assets to be excluded from the count are identified by an historical status code that identifies an historical asset and an historic status review date. The number of real property assets that have current physical inspection are counted if they are not in the excluded list above and have an asset review date with an asset review coded as 'INSP' that falls within the past five years. This service is to be reported only at the state level and individual installation's data rolled up with the state minus data to the state level. A real property transaction equates to the acceptance of real property, acceptance of a capital improvement, transfer of real property from another Military Service or Federal Agency and the disposal of real property. Per AR 405-45, it is the responsibility of the Real Property Specialist/Manager to enter these transactions into the APSR within 30 days of receipt of accurate documentation. This performance measure covers audit readiness internal controls 4.04 through 4.07. The "Total number of real property transactions", Data Element [b], is the sum of the number of affected assets received whose 30-working day window ends anytime during the quarter being reported. For example: if a complete and accurate DD Form 1354 is accepted by the garrison on 7 Sep (in Q4), the 30-working day window ends on 20 Oct. Include this RP transaction in your Q1 data population. If a complete and accurate DD Form 1354 is accepted by the garrison on 28 Nov (in Q1), the 30-working day window ends on 10 Jan. Include this RP transaction in your Q2 data population.</p> <p>SUPPLIER WILL: Provide management of utilization and facility inventory inspections. Provide real property support and guidance on real property matters for all Army Real Property customers on the installation.</p> <ol style="list-style-type: none"> 1. Provide Accountability Services. This program documents real property assets in compliance with CFO Act, DODI 4165.14, 10 USC 2721, and other federal, state, and local laws. Provides status, cost, area, capacity, condition, use, and management of real property. 2. Provide Customer Support and Staffing Actions. This program gathers, researches, and analyzes real property information, prepares pertinent documents, and makes recommendations in response to statutory requirements. 3. Grant Use of Army Real Property. This program manages the process of granting termed use of Army property to other entities. 4. Dispose of Real Estate, Facilities and Real Estate Interests. This program manages the documentation, coordination, and process associated with disposal actions of real estate, facilities, and real estate interests IAW federal, state, and local law.

5. Real Property Inventory Management. This program manages real property utilization survey annually to validate utilization rate in GFEBS, identifying property which are not utilized, underutilized, or not being put to optimum use.

RECEIVER WILL:

1. Submit a letter to the Commander for request of space with approved stationing plan.
2. Submit work order for tracking purposes.
3. Provide documentation for justification of space in a Space Request Package; submit with work order

References: AR 405-45; AR 405-70; PAM 405-45; PAM 420-10; PAM 215-28; AR 215-28; EO 12411; EO 13327; PL 101-576; 50 USC 401; 10 USC 2721

Directorate of Public Works (G4)

407	Leases
Service Definition	Plan for and manage leasehold interests. Coordinate with leasing agent to lease non-Federal assets to increase the installation or site footprint. Includes direct and reimbursable costs for leasing activities
Service Outcome	Obtain lease property for utilization of IMCOM Organizations and Tenant Organizations

Installation / Location	Hours	POCs
4216 Roberts Ave Fort Meade MD 20755	0800-1600 M - F	Glen Johnston 301-677-3017

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	Yes	Yes	Yes	Yes
Reimburse for Above Baseline Services	Yes	Yes	Yes	Yes	Yes

Service Specific Instructions / Definitions
<p>SUPPLIER WILL: Pursue coordination of negotiations, programming and execution of leases</p> <p>RECEIVER WILL: Accept and maintain accountability for all leases</p> <p>Data Source: Real Estate Office; GFEBS, Housing Office / MWR. Real Property / Real Estate / GFEBS. Army Corps of Engineers ACOE – RFMIS database</p> <p>Collection Method: Comment is required providing the following information for each lease reported in this measure (What the lease is for/PE lease is paid out of).</p> <p>Notes: Comment is required providing the following information for each lease reported in this measure (What the lease is for/PE lease is paid out of). AR 405-80; 405-10</p> <p>References: AR 420-1 Army Facilities Management, AR 405-80; 405-10</p>

Directorate of Public Works (G4)

408	Snow, Ice and Sand Removal
Service Definition	Remove snow, sleet, ice, sand, silt, etc., from areas that require such service to ensure adequate installation operations and to maintain safety. Provide emergency (primary) and routine (secondary) removal services. <u>Provides for the clearing of snow</u> does not imply that Directorate of Public Works will provide the funding for those services; some funding will be the garrison or tenant organizations responsibility.
Service Outcome	Ensure removal of snow, sleet, ice, sand, silt, etc., from areas that require such service to ensure adequate installation operations and to maintain safety. Provide emergency (primary) and routine (secondary) removal services.

Installation / Location	Hours	POCs
4216 Roberts Ave Fort Meade MD 20755	0800-1600 M - F	Raymond Walker 301-677-9198

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI	AAFES OCONUS
Reimburse for Baseline Services	No	No	No	No	Yes	No
Reimburse for Above Baseline Services	Yes	Yes	Yes	Yes	Yes	Yes

Service Specific Instructions / Definitions
<p>Components: Includes the following: Cross connecting roads; Range roads; Services roads; Roads to Administrative Facilities, Training Facilities, Schools, and Community Facilities; Parking lots and sidewalks.</p> <p><u>SUPPLIER WILL:</u> Provide snow, ice, and sand removal from roads to ensure facility access and to maintain safety consistent with the Enterprise Performance Work Statement for snow, ice, and sand removal (OPORD 18-011 IMCOM Enterprise Base Operation Performance Work Statements). Level of service will be determined by the Garrison clearance plan and will be presented to tenants before the start of the season.</p> <p><u>RECEIVER WILL:</u> Monitor completion of service orders in respective areas and use customer service for notification of incomplete service orders. Comply with directives, regulations, and Supplier's current policies and procedures. Coordinate requirements with Directorate of Public Works (DPW). Reimburse Supplier for above baseline request of snow, ice, and sand removal services.</p> <p><u>Reference:</u> AR 420-1 Army Facilities Management; Safety provision; Host nation legal standards.</p>

Directorate of Public Works (G4)

411	Facility Maintenance
Service Definition	Provide maintenance and repair of all installation facilities. Includes all Project Work Orders (PWO), Demand Maintenance Work Orders (DMO), and Preventive Maintenance Orders (PMO) work performed inside or within five feet of a facility. Excludes facility infrastructure (utility service components, roads, grounds) and environmental protection services.
Service Outcome	Provide safe functional and mission capable facilities

Installation / Location	Hours	POCs
4216 Roberts Ave Fort Meade MD 20755	0800-1600 M - F	Raymond Walker 301-677-9198

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	***Per GFEBS Real Property/Agreement	***Per GFEBS Real Property/Agreement	***Per GFEBS Real Property/Agreement	***Per GFEBS Real Property/Agreement	No expect CAT C
Reimburse for Above Baseline Services	Yes	Yes	Yes	Yes	Yes

Service Specific Instructions / Definitions
<p>Baseline: Provide service order, preventive/recurring maintenance and facility sustainment projects necessary to keep real property inventory in good working order over their expected service lives.</p> <ul style="list-style-type: none"> Demand Maintenance Order's are defined as maintenance and repair with less than 32 hours of labor. These are maintenance and repair activities to maintain the real property inventory in good working order over their expected service lives. Preventive maintenance is scheduled maintenance required to maintain the real property inventory in good working order over their expected service lives. Project Work Orders are maintenance and repair requiring more than 32 hours of labor to maintain the real property inventory in good working order over their expected service lives. Priorities for projects are determined in the Annual Work Plan <p>SUPPLIER WILL: Provide maintenance and repair of all installation facilities. Includes all Project Work Orders (PWO), Demand Maintenance Work Orders (DMO), and Preventive Maintenance Orders (PMO) work performed inside or within five feet of a facility. Excludes facility infrastructure (utility service components, roads, grounds) and environmental protection services.</p> <p>RECEIVER WILL:</p> <ul style="list-style-type: none"> Request services by contacting the DPW or submitting a work order ticket in https://www.armymaintenance.com/arma. Comply with regulations and procedures. Advise DPW of emergency needs. Support the IMCOM requirement to allow access for inspections of facilities under the receivers control. Installation Status Report Inspections (ISR) yearly or as required. Reimburse for all services provided to customer (to include processing, labor, equipment, and supplies) based on Tenant Category or if the services baseline or above baseline requirement. Each PWO will be fixed priced based on the negotiated proposals required to accomplish the scope of work. <p>References: AR 420-1</p>

Directorate of Public Works (G4)

420	Facility Maintenance - Surfaced and Unsurfaced Areas
Service Definition	Provide sustainment of horizontal facilities as maintenance and repair of airfield pavement, parking lots, roads, sidewalks, hardstands, pads, tank trails, range roads, traffic signs, and bridges. Work includes Preventive Maintenance order (PMO) such as regularly scheduled maintenance, maintenance when systems show signs of degradation or stress, and when maintenance is required after infrastructure is used for a predetermined period of time or metered count. Also, includes Demand Maintenance order (DMO) used for required minor repairs after a system or component fails. Project Work Orders (PWO) formally Individual Job Orders. Operational work order scheduled work of Public Work facilities.
Service Outcome	Provide safe functional and mission capable facilities

Installation / Location	Hours	POCs
4216 Roberts Ave Fort Meade, MD 20755	M-F 0700-1600	Raymond Walker 301-677-9198

Tenant Category	Army		DoD, Non-Army	Federal, Non-DoD	NFE	NAFI OCONUS	NAFI
Tenant Sub-Category	Army	Guard Reserve					
Reimburse for Baseline Services	***Per GFEBS Real Property Agreement	Yes	***Per GFEBS Real Property Agreement	***Per GFEBS Real Property Agreement	***Per GFEBS Real Property Agreement	No expect CAT C	***Per GFEBS Real Property Agreement

Service Specific Instructions / Definitions
<p>SUPPLIER WILL: Provide Basic Facility Maintenance = Sidewalk, Roads, Parking, etc.</p> <p>RECEIVER WILL:</p> <ul style="list-style-type: none"> Request services by contacting the DPW or submitting a work order ticket in https://www.armymaintenance.com/arma. Comply with regulations and procedures. Advise DPW of emergency needs. Support the IMCOM requirement to allow access for inspections of facilities under the receivers control Installation Status Report Inspections (ISR) yearly or as required. Reimburse for all services provided to customer (to include processing, labor, equipment, and supplies) based on Tenant Category or if the services baseline or above baseline requirement. Each PWO will be fixed priced based on the negotiated proposals required to accomplish the scope of work. <p>Data Source: Plant Maintenance module in GFEBS.</p> <p>NOTE: If open to the public it's normally non-reimbursable. Some garrison level of service may be different e.g., DPW does not provide maintenance for parking lots, sidewalks, pads, traffic signs.</p> <p>Components: Routine maintenance and repair of horizontal structure is to include roads, parking, sidewalks, etc....</p> <p>*Baseline Service Reimbursement: To determine reimbursable requirement for baseline services for tenant on a garrison review facility sustainment model (FSM). If occupied portion of building is coded as an IMCOM requirement than baseline services are non-reimbursable.</p>

Directorate of Public Works (G4)

422	Real Property Demolition
Service Definition	Demolish Installation facilities and structures that are excess to Army unit requirements or are not economically repairable and recycle/deconstruct useable building materials; then, dispose of any remaining residual materials.
Service Outcome	Excess real property disposal/demolition requirements

Installation / Location	Hours	POCs
4216 Roberts Ave Fort Meade MD 20755	0800-1600 M - F	Kiara Bethea 301-677-9180

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	Yes	Yes	Yes	No
Reimburse for Above Baseline Services	Yes	Yes	Yes	Yes	Yes

Service Specific Instructions / Definitions
<p>All baseline and above baseline services for real property that belongs to Non-Army tenant agencies on an installation will be reimbursable.</p> <p>APSR: Accountable property system of record</p> <p>SUPPLIER WILL: Plan, survey and execute disposal IAW all laws and regulations.</p> <p>RECEIVER WILL: Obtain disposal approval</p> <p>References: AR 420-1, AR 405-90.</p>

Directorate of Public Works (G4)

424	Army Cemeteries
Service Definition	Ensure all aspects of Army Cemeteries, to include records management, manning and training of personnel, burial operations and chain of custody of remains, gravesite accountability, grounds maintenance, fiscal accountability and acquisition management, conform strictly to Army National Military Cemeteries (ANMC) standards and practices, as outlined in AR 290-5 and DA PAM 290-5.
Service Outcome	Provide Army Cemetery presentation and operations IAW ANMC Shrine Standards.

Installation / Location	Hours	POCs
4216 Roberts Ave Fort Meade MD 20755	0800-1600 M - F	Andre Johnson 301-677-9558

Tenant Category	Army Entitled Soldier	DoD, Non-Army Entitled Soldier	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	No	NA	NA	NA
Reimburse for Above Baseline Services	NA	NA	NA	NA	NA

Service Specific Instructions / Definitions
<p>SUPPLIER WILL: Ensure all aspects of Army Cemeteries</p> <p>RECEIVER WILL: NA</p> <p>References: AR 290-5 and DA PAM 290-5</p>

Directorate of Public Works (G4)

425	Installation Geospatial Information and Services (IGI&S)
Service Definition	Provide technical expertise and leadership to manage installation geospatial information (GIS and/or CADD) and services' assets. Provide geospatial data collection, sustainment and data maintenance services to meet installation business processes and provide a Common Installation Picture (CIP) for every installation in accordance with DoDI 8130.01. Manage geospatial update activities associated with addition/modification of facilities, environmental conditions, range activities, real property reconciliation and safety conditions. Submission of geospatial data to the HQDA geospatial data repository for archival and high-level leadership decision support and awareness.
Service Outcome	Quarterly data submissions, complete and compliant with directives and policies for data quality and completeness.

Installation / Location	Hours	POCs
4216 Roberts Ave Fort Meade MD 20755	0800-1600 M - F	Derek Stone 301-677-5559

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	Yes	Yes	Yes	Yes
Reimburse for Above Baseline Services	NA	NA	NA	NA	NA

Service Specific Instructions / Definitions
<p>DATA SOURCE: HQDA GEOSPATIAL DATA REPOSITORY</p> <p>SUPPLIER WILL: Ensure Geospatial information is updated according to regulations and guidelines established by AR 115-13.</p> <p>RECEIVER WILL: Provide updates to newly added facilities and sites to the Army Geospatial data base as requested.</p> <p>NOTES: DRIVER: DAIM-ZA, 12 JAN 16, SUBJECT: ARMY INSTALLATION GEOSPATIAL INFORMATION MANAGEMENT (NEW RELEASE DATE OCT 18) DRIVER: ARMY REGULATION 115-13, 24 MARCH 2017, SUBJECT: INSTALLATION GEOSPATIAL INFORMATION AND SERVICES DATA LAYERS SUBMITTED IN ACCORDANCE WITH COMMAND SPECIFIC GEOSPATIAL DATA STRATEGY.</p> <p>References: DoDI 8130.01; DAIM-ZA, 12 JAN 16, Subject: Army Installation Geospatial Information Management; AR 115-13, Subject: Installation Geospatial Information and Services; IGI&S Quality Assurance Plan General Guidance.</p>

Directorate of Public Works (G4)

500	Electrical Services
Service Definition	Provide electric service throughout the installation including housing. Includes the cost of producing and/or purchasing electricity. Includes installation, maintenance and repair of electrical distribution systems.
Service Outcome	Reliable electrical services to the garrison and mission facilities with minimal unplanned outages. No distinction has been made as to the cause and/or source of the unplanned outage.

Installation / Location	Hours	POCs
Building 4216 Fort Meade, MD 20755	0830-1630	Raymond Walker 301-677-9198

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI	
Tenant Sub-Category					NAFI	AAFES
Reimburse for Baseline Services	No	Yes	Yes	Yes	Yes	No
Reimburse for Above Baseline Services	NA	NA	NA	NA	NA	NA

Function	Frequency	Level of Service	Unit of Measurement	Calculation	Unit Cost \$
Metered electrical services	Daily	Baseline	Per Metered KWH or MWH	Meter Readings x Metered Rate	Actual
Un-Metered electrical services	Daily	Baseline	Per Square Footage	Square Footage x Estimated Rate	Actual

Service Specific Instructions / Definitions
<p>Provides electrical distribution and supply services for lighting, heating, ventilation, cooling and building equipment throughout the installation. Includes capitalization, maintenance and repair of the distribution system, and the cost for purchasing the commodity.</p> <p>Electricity required for mission related operational purposes are the responsibility of the customer and will be provided on a reimbursable basis only.</p> <p>Non-Army customers are required to enter into a Contract for Sale of Utilities Services with the Garrison, unless an Installation Agreement (IA) has been used in lieu of the contract for Federal agencies.</p> <p>SUPPLIER WILL: Provide reliable and continuous electrical services with minimal or no interruptions.</p> <p>RECEIVER WILL: Make timely payments for all the validated costs and related invoices. Report all the unplanned disruptions lasting more than eight (8) hours during a fiscal year.</p> <p>AAFES: Reimbursable when certification letter of non-availability of APF applies.</p> <p>NOTE: Privatized electric utility infrastructure contract O&M and R&R costs funded with APF by HQ IMCOM to the Garrison and common use electric utility infrastructure that supports multiple customers on an installation is nonreimbursable.</p> <p>References: FY2018 ISR Services; Service 500 Electrical Services Active Intellicode # 500-AC-01-01 Performance Measure Worksheet; AR 420-1 Army Facilities Management; Section VIII Electric; Pages 315-317; Paragraphs 23-47 through 23-55; AR 420-41 Acquisition and Sale of Utilities Services FY16 Common Levels of Support (CLS) Configuration v 3.2; 500 A, 500 B, and 500 C</p>

Directorate of Public Works (G4)

501	Heating and Cooling Services
Service Definition	Purchased steam and hot water and operation of boiler plants, high pressure, and heating plants and systems of all types and capacities at active and inactive installations. Includes immediate consumption of coal, storage and related handling. Operation of air conditioning plants, cold storage plants, heat pumps, and ice manufacturing plants of all tonnage capacities at active and inactive installations. Includes the purchase of fuels and other commodities and services supporting heating and cooling operations.
Service Outcome	Reliable heating and cooling services to the garrison and mission facilities with minimal unplanned outages. No distinction has been made as to the cause and/or source of the unplanned outage.

Installation / Location	Hours	POCs
4216 Roberts Ave Fort Meade MD 20755	0800-1600 M - F	Raymond Walker 301-677-9198

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI	
Tenant Sub-Category					AAFES	NAFI
Reimburse for Baseline Services	No	Yes	Yes	Yes	Yes	Yes
Reimburse for Above Baseline Services	NA	NA	NA	NA	NA	NA

Service Specific Instructions / Definitions
<p>Provides fuel oil, natural gas, and propane for heating, cooling, domestic hot water and/or facility processes throughout the installation. Includes capitalization, maintenance and repair of the distribution system, and the cost for purchasing the commodity.</p> <p>Non-Army customers are required to enter into a Contract for Sale of Utilities Service with the Garrison, unless a Memorandum of Understanding has been used in lieu of the contract for Federal agencies.</p> <p>An 'unplanned disruption' occurs when one or more work orders are received for a disruption that affects 10% or more of the buildings on the Installation or any critical facilities. A critical facility may be a mission essential building, hospital, etc. This Service includes all commodity cost/utility service for Fuel Oil, Natural Gas, Propane, and other commodity/utility service that are not electric, water or wastewater.</p> <p>SUPPLIER WILL: Provide reliable and continuous heating and cooling services with minimal or no interruptions.</p> <p>RECEIVER WILL: Make timely payments for all the validated costs and related invoices. Report all the unplanned disruptions lasting more than one (1) hours during a fiscal year.</p> <p>AAFES: Reimbursable when certification letter of non-availability of APF applies.</p> <p>References: FY2018 ISR Services; Service 501 Heating/Cooling Services Active Intellicode # 501-AC-01-01 Performance Measure Worksheet AR 420-1 Army Facilities Management; Section VI Energy Program; 312-314; Paragraphs 23-34 through 23-42 AR 420-1 Army Facilities Management; Section VII Air Conditioning and Refrigeration; 314-315; Paragraphs 23-43 through 23-46. AR 420-41 Acquisition and Sale of Utilities Services FY16 Common Levels of Support (CLS) Configuration v 3.2; 501 A, 501 B, 501 C, and 501 D</p>

Directorate of Public Works (G4)

502	Water Services
Service Definition	Provide water service throughout the installation including housing. Includes the cost of producing and/or purchasing water. Includes installation, maintenance and repair of the water distribution systems.
Service Outcome	Reliable water services to the garrison and mission facilities with minimal unplanned outages. No distinction has been made as to the cause and/or source of the unplanned outage.

Installation / Location	Hours	POCs
4216 Roberts Ave Fort Meade MD 20755	0800-1600 M - F	Raymond Walker 301-677-9198

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI	
Tenant Sub-Category					AAFES	NAFI
Reimburse for Baseline Services	No	Yes	Yes	Yes	Yes	Yes
Reimburse for Above Baseline Services	NA	NA	NA	NA	NA	NA

Service Specific Instructions / Definitions
<p>Provides potable water for domestic purposes and non-potable water for industrial purposes throughout the installation. Includes capitalization, maintenance and repair of the distribution system, and the plant operation costs for producing or procuring the commodity.</p> <p>Water required for mission related operational purposes are the responsibility of the customer and will be provided on a reimbursable basis only.</p> <p>The Garrison will invoice for metered domestic and industrial water usage on a monthly basis. Non-metered facilities will be billed monthly through the Support Agreement based on occupancy of assigned square footage assigned to the customer per utility rate structure prepared by the Garrison at the beginning of the FY.</p> <p>Non-Army customers are required to enter into a Contract for Sale of Utilities Service with the Garrison, unless an Installation Agreement (IA) has been used in lieu of the contract for Federal agencies.</p> <p>AAFES: Reimbursable when certification letter of non-availability of APF applies.</p> <p>SUPPLIER WILL: Provide reliable and continuous water services with minimal or no interruptions.</p> <p>RECEIVER WILL: Make timely payments for all the validated costs and related invoices. Report all the unplanned disruptions lasting more than four (4) hours during a fiscal year.</p> <p>An 'unplanned disruption' occurs when one or more work orders are received for a disruption that affects 10% or more of the buildings on the Installation or any critical facilities. A critical facility may be a mission essential building, hospital, etc.</p> <p>References: FY2018 ISR Services; Service 502 Water Services Active Intellicode # 502-AC-01-01 Performance Measure Worksheet AR 420-1 Army Facilities Management; Section IV Water Supply and Wastewater; Page 307; Paragraph 23-18 Sub Paragraphs b, h, and i AR 420-41 Acquisition and Sale of Utilities Services FY16 Common Levels of Support (CLS) Configuration v 3.2; 502 A, 502 B, and 502 C</p>

Directorate of Public Works (G4)

503	Wastewater Services
Service Definition	Provide waste water service throughout the installation including housing. Includes the cost of processing or disposing of waste water includes installation, maintenance and repair or the waste water collection and disposal systems.
Service Outcome	Reliable sanitary and industrial wastewater services to the garrison and mission facilities with minimal unplanned outages. No distinction has been made as to the cause and/or source of the unplanned outage.

Installation / Location	Hours	POCs
4216 Roberts Ave Fort Meade MD 20755	0800-1600 M - F	Raymond Walker 301-677-9198

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI	
Tenant Sub-Category					AAFES	NAFI
Reimburse for Baseline Services	No	Yes	Yes	Yes	No	Yes
Reimburse for Above Baseline Services	NA	NA	NA	NA	NA	NA

Service Specific Instructions / Definitions
<p>Provides domestic and industrial waste water treatment services. Includes costs to operate, maintain, repair, and recapitalize the plants and collection systems.</p> <p>The sewage collection and treatment system will invoice for sewage services based on metered water usage. Non-metered facilities will be billed monthly through the Support Agreement based on occupancy of assigned square footage assigned to the customer per utility rate structure prepared by the Garrison at the beginning of the FY.</p> <p>Non-Army customers are required to enter into a Contract for Sale of Utilities Service with the Garrison, unless an Installation Agreement has been used in lieu of the contract for Federal agencies.</p> <p>SUPPLIER WILL: Provide reliable and continuous sanitary and industrial waste water services with minimal or no interruptions.</p> <p>RECEIVER WILL: Make timely payments for all the validated costs and related invoices. Report all the unplanned disruptions lasting more than thirty (30) minutes during a fiscal year.</p> <p>An 'unplanned disruption' occurs when one or more work orders are received for a disruption that affects 10% or more of the buildings on the Installation or any critical facilities.</p> <p>References: FY2018 ISR Services; Service 503 Wastewater Services Active Intellicode # 503-AC-03-05-A Performance Measure Worksheet AR 420-1 Army Facilities Management; Section IV Water Supply and Wastewater; Pages 307-308; Paragraph 23-18 AR 420-41 Acquisition and Sale of Utilities Services FY16 Common Levels of Support (CLS) Configuration v 3.2; 503 A, 503 B, and 503 C</p>

Directorate of Public Works (G4)

Above Baseline Services Are NOT Provided by Fort Meade

504	Other Utility Services
Service Definition	All utility operations which cannot be separately identified in above accounts. Includes rental costs for portable latrines in support of Facilities Engineer functions and one-time costs attributable to base closures or reduction in force actions. Includes connection charges levied by a private firm or public municipality for the physical "tie-in" or "connection" to the source system and charges for alternatively financed energy savings contracts. Includes active and inactive facilities. AWCF Indicator: 2.
Service Outcome	Reliable other utility services, commodity, or systems to the garrison and mission facilities with minimal unplanned outages. No distinction has been made as to the cause and/or source of the unplanned outage.

Installation / Location	Hours	POCs
4216 Roberts Ave Fort Meade MD 20755	0800-1600 M - F	Andre Johnson 301-677-9558

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI	
Tenant Sub-Category					AAFES	NAFI
Reimburse for Baseline Services	No	Yes	Yes	Yes	Yes	Yes
Reimburse for Above Baseline Services	NA	NA	NA	NA	NA	NA

Service Specific Instructions / Definitions
<p>SUPPLIER WILL: Provide reliable and continuous other utility services or commodity or systems with minimal or no interruptions.</p> <p>RECEIVER WILL: Make timely payments for all the validated costs and related invoices. Avoid and eliminate late payments that might incur penalties. Report all the unplanned disruptions lasting more than thirty (30) minutes during a fiscal year. Data: DPW records / GFEBS/ AEWS. ARNG: use PRIDEWeb.</p> <p>Notes: DHA will be responsible to reimburse the Garrison for all events requiring rental of portable latrines due to unplanned wastewater system outages or any DHA related mission event requiring the rental of portable latrines.</p> <p>References: FY2018 ISR Services; Service 504 Other Utility Services Active Intellicode # 503-AC-04-04-A Performance Measure Worksheet AR 420-41 Acquisition and Sale of Utilities Services, DA Guidance to Implement a UESC, DA Policy Guidance for Implementation of ESPC</p>

Directorate of Public Works (G4)

505	Environmental Compliance Services
Service Definition	Resources manpower and programmatic requirements necessary to achieve, evaluate, and sustain compliance with appropriate Federal, State, and local environmental laws, Executive Orders, DoD Directives, regulations, and overseas country-specific Final Governing Standards (FGS), in order to protect human health, safety and the environment, provide for the conservation and preservation of natural and cultural resources and implement pollution prevention initiatives. Enables installations to comply with legal environmental mandates and critical stewardship responsibilities that impact management and modernization of installations.
Service Outcome	Comply with the regulatory requirements, avoid violations; limit restrictions to training / range operations; meet stewardship responsibilities that impact the environment, modernization and mission.
506	Conservation Services
Service Definition	Provide conservation and preservation of natural and historic resources. Conservation focuses on responsibly managing installation natural resources to ensure long-term use for realistic military training and ecosystem viability. Preservation focuses on protection of historic and cultural sites. Does not include Integrated Training Area Management, Timber, Agriculture, and Grazing Programs.

Installation / Location	Hours	POCs
4216 Roberts Ave Fort Meade MD 20755	0800-1600 M - F	George Knight 301-677-9558

Tenant Category	Army Situational Bases	DoD, Non-Army Situational Bases	Federal, Non-DoD	NFE	NAFI Situational Bases
Reimburse for Baseline Services	Normally No	Normally Yes	Yes	Yes	Normally no
Reimburse for Above Baseline Services	Yes	Yes	Yes	Yes	Yes

Service Specific Instructions / Definitions
<p>Supplier Will: Garrisons will provide ENV compliance services to meet regulatory requirements, avoid violations; limit restrictions to training / range operations; meet stewardship responsibilities that impact the environment, modernization and mission.</p> <ul style="list-style-type: none"> Act as sole point of contact for FGGM and all tenant activities in regards to environmental and natural resources local, State and Federal regulators. Develop, implement, and maintain installation policies, plans and programs related to environmental issues. Includes compliance inspections, implementation of projects and activities to correct deficiencies and maintain compliance with Federal, State, and local laws and regulations. Provide guidance on all federal actions IAW the National Environmental Policy Act (NEPA) and evaluate their effect on the environment. Review and evaluate all actions through a defined environmental and natural resources review environmental management process to include real property actions, DA Form 4283s, Service Orders and DA1391s. Provide guidance for compliance with the all local, state, and federal environmental and natural resources laws and regulations to ensure all actions protect human health and the environment Monitor, inspect activities for environmental compliance to include asbestos and lead paint hazardous waste, natural resources, endangered species, water quality, cultural resources, and other environmental and natural resource programs. Coordinate and assist in the disposal of recyclables and hazardous material and waste. Manage abatement for the removal of lead or asbestos from any building or structure occupied by the activity or by any activity. Provide detailed cost estimates of all reimbursable actions such as inspections, NEPA preparation, spill cleanup, etc. in a timely manner. <p>Receiver Will: Be held responsible/liable for services, permits, fees, manpower, and other costs associated with the services outlined which are provided to and/or associated with tenants as identified. (Examples of some costs associated with the four (4) SSP areas above include, but are not limited to:</p> <ul style="list-style-type: none"> Receiver will comply with FGGM policies, procedures, and guidance, Environmental Requirements; Immediately notify the Commander through the Environmental and Natural Resources Division (ENRD), prior to bringing/storing hazardous materials or generating regulated or hazardous waste on the installation, including but not limited to all hazardous material and regulated or hazardous waste generated, treated, stored or accumulated, and/or disposed of on FGGM. Furnish the DPW Environmental Division with copies of its environmental SOP for (spills, waste management, etc.). Participate in programs to meet installation energy and water conservation goals. Receiver shall not initiate any land disturbance activities without having a Work Order approved by the FGGM DPW. Inform the Commander through Environmental Division of all proposed actions having environmental impacts as defined in 32 C.F.R. Part 651) and coordinate preparation of environmental documentation for such actions with the Environmental Division. Coordinate with the Commander through DPW work order process before undertaking construction, renovation or modification of any building, storage shed, parking area, or any other action having effects on any structure or facility at FGGM. Coordinate with the Commander through ENRD prior to undertaking any other action or activity which may impact on air, soil, or water at or adjacent to FGGM.

- Coordinate with ENRD for the disposal of hazardous materials, i.e., materials, which have a continuing useful life, as, required by AR 200-1
- Notify the ENRD of any changes in hazardous material and waste streams generated
- Accumulate hazardous waste at only those authorized accumulation points.
- Accumulation of hazardous waste must be pre-coordinated through the ENRD
- Immediately identify to the Commander through ENRD those personnel who are required to undergo hazardous waste management training and ensure that all such personnel attend all hazardous waste management training as stipulated by the ENRD.
- Notify the Commander through ENRD of any changes in personnel within 30 days of such changes to ensure that new personnel receive hazardous waste management training as soon as possible after assuming hazardous waste management duties.
- Cooperate with all hazardous material and waste inspections by ENRD, Federal and State regulators
- Submit requests for testing for lead, asbestos, PCBs, or other substances, and for soil or groundwater sampling and analysis, to the Environmental Division.
- Reimburse FGGM for all costs associated with the preparation of National Environmental Policy Act (NEPA) documentation for proposed actions
- Reimburse FGGM for all costs associated with hazardous waste cleanup to include inspections, violation fines, penalties and disposal cost.

References: AR 200-1; AR 420-1; DFAS 37-100

Directorate of Public Works (G4)

510	Pest Management
Service Definition	Provide service to develop and implement integrated building/facility and open space (outdoor/unimproved) pest management strategies. Service includes pest surveillance, pest identification, breeding site removal, pesticide applications, and other required actions to control pests in and around buildings and facilities including non-privatized family housing. Includes response to emergency and non-emergency service orders.
Service Outcome	Prevent and eradicate pest infestation. Reduce exposure to pesticide. Use IPM techniques in carrying and pest management activities and promote IPM. Use IPM to prevent or control pests and disease vectors that may adversely impact readiness Promote a well-maintained installation.

Installation / Location	Hours	POCs
4216 Roberts Ave Fort Meade MD 20755	0800-1600 M - F	Jason Hipp 301-677-2514

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	Yes	Yes	Yes	Yes
Reimburse for Above Baseline Services	Yes	Yes	Yes	Yes	Yes

Service Specific Instructions / Definitions
<p>Provides the core expertise to implement an Indoor Pest Management Program.</p> <p>This program provides response and completion of Service Work Orders (SWOs) to evaluate and correct pest problems that are a threat to mission, health, safety, and to prevent property damage classified as emergency or routine based on pest type. Includes venomous arthropods (e.g., spider, scorpions, and wasps); non-venomous arthropods (e.g., cockroaches and ants); vertebrate pests (e.g., rats, mice, & snakes); and wood destroying insects and fungi.</p> <p>Pest control required for special outdoor events is considered above common-level support and will be provided on a reimbursable basis to all customers. The customer should submit a service order a minimum of three weeks prior to the event to obtain an estimate for the required work and provide funding before any services will be performed.</p> <p>Supplier Will: Ensure 100% of emergency SWOs are resolved within 24 hours of receiving notification, 90% of urgent Service Orders are resolved within 7 calendar days of receiving notification, 90% of routine Service Orders are resolved within 30 calendar days of receiving notification, perform recurring indoor/outdoor pest management services in accordance with the Integrated Pest Management Plan.</p> <p>Receiver Will: Monitor completion of SWOs in respective areas and use customer service for notification of incomplete service orders.</p> <p>Data Source: Annual work plan and FSM, DoD Strategic Sustainability Performance Plan (SSPP) for Pest Management, GFEBS</p> <p>Notes: AFPAM 32-1004V3 Army ISR service performance stds., DoD facilities sustainment model, 31 USC 1502(a)</p> <p>Reference: 7 U.S.C. 136 (FIFRA), AR 200-1, DoDI 4150.07, AR 420-1 Army Facilities Management</p>

Directorate of Family, Morale, Welfare, and Recreation (G9)

Service 251 Army Community Service (ACS)

Service 252 Child, Youth and School Services (CYSS)

Service 253 Sports, Recreation, and Libraries

Service 254 Business Operations

Directorate of Family, Morale, Welfare, and Recreation (G9)

251	Army Community Service (ACS)
Service Definition	ACS provides programs for Consumer Affairs & Financial Assistance, Emergency Assistance, Exceptional Family Member, Family Member Employment Assistance, Family Advocacy, Foster Care, Information & Referral, Outreach, Relocation Assistance, Mobilization/Deployment, Army Family Team Building, Army Family Action Plan, and volunteer support. ACS may also include Family Support Groups, Army Emergency Relief, Transition Assistance [where there is no ACAP], Deployment Cycle Support (Yellow Ribbon Reintegration Program), Family Assistance Centers (FAC), Survivor Outreach Services and Family Program Offices.
Service Outcome	Serves as the community central integrator providing comprehensive services to Soldiers & Family Members to prevent or remedy social services issues that hamper readiness.

Installation / Location	Hours	POCs
DFMWR 830 Chisolm Ave USAG Fort Meade, MD 20755	0900-1700 M-F	Desk: (301) 677-5590

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No	No	No	No	No
Reimburse for Above Baseline Services	NA	NA	NA	NA	NA

Service Specific Instructions / Definitions
<p>SUPPLIER WILL: Serve as the community central integrator providing comprehensive services to Soldiers & Family Members to prevent or remedy social services issues.</p> <p>ACS Program Performance - The enhancement of all Army Community Service programs by expanding their resource base through promotion and utilization of available tools and resources. Ensure quality ACS Program Delivery.</p> <p>Family Advocacy Program - Prevention and intervention programs and services for a wide range of support of individual life situations to include the range of Family Violence. Provide New Commanders' and Senior NCOs' awareness and understanding of the Family Advocacy Program (FAP)</p> <p>Victim Advocate - Advocacy for and response to victims of domestic violence as well as prevention of domestic violence through education. Provide all victims of domestic violence accepting service received a safety plan.</p> <p>New Parent Support - Home Visiting Program providing services and parenting skills education to parents with a newborn or child, ages 0-3 or at-risk Families with young children, ages 0-3. Ensure All requesting parents received needs assessment.</p> <p>Mobilization Deployment - Programs and support activities designed to assist leaders, Soldiers, their Families and Department of Army Civilians who deploy and their families to successfully manage the challenges of mobilization and deployments before, during, and after they are mobilized regardless of their geographical location. Ensure ACS is better prepared to assist Soldiers and Families during emergencies and/or natural disasters.</p> <p>Financial Readiness - Assistance to Soldiers & Families to include building personal and/or Family Financial Readiness. Provide Soldiers with services that will benefit financially by following a budget plan for improvement or maintenance.</p> <p>Exceptional Family Member Program - Comprehensive and coordinated community support and services to Families with special needs. Provide services (Oversight, advocacy, information & referral, child/family find, respite care, special needs resource coordination, EFMP Steering Committee, support groups, system navigators) to all clients requesting Exceptional Family Member Program (EFMP) Services.</p> <p>Soldier & Family Assistance Center - Targeted services to wounded Soldiers and their families at their location and in a safe setting. Track the number of soldiers receiving services through the SFAC s</p> <p>Survivor Outreach Services - Decentralized long term case management for survivors.</p>

Ensure 100% of the community are contacted annually to maintain a connection.

Relocation Readiness Program - Services to support Army personnel and their families as they relocate.
Provide all clients requesting Relocation services received relocation services.

Employment Readiness - Program Assistance to Family Members and transitioning Soldiers in preparing for, searching for and securing employment.
Provide all clients requesting ERP services received ERP service.

Volunteer Programs (Army Family Action Plan, Army Family Team Building) - Programs to promote and sustain Army volunteerism and Army volunteers and encourage participation at all levels. Volunteers continue to be active and valued in ACS.

RECEIVER WILL: Comply with directives, regulations, and Suppliers current policies and procedures.

References: AR 608-1

Unless under a reciprocity agreement, ACS services are not reimbursable. ACS services all ID card holders at an Army garrison, with the exception of one program that caters to a certain population.

The EFMP Respite Care program services Army EFMP family members only. Unless there is a reciprocity agreement, Army ACS will not service other entities. If other organizations or military members from another branch other than Army request this service, ACS will refer them back to their Service headquarters.

Directorate of Family, Morale, Welfare, and Recreation (G9)

252	Child and Youth Services (CYS)
Service Definition	Supports the All-Volunteer Force by reducing the conflict between mission and parental responsibilities (regardless of duty location). Child Care and Youth Program Spaces for eligible children 4 weeks -18 years of age are provided through an integrated delivery system of facility-based, home-based and outreach services delivered both on and off post. Program quality and quantity is ensured by meeting statutory requirements, DoD policy and Army standards, enforced by mandatory internal annual inspections (DoD Certification) and external validation (National Accreditation). Program quantity is measured by Child Care Spaces and Youth Program Spaces.
Service Outcome	Provide Child and Youth Service Programs to the All-Volunteer Force

Installation / Location	Hours	POCs
DFMWR Bldg. 4550 Parade Field Lane USAG Fort Meade, MD 20755	0900-1700 M-F	Desk: (301) 677-4808

Tenant Category	Army Individual Customer	DoD, Non-Army Individual Customer	Federal, Non-DoD Individual Customer	NFE	NAFI Individual Customer
Reimburse for Baseline Services	Customer Fees	Customer Fees	Customer Fees	N/A	Customer Fees

Service Specific Instructions / Definitions
<p>Child and Youth Services supports the All-Volunteer force by reducing conflict between mission and parental responsibilities regardless of duty station. Child Care and Youth Program spaces for eligible children 4 weeks to 18 years of age are provided through an integrated delivery system of facility based, home-based and outreach services delivered both on and off post. Program quality is ensured by meeting statutory requirements, DoD policy and Army standards, enforced by mandatory internal annual inspections (DoD Certifications) and external validation (National Accreditation). Program availability is measured by childcare space and youth program spaces. Programs achieve and sustain quality by pursuing nationally recognized benchmarks and performance standards and increase and sustain availability through on and off post childcare options and supervised programs for youth. Programs maintain affordability for both Soldiers and the Army. Managers and staff are well trained and competent in safeguarding the Army's resources by providing efficient oversight, good fiscal stewardship to reduce waste and protect all assets.</p> <p>DoD Certification and National Accreditation is in lieu of state licensing. Program quality is ensured by meeting statutory requirements as outlined in Public Law 104-106 (Military Child Care Act), DoD policy and Army standards, and is enforced by mandatory internal annual inspections (DoD Certification) and external validation (e.g., National Accreditation).</p> <p>Child Care Programs: A space is defined as any opening within the CYS delivery system to include Child Development Centers, School Age Centers, Family Child Care homes, Homes Off Post and Community Based Programs. Program reduces the conflict between mission and parental responsibilities regardless of duty station. Child Care Program spaces are for eligible children 4 weeks to 12 years of age. Program quality and availability is ensured by meeting statutory requirements, DoD policy and Army standards, enforced by mandatory internal annual inspections (DoD Certifications) and external validation (National Accreditation). Program availability is measured by Child Care Spaces.</p> <p>Quality Child Care Programs are available and accessible. Availability of Child Care Services allows parents to focus on their mission requirements which directly supports Army Readiness and to meet DoD policy on delivering 80% of the childcare demand.</p> <p>Youth Programs: Army CYS YPs support the resilience, well-being, readiness and retention of Army Families. The CYS YP provides age-appropriate experiences that promote positive youth development outcomes. These outcomes are facilitated through a comprehensive and predictable programming framework of Five Service Areas; The Arts, Education Support and Career Development, Character and Leadership Development, Sports, Fitness and Recreation, and Health Wellness and Life Skills. The CYS YP provides consistent and comprehensive opportunities for youth to develop their physical, social, emotional, and cognitive abilities through School Support Services (SSS) Programs, Youth Sports and Fitness (YS&F) Programs, and Instructional Programs (IP). YPs are easily accessible and affordable for all eligible children and youth. SSS Programs within YPs provide Commanders, parents, and CYS staff with strategies and resources to support academic success and wellness for Army children and youth. The School Liaison Officer (SLO) will manage, coordinate, and implement SSS baseline programming to include the Army Youth Sponsorship Program. YS&F Programs within YPs provide age-appropriate experiences that promote positive child and youth developmental outcomes.</p> <p>Availability of Youth Programs allows parents to focus on their mission requirements which directly supports Army Readiness and to meet DoD policy on delivering 35% of the youth demand.</p> <p>SUPPLIER WILL: Support the All-Volunteer Force by reducing the conflict between mission and parental responsibilities (regardless of duty location). Child Care and Youth Program Spaces for eligible children 4 weeks -18 years of age are provided through an integrated delivery system of facility-based, home-based and outreach services delivered both on and off post. Program quality and quantity is ensured by meeting statutory</p>

requirements, DoD policy and Army standards, enforced by mandatory internal annual inspections (DoD Certification) and external validation (National Accreditation). Program quantity is measured by Child Care Spaces and Youth Program Spaces.

RECEIVER WILL: Comply with directives, regulations, and Suppliers current policies and procedures.

References: DoDI 6060.2, DoDI 6060.4, AR 215-1, AR 608-10, IMCOM Policies and Guidance

Directorate of Family, Morale, Welfare, and Recreation (G9)

253	Sports, Recreation, and Libraries
Service Definition	Resources Base Operations in support of civilian manpower (direct and reimbursable), contracts, training and development, equipment and supplies for all COMPOs to enable the development and delivery of Soldier Programs, Community Recreation, and Direct Common FMWR Support Services that sustain the Total Army, IAW the Army Campaign Plan and the CSA's Strategic Priorities. Programs funded within this MDEP include sports, competitive sports (Marksmanship, LEAPFEST, Biathlon, Marathon), fitness and aquatics, Better Opportunities for Single Soldiers (BOSS), recreation centers, libraries, outdoor recreation, skill development, bowling (16 lanes or less); Direct Common FMWR Support Services (essential command and control and risk management programs for property, funds and personnel) for Family and Morale, Welfare and Recreation (FMWR); and, as designated by Congress, Category C FMWR activities at Remote and Isolated sites. These programs (1) enable Readiness by building upon physical, emotional, social and psychological coping skills; and (2) foster self-reliance and morale by offering positive discretionary activities to mitigate aberrant behaviors. MDEP funds opportunities for Soldiers to reintegrate and Families to reconstitute between deployments, supports survivors and enables rehabilitation for Soldiers through individual skill development and team participation. This MDEP does not fund Rotational Forces and/or Forward Deployed sites.
Service Outcome	

ISR PSC	CLS SSP	Title	Description
1	A	Provide Physical Fitness Programs	The Army emphasizes the importance of physical capability for the occupational tasks that Soldiers are required to perform by designating this program Category A, Mission sustaining. Provides Garrison capabilities to conduct functional fitness programs in support of TC 3-20.21, required to assist commanders in meeting the physical requirements of the Mission Essential Task List (METL). Provides authorized patrons opportunities to enhance individual readiness, resiliency, and general physical fitness and contribute to overall wellness. Essential to sustain the force, and build resiliency through fitness, recreation and leisure activities. Programs support the expeditionary Army and provide opportunities throughout the ARFORGEN cycle to reconstitute Soldiers for future deployments / contingencies, prepare Soldiers to reintegrate, provide Soldiers and Families healthy alternatives that mitigate the accumulated effects of conflict and reestablish a work-life balance.
2	L	Provide Direct Common FMWR Support Services	Perform functions related to regulatory requirements and develop or implement policy, monitor compliance and provide oversight, review program performance, or provide direct administrative support to the aforementioned functions. Facilitate intra-agency and/or cross-functional issues; facilitate the development of plans and actions ISO of Senior Commander/Garrison Commander directed actions/requirements. Through a variety of methods, integrates data across functions to develop responses to a wide variety of tasks affecting programs and services. Statutory and regulatory defined management of funds. Tracks and executes current/prior year annual funding and the UFM reimbursable program. Primary areas include safeguarding APF and NAF assets through proper use of management controls, maximizing use of capital through efficient cash and capital budgeting, and identifying operating opportunities and problems through the preparation and use of budgets and financial analyses.
3	D	Provide Aquatic Programs	Aquatic Facilities are a key component of mission readiness. Aquatic Training Programs are required for unit water survival training, enhancing Soldier swimming skills, support rehabilitation of wounded warriors and support the general health of the military community. The Army emphasizes the importance of physical capability for the occupational tasks that Soldiers are required to perform. Recreation Swim Programs enable water survival training, enhance Soldier swimming skills, support rehabilitation of wounded warriors and support the general health of the military community.
4		Provide Outdoor Recreation Program	Provides self-directed recreation opportunities and directed life skill building instruction in a variety of healthful, vigorous, and comprehensive outdoor recreation programs, including high adventure activities which enhance unit cohesion, provides positive alternatives to high risk/destructive behavior, build esprit de corps, develop individual coping skills, enhance personal and unit resiliency, test functional fitness and motor skill sets, and promote well-being. Programs and services are environmentally conscious, conserving and protecting wildlife, forests, wetlands, and other natural resources. Includes Warrior Adventure Quest (WAQ) which combines existing outdoor recreation high adventure, high adrenaline activities with leader-led after-action debriefing (LLAAD) techniques in an interactive training environment; introduces Soldiers to the combat operational stress control (COSC) model; assists Soldier re-

			integration, empower small-unit leaders, maintain combat readiness, and increase unit cohesion.
5	C	Provide Library/Information Services	The Library and Information Services Program consists of libraries that support readiness, the military mission, quality of life, voluntary education, professional and technical education and training, lifelong learning, transition and career assistance, and leisure needs of military communities. The program reaches out from facility to the Soldier in the barracks, at home or while deployed through hard copy materials as well as electronic (IT) and web-based programs and services. Libraries offer computers which provide Soldiers and Families opportunities to communicate on-line during deployments and TDY assignments; they also provide sources for educational advancement of all ages, electronic research from and across a variety of informational databases, and programs offering life-enhancing informational and skill development opportunities.
6	E	Provide Community and Recreation Programs and Services	Provide a comprehensive MWR program with both directed and self-directed individual and group activities specifically targeted to the DoD community as a whole, but with special emphasis on military personnel. These programs can be stand-alone, consolidated, and/or integrated programs that best meet the needs of the community they serve. Provides community recreation facilities, program personnel, leisure and non-facility-based activities for authorized patrons to build individual life skills, enhance social interaction, mitigate aberrant behaviors, and contribute to an overall sense of community.
8	B	Intramural Sports Program /Outdoor Sports Fields and Complexes	Provides Garrison capabilities that enable Active Duty personnel unit-level intramural programs designed to encourage large scale unit participation in positive alternatives that lessen aberrant and destructive behaviors, contribute to unit cohesion, enhance esprit de corps, build life skills, and increase individual resiliency. For select group of elite athletes, the intramural program may be a stepping stone to higher competitions such as All Army, Armed Forces, and both National and International competitions, including the Olympics. Enables Phase I of CSA Initiative Army Sports Program is conducted and executed. Equipment use for competitive athletic programs meets the standards as published by the respective US governing body. All personnel are trained on basic principles of fitness, event management, customer service and MWR business operations. Personnel that provide special services are certified by a nationally recognized organization (i.e., Red Cross certification for WSI and Lifeguards).
9	G	Provide Automotive Skills Program	The Automotive Skills program provides authorized patrons a wide range of skill development activities to enhance individual coping skills and self-reliance, develop life skills, and reduce maintenance costs through self-help repairs. Facilitates the rehabilitation of Wounded Warriors by improving fine motor skills (hand-eye coordination skills).
10	H	Provide Arts and Crafts Program	The Arts and Crafts program offers educational, self-development activities that advance technical knowledge and skills and offer opportunities for creative growth and resiliency. Provides authorized patrons a wide range of skill development activities to enhance individual coping skills and self-reliance, develop personal creativity, increase cultural awareness, and facilitates the rehabilitation of Wounded Warriors by improving fine motor skills (hand-eye coordination skills) and provides emotional relief by encouraging expression of feelings and concerns which relieve depression and anxiety.
11	J	Provide Leisure Travel Services	Provides authorized patrons off-post leisure and recreational opportunities such as discounted tickets to nationwide sporting events, theme parks, concerts, movies, theater productions, museums, and sightseeing tours. The program similarly offers reduced cost lodging at popular USA destinations and discounted prices for cruises and vacations.
12	K	Provide Entertainment Program	Performing Arts (Music, Drama, and Theater) Programs provide diverse, demand-driven activities in the creative arts for authorized patrons. The program intent is to offer community involvement opportunities to increase interpersonal skill development, leadership abilities and morale; enhance resiliency, readiness and integration; and improve quality of life. Skill building activities include: plays, vocals and dance, concerts, variety shows and educational programming which may result in public performances and live commercial entertainment.

Installation / Location	Hours	POCs
DFMWR Bldg. 4550 Parade Field Lane USAG Fort Meade, MD 20755	0900-1700 M-F	Desk: (301) 677-3981

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	No for PM 1,2,3,5,6,8 Customer fees for all others	No for PM 1,2,3,5,6,8; Customer fees for all others	No for PM 1,2,3,5,6,8; Customer fees for all others	PM 1,2,3,5,6,8; Customer fees for all others	PM 1,2,3,5,6,8; Customer fees for all others

Service Specific Instructions / Definitions

Provide Physical Fitness Facilities. One main facility is open at a minimum of 90 hours per week. Offers authorized patron's opportunities to enhance individual readiness, resiliency, general physical fitness, and contribute to overall wellness.

Provide Intramural Sports Program / Outdoor Sports Fields and Complexes. Offers Garrison capabilities that enable Active Duty personnel unit-level intramural programs.

Provide Aquatics Programs Offers unit water survival training, enhances Soldier swimming skills, supports rehabilitation of wounded warriors and supports the general health of the military community.

Provide Outdoor Recreation Program and Leisure Travel Services. Offers self-directed recreation opportunities and directed life skill building instruction in a variety of healthful, vigorous and comprehensive outdoor recreation programs, including high adventure activities which provides positive alternatives to high risk/destructive behavior. Offers authorized patrons discounted tickets/pricing to off-post leisure and recreational opportunities.

Provide Library/Information Services. Dedicated facility operated at a minimum of 40 hours per week. Offers and assists authorized patrons with access to information resources for professional and technical education and training (to include distance learning), lifelong learning, transition and career assistance, and leisure needs of the military community.

Provide Community and Recreation Programs and Services. Offers community recreation facilities, comprehensive directed and self-directed individual and group programs specifically targeted to the DoD community, leisure and non-facility-based activities for authorized patrons.

Provide Skill Development Programs (Auto Skills, Arts & Crafts, and Entertainment). Offers authorized patrons a range of skill educational and self-development activities to enhance individual coping skills, self-reliance, develop life skills, reduce costs through self-help projects, offer advance technical knowledge and skills, support creative growth and resiliency, and increase interpersonal skill development and leadership abilities.

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

Provide MWR assets to support services and programs above the baseline on a reimbursable basis.

RECEIVER WILL: Coordinate their requirements with the DFMWR staff/facility/activity to verify the availability and estimated cost of utilizing MWR assets required to support the above baseline service/program and establish a reimbursement method agreeable with the Supplier. Comply with directives, regulations, and Suppliers current policies and procedures. Receiving agency personnel shall pay individual user fees on the same basis and same amounts as Servicing agency personnel.

References: Title 10, DoDI 1015.10, AR 215-1

Directorate of Family, Morale, Welfare, and Recreation (G9)

254	Business Operations
Service Definition	Manage and provide an array of Morale, Welfare, and Recreation programs to include Category B Bowling (less than 16 lanes) and Category C (Revenue-Generating Activities) leisure programs to eligible patrons (e.g., bowling {16 lanes and greater}; golf, food, beverages, and entertainment). May include other non-appropriated fund activities.
Service Outcome	Provide clean facilities to meet the IMCOM Enterprise Municipal Custodial Services Performance Standards.

Installation / Location	Hours	POCs
DFMWR Bldg. 4550 Parade Field Lane USAG Fort Meade, MD 20755	0900-1700 M-F	Desk: (301) 677-3981

Tenant Category	Army	DoD, Non-Army	Federal, Non-DoD	NFE	NAFI
Reimburse for Baseline Services	Customer Fees	Customer Fees	Customer Fees	Customer Fees	Customer Fees

Service Specific Instructions / Definitions
<p>SUPPLIER WILL: Manage and provide an array of Morale, Welfare, and Recreation programs to include Category B Bowling (16 lanes or less) and Category C (Revenue Generating Activities) leisure programs to eligible patrons (e.g., Bowling (more than 16 lanes or more); golf, food, beverages, and entertainment. May include other non-appropriated fund activities. Achieve net income objectives to ensure recreation and welfare services are provided to enhance the quality of life at DOD installations.</p> <p>RECEIVER WILL: Comply with directives, regulations, and Suppliers current policies and procedures.</p> <p>References: DODI 1015.10, DODI 1015.15, AR 215-1, AR 215-7 and IR 215-1-1.</p>