



# How to Do First Sergeant's Barracks Initiative (FSBI)

Fort Hood's Experiences with Implementing FSBI

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Fort Hood's FSBI motto is: RACKET: "Rooms Assigned Clean and Kept Every Time."

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## 1.0 Introduction

### 1.1 Purpose

The purpose of this document is to provide “lessons learned” and experiences with implementing the Army's First Sergeant's Barracks Initiative (previously called Centralized Barracks Management) program at the Directorate of Public Works (DPW), Fort Hood, Texas.

### 1.2 FSBI Background/Overview

First Sergeant's Barracks Initiative (FSBI) is the Department of the Army's program that transfers the responsibility of the day-to-day operations of the barracks from the assigned units to the garrison staff. It frees Army leadership from the daily duties of managing the barracks and allows them to concentrate more on their mission. FSBI will standardize the management of the barracks Army wide. FSBI operation is analogous to property management/apartment management; the FSBI team duties include: assignment/termination of rooms, key management, collecting for damages beyond non-fair wear and tear and increasing accountability, reporting occupancy rates/barracks utilization reports, and identifying, tracking, and ordering requirements for maintenance (service orders and between-occupancy maintenance).

FSBI Goals include:

- Improve the quality of life for single Soldiers
- Improve barracks utilization rate
- Reduce number of Soldiers needlessly collecting Basic Allowance for Housing (BAH)
- Manage vacant barracks spaces during deployments
- Reduce maintenance response time
- Reduce damage to building and furnishings by holding individual Soldiers accountable
- Extend the life of furnishing/renovations
- Act as an extension (*not a replacement*) of the chain of command

### 1.3 Benefits

Although improving the quality of life of single Soldiers is the primary benefit, implementing a FSBI program will potentially save money by:

- Extending the life of barracks furnishing by 15%
- Extending the life cycle for whole-barracks modernization by 5%
- Reduction in BAH payments by 10%

The practice of holding Soldiers financially accountable for non-fair wear and tear damage to the facility and furnishing has two effects... it reduces the incidents of damage, and it provides funds for the replacement/repair.

The performance of minor “self help” maintenance and the creation of a “between-occupancy” maintenance program help to extend the life cycle of the facilities. This lengthens the period between whole-barracks modernization.

FSBI Managers can typically maintain very high barracks utilization rates, therefore reducing the requirement to send Soldiers off the installation and collect BAH.

Fort Hood has just started a long-term data collection program designed to validate the assumptions given above.

	<b>Existing</b>	<b>Factor</b>	<b>Savings</b>
Furnishing Replacement Plan	\$ 4,000	15%	\$ 600
Facility Modernization	\$ 5,000	5%	\$ 250
BAH Payments	\$ 49,000	10%	\$ 4,900

Using the conservative estimates above, implementing the FSBI program at Fort Hood yields a saving to the installation of \$850k/year and yields a savings of almost \$5m/year for the Army due to reduction in BAH payments.

## 2.0 Fort Hood's FSBI program

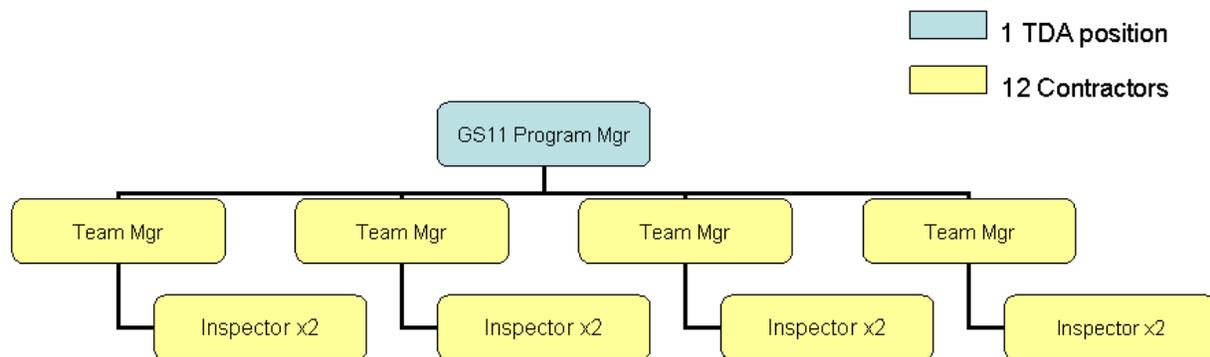
### 2.1 Army's Holistic Barracks Strategy

In January 2005, the Secretary of the Army approved a Holistic Barracks Strategy directing the management of barracks and a focused sustainment program at an estimated cost of \$260 million per year starting in FY06.

IMCOM NetCall 2007-42 has directed that installations adopt a FSBI program.

### 2.2 Pilot Program

Before the strategy was approved, Fort Hood implemented the FSBI pre-cursor program called Centralized Barracks Management (CBM) in support of the 4<sup>th</sup> Infantry Division (4ID) mobilization in October 2004. The pilot program was managed by 1 civil servant and 12 contract employees overseeing 6,548 spaces (approximately 1/3 of the total Fort Hood barracks spaces).



**Figure 1 - Original Staffing**

In October of 2005, the operational control of the CBM program was transferred from the Master Planning Division to the Housing Division.

On September 24, 2006, ACSIM provided \$2.6 million to expand CBM to the rest of Fort Hood. When expansion was completed in July 2007, the total number of barracks spaces under the program was approximately 16,000.

## 3.0 How to do FSBI

### 3.1 Planning Assumptions

Fort Hood used the following planning assumptions during development of the FSBI program:

- No civilian authorizations were available
- Teams should be located with customers (walking distance, not centrally located)
- On-site management staff during the duty day
- Night crew/on-call staff for 24x7 operation
- FSBI maintains the key management responsibilities but provides Army leaders access to rooms for health and welfare inspections
- Establish higher standards for cleanliness/maintenance
- Each FSBI team has its own custodial/laborer personnel to quickly handle cleaning requirements.
- FSBI in-house maintenance personnel to perform neglected "self help" and to provide timely "between-occupant" maintenance.

### 3.2 Determining the Scope

The scope of the FSBI program may vary by installation. We chose to include only permanent party barracks in our FSBI program. This means that our FSBI program does not include:

- Transient barracks used by our Soldier in-processing center
- Barracks used for "wounded warrior" and "medical hold" personnel
- Training barracks used by National Guard/Reserves at North Fort Hood
- Temporary barracks used by non-Fort Hood units for Mobilization/Demobilization

Other DPW organizations still play a vital role in the FSBI program. The following is a listing of the current areas of responsibility with the other DPW organizations:

- Service orders for barracks rooms – Maintenance Div
- Mobilization, deployment planning – Master Planning
- Property/Furnishings Management – Real Property
- Statements of Non Availability – Real Property

*See Appendix 8.8 for a list of repair items that are considered self-help*

Other key factors to consider when developing the staffing for a FSBI program:

- Hours of operation (Team offices are open 5 days a week, 7:30am -5:30pm)
- Weekends, Holidays, and After-hours (we have a second shift for 5:30pm – 12:30pm and third shift for 12:30am – 7:30am for a 24 x7 operation)
- Callout roster for acquiring addition resources on Weekends, Holidays, and After Hours.

See Section 5 for a "Day in the life of a FSBI Manager"

### 3.3 Internal Policy changes

Installations setting up a FSBI should be aware that some current policies may need to be changed. Fort Hood had to revise the following policies:

- Approval Authority for Issuing Certificates of Non-availability
- Calculation of the Occupancy Rate
- Housing Geographical Bachelors
- Single Soldiers Living Standards Policy
- Accountability for Damages Policy

Changing policies letters may require briefings, staffing of drafts, etc. *Remember to consider the time it takes to get policy letters approved in your implementation schedule.*

It is very important that these changes be communicated to the Battalion Commanders and the Battalion CSMs. *See Appendix 8.4 for a copy of Fort Hood's current policy letters.*

### 3.4 Contracting Mechanism

Fort Hood FSBI relies very heavily on contracted services. Installations can use any contracting agency they choose. Fort Hood originally chose to go with a "franchise fund" contract through the Dept of Treasury, called FedSource. The initial decision was based, in part, upon the requirement to obligate \$2.6m within 7 days of the end of the fiscal year.

Since that time, Fort Hood has perused a traditional contract through the local contracting command as a replacement for FedSource. The conversion from FedSource to this traditional contract occurred in August 2007.

You should consider the following questions when preparing a service contract:

- Who will write, administer and maintain the contract documents
- Who will perform the COR duties (QA inspections, authorize payments, etc)
- Will this require a "Service Contract Request" approval from IMCOM
- How long will it take your local contracting command to complete a new contract

### 3.5 Resources

You should consider the following resource areas when implementing a FSBI program:

#### 3.5.1 Staffing

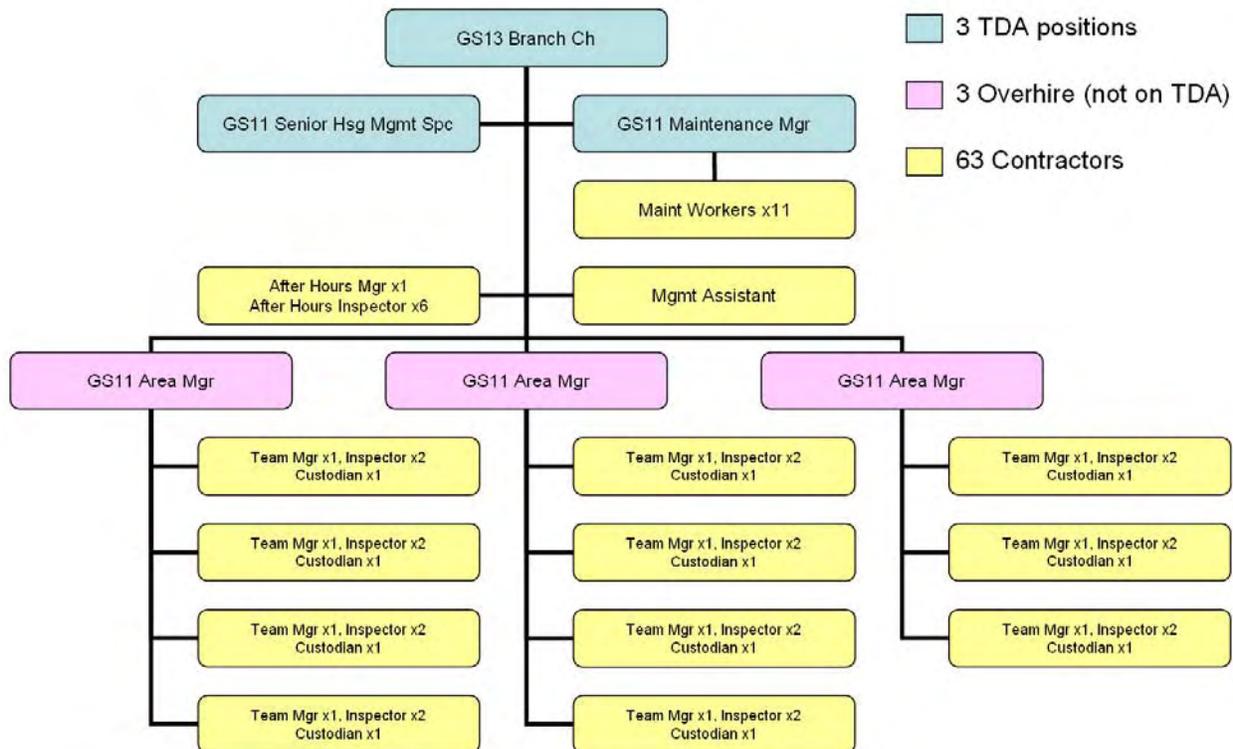
Fort Hood staffed the FSBI Team with a combination of Department of Army civilians and contract employees. The following "planning factors" were used to determine the staffing requirements:

- 1300 spaces / FSBI Team
- 4 positions / Team
  - 1 Manager
  - 2 Inspectors
  - 1 Custodian/Laborer
  - 1 Part Time Administrative
- Night Crew
  - 1 Manager
  - 6 Inspectors
- Office staff
  - 1 FSBI Chief
  - 1 Staff Action Coordinating Officer
  - 1 Admin/IT
- Area Managers (1 per MSC or 5000 spaces)
  - Should be civilian positions
- 1 Maintenance Manager
  - 1 Maintenance Mechanic / Team

During the planning process, we recognized the need for additional maintenance staff. Soldiers were, in general, not performing the maintenance items typically considered “self help”, and the existing DPW Maintenance Division staff was not sufficiently resourced to take on any additional workload.

Given the number of barracks spaces and the size of Fort Hood, we decided to have multiple offices within walking distance of the barracks to give easier access to Soldiers who may not have transportation. This concept provides better customer service than having one office in a central location.

Our contract includes the requirement for the vendor to complete the background investigations and to prepare the initial the security check procedures via the Joint Personnel Adjudication System (JPAS) system. This tends to expedite the process of getting new employees their Common Access Card (CAC) cards which allows them to log onto the computers. You should allow several weeks for new employees to get their CAC cards.



**Figure 2 - Current Staffing**

Using the planning factors above, we determined a need for 3 Area Managers and 11 Teams (includes a team manager, two inspectors, a custodian/laborer, and a part-time admin). Along with the 11 teams of four contract employees, the UPH Branch also has a maintenance team of 1 civil servant maintenance manager (GS-11) and 11 contract maintenance technicians and a night crew of 7 contract employees. Also in the organizational chart is the management staff, consisting of a UPH Branch Chief (GS-13), a Senior Housing Management Specialist (GS-11), and 3 Area Managers (GS-11). *The job descriptions of the staff are at Appendix 8.1.*

The Housing Division TDA does not currently reflect the 3 “Area Manager” positions for FSBI. Efforts are underway to add these new authorizations and to recover the 3 existing authorizations that were “taken out of hide” from elsewhere in the DPW.

### 3.5.2 Equipment/Supplies

The following FSBI personnel generally have a requirement for transportation

- Team Manager (general use)
- After-Hours Team (to respond to after-hours customers)
- Maintenance staff (materials/supplies)

These requirements could be satisfied by using GSA (or organic DPW) vehicles or by allowing the employees to use their own vehicles with mileage reimbursement through our contract. We have steadily increased the number of GSA vehicles to support FSBI, so that mileage reimbursement is now rarely used.

Our maintenance staff typically works with a crew size of two. This reduces the liability of having just one employee working in room without the occupant present. You should plan your vehicle requirements to include this crew size.

The requirement for office supplies for establishing 11 new FSBI Teams is initially high... about \$30k (one-time cost) and will be approximately \$20k annually thereafter.

Practically all FSBI employees have a requirement for a cell phone/radio. We initially chose to include the cost of providing the cell phones in the contract, but have now transitioned to using the installation's cell phone contract. Transitioning to government cell phones means that phone numbers do not change when contracts are changed. To reduce cost, some phones just have the "walkie talkie" feature.

FSBI teams need at least 2 computers for both normal administrative functions and to operate the HOMES system. All our teams currently have 3 computers and have 3 employees with CAC cards.

Two electric carts per team are also needed to travel between team offices and barracks rooms. See Appendix 8.9 for the Electric Cart specifications.

### 3.5.3 Facilities

The facility requirement for the FSBI teams is rather modest... typically 1300 SF. The FSBI teams need a building with at least:

- Room for 3 office areas
- Customer area / counter
- Secure storage for keys
- Bulk storage for supplies

Currently, most of the FSBI team offices are in unused barracks day rooms. There are few teams that utilize diverted barrack rooms. Office furniture was essentially scrounged from various sources. There were no significant costs associated with providing office furniture.

One of the largest challenges was the installation of phone and LAN support for the FSBI teams. Many of the barracks buildings did not have sufficient LAN capability (or no LAN cabling at all). Work requests through the local Directorate of Information Management (DOIM) were submitted for installation of additional phone and LAN lines. Completion time for a typical DOIM work request that requires the installation of buried fiber optic cable is 3-4 months and cost \$7,000 per building. *So, make sure you include this in the budget and schedule for your implementation.*

Team offices are designed to be available to walk-in customers... however, parking for both customers and internal use should be considered. At Fort Hood, we designed 5 parking spaces in the adjacent parking lot for FSBI use. Parking/Storage for recharging the electric cart should also be considered.

### 3.5.4 Funding

The FY08 UPH budget for Common Levels of Service (CLS) 52 is \$4,265.1k and is broken down as follows:



Figure 3 - UPH Branch Funding

An annual budget of \$4.26m divided by 16,000 barracks spaces equates to a FSBI program cost of approximately \$266 per barracks space per year. This does not include maintenance-related costs that included elsewhere in the SRM funding category.

The line item for "Service Credit Card" (\$100k) includes credit card services for performing services that are outside the capacity of the FSBI teams. The contract includes both UPH and SRM costs, and is broken down as shown below:

Task	Title	Bill Rate	Quantity	CLIN Hours	CLIN \$	Account		
1	After Hours Manager	\$ 33.01	1	1920	\$ 63,379	UPH		
2	After Hours Inspector	\$ 22.80	6	1660	\$ 227,088	UPH		
4	Laborer	\$ 16.38	8	1920	\$ 251,597	UPH (FMO)		
5	Management Assistant	\$ 25.50	1	1920	\$ 48,960	UPH		
6	Housing Manager	\$ 34.32	1	1920	\$ 65,894	UPH	UPH	\$ 2,558,592
8	Housing Team Manager	\$ 29.50	11	1920	\$ 623,040	UPH	UPH FMO	\$ 276,756
9	Housing Inspector	\$ 22.10	22	1920	\$ 933,504	UPH	UPH subtotal	\$ 2,835,349
10	Maintenance Worker	\$ 22.64	11	1920	\$ 478,157	SRM		
11	Custodian	\$ 16.38	11	1920	\$ 345,946	UPH	SRM	\$ 555,972
	UPH Over Time				\$ 230,781	UPH	Grand Total	\$ 3,391,321
	UPH (FMO) Over Time				\$ 25,160	UPH (FMO)		
	SRM Over Time				\$ 47,816	SRM		
	UPH ODC				\$ 20,000	UPH		
	SRM ODC				\$ 30,000	SRM		
			72		\$ 3,391,321			

Figure 4 - Contract Funding Breakdown

### 3.6 Communicating Results/Progress



To communicate FSBI status and progress, a weekly FSBI Update is prepared. *See Appendix 8.5 for a sample report.*

Fort Hood uses "Point of Service" surveys to obtain feedback on how well our customers think we are doing. These paper-based survey forms are collected and processed via a 3<sup>rd</sup>-party software package (Remark Office OMR, <http://www.gravic.com/remark/officeomr>) to track our overall customer satisfaction. The three surveys are:

- Assignment Process
- Termination Process
- Leader's Overall Satisfaction

We are conducted a survey of all barracks residents using a survey by Educational Benchmarking Incorporated (EBI) similar to the survey instrument used under the Residential Communities Initiative Program. This survey was conducted in the spring, 2007. Results from this survey are being used to establish a customer satisfaction "benchmark" at the early stages of the FSBI program and will be used to measure future progress. It is anticipated that this survey will be performed annually.

*See Appendix 8.6 for a copy of these survey forms.*

## 4.0 Anticipated pitfalls

Based upon our experiences, you may have a few leaders who are not convinced that FSBI is a good thing. They may express the following concerns:

- Loss of unit integrity – Why can't I put my Soldiers where I want them

We attempt to maintain unit integrity at the brigade (and sometime battalion/company) level. However, our obligation to maintain at least 95% occupancy may result in a few Soldiers being temporarily assigned to rooms outside of the unit's "footprint". During the normal course of operations, we will move these Soldiers to their designated footprint when vacancies are available.

In the past, military units held several rooms vacant to account for fluctuations in unit strengths in order to maintain unit integrity. This policy led to unreported vacancies and excess BAH being paid to Soldiers to live on the economy.

- Key Control – Why can't I have a master key

Prior to implementing FSBI, key control was out of control. We still temporarily issue master keys to leaders whenever asked (typically for health/welfare inspections). We also sign over the keys for a few "temporary rooms" to leaders for their use (typically for a temporary situation where a Soldier needs to be housed for disciplinary reasons, etc). We are available 24x7 to let leaders into rooms.

*After all, we're signed for the building.*

- Lack of Information – I don't know where my Soldiers are.

We provide a copy of the by-name listing of Soldiers to leaders at least weekly. We prepare a "grid" report which is a graphical floor plan of the building with the names of each Soldier printed in their assigned rooms.

Other leaders may take the other extreme, and attempt to disavow responsibility for anything to do with the barracks.

- Apathy - Hey, the barracks belong to Garrison, not me...

That's true... the barracks building is our responsibility. However the barracks occupants (and their conduct) are clearly a commander's responsibility. This attitude is often prevalent when a barracks has multiple occupants (a so-called "split building").

Fort Hood established barrack "Owners" to officially assign responsibilities to the leaders via a Garrison Policy memorandum.

### 5.0 Daily operations

The following are typical daily tasks performed by the FSBI teams:

- Individual assignments/Mass assignments
- Individual terminations/Mass terminations
- Escorting DPW maintenance personnel
- Key management (plastic keycards and metal keys)
- Property Accountability & Collecting money for damages
- Barracks Utilization Report (BUR), End of Week statistics
- Maintain graphical assignment report (the “grid”)
- Clearing Soldiers through Central Clearance
- Coordinating and tracking maintenance requests
- HOMES Input
- Customer Feedback Survey Distribution and Collection

The after-hours crew (weekends and night) typically performs the following tasks:

- Assignments/Terminations
- Lock outs and Emergency access

A typical “Day in the life of a FSBI Manager” is:

Time	Activities
0730-0830	Lockouts (3), Escorts (3), DD 139s (3), DD 1131s (cash vouchers), Work Orders (3), BUR, Grid, Assignment/termination, End of Week (EOW) Report, vacancy, Work Order (WO) log
0830-0930	Maintenance escorts (2), answer e-mails, cleaning rooms (1) BUR, Grid, Assignments/terminations (1)
0930-1030	Lost keys processing (2) DD 139s (2), file maintenance, walk footprint to identify deficiencies, cleaning rooms (1), pick up trash
1030-1130	Furniture request (1), Termination briefs (2), Assignment briefs (2), Maintenance escorts (1)
1130-1230	WO request and process (1), Termination processing (3), file maintenance, key maintenance
1230-1330	WO request and process (1), Termination processing (3), file maintenance, key maintenance
1330-1430	Furniture request (1), Termination briefs (1), Assignment briefs (1), Maintenance escorts (1)
1430-1530	Assignments, terminations (2) and cleaning rooms (1), file maintenance, key maintenance
1530-1630	WO request and process (2), key requests (3) EOW report, e-mails, filing, Soldier issues/w command
1630-1700	Weekly Report update, BUR and Grid update, Assignments/Terminations processing

See Appendix 8.5 for current Daily Operations SOP.

Fort Hood analyzed the calls for a typical two week period to determine the proper staffing for the weekend, holidays, and after hours shifts. The following chart shows the "frequency distribution" of calls during a typically week. The period of time during normal work hours is not shown.

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
0730-0759	1	0	0	0	0	0	0
0800-0829	1	0	0	0	0	0	0
0830-0859	0	0	0	0	0	0	0
0900-0929	0	0	0	0	0	0	0
0930-0959	1	0	0	0	0	0	3
1000-1029	0	0	0	0	0	0	1
1030-1059	1	0	0	0	0	0	1
1100-1129	0	0	0	0	0	0	1
1130-1159	1	0	0	0	0	0	3
1200-1229	2	0	0	0	0	0	6
1230-1259	1	0	0	0	0	0	3
1300-1329	1	0	0	0	0	0	1
1330-1359	2	0	0	0	0	0	3
1400-1429	1	0	0	0	0	0	0
1430-1459	0	0	0	0	0	0	4
1500-1529	2	0	0	0	0	0	3
1530-1559	1	0	0	1	0	0	1
1600-1629	3	0	3	2	3	1	1
1630-1659	0	0	0	2	2	0	0
1700-1729	0	0	0	1	2	0	1
1730-1759	3	3	1	1	2	4	1
1800-1829	2	2	3	3	1	1	1
1830-1859	2	4	3	1	3	3	1
1900-1929	2	2	3	2	4	1	3
1930-1959	0	2	1	1	2	0	2
2000-2029	2	1	3	3	0	3	3
2030-2059	2	0	1	1	3	2	2
2100-2129	2	1	0	2	1	4	3
2130-2159	1	3	0	2	1	0	1
2200-2229	2	5	0	1	1	2	0
2230-2259	1	1	0	1	2	2	1
2300-2329	0	0	0	1	1	3	3
2330-2359	0	1	0	1	1	2	2
0000-0029	0	0	0	1	0	0	1
0030-0059	0	0	0	0	0	0	0
0100-0129	1	0	0	0	0	0	0
0130-0159	0	0	0	0	0	0	1
0200-0229	2	0	0	0	0	0	0
0230-0259	1	0	0	0	0	0	0
0300-0329	0	1	0	0	0	0	0
0330-0359	0	0	0	0	0	0	0
0400-0429	0	0	0	0	0	0	0
0430-0459	0	1	0	0	0	0	1
0500-0529	0	0	0	0	0	0	0
0530-0559	0	0	0	0	0	0	1
0600-0629	0	0	0	0	0	0	0
0630-0659	0	0	0	0	0	0	0
0700-0729	0	0	0	0	0	0	0
	20.5	13.5	9	13.5	14.5	14	29.5

During a deployment/redeployment scenario, the FSBI Teams perform mass assignments and terminations at all hours of the day/night. During our most recent redeployments, it was not unusual for a FSBI Team to work 24 hours straight to meet 3-4 flights per day.

A typical mass assignment for a redeploying unit includes the following:

- Soldiers are met at the airfield terminal when they get off the plane.
- Unit Leaders in advance of Soldiers arrival identify and assign the barracks room and space to returning Soldiers, by name.
- Assignment packets, including keys, have been prepared by FSBI Team Representative and individual Soldiers are assigned his/her room and receive the individual room key at the airfield with little or no delays.
- Unit Leaders decide where Soldiers in each Battalion are assigned and also decide who their roommates will be
- The Soldiers are provided the following documents; current Command Policy, SSQ Move-In Inspection Sheet, and a New Soldier Brief Sheet. Also provided are room assignment documents, each document must be filled out properly- Application, Liability for Damages, & prewritten DA 2062, survey form.
- Each Soldier must take the filled out documents to the FSBI Representatives designated area when completed.

*See appendix 8.5 for the Airfield Redeployment Assignment Checklist*

## **6.0 Collecting for damages**

Fort Hood has established a process for assessing damages (for non-fair wear and tear), collecting damages from Soldiers, and having these collections deposited into a Fort Hood DPW account. In FY07, FSBI processed charges for damages and collected \$28.8k. This is a decline from last year (which is a good thing).

### **6.1 Establish an Account**

The first step in the process is to call the Department of the Treasury for a code for the installation. This will allow an account to be opened for FSBI at a local bank. The installation's finance office will give accounting codes for the DD 139's. The installation finance office obtains these accounting codes from DFAS. Next, the Resource Management Office sets up classifications for structure/facility damage charges and another for damages to furniture, equipment, and cleaning.

### **6.2 Processing Statement of Charges**

Process begins when the FSBI team clears the room or when the damage/key loss is known. FSBI team accepts a check or money order with a DD 1131 or fills out a DD 139 in order to have the charges deducted from Soldier's pay. The different codes for structure/facility damage charges and damages to furniture, equipment, and cleaning must be used. The FSBI team lists all the DD 139s on a master list (serves as a record for FSBI teams) and turns the DD 139s into the Division's finance office.

### **6.3 Budget Actions**

FSBI team obtains a verification of the processed DD 139s from the Finance office and sends copies of the DD 139s to the DPW RM office. Through the use of proper accounting codes on the DD 139s, the funds are placed in the DPW account. Funds from DFAS come as a lump sum and are difficult to reconcile with the DD 139s. This is a very slow process because DFAS sets priorities and UPH repairs are apparently considered a low priority.

### **6.4 Funds Transferred**

Checks and money orders are deposited into an account at Fort Hood National Bank using a deposit slip and DD 1131. Structure/facility damage charges are sent to one DPW account and furniture/equipment/cleaning charges go into another account.

*See Appendix 8.3 for a flow diagram for setting up the accounts and for returning funds from statements of charges.*

## 7.0 Future Directions

### Short-term goals:

- Deploy (decentralize) "Saflok" keycard system to FSBI Teams (completed)
- Issue Statements of Non Availability within FSBI
- Minor renovations to team offices, FSBI main office
- Establish Barrack "champion" with Housing Div
  - Overall responsibility for UPH facilities management.
  - Planning/programming for facility component life-cycle replacement
  - Develop Minor renovations
  - Life cycle planning for furnishing replacement.
  - Order credit card services
  - Coordinate maintenance/repair issues for the barracks

### Long-term goals:

- New office buildings for FSBI teams (under construction)
  - Waiting area with television and refreshments
  - Conveniently and centrally located
- New FSBI Branch "main" office building (under construction)
- Modernization of dayrooms
  - "Starbucks"-style internet cafe
- Develop furnishing replacement plan
  - "textbook replacement plan" = \$11m/year

### Resources:

- Acquire 6 TDA authorizations
- Annual funding \$3.3m labor contract + \$600k operations = \$3.9m
- One-Time costs:
  - Office furniture for new facilities (\$250k)

## **Appendix 8.1 Job Descriptions**

Draft Housing Mgmt Spc (GS-1172-13)  
Engineering Technician (GS-0802-11)  
Facilities Utilization Splst SOW  
Facility Manager SOW  
Housing Inspector SOW  
Housing Management Specialist (GS-1173-11)  
Maintenance Worker SOW  
Real Property Laborer SOW

# Position Description

**PD#:** EF277953

**Replaces PD#:**

**Sequence#:** 1432548

## SUPV HOUSING SPEC

YC-1173-02

**Servicing CPAC:** FORT HOOD, TX

**Agency:** ARMY

**Installation:** EFBAWOVCAABOZ

**MACOM:** BA

U.S. ARMY GARRISON FORT HOOD  
DIR PUBLIC WORKS  
HOUSING DIVISION

**Command Code:** BA  
US ARMY INSTALLATION  
MANAGEMENT AGENCY

FORT HOOD, TX 76544 BOZ

**Region:** WEST

**Citation 1:** DOD CIVILIAN PERSONNEL MANUAL 1400.25-M, SUBCHAPTER 1920

**PD Library PD:** NO

**COREDOC PD:** NO

**Classified By:** HILL, WILLIAM III, COL (DG)

**Classified Date:** 03/26/2008

**FLSA:** E

**Drug Test Required:** YES

**DCIPS PD:** NO

**Career Program:** 27

**Financial Disclosure Required:** YES \*\*

**Acquisition Position:**  
NO

**Functional Code:** 00 **Requires Access to Firearms:**

**Interdisciplinary:** NO

**Competitive Area:** **Position Sensitivity:** 2

**Target Grade/FPL:** 02

**Competitive Level:** **Emergency Essential:** N

**Career Ladder PD:** NO

**Bus Code:** 8888

**PD Status:** VERIFIED

**Duties:**

Performs as the Barracks Management (BM) Branch Chief (Supervisor) and as Senior Housing Manager for an atypically large post comprised of a Corps Headquarters, two full Divisions, a Support Command and non-divisional units approximating a third full Division, a major TRADOC tenant activity, a Class I hospital, and numerous additional tenant/satellite activities. On-post family housing includes 300 units of Government Controlled, 801 Housing (Liberty Village) with a yearly average turnover rate in excess of 50%, on post Unaccompanied Personnel Housing (UPH) totals approximately 16,000 spaces. Develops and implements expanded BM Program in accordance with appropriate legislation, regulations, and guidance from Higher Headquarters etc.

1. Plans, directs and coordinates operations involving management of UPH units. Studies, interprets, and implements instructions, laws, rules and regulations. Working within parameters and overall policy provided by the supervisor, formulates local policies and procedures, and provides guidance and instructions to subordinates for implementation. Studies housing demand, turnover rates, housing trends, current and projected installation strength and mission data to provide input for the Army Housing Justification Process. Adapts policy to ensure efficient and economical operation of the overall housing activities. Under the Army's expanded BM concept, new methodologies are being developed to manage Fort Hood Housing Division has been designated to be the Army's pilot installation for the expanded BM. The template for this pilot program at Fort Hood is expected to take years to develop and fully implement. Therefore, day-to-day decisions have a more far reaching effect, trial and error will be translated into new Army policies and lessons learned for other installations scheduled to be expanded under this initiative.

2. Resolves problems referred by BM Branch employees, providing guidance and assistance in implementation of new or revised procedures, reviewing work for compliance with regulatory controls. Reviews and analyzes work methods, procedures, internal policies and physical layout of activities, making changes as required to provide a more efficient operation. Resolves major complaints of tenants referred by BM Branch employees. Makes periodic visits throughout the housing areas to observe activities, detecting irregularities, promoting amicable relationships, and insuring that policies and procedures are adhered to by all concerned.

3. Carries out delegated personnel management responsibilities. Recommends changes in positions to provide the most economical organization structure to fully utilize the skills and abilities of assigned personnel. Prepares justifications for staffing requirements, revising as the need arises. Interviews and selects applicants to fill key vacant positions. Determines training needs of employees and provides on-the-job training or recommends off-post training as appropriate. Rates key employees' job performance. Hears and attempts to settle employee complaints. Approves leave for key employees.

4. Attends and participates in a variety of meetings, conferences, and briefings with members of the command group, other staff agencies, community groups, local officials, contractors, property owners, tenants, and others as the representative of the Directorate of Public Works for all UPH matters. Keeps the Supervisor informed of

actions taken or anticipated, and concerns or problems in the area of housing management. Coordinates the activities of the Housing Office with other organizations at the installation, supporting agencies (e.g., Corps of Engineers), and higher headquarters.

5. Assists in providing requisite input to Directorate budget personnel, for the development of Command Operating Budget, and assist in monitoring the management of the fiscal program. Maintains liaison with budget personnel and other supporting activities, and analyzes cost reports and performance data to include fraud, waste, or abuse, and to ensure that statutory violations do not occur in the obligation of funds. Recommends or coordinates adjustments required due to changes in the availability of resources, and directs recurring actions for funding requirements under reimbursable agreements or existing contracts.

Supervises and directs work of branch personnel to include four GS-11 Housing Managers, one GS-11 Engineer Tech, one WL-06 Material Handler Work Leader, and one WG-06 Material Handler. Assign work to subordinates based on priorities, difficulty of assignments, and the capabilities of employees; Provide technical oversight; Develop performance plans and rate employees; Interview candidates for subordinate positions; recommend hiring, promotion, or reassignments; Take disciplinary measures, such as warnings and reprimands; Identify developmental and training needs of employees; provide and/or arrange for needed development and training.

Works under the administrative direction of the YC-02, GS-14 (equivalent) Housing Program Manager who makes general assignments in terms of broadly defined missions or functions.

The employee has responsibility for independently planning and carrying out programs, projects, studies, or other work.

Results of the work are considered as technically authoritative and are normal accepted without significant change. If the work should be reviewed, the review concerns such matters as fulfillment of program objectives, effect of advice and influence of the overall program, or the contribution to the advancement of technology. Recommendations for new projects and alteration of objectives are usually evaluated for such considerations as availability of funds and other resources, broad program goals or priorities.

Written guides include agency-wide housing regulations, directives, and handbooks including survey schedules and inspection guides. Such materials are usually rather general in their content and applicability and frequently lack sufficient detail on which to base project management actions. The myriad of guides are usually inadequate for dealing with the unusually difficult problems associated with the broad management planning covering the full scope of Housing Division UPH operations.

The incumbent must select, interpret, and adapt the guidelines in the performance of studies, analyses, reviews, and evaluations. Considerable effort is expended in development of local policy implementing procedures on major revisions to primary directives and guidelines furnished by higher headquarters to assure propriety and

consistency of application. The incumbent must frequently assess the adequacy of current housing practices, methodology, and techniques regarding new construction, unusual housing requirements, or revised cost limitations. Develops recommendations for changes, improvements, for more efficient operations.

The work involves direct responsibility for the operation and management control of a large variety of UPH quarters. There is a great demand for military housing. Quarters are occupied by NCO/enlisted military personnel of all ranks/grades and from a variety of ethnic and cultural backgrounds.

The work includes developing policies, plans and procedures; evaluating management and maintenance costs; studying housing demand , occupancy turnover, etc.; reviewing construction plans; inspecting activities; developing and formulating changes in policy to ensure the efficient and economical operation of the overall housing activities and negotiating with management and tenants on a variety of complex issues. Decisions made require evaluating housing trends, availability and cost of on- and off-post housing, and laws governing housing facilities and projects; construction codes; and availability of funds, materials and furnishing. The work requires assessment of such factors as current and future strength, occupancy rate, recurring maintenance work, need for major renovation projects and the impact of such projects on occupants, analysis of utility -costs and establishment of energy conservation plans and monitoring expenditures.

The work involves treating a variety of unconventional or unusually difficult housing problems by planning, scheduling, and coordinating the operation and utilization of the facilities assigned. Scope of facilities impact on large numbers of supported personnel. Work impacts significantly on III Corps policy guidance, exceptions to policy and implementing instructions covering the full scope of Housing Division UPH operations.

The work affects the installation housing program and the habitability by the persons housed. The work significantly affects private contracting efforts (in excess of multi-million dollars annually) and the services of Billeting, and internal engineering support personnel, both in terms of policy and programs.

Personal contacts are with individuals and groups from inside and outside the agency and installation. The contacts include ?lower level housing personnel, other installation program specialists, tenants: , community groups, public officials, contractor personnel, and private individuals. The contacts are not established on a routine basis.

In addition to coordinating the work with other installation personnel, the necessity to coordinate activities with the surrounding community makes the public relations and liaison work important. The incumbent must exercise tact, diplomacy, ingenuity, and skill in gaining acceptance and compliance with established housing policies to overcome resistance and resolve controversial issues arising within the scope of the assignment. Attendance at a variety of committees, design conferences, and program/ budget meetings as division representative is a recurring requirement, to gather or to disseminate authoritative data.

The work is principally sedentary. No special physical demands are required to perform the work.

The work environment involves everyday risks which require normal safety precautions associated with offices, meeting rooms, commercial vehicles, etc. The work area is usually adequately lighted, heated, and ventilated.

PERFORMS OTHER DUTIES AS ASSIGNED.

NOTE: MAY OR MAY NOT BE REQUIRED TO OBTAIN A SECRET SECURITY CLEARANCE.

#### KNOWLEDGE REQUIRED BY THE POSITION

Requires an expert knowledge of general housing management in providing consultative/advisory services for a major FORSCOM Corps Headquarters; an atypically large multiple-division Class I Installation and numerous large tenant/ satellite activities.

Utilizes advanced management and planning techniques in coping with significant physical dispersion and extremely large numbers of multiple project billet resources of varied structural design, condition and age which create considerable diversity in administering maintenance and cost control problems. Applies a determined and consistent management effort and provides expertise in program management within budgetary constraints, legality and general program objectives.

Exercises significant managerial insight to development of programs and long range improvements for significant housing management problems associated with a large annual turnover rate and high demand for on-post housing . Provides experienced insight to long range construction/modification/ upkeep programming to maintain a near 100% availability for occupancy rate, eliminate or upgrade substandard units or conditions, obtain or generate documentation in support of new construction and improvement starts.

Knowledge of Federal and agency housing policies, requirements, administrative practices, and procedures related to the planning, budgeting, scheduling, and coordinating of management resources for efficient operation and utilization of agency housing projects of facilities. Skill in negotiating major program issues and operational requirements with other agencies, community organizations, and tenants.

Knowledge of applicable laws, ordinances, and codes (municipal, county, State, etc.) governing the construction, leasing, renting, location, operation, and utilization of housing projects or facilities and skill in developing related plans, directives, and other administrative guides.

This position is classified in accordance with DoD Civilian Personnel Manual 1400.25-M, Subchapter 1920. For purposes of pay setting this position(s) Pay Level is equivalent to the GS grade 13

**\*\* Incumbent is required to submit a Financial Disclosure Statement, OGE-450, Executive Branch Personnel Confidential Financial Disclosure Report upon entering the position and annually, in accordance with DoD Directive 5500-7-R, Joint Ethics Regulation, dated 30 August 1993.**

**Evaluation:**

Not Listed

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## Position Description

**PD#:** EF96091

**Replaces PD#:**

**Sequence#:** VARIES

### ENGINEERING TECHNICIAN

**GS-0802-11**

**Servicing CPAC:** FORT HOOD, TX

**Agency:** VARIES

**MACOM:** VARIES

**Command Code:**  
VARIES

**Region:** WEST

**Citation 1:** OPM PCS ENGR TECH SERIES, GS-802, AUG 74

**PD Library PD:** NO

**COREDOC PD:** NO

**Classified By:** ALBERT G. BUNGARD, COL

**Classified Date:** 02/16/1996

**FLSA:** EXEMPT

**Drug Test Required:** VARIES

**DCIPS PD:** NO

**Career Program:**

**Financial Disclosure Required:** NO

**Acquisition Position:** NO

**Functional Code:**

**Requires Access to Firearms:** VARIES

**Interdisciplinary:** NO

**Competitive Area:** VARIES

**Position Sensitivity:** VARIES

**Target Grade/FPL:** 11

**Competitive Level:** VARIES

**Emergency Essential:** VARIES

**Career Ladder PD:** NO

**Bus Code:** VARIES

**PD Status:** VERIFIED

#### Duties:

##### SUPERVISORY CONTROLS

Works under the general supervision of the Branch Chief, who outlines major objectives, provides background information and advice on usual problems or

circumstances, and provides little review during the conduct of work. The incumbent works with considerable freedom in planning and executing assignments, and is required to use judgment to in arriving at acceptable engineering compromises. Completed work is reviewed for overall adequacy, conformance with policies, and sound engineering judgment.

#### MAJOR DUTIES

Serves as Senior Engineering Technician of the Housing Engineering Branch contract management staff; in this capacity performs a wide range of functions that, while conventional in nature, are of broad scope and complexity. Personally or in conjunction with other branch employees, performs all of the following:

1. Plans, programs, coordinates, manages, and monitors all construction, maintenance, repair, renovation, and improvement projects associated with the Family Housing Maintenance Contract; produces technical data for projects, cost estimates; develops annual and long-range maintenance, repair and improvement plans; provides input for development of budgetary documents; recommends allocation of resources for accomplishment of maintenance, repair and improvement programs; participates in planning board and project review conferences; provides design review, technical input and review comment on design work performed by in-house staff, District Engineer, and Architectural Engineering firms; performs or initiates (to be performed by others) studies, surveys, and analyses of projects for construction, alteration, repair and maintenance; keeps abreast of all technical guidance from higher headquarters; provides technical guidance to interns and technicians; visits project sites to study and monitor the progress and conditions affecting the work; visits project sites to collect data for development of projects; evaluates existing conditions, deterioration rates, damages, etc., for reference in developing future plans and priorities; determines feasibility of proposed alterations or modification; coordinates frequently with housing and contractor managers and occupants concerning work requirements and problems. In this and other duties, operates motor vehicles, primarily light, utility government trucks, for a variety of purposes; performs operator-type maintenance as required.

50%

2. Serves as a Contracting Officer's Representative (COR), providing a number of technical acquisition type duties, with delegated authority to order work. In these capacities, verifies that the contractor performs the technical requirements of the contract in accordance with the contract terms, conditions, and specifications and effective management principles. Performs or directs that inspections be performed to ensure the contractor deficiencies are noted and corrected as required. Records and reports to the contracting officer, incidents of faulty or nonconforming work, delays, or problems. Maintains liaison and written communications with the contractor and others. Prepares and maintains various reports and records as required for the contracts. Coordinates site entry for the contractor and ensures that any Government-furnished property is available when required. Performs acceptance for the Government of services performed under the various contracts.  
50%

Performs other duties as assigned.

Assignment to duties other than those described above for a period in excess of 30 days (5 days for Bargaining Unit employees) constitutes a misassignment and must be corrected immediately by submission of Standard Form 52 to either detail or permanently assign the employee to those duties.

**Evaluation:**

COMP LEVEL - OAOG

## Facilities Utilization Specialist

### MAJOR DUTIES:

Plans, coordinates and implements specified real property management actions, facility allocation and restationing plans. Responsible short and long term goals for facility and space management, executes plans for all assignment, transfer, and termination actions of installation real property. Prepares recommendations and formulates plans which address all reassignments, conversions and diversions. Attends meetings and briefings to provide input, answer questions or conduct briefings on area of responsibility.

### SKILL AND KNOWLEDGE:

Possess basic skills in office automation.

### RESPONSIBILITY:

Supervisory or higher graded personnel may provide specific verbal or written instructions as to the tasks to be performed. Employee will generally work independently with minimum supervision. Work is subject to tasks in progress and is reviewed for compliance with supplied instructions. May supervise contract employees responsible for building assignment, termination, barracks furnishings or central barracks management

### REQUIREMENTS:

Must be a United States citizen.

### PHYSICAL EFFORT:

Most of the work is performed in an office setting but may require field work. The work will require operation of a motor vehicle.

### WORKING CONDITIONS:

Work may be performed both indoors and outdoors, only everyday risks and discomforts are involved.

**STATEMENT OF WORK  
FOR  
FACILITY MANAGER**

**SCOPE.**

Under this task order, the contractor will independently provide support services to satisfy the overall operational objectives of the Directorate of Public Works, U.S. Army, HQ Corps, Fort Hood, Texas. The primary objective is to provide contractor services and deliverables through performance of facilities management tasks.

**ORGANIZATION.**

Directorate of Public Works  
US Army, HQ Corps and Fort Hood  
AFZF-PW-SVC  
4612A Engineer Drive  
Fort Hood, TX 76544

**TASKS/SERVICES.** The contractor shall:

- Be responsible for on-site Barracks Management and for the accomplishment of broad management functions (Unaccompanied Personnel Housing, Furnishing Management).
- Provide technical guidance to lower-level personnel involved in performing routine segments of the assignment work.
- Deal effectively with higher authorities in dealing with issues related to the overall scope of housing at the installation
- Be responsible for permanent party Bachelor Housing in the assignment, termination, barracks inspections, utilization, financial requirements, furnishing requirements, maintenance (engineer), key control, furnishings and facility accountability, file maintenance, statistical reporting, customer service (self-help) in a timely and effective manner.
- Be responsible for day-to-day on-site barracks management functions related to permanent party, unaccompanied personnel housing, furnishings and equipment, receipt and issues, repair, inventory, hand receipt, storage and handling, customer service (pickup and delivery).
- Formulate and enforce through the chain of command, local regulations and policies relating to housing, using appropriate Department of the Army (DA), Department of Defense (DoD), or Congressional regulations, directives, policies and procedures pertaining to the operation and maintenance of unaccompanied personnel activities.

- Perform minor repairs and touchup or on-the-spot cleaning.
- Learn to enter, retrieve, and manipulate data using the HOMES computer program.
- Provide and operate a personally-owned vehicle (and cellular telephone) to transport self and others in performance of assigned duties; perform operator maintenance as required.

**DELIVERABLES.**

- Monthly Progress Report; due by 5<sup>th</sup> workday following the end of the month

**CERTIFICATIONS, LICENSE, PHYSICAL REQUIREMENTS OR OTHER EXPERTISE REQUIRED.** The contractor must have:

- The ability to carry out assigned work in accordance with simple instructions and sequences.
- Knowledge of the operation of a personal computer to include Word, EXCEL, and PowerPoint.
- Knowledge of regulations, administrative practices and procedures related to management planning, budgeting, scheduling, and coordinating of the operation and utilization of bachelor housing assets assigned.
- A valid state driver's license and a good driving record.
- Knowledge of, and skill in, the application of a wide range of bachelor housing management principles, concepts, and methodology to a variety of complex work assignments involving the full range of housing activities including operations and maintenance, financial management, assignment utilization, construction and improvements, and furnishing and equipment management.

**PERIOD OF PERFORMANCE.**

The period of performance is from September 30, 2005, through September 29, 2006, plus two option years.

**PLACE OF PERFORMANCE.**

Directorate of Public Works  
 US Army, HQ Corps and Fort Hood  
 AFZF-PW-SVC  
 4612A Engineer Drive  
 Fort Hood, Texas

**OPERATIONAL HOURS.**

Work will be performed 40 hours per week during normal business hours, from 7:30 a.m. to 4:30 p.m., Monday-Friday, excluding Federal holidays.

**OVERTIME.**

Overtime is  is not  authorized.

**SAFETY ISSUES.**

- The work described herein is primarily vigorous, performed in an outdoor setting, working around water in various weather conditions. The contractor employee will be working around tools and equipment that requires care and attention to prescribed safety practices. The contractor employee is required to observe established safe working procedures, and the contractor employee must wear appropriate protective clothing and/or equipment.
- The contractor employee will walk, stoop, and bend for long periods of time; and will lift, carry, and move objects weighing up to 50 pounds.

**GOVERNMENT-FURNISHED EQUIPMENT, BADGE, KEYS AND/OR FACILITIES PROVIDED.**

- The Government will provide contractor personnel with an office environment typically provided to Government personnel that includes workstations, facsimile, copier, telephones and computers with access to the Internet and local area network.
- The Government will provide the contractor employee the necessary supplies and material required to carry out the tasks delineated herein.

**SECURITY CLEARANCE/POLICE CHECK/DRIVING RECORD CHECK.**

Work under this task order is  UNCLASSIFIED  SECRET  TOP SECRET. The contractor shall comply with all applicable Department of Defense (DoD) security regulations and procedures during the performance of this task order. The contractor shall not disclose and must safeguard procurement sensitive information, computer systems and data, privacy act data, and Government personnel work products that are obtained or generated in the performance of this task order. If necessary, the contractor will be required to provide clearances for personnel requiring access to Government computers and workstations.

**REIMBURSABLE EXPENSES (TRAVEL, CONFERENCE, TRAINING, EQUIPMENT OR MATERIALS, ETC.).**

Travel is  is not  required. The contractor will be required to travel to other locations using a personally-owned vehicle in support of the tasks described in this statement of work. Prior to incurring any other travel expenses, contractor personnel must obtain written authorization from the Project Officer that approves approximate travel, dates, expected duration, origin and destination, purpose, estimated costs and the number and names of personnel traveling. Contractor

expense reports shall be prepared and processed in accordance with the Federal Travel Regulation (FTR).

**TASK TYPE.**

Fixed Price  Time-and-Materials (T&M)  Labor-Hour

**NON-PERSONAL SERVICE STATEMENT.**

Contractor employees performing services under this order will be controlled, directed and supervised at all times by management personnel of the contractor. The contractor's management shall ensure that employees properly comply with the performance standards outlined in the Quality Assurance Surveillance Plan (QASP). Contractor employees will perform independent of and without the supervision of any Government official. Actions of contractor employees may not be interpreted or implemented in any manner that results in any contractor employee creating or modifying Federal policy, obligating the appropriated funds of the U.S. Government, overseeing the work of Federal employees, providing direct personal services to any Federal employee or otherwise violating the prohibitions set forth in Parts 7.5 and 37.1 of the Federal Acquisition Regulation (FAR). The Government will control access to the facility and will perform the inspection and acceptance of the completed work.

**GOVERNMENT PROJECT OFFICER.**

The Government Project Officer will provide general instructions on limitations and deadlines, and is responsible for administration of the task order in compliance with the contract to include inspection and acceptance of deliverables.

Point of Contact:	Dennis Macmillan
Phone:	254.288.1218
Email:	dennis.macmillan@us.army.mil

**STATEMENT OF WORK  
FOR  
HOUSING INSPECTOR**

**SCOPE.**

Under this task order, the contractor will independently provide support services to satisfy the overall operational objectives of Directorate of Public Works. The primary objective is to provide contractor services and deliverables through performance of housing inspection.

**ORGANIZATION.**

Directorate of Public Works  
4612 Engineer Drive  
Fort Hood, Texas

**TASKS/SERVICES.** The contractor shall:

- Serve as housing inspector and assistant to the facility manager, performing a variety of housing inspections and other related services to barracks rooms and accomplish the assignment and termination process.
- Locate, identifying and verifying Government property items such as furnishings and appliances which are hand-receipted to barracks' occupants.
- Conduct joint inspections of buildings, rooms, furnishings, and grounds.
- Assess condition and identify real property maintenance requirements, other deficiencies, and degree of maintenance and other work needed to prepare quarters for re-occupancy.
- Assist during an assignment inspection, incumbent and the new barrack's occupant conducting a joint inventory of all Government property located on the premises of the barracks unit.
- Prepare for assignment inspections by reviewing building/room files to determine the current condition of barracks by reviewing historical data, extent of scheduled maintenance, and the type and condition of government provided furnishings, appliances and equipment currently issued.
- Assemble inspection forms and other documents needed for inspection, using the Housing Operations Management System (HOMES) program to schedule inspections, input customer applications, and issue furnishing hand-receipts.
- Complete the assignment transaction.

- Instruct occupant on barracks standards, regulations, use of dayroom facility and other mandatory requirements for maintenance and occupancy of barracks.
- Assist during termination inspections, while the incumbent and the facility inspector are to conduct a similar joint inventory of property.
- Determine responsibilities for damage to barracks unit and or/furnishings; quantify and qualify nature and extent of liability for the outgoing soldier.
- Issue final termination instructions and repossesses keys; complete furnishings turn-in hand receipt and barracks' condition report.
- Perform minor repairs and touchup or on-the-spot cleaning.
- Provide and operate a personally-owned cellular telephone and vehicle to transport self and others in performance of assigned duties; perform operator maintenance as required.
- Perform duties to include, but not limited to, the following: accepting and processing applications for barracks' spaces; preparing and issuing assignment or termination orders; scheduling appointments; and serving as information and telephone receptionist to include explaining housing policies and procedures.

**DELIVERABLES.**

Monthly Progress Report; due by 5<sup>th</sup> workday following the end of the month

**CERTIFICATIONS, LICENSE, PHYSICAL REQUIREMENTS OR OTHER EXPERTISE REQUIRED.** The contractor must have:

- The ability to carry out assigned work in accordance with simple instructions and consequences

**PERIOD OF PERFORMANCE.**

The period of performance is June 1, 2005 – May 31, 2006, plus two option years.

**PLACE OF PERFORMANCE.**

Directorate of Public Works  
4612 Engineer Drive  
Fort Hood, Texas

**OPERATIONAL HOURS.**

Work will be performed 40 hours per week during normal business hours 7:30 a.m. to 4:30 p.m., Monday-Friday, excluding Federal holidays.

**OVERTIME.**

Overtime is not  authorized

**SAFETY ISSUES.**

- The work described herein is primarily vigorous, performed in an outdoor setting, working around water in various weather conditions. The contractor employee will be working around tools and equipment that requires care and attention to prescribed safety practices. The contractor employee is required to observe established safe-working procedures, and the contractor employee must wear appropriate protective clothing and/or equipment.
- The contractor employee will walk, stoop, and bend for long periods of time; and will lift, carry, and move objects weighing up to 50 pounds.

**GOVERNMENT-FURNISHED EQUIPMENT, BADGE, KEYS AND/OR FACILITIES PROVIDED.**

- The Government will provide the contractor employee the necessary supplies, safety equipment, and materials required to carry out the tasks delineated herein.

**SECURITY CLEARANCE/POLICE CHECK/DRIVING RECORD CHECK.**

Work under this task order is  UNCLASSIFIED  SECRET  TOP SECRET. The contractor shall comply with all applicable Department of Defense (DoD) security regulations and procedures during the performance of this task order. The contractor shall not disclose and must safeguard procurement sensitive information, computer systems and data, privacy act data, and Government personnel work products that are obtained or generated in the performance of this task order. If necessary, the contractor will be required to provide clearances for personnel requiring access to Government computers and workstations.

**REIMBURSABLE EXPENSES (TRAVEL, CONFERENCE, TRAINING, EQUIPMENT OR MATERIALS, ETC.).**

Travel is  is not  required; however, the contractor will use own personal vehicle to travel to other locations on and off the base in support of the tasks described in this statement of work. Prior to incurring any other travel expenses, contractor personnel must obtain written authorization from the Project Officer that approves approximate travel, dates, expected duration, origin and destination, purpose, estimated costs and the number and names of personnel traveling. Contractor expense reports shall be prepared and processed in accordance with the Federal Travel Regulation (FTR).

**TASK TYPE.**

Fixed Price  Time-and-Materials (T&M)  Labor-Hour

**NON-PERSONAL SERVICE STATEMENT.**

Contractor employees performing services under this order will be controlled, directed and supervised at all times by management personnel of the contractor. The contractor's management shall ensure that employees properly comply with the performance standards outlined in the Quality Assurance Surveillance Plan (QASP). Contractor employees will perform independent of and without the supervision of any Government official. Actions of contractor employees may not be interpreted or implemented in any manner that results in any contractor employee creating or modifying Federal policy, obligating the appropriated funds of the U.S. Government, overseeing the work of Federal employees, providing direct personal services to any Federal employee or otherwise violating the prohibitions set forth in Parts 7.5 and 37.1 of the Federal Acquisition Regulation (FAR). The Government will control access to the facility and will perform the inspection and acceptance of the completed work.

**GOVERNMENT PROJECT OFFICER.**

The Government Project Officer will provide general instructions on limitations and deadlines, and is responsible for administration of the task order in compliance with the contract to include inspection and acceptance of deliverables.

Point of Contact:	Dennis MacMillan
Phone:	254.288.1256
E-Mail:	<a href="mailto:dennis.macmillan@us.army.mil">dennis.macmillan@us.army.mil</a>

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## Position Description

**PD#:** EF210775

**Replaces PD#:**

**Sequence#:** VARIES

### HOUSING MANAGEMENT SPECIALIST

**GS-1173-11**

**Servicing CPAC:** FORT HOOD, TX

**Agency:** VARIES

**MACOM:** VARIES

**Command Code:**  
VARIES

**Region:** WEST

**Citation 1:** OPM PCS HOUSING MGMT SERIES, GS-1173, SEP 81

**PD Library PD:** NO

**COREDOC PD:** NO

**Classified By:** DAVID WRBAS

**Classified Date:** 08/16/2005

**FLSA:** EXEMPT

**Drug Test Required:** VARIES

**DCIPS PD:** NO

**Career Program:** 27

**Financial Disclosure Required:** NO  
**Acquisition Position:** NO

**Functional Code:** 00

**Requires Access to Firearms:**  
VARIES

**Interdisciplinary:** NO

**Competitive Area:**  
VARIES

**Position Sensitivity:** VARIES

**Target Grade/FPL:** 11

**Competitive Level:**  
VARIES

**Emergency Essential:** VARIES

**Career Ladder PD:** NO

**Bus Code:** VARIES

**PD Status:** VERIFIED

#### Duties:

CL: 0000

MAJOR DUTIES

The incumbent serves as a Housing Management Specialist for Chief, Housing Division and assists in directing the installation's housing activities and advising the Housing Division Chief. The Housing Division consists of three branches: Engineering Support Branch; Unaccompanied Personnel Housing (UPH) Management Branch, and Housing Services Branch.

1. Assists in developing overall installation plans and procedures for housing/barracks administration, tenant relations, assignment/termination procedures, eligibility requirements, occupancy practices, maintenance and repair programs, current and long range plans, and related housing activities. Conducts studies and surveys of organizational practices and regulations affecting community life and recommends new management techniques, regulations, or amendments as would improve housing/barracks administrative policies. Assists in determining the kind, degree, and scope of housing/barracks services required by the organizations within the installation. Considers the missions of the organizations served, anticipated expansions or deactivation's, and known or projected operating program changes. Determines the effects of the organization and mission changes, unusual workload requirements caused by large scale troop movements or requirements, etc., upon the Housing Division and assists in establishing guides, procedures and instructions with established policies; to ensure adequate support to affected population. Conducts on-call sponsorship briefings, unit briefings, and off post liaison briefings with realtors. Represents Housing Division at mobilization/demobilization briefings.  
35%

2. Develops customer service programs for Division. Develops objectives standards, procedures, and instructions governing customer service. Develops qualitative and quantitative measurement techniques for assessing quality of customer service. Assists Division Chief and supervisors in incorporating measurement of customer service into compensation programs and performance evaluations. Performs and assist supervisors with customer surveys and service reviews. Evaluates survey results, coordinates findings with other agency and organizational specialists, and formulates plans to accomplish housing service objectives. Plans, schedules, and coordinates customer service training programs for division personnel; assesses type of training needed based on internal surveys and other measurement media.  
35%

3. Performs studies and surveys to determine need capital repairs and replacements for family housing and barracks. Assists with multi- year work plans, coordinates repairs, and serves as liaison for Housing Division with Chain of Command.  
30%

PERFORMS OTHER DUTIES AS ASSIGNED.

#### FACTOR 1 KNOWLEDGE REQUIRED BY THE POSITION FL 1-7 1250 PTS

Requires a knowledge of a wide range of Federal and agency housing policies and requirements to perform broad administrative planning, scheduling and coordinating of work forces and resources concerning the operational plans and housing management activities of the employing office, and the skill and ability

to negotiate with local authorities, tenants, and other interested parties on broad programs and problems related to the operation and use of area public housing assets.

Knowledge and skill in the application of housing management principles, concepts, and methodology to a variety of difficult and complex work assignments involving the full range of local authority activities such as operations and maintenance, assignments and utilization, periodic and special surveys or inspections, new construction and modernization, tenant-management relations, and related functional areas to assure the effective use of facilities, equipment, and community resources.

Knowledge of business management practices and procedures and analytical techniques. Knowledge of agency funding and accounting procedures to analyze and monitor costs. Knowledge of federal and municipal laws governing construction and coordinates with federal, state and local offices, recommends necessary changes.

#### FACTOR 2 SUPERVISORY CONTROLS FL 2-4 450 PTS

Incumbent and Housing Division Chief work in consultation to define objectives, priorities, scope and deadlines. The incumbent plans and carries out the assignment; coordinates with other organizations or persons as required; resolving most of the conflicts which arise; and advises supervisor of progress and the potential problems or areas of interest. Completed work is reviewed only from an overall standpoint in terms of feasibility, compatibility with other work, and effectiveness in meeting housing program requirements.

#### FACTOR 3 GUIDELINES FL 3-3 275 PTS

The Housing Manager is usually provided with general policy or program guides, regulations, standards, and legal interpretations or precedents related to the management and operation of government housing projects or facilities. Specific guides concerning the broad responsibilities for planning and programming management activities usually are not available.

The incumbent is relied upon to use initiative innovation, and judgment in the interpretation of broad agency policy and the application of management principles and concepts to the efficient utilization of resources. The incumbent makes compromises and adaptations, when necessary, within the framework of established housing objectives. The incumbent is relied upon to formulate management techniques or practices to accommodate unique or special problems. The work requires the development of procedural guidelines to supplement higher agency level issuance's.

#### FACTOR 4 COMPLEXITY FL 4-4 225 PTS

The work includes the application of the full range of methods and processes related to management planning, operation, occupancy, maintenance, and utilization of assigned housing facilities and other assets. The work typically involves accomplishing project operations within established policy and program plans, maintaining cooperative relationships with tenants and organizations, and determining expenditures necessary for efficient operations. Decisions regarding

what needs to be done include daily assessment of project operations to identify problems related to housing occupancy, customer service, and tenant or community relations. The incumbent is relied upon to analyze housing data and reports and calculate long range resource requirements, improve considerations, and a variety of related activities. The work requires daily interpretation of management data regarding the efficiency of current housing operations, planning, scheduling, and coordinating major housing activities. The work also requires formulation of proposals regarding changes in housing operations.

**FACTOR 5 SCOPE AND EFFECT FL 5-3 150 PTS**

The work involves treating a variety of housing problems by planning, scheduling, and coordinating the operation and utilization of the Division's resources. The work affects the installation housing program, tenant relations, and the habitability of quarters.

**FACTOR 6 PERSONAL CONTACTS FL 6-3 60 PTS**

Personal contacts are with individual or groups from inside and outside the installation including housing personnel, installation command and other agency officials, community groups, contract representatives, realty agents, property owners, tenants, and representatives of agencies. Meetings are held at workplace or other locations available to the persons contacted.

**FACTOR 7 PURPOSE OF CONTACTS FL 7-3 120 PTS**

In addition to planning and coordinating housing management and operation, the purpose of contacts is related to justifying the feasibility of validity of proposals concerning housing operations or resources to installation and agency officials; influencing cooperative attitudes and compliance with housing policies.

**FACTOR 8 PHYSICAL DEMANDS FL 8-1 5 PTS**

The work is primarily sedentary, but does require some physical exertion in making onsite visits to housing units. No special physical demands are required.

**FACTOR 9 WORK ENVIRONMENT FL 9-1 5 PTS**

The work involves normal risks or discomforts associated with an office environment. There is normal exposure to dusty or dirty conditions while visiting facilities undergoing maintenance or renovation.

TOTAL POINTS = 2540

RANGE = 2355-2750

GRADE = GS-11

**Evaluation:**

PD: EF 210775

PP/Series/Grade: GS-1173-11

CPOC Region: W

\_NM\_ FOREIGN EXEMPTION (5 CFR 551.209)

Criminal Investigator with Availability Pay Exemption (5 CFR 551.210)

Pilot with Customs Service Exemption (5 CFR 551.210)

Customs Officer Exemption (5 CFR 551.211).

\_NM\_ EXECUTIVE EXEMPTION

Exercises appropriate supervisory responsibility (primary duty)

Customarily and regularly exercises independent judgment

80% test, if applicable (GS-5/6; Sit 1 & 2 WS supervisors; law enforcement & firefighter supervisors thru GS-9)

\_NM\_ PROFESSIONAL EXEMPTION

Professional work (primary duty)

Intellectual and varied work (more than dealing with procedures/precedents)

Discretion & independent judgment

80% test, if applicable (This virtually never applies since GS-5/6 positions are trainees and other eligible employees are not professional)

\_X\_ ADMINISTRATIVE EXEMPTION

\_X\_ Primary duty

\_X\_ Policy or

\_X\_ Management or general business or supporting services or

Participation in the executive/administrative functions of a management official

\_X\_ Nonmanual work test

intellectual and significant (more than dealing with procedures/precedents), or

\_X\_ specialized & technical in nature requiring considerable training/experience

\_X\_ Discretion & independent judgment

80% test, if applicable

Comments/Explanations (State which major duties/job functions are Exempt):

Meets the exemption under the Administrative Exemption.

Conclusion: EXEMPT

**STATEMENT OF WORK  
FOR  
MAINTENANCE WORKER**

**SCOPE.**

Under this task order, the contractor will independently provide support services to satisfy the overall operational objectives of the Team Leader, Mobilization Cell, or representative under the Real Property/Furniture Management Office, Master/Planning/Real Property Branch, Plans and Projects Division, Directorate of Public Works, Fort Hood, Texas. The primary objective is to provide contractor services and deliverables through performance of maintenance-type work.

**ORGANIZATION.**

Directorate of Public Works  
4612-A Engineer Drive  
Fort Hood, TX 76544

**TASKS/SERVICES.** The contractor shall:

- Perform carpentry, plumbing, electrical, painting, custodial, and other duties associated with repair, replacement, and maintenance.
- Work in compliance with instructions from Team Leader, representative, or journeyman assigned who provides specific instructions and detailed explanations of task procedures and techniques.
- Provide instructions on the more complex work on the beginning of operations or when information is requested during process; and preventive maintenance and detailed work is spot checked and reported by supervisor or representative to next level of supervision.

**DELIVERABLES.**

- Work reviewed on a daily basis, during progress; deliverable confirmed semi-annually
- Work reviewed upon completion of each task for compliance with instructions; deliverable confirmed semi-annually

**CERTIFICATIONS, LICENSE, PHYSICAL REQUIREMENTS OR OTHER EXPERTISE REQUIRED.** The contractor must have:

- General knowledge of the work involved by each craft.
- Basic knowledge of the materials used by each craft and skill in using the tools and equipment of each craft.
- Possess sufficient knowledge to read and interpret basic blueprints and specifications and to correctly identify preventive maintenance requirements and accurate location of equipment.
- A valid state driver's license.

- A United States' citizenship.

### **PERIOD OF PERFORMANCE.**

The period of performance is 12 months after the date of task order award, from October 1, 2005 through September 30, 2006, plus two option years.

### **PLACE OF PERFORMANCE.**

Directorate of Public Works  
4612-A Engineer Drive  
Fort Hood, Texas

### **OPERATIONAL HOURS.**

Work will be performed 40 hours per week during normal business hours, from 7:30 a.m. to 4:30 p.m., Monday-Friday, excluding Federal holidays.

### **OVERTIME.**

Overtime is  is not  authorized.

### **SAFETY ISSUES.**

- Work requires extensive walking, standing, bending, kneeling, climbing, reaching, crawling, and stooping. It also requires frequent lifting and handling of objects up to 100 pounds, and light to moderate physical effort to operate a motor vehicle.
- The contractor will be exposed to hazards of moving parts and sharp blades when working with power tools and exposed belts when performing equipment maintenance. Exposure to harsh cleaning solutions and chemicals occurs daily. The wearing of protective clothing and equipment is required.
- The contractor will work both inside and outside in all kinds of weather.
- The contractor may be subject to injury from accidents while operating a motor vehicle.

### **GOVERNMENT-FURNISHED EQUIPMENT, BADGE, KEYS AND/OR FACILITIES PROVIDED.**

- The Government will provide the materials and tools required to perform the tasks delineated herein.
- The contractor will be provided a vehicle for transportation around the work site.
- The Government will provide the necessary hand and power tools, spare and repair parts, and the facilities necessary to carry out routine maintenance tasks.

## **SECURITY CLEARANCE/POLICE CHECK/DRIVING RECORD CHECK.**

Work under this task order is  UNCLASSIFIED  SECRET  TOP SECRET. The contractor shall comply with all applicable Department of Defense (DoD) security regulations and procedures during the performance of this task order. The contractor shall not disclose and must safeguard procurement sensitive information, computer systems and data, privacy act data, and Government personnel work products that are obtained or generated in the performance of this task order. If necessary, the contractor will be required to provide clearances for personnel requiring access to Government computers and workstations.

## **REIMBURSABLE EXPENSES (TRAVEL, CONFERENCE, TRAINING, EQUIPMENT OR MATERIALS, ETC.).**

Travel is  is not  required, and the contractor will be required to travel around the base in support of the tasks described in this statement of work, using a Government-provided vehicle. Prior to incurring any other type of travel expenses, contractor personnel must obtain written authorization from the Project Officer that approves approximate travel, dates, expected duration, origin and destination, purpose, estimated costs and the number and names of personnel traveling. Contractor expense reports shall be prepared and processed in accordance with the Federal Travel Regulation (FTR).

## **TASK TYPE.**

Fixed Price  Time-and-Materials (T&M)  Labor-Hour

## **NON-PERSONAL SERVICE STATEMENT.**

Contractor employees performing services under this order will be controlled, directed and supervised at all times by management personnel of the contractor. The contractor's management shall ensure that employees properly comply with the performance standards outlined in the Quality Assurance Surveillance Plan (QASP). Contractor employees will perform independent of and without the supervision of any Government official. Actions of contractor employees may not be interpreted or implemented in any manner that results in any contractor employee creating or modifying Federal policy, obligating the appropriated funds of the U.S. Government, overseeing the work of Federal employees, providing direct personal services to any Federal employee or otherwise violating the prohibitions set forth in Parts 7.5 and 37.1 of the Federal Acquisition Regulation (FAR). The Government will control access to the facility and will perform the inspection and acceptance of the completed work.

## **GOVERNMENT PROJECT OFFICER.**

The Government Project Officer will provide general instructions on limitations and deadlines, and is responsible for administration of the task order in compliance with the contract to include inspection and acceptance of deliverables.

Point of Contact:	Dennis MacMillan
Phone:	254.288-1218
E-Mail:	<a href="mailto:dennis.macmillan@us.army.mil">dennis.macmillan@us.army.mil</a>

## Position Description

### LABORER

WG-3502-02/\$8.51 per hour

#### MAJOR DUTIES:

Performs one or a combination of the following manual labor tasks requiring application of moderately heavy physical effort. Loads and unloads heavy boxes, bulky supplies, materials and furniture from buildings, trucks, dollies, sky lift and other conveyances. Moves heavy furniture, boxes, cartons, or materials by hand, or dolly.

#### SKILLS AND KNOWLEDGE

Possess basic skills in the identification and safe use of common hand tools.

#### RESPONSIBILITY

Supervisor, or a higher-grade worker, provides specific verbal or written instruction as to the work to be performed. Employee is relied upon to perform routine and recurring assignments independently with minimum supervision using care and safe work practices due to the type of tools, equipment used, and weights of objects lifted. Work is subject to spot-check in progress and is reviewed on completion for compliance with supplied instructions.

#### REQUIREMENTS

Must be a United States citizen.

#### PHYSICAL EFFORT

Employee frequently expends moderately heavy physical effort in lifting, positioning, carrying and moving barracks furniture or other objects. Requires climbing stairs, ladders, and use of heavy hand tools for prolonged periods of time.

#### WORKING CONDITIONS

Much of the work of position is performed out-of-doors subject to inclement weather conditions. Work is often dirty, dusty, and noisy. Hazard work conditions are present due to the possibility of strain from moderately heavy lifting.

## **Appendix 8.2 - Contract Statement of Work**

07-D-0006-0005 9-28-07 CBM  
Professional Administrative Support Services

**SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS**  
 OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, AND 30

1. REQUISITION NUMBER  
 W45NQ97269N202

PAGE 1 OF 5

2. CONTRACT NO. W91151-07-D-0006  
 3. AWARD/EFFECTIVE DATE 28-Sep-2007  
 4. ORDER NUMBER 0005  
 5. SOLICITATION NUMBER  
 6. SOLICITATION ISSUE DATE

7. FOR SOLICITATION INFORMATION CALL:  
 a. NAME  
 b. TELEPHONE NUMBER (No Collect Calls)  
 8. OFFER DUE DATE/LOCAL TIME

9. ISSUED BY CODE W91151  
 ACA, FT HOOD DIRECTORATE OF CONTRACTING  
 761ST TANK BATTALION AVE  
 BUILDING 1001, ROOM W103  
 FORT HOOD TX 76544  
 TEL:  
 FAX:

10. THIS ACQUISITION IS  
 UNRESTRICTED  
 SET ASIDE: % FOR  
 SMALL BUSINESS  
 HUBZONE SMALL BUSINESS  
 8(A)  
 NAICS:  
 SIZE STANDARD:

11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED  
 SEE SCHEDULE

12. DISCOUNT TERMS  
 Net 30 Days

13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700)

13b. RATING

14. METHOD OF SOLICITATION  
 RFQ  IFB  RFP

15. DELIVER TO DIRECTORATE OF PUBLIC WORKS  
 DENNIS S MACMILLAN  
 4612 ENGINEER DRIVE  
 FORT HOOD TX 76544  
 CODE W45NQ9

16. ADMINISTERED BY CODE  
**SEE ITEM 9**

17a. CONTRACTOR/OFFEROR CODE 1NFM1  
 TSI CORP  
 HEIDI SIEGEL  
 501 SOUTH RANCHO DR STE I-58  
 LAS VEGAS NV 89106-4828  
 TEL. 702-385-7751  
 FACILITY CODE 1NFM1

18a. PAYMENT WILL BE MADE BY CODE HQ0105  
 DFAS - INDIANAPOLIS - DNO  
 1-888-332-7366; FAX 1-877-701-5069  
 DEPARTMENT 3800  
 8899 E. 56TH STREET  
 INDIANAPOLIS IN 46249-3800

17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER  
 18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a. UNLESS BLOCK BELOW IS CHECKED  SEE ADDENDUM

19. ITEM NO.	20. SCHEDULE OF SUPPLIES/ SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
<b>SEE SCHEDULE</b>					

25. ACCOUNTING AND APPROPRIATION DATA  
**See Schedule**

26. TOTAL AWARD AMOUNT (For Govt. Use Only)  
**\$451,009.53 EST**

27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1. 52.212-4. FAR 52.212-3. 52.212-5 ARE ATTACHED. ADDENDA  ARE  ARE NOT ATTACHED  
 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4. FAR 52.212-5 IS ATTACHED. ADDENDA  ARE  ARE NOT ATTACHED

28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN COPIES  
 TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED HEREIN.

29. AWARD OF CONTRACT: REFERENCE  
 OFFER DATED . YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS:

30a. SIGNATURE OF OFFEROR/CONTRACTOR  
 31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER)  
  
 31c. DATE SIGNED  
 28-Sep-2007

30b. NAME AND TITLE OF SIGNER (TYPE OR PRINT)  
 30c. DATE SIGNED  
 31b. NAME OF CONTRACTING OFFICER (TYPE OR PRINT)  
 JAMES G. MARTIN / CONTRACT ADMINISTRATOR  
 TEL: 254-287-8780 EMAIL: James.Martin@hood.army.mil

**SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS  
(CONTINUED)**

19. ITEM NO.	20. SCHEDULE OF SUPPLIES/ SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
<p><b>SEE SCHEDULE</b></p>					

32a. QUANTITY IN COLUMN 21 HAS BEEN  
 RECEIVED  INSPECTED  ACCEPTED, AND CONFORMS TO THE CONTRACT, EXCEPT AS NOTED: \_\_\_\_\_

32b. SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE	32c. DATE	32d. PRINTED NAME AND TITLE OF AUTHORIZED GOVERNMENT REPRESENTATIVE
--------------------------------------------------------	-----------	---------------------------------------------------------------------

32e. MAILING ADDRESS OF AUTHORIZED GOVERNMENT REPRESENTATIVE	32f. TELEPHONE NUMBER OF AUTHORIZED GOVERNMENT REPRESENTATIVE
	32g. E-MAIL OF AUTHORIZED GOVERNMENT REPRESENTATIVE

33. SHIP NUMBER	34. VOUCHER NUMBER	35. AMOUNT VERIFIED CORRECT FOR	36. PAYMENT <input type="checkbox"/> COMPLETE <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL	37. CHECK NUMBER
<input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL				

38. S/R ACCOUNT NUMBER	39. S/R VOUCHER NUMBER	40. PAID BY
------------------------	------------------------	-------------

41a. I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT	42a. RECEIVED BY ( <i>Print</i> )		
41b. SIGNATURE AND TITLE OF CERTIFYING OFFICER	41c. DATE	42b. RECEIVED AT ( <i>Location</i> )	
		42c. DATE REC'D ( <i>YY/MM/DD</i> )	42d. TOTAL CONTAINERS

Section SF 1449 - CONTINUATION SHEET

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
0005	Housing Services FFP Contractor shall provide qualified personnel to perform unaccompanied personnel housing support service tasks as described in C.5.5. through C.5.5.2.6. of the PWS. Base Year, 1 Aug 07 - 31 Jul 08. FOB: Destination PURCHASE REQUEST NUMBER: W45NQ97269N202		Dollars, U.S.	\$0.00	\$ EST

---

ESTIMATED  
NET AMT

\$ (EST.)

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
0005AA	Housing Services CBM FFP UPH Support Services POP 29 Sep 07 through 30 Nov 07. FY07 Funds FOB: Destination PURCHASE REQUEST NUMBER: W45NQ97269N202	431,709.53	Dollars, U.S.	\$1.00	\$431,709.53 EST

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ESTIMATED  
NET AMT

\$431,709.53 (EST.)

ACRN AA  
CIN: W45NQ97269N2020005AA

\$431,709.53

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
0006			Dollars, U.S.	\$0.00	\$ NTE

Other Direct Cost (ODC) Services

FFP

Other Direct Cost includes mileage cost (when approved), required communication equipment and special tools for performing under this contract. Base Year, 1 Aug 07 - 31 Jul 08.

Note: The Not-to-Exceed amount for ODCs must not be adjusted by offerors. This figure is the standard amount applied to all price proposals.

FOB: Destination

PURCHASE REQUEST NUMBER: W45NQ97269N202

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ESTIMATED  
NET AMT

\$0.00

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
0006AA		19,300	Dollars, U.S.	\$1.00	\$19,300.00 NTE

Other Direct Cost (ODC) Services

FFP

FY07 Funds

FOB: Destination

PURCHASE REQUEST NUMBER: W45NQ97269N202

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ESTIMATED  
NET AMT

\$19,300.00

ACRN AA

CIN: W45NQ97269N2020006AA

\$19,300.00

## INSPECTION AND ACCEPTANCE TERMS

Supplies/services will be inspected/accepted at:

CLIN INSPECT AT

INSPECT BY

ACCEPT AT

ACCEPT BY

0005	N/A	N/A	N/A	Government
0005AA	N/A	N/A	N/A	Government
0006	N/A	N/A	N/A	Government
0006AA	N/A	N/A	N/A	Government

## DELIVERY INFORMATION

CLIN	DELIVERY DATE	QUANTITY	SHIP TO ADDRESS	UIC
0005	POP 29-SEP-2007 TO 30-NOV-2007	N/A	DIRECTORATE OF PUBLIC WORKS DENNIS S MACMILLAN 4612 ENGINEER DRIVE FORT HOOD TX 76544 254-288-1218 FOB: Destination	W45NQ9
0005AA	POP 29-SEP-2007 TO 30-NOV-2008	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W45NQ9
0006	POP 29-SEP-2007 TO 30-NOV-2007	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W45NQ9
0006AA	POP 29-SEP-2007 TO 30-NOV-2008	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W45NQ9

## ACCOUNTING AND APPROPRIATION DATA

AA: 21720200000B6B6AC13519700GSU252G2WMS98W45NQ97269N202MS982W012168

AMOUNT: \$451,009.53

CIN W45NQ97269N2020005AA: \$431,709.53

CIN W45NQ97269N2020006AA: \$19,300.00

<b>SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS</b> OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, AND 30				1. REQUISITION NUMBER W45NQ96165N200		PAGE 1 OF 111	
2. CONTRACT NO. W91151-07-D-0006		3. AWARD/EFFECTIVE DATE 21-Jun-2007		4. ORDER NUMBER		5. SOLICITATION NUMBER W91151-07-R-0003	
7. FOR SOLICITATION INFORMATION CALL:		a. NAME JACKIE L. MORRIS				b. TELEPHONE NUMBER (No Collect Calls) 254-287-5820	
9. ISSUED BY ACA, FORT HOOD CONTRACTING COMMAND 761ST TANK BATTALION AVE BUILDING 1001, ROOM W103 FORT HOOD TX 76544  TEL: FAX:		CODE W91151		10. THIS ACQUISITION IS <input type="checkbox"/> UNRESTRICTED <input checked="" type="checkbox"/> SET ASIDE: 100 % FOR <input checked="" type="checkbox"/> SMALL BUSINESS <input type="checkbox"/> HUBZONE SMALL BUSINESS <input type="checkbox"/> 8(A)  NAICS: 561210 SIZE STANDARD: \$32.5		11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED <input type="checkbox"/> SEE SCHEDULE	
15. DELIVER TO DIRECTORATE OF PUBLIC WORKS KEITH OLIGSCHLAEGER 4612 ENGINEER DRIVE FORT HOOD TX 76544		CODE W45NQ9		16. ADMINISTERED BY  <b>SEE ITEM 9</b>			
17a. CONTRACTOR/OFFEROR TSI CORP HEIDI SIEGEL 501 SOUTH RANCHO DR STE I-58 LAS VEGAS NV 89106-4828  TEL. 702-385-7751		CODE 1NFM1		18a. PAYMENT WILL BE MADE BY DFAS - INDIANAPOLIS - DNO 1-888-332-7366; FAX 1-877-701-5069 DEPARTMENT 3800 8899 E. 56TH STREET INDIANAPOLIS IN 46249-3800		CODE HQ0105	
<input type="checkbox"/> 17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER		18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a. UNLESS BLOCK BELOW IS CHECKED <input type="checkbox"/> SEE ADDENDUM					
19. ITEM NO.		20. SCHEDULE OF SUPPLIES/ SERVICES		21. QUANTITY		22. UNIT	
		SEE SCHEDULE				23. UNIT PRICE	
						24. AMOUNT	
25. ACCOUNTING AND APPROPRIATION DATA  See Schedule		26. TOTAL AWARD AMOUNT (For Govt. Use Only)  \$8,475,875.00 EST					
<input type="checkbox"/> 27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1. 52.212-4. FAR 52.212-3. 52.212-5 ARE ATTACHED.				ADDENDA <input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED			
<input checked="" type="checkbox"/> 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4. FAR 52.212-5 IS ATTACHED.				ADDENDA <input checked="" type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED			
28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN <u>1</u> COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED HEREIN.  REF: Proposal dated 2 Apr 07				29. AWARD OF CONTRACT: REFERENCE <input type="checkbox"/> OFFER DATED . YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS: SEE SCHEDULE			
30a. SIGNATURE OF OFFEROR/CONTRACTOR				31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER)		31c. DATE SIGNED	
						22-Jun-2007	
30b. NAME AND TITLE OF SIGNER (TYPE OR PRINT)		30c. DATE SIGNED		31b. NAME OF CONTRACTING OFFICER (TYPE OR PRINT) SUSHEEP ODEN / CONTRACT SPECIALIST  TEL: 254-287-5479 EMAIL: susheep.oden@us.army.mil			

**SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS  
(CONTINUED)**

19. ITEM NO.	20. SCHEDULE OF SUPPLIES/ SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
<p><b>SEE SCHEDULE</b></p>					

32a. QUANTITY IN COLUMN 21 HAS BEEN  
 RECEIVED  INSPECTED  ACCEPTED, AND CONFORMS TO THE CONTRACT, EXCEPT AS NOTED: \_\_\_\_\_

32b. SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE	32c. DATE	32d. PRINTED NAME AND TITLE OF AUTHORIZED GOVERNMENT REPRESENTATIVE
--------------------------------------------------------	-----------	---------------------------------------------------------------------

32e. MAILING ADDRESS OF AUTHORIZED GOVERNMENT REPRESENTATIVE	32f. TELEPHONE NUMBER OF AUTHORIZED GOVERNMENT REPRESENTATIVE
	32g. E-MAIL OF AUTHORIZED GOVERNMENT REPRESENTATIVE

33. SHIP NUMBER <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL	34. VOUCHER NUMBER	35. AMOUNT VERIFIED CORRECT FOR	36. PAYMENT <input type="checkbox"/> COMPLETE <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL	37. CHECK NUMBER
------------------------------------------------------------------------------------	--------------------	---------------------------------	------------------------------------------------------------------------------------------------------------------	------------------

38. S/R ACCOUNT NUMBER	39. S/R VOUCHER NUMBER	40. PAID BY
------------------------	------------------------	-------------

41a. I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT	42a. RECEIVED BY ( <i>Print</i> )	
41b. SIGNATURE AND TITLE OF CERTIFYING OFFICER	41c. DATE	
	42b. RECEIVED AT ( <i>Location</i> )	
	42c. DATE REC'D ( <i>YY/MM/DD</i> )	42d. TOTAL CONTAINERS

Section SF 1449 - CONTINUATION SHEET

SF 1449 CONTINUATION  
INFORMATION TO CONTRACTOR

Contract Number W91151-07-D-0006, Standard Form 1449 (Continued)

- A. The following documents are incorporated and made a part of this contract award.
1. TSI Corporation's proposal dated 2 Apr 07 is incorporated by reference.
  2. The period of performance for the contract changed from 1 Jul 07 – 30 Jun 08 to 1 Aug 07 – 31 Jul 08 for the base year. Adjustments were also made to the two option years anticipated for the contract to reflect a period of 1 Aug – 31 Jul as appropriate.
  3. This is a Firm-Fixed Price, requirements type contract. Funds will be obligated on individual Task Orders/Delivery Orders.

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
0001	Oversight Management Services FFP Contractor shall provide an on-site Project Manager to perform contract oversight management services as described in Paragraph C.1.3.4. of the PWS. Base Year, 1 Aug 07 - 31 Jul 08. FOB: Destination PURCHASE REQUEST NUMBER: W45NQ96165N200	103,404	Dollars, U.S.	\$1.00	\$103,404.00 EST
				ESTIMATED NET AMT	\$103,404.00 (EST.)
	ACRN AA CIN: 00000000000000000000000000000000				\$0.00



ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
0003AA		488,306	Dollars, U.S.	\$1.00	\$488,306.00 EST

Furniture Management Office Services  
 FFP  
 Contractor shall provide qualified personnel to perform service tasks for the Furniture Management Office as described in Paragraphs C.5.3.1. through C.5.3.1.6. of the PWS. Base Year, 1 Aug 07 - 31 Jul 08.  
 FOB: Destination  
 PURCHASE REQUEST NUMBER: W45NQ96165N200

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ESTIMATED NET AMT \$488,306.00 (EST.)

ACRN AA \$0.00  
 CIN: 00000000000000000000000000000000

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
0003AB		367,847	Dollars, U.S.	\$1.00	\$367,847.00 EST

Mobilization Office Services  
 FFP  
 Contractor shall provide qualified personnel to perform service tasks for the Mobilization Office as described in Paragraphs C.5.3.2. through C.5.3.2.5. of the PWS. Base Year, 1 Aug 07 - 31 Jul 08. Special Notice: A Task Order for Mobilization Support Services may not be required/issued against this contract once a Task Order against the mandatory source, Continental United States Support Base Services, is awarded.  
 FOB: Destination  
 PURCHASE REQUEST NUMBER: W45NQ96165N200

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ESTIMATED NET AMT \$367,847.00 (EST.)

ACRN AA \$0.00  
 CIN: 00000000000000000000000000000000

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
0004	Maintenance Division Services FFP Contractor shall provide qualified personnel to perform service tasks for the Maintenance Division as described in Paragraph C.5.4 of the PWS. Maintenance Division services include the following areas: (1) Heating Ventilation & Air Conditioning (HVAC) Maintenance Section; (2) Maintenance Services Support; (3) Grounds Maintenance for Visitor Control Center (VCC); and (4) Range Support. Base Year, 1 Aug 07 - 31 Jul 08. FOB: Destination PURCHASE REQUEST NUMBER: W45NQ96165N200				

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ESTIMATED NET AMT \$0.00

ACRN AA \$0.00  
CIN: 00000000000000000000000000000000

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
0004AA	HVAC Maintenance Services FFP Contractor shall provide qualified personnel to perform HVAC maintenance service tasks as described in Paragraphs C.5.4.1. through C.5.4.1.11. of the PWS. Base Year, 1 Aug 07 - 31 Jul 08. FOB: Destination PURCHASE REQUEST NUMBER: W45NQ96165N200	3,065,980	Dollars, U.S.	\$1.00	\$3,065,980.00 EST

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ESTIMATED NET AMT \$3,065,980.00 (EST.)

ACRN AA \$3,065,980.00  
CIN: 00000000000000000000000000000000



ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
0004AD		262,752	Dollars, U.S.	\$1.00	\$262,752.00 EST

Range Support Services  
FFP

Contractor shall provide qualified personnel to perform range support service tasks as described in C.5.4. through C.5.4.4.2. of the PWS. Base Year, 1 Aug 07 - 31 Jul 08.

FOB: Destination

PURCHASE REQUEST NUMBER: W45NQ96165N200

ESTIMATED  
NET AMT

\$262,752.00 (EST.)

ACRN AA

CIN: 00000000000000000000000000000000

\$0.00

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
0005		2,326,989	Dollars, U.S.	\$1.00	\$2,326,989.00 EST

Housing Services  
FFP

Contractor shall provide qualified personnel to perform unaccompanied personnel housing support service tasks as described in C.5.5. through C.5.5.2.6. of the PWS. Base Year, 1 Aug 07 - 31 Jul 08.

FOB: Destination

PURCHASE REQUEST NUMBER: W45NQ96165N200

ESTIMATED  
NET AMT

\$2,326,989.00 (EST.)

ACRN AA

CIN: 00000000000000000000000000000000

\$0.00

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
0006		250,000	Dollars, U.S.	\$1.00	\$250,000.00 NTE

Other Direct Cost (ODC) Services  
FFP

Other Direct Cost includes mileage cost (when approved), required communication equipment and special tools for performing under this contract. Base Year, 1 Aug 07 - 31 Jul 08.

Note: The Not-to-Exceed amount for ODCs must not be adjusted by offerors. This figure is the standard amount applied to all price proposals.

FOB: Destination

PURCHASE REQUEST NUMBER: W45NQ96165N200

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ESTIMATED NET AMT \$250,000.00

ACRN AA \$0.00  
CIN: 00000000000000000000000000000000

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
0007		1	Each	\$0.00	\$0.00 NC

Contractor Manpower Report FY 07

FFP

The Contractor shall submit the Contractor Manpower Reporting for performance beginning 1 Aug 07 through 30 Sep 07. The report must be submitted through the website channel, no later than 31 October 2007. See Paragraph C.5.9. of the PWS for instructions.

FOB: Destination

PURCHASE REQUEST NUMBER: W45NQ96165N200

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ESTIMATED NET AMT \$0.00

ACRN AA \$0.00  
CIN: 00000000000000000000000000000000

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
1001		106,502	Dollars, U.S.	\$1.00	\$106,502.00 EST

OPTION Oversight Management Services  
 FFP  
 Contractor shall provide an on-site Project Manager to perform contract oversight management services as described in Paragraph C.1.3.4. of the PWS. 1st Option Year, 1 Aug 08 - 31 Jul 09.  
 FOB: Destination  
 PURCHASE REQUEST NUMBER: W45NQ96165N200

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ESTIMATED NET AMT	\$106,502.00 (EST.)
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ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
1002		491,263	Dollars, U.S.	\$1.00	\$491,263.00 EST

OPTION Engineering Division Services  
 FFP  
 Contractor shall provide qualified personnel to perform service tasks for the Engineering Division as described in Paragraphs C.5.2.1. and C.5.2.2. of the PWS. 1st Option Year, 1 Aug 08 - 31 Jul 09.  
 FOB: Destination  
 PURCHASE REQUEST NUMBER: W45NQ96165N200

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ESTIMATED NET AMT	\$491,263.00 (EST.)
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ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
1003 OPTION	Master Planning Division Services FFP Contractor shall provide qualified personnel to perform service tasks for the Master Planning Division Paragraph C.5.3. The Master Planning Division services include the following areas: (1) Furniture Management Office and (2) Mobilization Office. 1st Option Year, 1 Aug 08 - 31 Jul 09. FOB: Destination PURCHASE REQUEST NUMBER: W45NQ96165N200				
ESTIMATED NET AMT					\$0.00

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
1003AA OPTION	Furniture Management Office Services FFP Contractor shall provide qualified personnel to perform service tasks for the Furniture Management Office as described in Paragraphs C.5.3.1. through C.5.3.1.6. of the PWS. 1st Option Year, 1 Aug 08 - 31 Jul 09. FOB: Destination PURCHASE REQUEST NUMBER: W45NQ96165N200	491,884	Dollars, U.S.	\$1.00	\$491,884.00 EST
ESTIMATED NET AMT					\$491,884.00 (EST.)

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
1003AB		372,463	Dollars, U.S.	\$1.00	\$372,463.00 EST

OPTION Mobilization Office Services  
 FFP  
 Contractor shall provide qualified personnel to perform service tasks for the Mobilization Office as described in Paragraphs C.5.3.2. through C.5.3.2.5. of the PWS. 1st Option Year, 1 Aug 08 - 31 Jul 09. Special Notice: A Task Order for Mobilization Support Services may not be required/issued against this contract once a Task Order against the mandatory source, Continental United States Support Base Services, is awarded.  
 FOB: Destination  
 PURCHASE REQUEST NUMBER: W45NQ96165N200

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ESTIMATED NET AMT \$372,463.00 (EST.)

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
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1004  
 OPTION Maintenance Division Services  
 FFP  
 Contractor shall provide qualified personnel to perform service tasks for the Maintenance Division as described in Paragraph C.5.4 of the PWS. Maintenance Division services include the following areas: (1) Heating Ventilation & Air Conditioning (HVAC) Maintenance Section; (2) Maintenance Services Support; (3) Grounds Maintenance for Visitor Control Center (VCC); and (4) Range Support. 1st Option Year, 1 Aug 08 - 31 Jul 09.  
 FOB: Destination  
 PURCHASE REQUEST NUMBER: W45NQ96165N200

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ESTIMATED NET AMT \$0.00

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
1004AA		3,076,370	Dollars, U.S.	\$1.00	\$3,076,370.00 EST

OPTION HVAC Maintenance Services  
 FFP  
 Contractor shall provide qualified personnel to perform HVAC maintenance service tasks as described in Paragraphs C.5.4.1. through C.5.4.1.11. of the PWS.  
 1st Option Year, 1 Aug 08 - 31 Jul 09.  
 FOB: Destination  
 PURCHASE REQUEST NUMBER: W45NQ96165N200

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ESTIMATED NET AMT	\$3,076,370.00 (EST.)
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ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
1004AB		1,100,408	Dollars, U.S.	\$1.00	\$1,100,408.00 EST

OPTION Maintenance Services Support  
 FFP  
 Contractor shall provide qualified personnel to perform maintenance services support tasks as described in paragraph C.5.4.2. through C.5.4.2.10. of the PWS.  
 1st Option Year, 1 Aug 08 - 31 Jul 09.  
 FOB: Destination  
 PURCHASE REQUEST NUMBER: W45NQ96165N200

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ESTIMATED NET AMT	\$1,100,408.00 (EST.)
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ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
1004AC		29,046	Dollars, U.S.	\$1.00	\$29,046.00 EST

OPTION Grounds Maintenance Services  
 FFP  
 Contractor shall provide qualified personnel to perform grounds maintenance service tasks for the Visitor Control Center as described in C.5.4.3. of the PWS. 1st Option Year, 1 Aug 08 - 31 Jul 09.  
 FOB: Destination  
 PURCHASE REQUEST NUMBER: W45NQ96165N200

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ESTIMATED NET AMT	\$29,046.00 (EST.)
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ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
1004AD		262,752	Dollars, U.S.	\$1.00	\$262,752.00 EST

OPTION Range Support Services  
 FFP  
 Contractor shall provide qualified personnel to perform range support service tasks as described in C.5.4. through C.5.4.4.2. of the PWS. 1st Option Year, 1 Aug 08 - 31 Jul 09.  
 FOB: Destination  
 PURCHASE REQUEST NUMBER: W45NQ96165N200

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ESTIMATED NET AMT	\$262,752.00 (EST.)
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ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
1005		2,348,625	Dollars, U.S.	\$1.00	\$2,348,625.00 EST

OPTION Housing Services  
 FFP  
 Contractor shall provide qualified personnel to perform unaccompanied personnel housing support service tasks as described in C.5.5. through C.5.5.2.6. of the PWS. 1st Option Year, 1 Aug 08 - 31 Jul 09.  
 FOB: Destination  
 PURCHASE REQUEST NUMBER: W45NQ96165N200

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ESTIMATED NET AMT	\$2,348,625.00 (EST.)
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ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
1006		250,000	Dollars, U.S.	\$1.00	\$250,000.00 NTE

OPTION Other Direct Cost (ODC) Services  
 FFP  
 Other Direct Cost includes mileage cost (when approved), required communication equipment and special tools for performing under this contract. 1st Option Year, 1 Aug 08 - 31 Jul 09.  
 Note: The Not-to-Exceed amount for ODCs must not be adjusted by offerors. This figure is the standard amount applied to all price proposals.  
 FOB: Destination  
 PURCHASE REQUEST NUMBER: W45NQ96165N200

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ESTIMATED NET AMT	\$250,000.00
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ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
1007 OPTION	Contractor Manpower Report FY 08 FFP The Contractor shall submit the Contractor Manpower Reporting for performance beginning 1 Oct 07 through 30 Sep 08. The report must be submitted through the website channel, no later than 31 October 2008. See Paragraph C.5.9. of the PWS for instructions. FOB: Destination PURCHASE REQUEST NUMBER: W45NQ96165N200	1	Each	\$0.00	\$0.00 NC
ESTIMATED NET AMT					\$0.00

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
2001 OPTION	Oversight Management Services FFP Contractor shall provide an on-site Project Manager to perform contract oversight management services as described in Paragraph C.1.3.4. of the PWS. 2nd Option Year, 1 Aug 09 - 31 Jul 10. FOB: Destination PURCHASE REQUEST NUMBER: W45NQ96165N200	109,703	Each	\$1.00	\$109,703.00 EST
ESTIMATED NET AMT					\$109,703.00 (EST.)

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
2002		501,696	Dollars, U.S.	\$1.00	\$501,696.00 EST
OPTION	Engineering Division Services FFP Contractor shall provide qualified personnel to perform service tasks for the Engineering Division as described in Paragraphs C.5.2.1. and C.5.2.2. of the PWS. 2nd Option Year, 1 Aug 09 - 31 Jul 10. FOB: Destination PURCHASE REQUEST NUMBER: W45NQ96165N200				
					<hr/> ESTIMATED NET AMT \$501,696.00 (EST.)

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
2003					
OPTION	Master Planning Division Services FFP Contractor shall provide qualified personnel to perform service tasks for the Master Planning Division Paragraph C.5.3. The Master Planning Division services include the following areas: (1) Furniture Management Office and (2) Mobilization Office. 2nd Option Year, 1 Aug 09 - 31 Jul 10. FOB: Destination PURCHASE REQUEST NUMBER: W45NQ96165N200				
					<hr/> ESTIMATED NET AMT \$0.00

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
2003AA		499,545	Dollars, U.S.	\$1.00	\$499,545.00 EST
OPTION	Furniture Management Office FFP Contractor shall provide qualified personnel to perform service tasks for the Furniture Management Office as described in Paragraphs C.5.3.1. through C.5.3.1.6. of the PWS. 2nd Option Year, 1 Aug 09 - 31 Jul 10. FOB: Destination PURCHASE REQUEST NUMBER: W45NQ96165N200				
					<hr/> ESTIMATED NET AMT \$499,545.00 (EST.)

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
2003AB		377,210	Dollars, U.S.	\$1.00	\$377,210.00 EST
OPTION	Mobilization Office Services FFP Contractor shall provide qualified personnel to perform service tasks for the Mobilization Office as described in Paragraphs C.5.3.2. through C.5.3.2.5. of the PWS. 2nd Option Year, 1 Aug 09 - 31 Jul 10. Special Notice: A Task Order for Mobilization Support Services may not be required/issued against this contract once a Task Order against the mandatory source, Continental United States Support Base Services, is awarded. FOB: Destination PURCHASE REQUEST NUMBER: W45NQ96165N200				
					<hr/> ESTIMATED NET AMT \$377,210.00 (EST.)

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
2004 OPTION	Maintenance Division Services FFP Contractor shall provide qualified personnel to perform service tasks for the Maintenance Division as described in Paragraph C.5.4 of the PWS. Maintenance Division services include the following areas: (1) Heating Ventilation & Air Conditioning (HVAC) Maintenance Section; (2) Maintenance Services Support; (3) Grounds Maintenance for Visitor Control Center (VCC); and (4) Range Support. 2nd Option Year, 1 Aug 09 - 31 Jul 10. FOB: Destination PURCHASE REQUEST NUMBER: W45NQ96165N200				
ESTIMATED NET AMT					\$0.00

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
2004AA OPTION	HVAC Maintenance Services FFP Contractor shall provide qualified personnel to perform HVAC maintenance service tasks as described in Paragraphs C.5.4.1. through C.5.4.1.11. of the PWS. 2nd Option Year, 1 Aug 09 - 31 Jul 10. FOB: Destination PURCHASE REQUEST NUMBER: W45NQ96165N200	3,087,006	Dollars, U.S.	\$1.00	\$3,087,006.00 EST
ESTIMATED NET AMT					\$3,087,006.00 (EST.)

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
2004AB		1,100,408	Dollars, U.S.	\$1.00	\$1,100,408.00 EST

OPTION Maintenance Services Support  
 FFP  
 Contractor shall provide qualified personnel to perform maintenance services support tasks as described in paragraph C.5.4.2. through C.5.4.2.10. of the PWS. 2nd Option Year, 1 Aug 09 - 31 Jul 10.  
 FOB: Destination  
 PURCHASE REQUEST NUMBER: W45NQ96165N200

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ESTIMATED  
NET AMT

\$1,100,408.00 (EST.)

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
2004AC		29,046	Dollars, U.S.	\$1.00	\$29,046.00 EST

OPTION Grounds Maintenance Services  
 FFP  
 Contractor shall provide qualified personnel to perform grounds maintenance service tasks for the Visitor Control Center as described in C.5.4.3. of the PWS. 2nd Option Year, 1 Aug 09 - 31 Jul 10.  
 FOB: Destination  
 PURCHASE REQUEST NUMBER: W45NQ96165N200

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ESTIMATED  
NET AMT

\$29,046.00 (EST.)

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
2004AD		262,752	Dollars, U.S.	\$1.00	\$262,752.00 EST
OPTION	Range Support Services FFP Contractor shall provide qualified personnel to perform range support service tasks as described in C.5.4. through C.5.4.4.2. of the PWS. 2nd Option Year, 1 Aug 09 - 31 Jul 10. FOB: Destination PURCHASE REQUEST NUMBER: W45NQ96165N200				
					<hr/> ESTIMATED NET AMT \$262,752.00 (EST.)

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
2005		2,366,483	Dollars, U.S.	\$1.00	\$2,366,483.00 EST
OPTION	Housing Services FFP Contractor shall provide qualified personnel to perform unaccompanied personnel housing support service tasks as described in C.5.5. through C.5.5.2.6. of the PWS. 2nd Option Year, 1 Aug 09 - 31 Jul 10. FOB: Destination PURCHASE REQUEST NUMBER: W45NQ96165N200				
					<hr/> ESTIMATED NET AMT \$2,366,483.00 (EST.)

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
2006		250,000	Dollars, U.S.	\$1.00	\$250,000.00 NTE
OPTION	Other Direct Cost (ODC) Services FFP Other Direct Cost includes mileage cost (when approved), required communication equipment and special tools for performing under this contract. 2nd Option Year, 1 Aug 09 - 31 Jul 10. Note: The Not-to-Exceed amount for ODCs must not be adjusted by offerors. This figure is the standard amount applied to all price proposals. FOB: Destination PURCHASE REQUEST NUMBER: W45NQ96165N200				
					<hr/> ESTIMATED NET AMT \$250,000.00

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	ESTIMATED AMOUNT
2007		2	Each	\$0.00	\$0.00 NC
OPTION	Contractor Manpower Reports FY 09 and 10 FFP The Contractor shall submit the Contractor Manpower Reporting for performance beginning 1 Oct 08 through 30 Sep 09 (FY 09). The FY 09 report is due through the website channel no later than 31 October 2009. Performance reporting for FY 10 is 1 Oct 09 through 31 Jul 10. The report must be submitted through the website channel, no later than 31 October 2010. See Paragraph C.5.9. of the PWS for instructions. FOB: Destination PURCHASE REQUEST NUMBER: W45NQ96165N200				
					<hr/> ESTIMATED NET AMT \$0.00

CLAUSES INCORPORATED BY FULL TEXT

52.000-4094 CONTRACT LINE ITEM TOTALS

Contractor shall fill in the total of the contract line items for each individual period, as appropriate.

Base Year: \$8,475,875

Option 1: \$8,529,313

Option 2: \$8,583,849

GRAND TOTAL: \$25,589,037

### DELIVERY INFORMATION

CLIN	DELIVERY DATE	QUANTITY	SHIP TO ADDRESS	UIC
0001	POP 01-AUG-2007 TO 31-JUL-2008	N/A	DIRECTORATE OF PUBLIC WORKS KEITH OLIGSCHLAEGER 4612 ENGINEER DRIVE FORT HOOD TX 76544 254-287-5118 FOB: Destination	W45NQ9
0002	POP 01-AUG-2007 TO 31-JUL-2008	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W45NQ9
0003	POP 01-AUG-2007 TO 31-JUL-2008	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W45NQ9
0003AA	POP 01-AUG-2007 TO 31-JUL-2008	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W45NQ9
0003AB	POP 01-AUG-2007 TO 31-JUL-2008	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W45NQ9
0004	POP 01-AUG-2007 TO 31-JUL-2008	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W45NQ9
0004AA	POP 01-AUG-2007 TO 31-JUL-2008	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W45NQ9
0004AB	POP 01-AUG-2007 TO 31-JUL-2008	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W45NQ9
0004AC	POP 01-AUG-2007 TO 31-JUL-2008	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W45NQ9
0004AD	POP 01-AUG-2007 TO 31-JUL-2008	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W45NQ9
0005	POP 01-AUG-2007 TO 31-JUL-2008	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W45NQ9

0006	POP 01-AUG-2007 TO 31-JUL-2008	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W45NQ9
0007	POP 01-AUG-2007 TO 30-SEP-2007	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W45NQ9
1001	POP 01-AUG-2008 TO 31-JUL-2009	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W45NQ9
1002	POP 01-AUG-2008 TO 31-JUL-2009	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W45NQ9
1003	POP 01-AUG-2008 TO 31-JUL-2009	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W45NQ9
1003AA	POP 01-AUG-2008 TO 31-JUL-2009	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W45NQ9
1003AB	POP 01-AUG-2008 TO 31-JUL-2009	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W45NQ9
1004	POP 01-AUG-2008 TO 31-JUL-2009	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W45NQ9
1004AA	POP 01-AUG-2008 TO 31-JUL-2009	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W45NQ9
1004AB	POP 01-AUG-2008 TO 31-JUL-2009	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W45NQ9
1004AC	POP 01-AUG-2008 TO 31-JUL-2009	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W45NQ9
1004AD	POP 01-AUG-2008 TO 31-JUL-2009	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W45NQ9
1005	POP 01-AUG-2008 TO 31-JUL-2009	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W45NQ9
1006	POP 01-AUG-2008 TO 31-JUL-2009	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W45NQ9
1007	POP 01-OCT-2007 TO 30-SEP-2008	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W45NQ9
2001	POP 03-AUG-2009 TO 30-JUL-2010	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W45NQ9
2002	POP 03-AUG-2009 TO 30-JUL-2010	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W45NQ9
2003	POP 03-AUG-2009 TO 30-JUL-2010	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W45NQ9

2003AA	POP 03-AUG-2009 TO 30-JUL-2010	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W45NQ9
2003AB	POP 03-AUG-2009 TO 30-JUL-2010	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W45NQ9
2004	POP 03-AUG-2009 TO 30-JUL-2010	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W45NQ9
2004AA	POP 03-AUG-2009 TO 30-JUL-2010	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W45NQ9
2004AB	POP 03-AUG-2009 TO 30-JUL-2010	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W45NQ9
2004AC	POP 03-AUG-2009 TO 30-JUL-2010	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W45NQ9
2004AD	POP 03-AUG-2009 TO 30-JUL-2010	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W45NQ9
2005	POP 03-AUG-2009 TO 30-JUL-2010	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W45NQ9
2006	POP 03-AUG-2009 TO 30-JUL-2010	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W45NQ9
2007	POP 01-OCT-2008 TO 30-JUL-2010	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W45NQ9

#### CLAUSES INCORPORATED BY REFERENCE

52.202-1	Definitions	JUL 2004
52.203-5	Covenant Against Contingent Fees	APR 1984
52.203-7	Anti-Kickback Procedures	JUL 1995
52.212-4	Contract Terms and Conditions--Commercial Items	SEP 2005
52.216-21 Alt I	Requirements (Oct 1995) - Alternate I	APR 1984
52.222-4	Contract Work Hours and Safety Standards Act - Overtime Compensation	JUL 2005
52.223-14	Toxic Chemical Release Reporting	AUG 2003
52.228-5	Insurance - Work On A Government Installation	JAN 1997
52.232-1	Payments	APR 1984
52.232-18	Availability Of Funds	APR 1984
52.232-25	Prompt Payment	OCT 2003
52.237-2	Protection Of Government Buildings, Equipment, And Vegetation	APR 1984
52.237-3	Continuity Of Services	JAN 1991
52.242-15	Stop-Work Order	AUG 1989
52.244-6	Subcontracts for Commercial Items	FEB 2006
52.246-4	Inspection Of Services--Fixed Price	AUG 1996
252.201-7000	Contracting Officer's Representative	DEC 1991

252.204-7000	Disclosure Of Information	DEC 1991
252.204-7003	Control Of Government Personnel Work Product	APR 1992
252.247-7006	Removal of Contractor's Employees	DEC 1991

#### CLAUSES INCORPORATED BY FULL TEXT

##### 52-000-4000 INVOICING ON DD FORM 250

Except for the cost reimbursable contract line items, if any, Contractor shall use DD Form 250, Material Inspection and Receiving Report, as their invoice, in lieu of a commercial form. Contractor shall prepare and forward an original and three copies of the DD Form 250 marked "Invoice and Receiving Report" to the Contracting Officer's Representative (COR) or the Government representative responsible for inspection and acceptance of supplies and/or services.

Payment will be made monthly in arrears after submission of the DD Form 250 marked "Invoice and Receiving Report" to DFAS.

For billing of items on the cost reimbursable contract line items, if any, see Clause 52.000-4001, Additional Information for Invoicing Cost Reimbursable Line Items.

##### 52.000-4002 NON FEE BEARING COSTS

The reimbursable contract line items for travel and training shall be billed at cost and shall be non fee bearing.

##### 52.000-4027 CONTRACTOR VEHICLE REGISTRATION

All self-propelled vehicles, privately-owned or contractor-owned, that are required by the State of Texas or the state of official residence for operation on public streets and are operated on Fort Hood at least once per week are required to be registered within 14 calendar days (7 calendar days for motorcycles) after assignment; commencement of work, business, or regular facility use; or acquisition of a motor vehicle. Vehicles will be registered with the Provost Marshal Office, Vehicle Registration Section. At time of registration all applicants will present their civilian driver's license and vehicle registration. If the vehicle is registered in another person's name, then a notarized statement or power of attorney is required stating that the applicant is authorized use of the vehicle. It must contain the period of authorized usage and a description of the vehicle including VIN number, make and model of vehicle, and license plate number. Failure to comply with State laws pertaining to financial responsibility, safety inspection and registration, and conditions established in AR 190-5, or other appropriate regulation, may result in an administrative suspension or revocation of driving privileges or termination of installation registration. The Registrant shall remove the registration decal from the registered vehicle upon termination of employment, are no longer using the vehicle in the performance of work under a contract, or sale of the registered vehicle. Contact the Provost Marshal's Office, Vehicle Registration Section at 254-287-8928 for a written exception to this policy.

##### 52.000-4029 RELATIONSHIP BETWEEN GOVERNMENT, CONTRACTOR AND CONTRACTOR PERSONNEL

(a) The Government and the Contractor understand and agree that the services to be delivered under this contract are nonpersonal services and that no employer-employee or master-servant relationship exists or will exist under the contract between the Government and the Contractor or between the Government and the Contractor's personnel. Further, the Contractor is not the Government's agent.

(b) The Government will not exercise any supervision or control over Contractor personnel performing services under this contract. Contractor personnel shall not become an integrated part of the Government organization in connection with performance under this contract.

(c) The services to be performed under this contract do not require the Contractor or his employees to exercise personal judgement and discretion on behalf of the Government, but rather, the Contractor's employees shall act and exercise personal judgement and discretion on behalf of the Contractor.

(d) Contractor personnel shall not be eligible, by virtue of performance under this contract, for payment by the Government of entitlements and benefits accorded federal employees. The entire consideration to the Contractor for performance of this contract is contained in the provisions for payment set forth in this contract.

#### 52.000-4031 Accident Reporting

The Contractor shall maintain an accurate record of all accidents occurring in the performance of this contract resulting in personal injury, occupational illness, or damage to Government Property and shall promptly report each accident to the III Corps and Fort Hood Safety Office. The Contractor shall promptly notify the Contracting Officer of any accidents. A copy of Workers Compensation reports or information provided telephonically to the Post Safety Office, Telephone No . (254) 287-3725, will suffice. The Contractor shall cooperate with the Post Safety office and provide written documentation based upon the Post Safety Office's clarification of the accident and any information required for their records by AR 385-40, Safety Accident Reporting and Records.

#### 52.000-4032 ADMINISTRATIVE INFORMATION

After award, contract administration will be accomplished by the Army Contracting Agency Southern Region (ACASR), Fort Hood Contracting Command, Contract Administration Division, Bldg 1001, 761st Tank Battalion, Ft Hood, TX 76544-5025. The following individuals will be the Government points of contact during the performance period: 1 August 2007 through 31 July 2008. Contract Administrations Division (254) 287-3504.

a. Administrative Contracting Officer (ACO). The ACO is responsible for administration of the contract and is solely authorized to take action on behalf of the Government which may result in changes to the terms of this contract including deviations from the Performance Work Statement and delivery schedules.

b. Property Administrator (PA). A property administrator may be designated, by letter of appointment from the Contracting Officer, to administer the contract requirements and obligations relative to Government Furnished Property. The Contractor will be provided a copy of the property administrator appointment letter.

c. Contracting Officer's Representative (COR). A COR may be designated, by letter of appointment from the Contracting Officer, and will represent the Contracting Officer in the technical phases of the work, but will not be authorized to change any of the terms and conditions of the contract.

#### 52.000-4037 NOTICE OF REQUIREMENT FOR CONTINGENCY PLAN

The Army must plan, in advance, how it will meet mission requirements in the event of mobilization, natural disaster or labor disputes. The Army must be able to react to such events without undue delay. Sudden or unusual events could result in a great impact upon contractor's performance and contract requirements. As an aid to

properly plan for such events, the contractor shall prepare and submit for approval within 60 days of contract start date a contingency plan outlining in detail, the method or methods, the contractor will use in meeting contract requirements in the following circumstances:

- (a) A sudden build-up of military forces increases contract requirements.
- (b) A natural disaster occurs which impacts upon contractor's ability to perform.
- (c) Labor dispute occurs which impacts upon contractor's ability to perform.

#### 52.000-4039 NEWS RELEASES:

No news release on any part of the subject matter of this contract or any aspect of the execution of this contract shall be made without the prior written approval from the Fort Hood Public Affairs Office.

#### 52.000-4053 CONTRACTOR PERFORMANCE EVALUATION

The Government will evaluate the contractor's performance under this contract. The contractor's performance evaluation may be used in conjunction with selection for future awards. The contractor will be afforded the opportunity to review and/or comment on the Government's evaluation. The evaluation will be marked "SOURCE SELECTION INFORMATION" and shall not be released to other than government personnel and the contractor whose performance is being evaluated.

#### 52.000-4057 ELECTRONIC FUNDS TRANSFER (EFT) PAYMENT

1. When payment will be accomplished by electronic funds transfer, in accordance with FAR 52.232-33, the Contractor shall render **original invoice and three (3) copies** to the address contained in the Payment Will Be Made by Block on Page 1 of the order/contract.

Or follow the procedures for electronic invoicing in accordance with Wide Area Workflow (WAWF) (POC is Electronic Business Operational Support Team 866-618-5988).

**To inquire whether DFAS has made a payment, you can check out the DFAS Web Page at <http://www.dfas.mil/money/vendor/> (scroll down and select 'query by contract number' and then type in your contract/order number to check on a payment.**

#### 2. MINIMUM INVOICE REQUIREMENTS

FAR 52.232-25, Prompt Payment Act, requires the following information, as a minimum, for an invoice to be considered acceptable.

- (i) Name and address of the Contractor.
- (ii) Invoice number. (All invoices must contain an invoice number.)
- (iii) Invoice date. (The Contractor is encouraged to date invoices as close as possible to the date of the mailing or transmission.)
- (iv) Contract number or other authorization for supplies delivered or services performed (including order number and contract line item number).

- (v) Description, quantity, unit of measure, unit price, and extended price of supplies delivered or services performed.
- (vi) Shipping and payment terms (e.g., shipment number and date of shipment, prompt payment discount terms). Bill of lading number and weight of shipment will be shown for shipments on Government bills of lading. If freight/shipping costs have been separately proposed and appear as a separate line item on this order or contract, only one (1) payment can be made against that line item. Multiple payments against this line item will not be made. Therefore, such charges shall be consolidated and billed in one consolidated invoice. The invoice shall include supporting documentation for the total amounts billed.
- (vii) Name and address of Contractor official to whom payment is to be sent (must be the same as that in the contract or in a proper notice of assignment).
- (viii) Name (where practicable), title, phone number, and mailing address of person to be notified in the event of a defective invoice.
- (ix) Any other information or documentation required by the contract (such as evidence of shipment).
- (x) While not required, the Contractor is strongly encouraged to assign an identification number to each invoice.

### 3. PAYMENT PROBLEMS

If payment problems persist after contacting the appropriate number above, you may contact your administrator by visiting our website <http://ccmd.hood.army.mil>. After you have entered our website click on Active Contracts, find your contract/order number, then click on the words Contract Administrator. Clicking on the words will bring up the email request form. Please note that the required fields on the email request must be filled-in. Type in your question, hit the send button and your message will be forwarded to the administrator assigned to your contract/order.

#### 52.000-4058 ALTERNATIVE DISPUTE RESOLUTION (ADR) NOTICE

In furtherance of Federal policy and the Alternative Dispute Resolution Act of 1990, ADR Act, Pub. L. 101-552, the Contracting Officer will try to resolve all post award acquisition issues in controversy by mutual agreement of the parties.

Interested parties are encouraged to use alternative dispute resolution procedures to the maximum extent practicable in accordance with the authority and the requirements of the ADR Act.

#### 52.000-4059 PERIOD OF CONTRACT

Performance shall be from 01 August 2007, or date of award, whichever is later through 31 July 2008, for a duration of one year and for additional periods as may become applicable under FAR 52.217-9, Option to Extend the Term of the Contract and FAR 52.217-8, Option to Extend Services

#### 52.000-4060 GOVERNMENT FURNISHED EMERGENCY MEDICAL TREATMENT

Government emergency vehicles and medical personnel will be provided in emergency on-the-job situations which are life threatening or to relieve unendurable pain. Government facilities and emergency treatment will be provided in these instances as the first point of medical care. Transfer to other than Government medical treatment facilities shall be effected as soon as possible and as determined by attending medical authorities. Based on Medical

Facilities policies in effect at the time of occurrence, charges may be made to the employee. (Emergency Medical Treatment AR 40-3, Para 4-50)

#### 52.000-4065 SECURITY REQUIREMENTS

Army security policies require the installation commander to identify all persons for the purpose of allowing them entry to the installation during any period when entry controls are in effect. To ensure uninterrupted performance of the contract, all employees of the contractor who require entry to Fort Hood, must be identifiable to the appropriate installation authority. The Contractor and its employees shall comply with all Army installation security policies. The Contractor shall furnish the Contracting Officer the name, social security account number, date and place of birth, or other personal information routinely used to identify individuals in the civil sector as specified by the Contracting Officer. In the event of increased security requirements, the employees may be required to complete security questionnaires or other security forms. All collected information is protected by the Privacy Act of 1974, as implemented by AR 340-21, and will only be used for the reasons stated on the Privacy Act Statement in the security questionnaire or form. Cleared Contractor employees for whom a current visit request has been accepted by the III Corps, G2/Counterintelligence and Security Division, Attn: CISD-PSP office are deemed to have met this requirement.

#### 52.000-4067 IDENTIFICATION OF EMPLOYEES

A sample identification badge, of the type specified below, shall be submitted for approval prior to beginning work on this project. The badge requirement shall be as follows:

- (a) Furnish each employee on the project site a badge, whether engaged on the work or not.
- (b) Require employee to display badge in the chest area of outer clothing.
- (c) The minimum requirement for badge is as follows: Contract number; Employer's name; Employee's name; Employee's photograph; Employee's position (job title); Employee number (each employee shall have a different number).
- (d) Show badge (one the Contractor has obtained for an employee) to the Contracting Officer for approval prior to "start work" on this project.
- (e) Prior to beginning work on this project, submit to the Contracting Officer a list of issued badges. Update list when Contractor personnel changes are made and prior to any new employees working on site.
- (f) Remove employees from project that are not displaying their badges.
- (g) Upon completion of the work, and when an employee of the Contractor no longer works on this contract, the Contractor shall collect badges from his employees immediately and submit them to the Contracting Officer within five calendar days. The badges shall become the property of the Government.

#### 52.000-4069 SAFETY OFFICE VISITS

Members of the III Corps Safety Office are authorized to visit the work site to monitor compliance with the safety standards.

52.000-4070 Insurance Requirements

The following types of insurance and amounts are required in accordance with the "Insurance – Work on a Government Installation, FAR clause 52.228-5 of this contract:

TYPE	AMOUNT
Workers' Compensation (See Note)-----	\$100,000
Comprehensive General Liability Insurance for Bodily Injury -----	\$500,000 per occurrence
Comprehensive Automobile Liability Insurance -----	\$200,000 per person \$500,000 per occurrence for bodily injury \$20,000 per occurrence for property damages.

NOTE: Workers' Compensation will be provided as regulated by the Division of Workers' Compensation, issued by a Texas Department of Insurance (TDI) licensed insurer, regulated by the TDI and guaranteed by the Texas Property and Casualty Insurance Guaranty Association.

52.000-4087 ADMINISTRATIVE CONTRACTING OFFICE

After award, the Administrative Contracting Office for this acquisition will be:

Army Contracting Agency Southern Region (ACASR), Fort Hood Contracting Command  
Contract Administration Division  
Building 1001, 761st Tank Battalion  
Fort Hood, TX 76544-5059  
Phone: (254) 287-3504

52.000-4117 PRICE ADJUSTMENTS IN THE OPTION YEARS FOR CHANGES IN WAGE DETERMINATIONS

a. Where, as a result of the Department of Labor (DOL) determination of minimum prevailing wages and fringe benefits applicable at the beginning of the renewal option period, the Contractor increases or decreases wages or fringe benefits of employees working on this contract to comply with the wage determination, the affected contract unit prices adjustments will be limited to increases or decreases in wages and fringe benefits, and the accompanying increases or decreases in social security and unemployment taxes and workmen's compensation insurance, but shall not otherwise include any amount for general and administrative costs, overhead, or profit. The Contractor warrants

that the prices set forth in this contract do not include any allowance for any contingency to cover increased costs for which adjustment is provided herein.

b. Payroll Records and Documentation. When requested, the Contractor shall provide to the Contracting Officer any relevant supporting data, including payroll records, that the Contracting Officer may reasonably require to verify information concerning wages, hours expended, or price adjustments.

52.212-5 CONTRACT TERMS AND CONDITIONS REQUIRED TO IMPLEMENT STATUTES OR EXECUTIVE ORDERS--COMMERCIAL ITEMS (APR 2006)

(a) The Contractor shall comply with the following Federal Acquisition Regulation (FAR) clauses, which are incorporated in this contract by reference, to implement provisions of law or Executive orders applicable to acquisitions of commercial items:

(1) 52.233-3, Protest After Award (AUG 1996) (31 U.S.C. 3553).

(2) 52.233-4, Applicable Law for Breach of Contract Claim (OCT 2004) (Pub. L. 108-77, 108-78).

(b) The Contractor shall comply with the FAR clauses in this paragraph (b) that the Contracting Officer has indicated as being incorporated in this contract by reference to implement provisions of law or Executive orders applicable to acquisitions of commercial items: (Contracting Officer check as appropriate.)

(1) 52.203-6, Restrictions on Subcontractor Sales to the Government (JUL 1995), with Alternate I (OCT 1995) (41 U.S.C. 253g and 10 U.S.C. 2402).

(2) 52.219-3, Notice of HUBZone Small Business Set-Aside (Jan 1999) (15 U.S.C. 657a).

(3) 52.219-4, Notice of Price Evaluation Preference for HUBZone Small Business Concerns (JUL 2005) (if the offeror elects to waive the preference, it shall so indicate in its offer) (15 U.S.C. 657a).

(4) [Removed].

(5)(i) 52.219-6, Notice of Total Small Business Set-Aside (JUNE 2003) (15 U.S.C. 644).

(ii) Alternate I (OCT 1995) of 52.219-6.

(iii) Alternate II (MAR 2004) of 52.219-6.

(6)(i) 52.219-7, Notice of Partial Small Business Set-Aside (JUNE 2003) (15 U.S.C. 644).

(ii) Alternate I (OCT 1995) of 52.219-7.

(iii) Alternate II (MAR 2004) of 52.219-7.

(7) 52.219-8, Utilization of Small Business Concerns (MAY 2004) (15 U.S.C. 637 (d)(2) and (3)).

(8)(i) 52.219-9, Small Business Subcontracting Plan (JUL 2005) (15 U.S.C. 637(d)(4)).

(ii) Alternate I (OCT 2001) of 52.219-9

(iii) Alternate II (OCT 2001) of 52.219-9.

- \_\_\_ (9) 52.219-14, Limitations on Subcontracting (DEC 1996) (15 U.S.C. 637(a)(14)).
- \_\_\_ (10)(i) 52.219-23, Notice of Price Evaluation Adjustment for Small Disadvantaged Business Concerns (SEP 2005) (10 U.S.C. 2323) (if the offeror elects to waive the adjustment, it shall so indicate in its offer).
- \_\_\_ (ii) Alternate I (JUNE 2003) of 52.219-23.
- \_\_\_ (11) 52.219-25, Small Disadvantaged Business Participation Program--Disadvantaged Status and Reporting (OCT 1999) (Pub. L. 103-355, section 7102, and 10 U.S.C. 2323).
- \_\_\_ (12) 52.219-26, Small Disadvantaged Business Participation Program--Incentive Subcontracting (OCT 2000) (Pub. L. 103-355, section 7102, and 10 U.S.C. 2323).
- \_\_\_ (13) 52.219-27, Notice of Total Service-Disabled Veteran-Owned Small Business Set-Aside (May 2004).
- \_\_X\_ (14) 52.222-3, Convict Labor (JUNE 2003) (E.O. 11755).
- \_\_\_ (15) 52.222-19, Child Labor--Cooperation with Authorities and Remedies (JAN 2006) (E.O. 13126).
- \_\_X\_ (16) 52.222-21, Prohibition of Segregated Facilities (FEB 1999).
- \_\_X\_ (17) 52.222-26, Equal Opportunity (APR 2002) (E.O. 11246).
- \_\_X\_ (18) 52.222-35, Equal Opportunity for Special Disabled Veterans, Veterans of the Vietnam Era, and Other Eligible Veterans (DEC 2001) (38 U.S.C. 4212).
- \_\_X\_ (19) 52.222-36, Affirmative Action for Workers with Disabilities (JUN 1998) (29 U.S.C. 793).
- \_\_X\_ (20) 52.222-37, Employment Reports on Special Disabled Veterans, Veterans of the Vietnam Era, and Other Eligible Veterans (DEC 2001) (38 U.S.C. 4212).
- \_\_\_ (21) 52.222-39, Notification of Employee Rights Concerning Payment of Union Dues or Fees (DEC 2004) (E.O. 13201).
- \_\_\_ (22)(i) 52.223-9, Estimate of Percentage of Recovered Material Content for EPA-Designated Products (AUG 2000) (42 U.S.C. 6962(c)(3)(A)(ii)).
- \_\_\_ (ii) Alternate I (AUG 2000) of 52.223-9 (42 U.S.C. 6962(i)(2)(c)).
- \_\_\_ (23) 52.225-1, Buy American Act--Supplies (JUNE 2003) (41 U.S.C. 10a-10d).
- \_\_\_ (24)(i) 52.225-3, Buy American Act--Free Trade Agreements--Israeli Trade Act (APR 2006) (41 U.S.C. 10a-10d, 19 U.S.C. 3301 note, 19 U.S.C. 2112 note, Pub. L. 108-77, 108-78, 108-286).
- \_\_\_ (ii) Alternate I (JAN 2004) of 52.225-3.
- \_\_\_ (iii) Alternate II (JAN 2004) of 52.225-3.
- \_\_\_ (25) 52.225-5, Trade Agreements (APR 2006) (19 U.S.C. 2501, et seq., 19 U.S.C. 3301 note).
- \_\_\_ (26) 52.225-13, Restrictions on Certain Foreign Purchases (FEB 2006) (E.O.s, proclamations, and statutes administered by the Office of Foreign Assets Control of the Department of Treasury).

Reserved.

Reserved.

\_\_\_ (29) 52.232-29, Terms for Financing of Purchases of Commercial Items (FEB 2002) (41 U.S.C. 255(f), 10 U.S.C. 2307(f)).

\_\_\_ (30) 52.232-30, Installment Payments for Commercial Items (OCT 1995) (41 U.S.C. 255(f), 10 U.S.C. 2307(f)).

X (31) 52.232-33, Payment by Electronic Funds Transfer--Central Contractor Registration (OCT 2003) (31 U.S.C. 3332).

\_\_\_ (32) 52.232-34, Payment by Electronic Funds Transfer--Other than Central Contractor Registration (MAY 1999) (31 U.S.C. 3332).

\_\_\_ (33) 52.232-36, Payment by Third Party (MAY 1999) (31 U.S.C. 3332).

\_\_\_ (34) 52.239-1, Privacy or Security Safeguards (AUG 1996) (5 U.S.C. 552a).

\_\_\_ (35)(i) 52.247-64, Preference for Privately Owned U.S.-Flag Commercial Vessels (FEB 2006) (46 U.S.C. Appx 1241(b) and 10 U.S.C. 2631).

\_\_\_ (ii) Alternate I (APR 2003) of 52.247-64.

(c) The Contractor shall comply with the FAR clauses in this paragraph (c), applicable to commercial services, that the Contracting Officer has indicated as being incorporated in this contract by reference to implement provisions of law or Executive orders applicable to acquisitions of commercial items: [Contracting Officer check as appropriate.]

X (1) 52.222-41, Service Contract Act of 1965, as Amended (JUL 2005) (41 U.S.C. 351, et seq.).

X (2) 52.222-42, Statement of Equivalent Rates for Federal Hires (MAY 1989) (29 U.S.C. 206 and 41 U.S.C. 351, et seq.).

X (3) 52.222-43, Fair Labor Standards Act and Service Contract Act--Price Adjustment (Multiple Year and Option Contracts) (MAY 1989) (29 U.S.C. 206 and 41 U.S.C. 351, et seq.).

\_\_\_ (4) 52.222-44, Fair Labor Standards Act and Service Contract Act--Price Adjustment (February 2002) (29 U.S.C. 206 and 41 U.S.C. 351, et seq.).

\_\_\_ (5) 52.222-47, SCA Minimum Wages and Fringe Benefits Applicable to Successor Contract Pursuant to Predecessor Contractor Collective Bargaining Agreements (CBA) (May 1989) (41 U.S.C. 351, et seq.).

(d) Comptroller General Examination of Record. The Contractor shall comply with the provisions of this paragraph (d) if this contract was awarded using other than sealed bid, is in excess of the simplified acquisition threshold, and does not contain the clause at 52.215-2, Audit and Records--Negotiation.

(1) The Comptroller General of the United States, or an authorized representative of the Comptroller General, shall have access to and right to examine any of the Contractor's directly pertinent records involving transactions related to this contract.

(2) The Contractor shall make available at its offices at all reasonable times the records, materials, and other evidence for examination, audit, or reproduction, until 3 years after final payment under this contract or for any shorter period specified in FAR Subpart 4.7, Contractor Records Retention, of the other clauses of this contract. If this contract is completely or partially terminated, the records relating to the work terminated shall be made available for 3 years after any resulting final termination settlement. Records relating to appeals under the disputes

clause or to litigation or the settlement of claims arising under or relating to this contract shall be made available until such appeals, litigation, or claims are finally resolved.

(3) As used in this clause, records include books, documents, accounting procedures and practices, and other data, regardless of type and regardless of form. This does not require the Contractor to create or maintain any record that the Contractor does not maintain in the ordinary course of business or pursuant to a provision of law.

(e) (1) Notwithstanding the requirements of the clauses in paragraphs (a), (b), (c), and (d) of this clause, the Contractor is not required to flow down any FAR clause, other than those in paragraphs (i) through (vi) of this paragraph in a subcontract for commercial items. Unless otherwise indicated below, the extent of the flow down shall be as required by the clause--

(i) 52.219-8, Utilization of Small Business Concerns (May 2004) (15 U.S.C. 637(d)(2) and (3)), in all subcontracts that offer further subcontracting opportunities. If the subcontract (except subcontracts to small business concerns) exceeds \$500,000 (\$1,000,000 for construction of any public facility), the subcontractor must include 52.219-8 in lower tier subcontracts that offer subcontracting opportunities.

(ii) 52.222-26, Equal Opportunity (April 2002) (E.O. 11246).

(iii) 52.222-35, Equal Opportunity for Special Disabled Veterans, Veterans of the Vietnam Era, and Other Eligible Veterans (December 2001) (38 U.S.C. 4212).

(iv) 52.222-36, Affirmative Action for Workers with Disabilities (June 1998) (29 U.S.C. 793).

(v) 52.222-39, Notification of Employee Rights Concerning Payment of Union Dues or Fees (DEC 2004) (E.O. 13201).

(vi) 52.222-41, Service Contract Act of 1965, as Amended (Jul 2005), flow down required for all subcontracts subject to the Service Contract Act of 1965 (41 U.S.C. 351, et seq.).

(vii) 52.247-64, Preference for Privately Owned U.S.-Flag Commercial Vessels (FEB 2006) (46 U.S.C. Appx 1241(b) and 10 U.S.C. 2631). Flow down required in accordance with paragraph (d) of FAR clause 52.247-64.

(2) While not required, the contractor May include in its subcontracts for commercial items a minimal number of additional clauses necessary to satisfy its contractual obligations.

(End of clause)

#### 52.216-18 ORDERING. (OCT 1995)

(a) Any supplies and services to be furnished under this contract shall be ordered by issuance of delivery orders or task orders by the individuals or activities designated in the Schedule. Such orders may be issued from 01 August 2007 through 31 July 2008.

(b) All delivery orders or task orders are subject to the terms and conditions of this contract. In the event of conflict between a delivery order or task order and this contract, the contract shall control.

(c) If mailed, a delivery order or task order is considered "issued" when the Government deposits the order in the mail. Orders may be issued orally, by facsimile, or by electronic commerce methods only if authorized in the Schedule.

(End of clause)

52.217-8 OPTION TO EXTEND SERVICES (NOV 1999)

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within 60 days.

(End of clause)

52.217-9 OPTION TO EXTEND THE TERM OF THE CONTRACT (MAR 2000)

(a) The Government may extend the term of this contract by written notice to the Contractor within 30 days; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 60 days before the contract expires. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed 5 years.

(End of clause)

52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this/these address(es):

<http://www.arnet.gov/far>

(End of clause)

252.212-7001 CONTRACT TERMS AND CONDITIONS REQUIRED TO IMPLEMENT STATUTES OR EXECUTIVE ORDERS APPLICABLE TO DEFENSE ACQUISITIONS OF COMMERCIAL ITEMS (MAR 2006)

(a) The Contractor agrees to comply with the following Federal Acquisition Regulation (FAR) clause which, if checked, is included in this contract by reference to implement a provision of law applicable to acquisitions of commercial items or components.

52.203-3 Gratuities (APR 1984) (10 U.S.C. 2207).

(b) The Contractor agrees to comply with any clause that is checked on the following list of Defense FAR Supplement clauses which, if checked, is included in this contract by reference to implement provisions of law or Executive orders applicable to acquisitions of commercial items or components.

252.205-7000 Provision of Information to Cooperative Agreement Holders (DEC 1991) (10 U.S.C. 2416).

252.219-7003 Small, Small Disadvantaged and Women-Owned Small Business Subcontracting Plan (DoD Contracts) (APR 1996) (15 U.S.C. 637).

252.219-7004 Small, Small Disadvantaged and Women-Owned Small Business Subcontracting Plan (Test Program) (JUN 1997) (15 U.S.C. 637 note).

252.225-7001 Buy American Act and Balance of Payments Program (JUN 2005) (41 U.S.C. 10a-10d, E.O. 10582).

252.225-7012 Preference for Certain Domestic Commodities (JUN 2004) (10 U.S.C. 2533a).

252.225-7014 Preference for Domestic Specialty Metals (JUN 2005) (10 U.S.C. 2533a).

252.225-7015 Restriction on Acquisition of Hand or Measuring Tools (JUN 2005) (10 U.S.C. 2533a).

252.225-7016 Restriction on Acquisition of Ball and Roller Bearings (MAR 2006) (Section 8065 of Public Law 107-117 and the same restriction in subsequent DoD appropriations acts).

252.225-7021 Trade Agreements (FEB 2006) (19 U.S.C. 2501-2518 and 19 U.S.C. 3301 note).

252.225-7027 Restriction on Contingent Fees for Foreign Military Sales (APR 2003) (22 U.S.C. 2779).

252.225-7028 Exclusionary Policies and Practices of Foreign Governments (APR 2003) (22 U.S.C. 2755).

252.225-7036 Buy American Act--Free Trade Agreements--Balance of Payments Program (JUN 2005) (----- Alternate I) (JAN 2005) (41 U.S.C. 10a-10d and 19 U.S.C. 3301 note).

252.225-7038 Restriction on Acquisition of Air Circuit Breakers (JUN 2005) (10 U.S.C. 2534(a)(3)).

252.226-7001 Utilization of Indian Organizations, Indian-Owned Economic Enterprises, and Native Hawaiian Small Business Concerns (SEP 2004) (Section 8021 of Public Law 107-248 and similar sections in subsequent DoD appropriations acts).

252.227-7015 Technical Data--Commercial Items (NOV 1995) (10 U.S.C. 2320).

252.227-7037 Validation of Restrictive Markings on Technical Data (SEP 1999) (10 U.S.C. 2321).

252.232-7003 Electronic Submission of Payment Requests (JAN 2004) (10 U.S.C. 2227).

252.237-7019 Training for Contractor Personnel Interacting with Detainees (SEP 2005) (Section 1092 of Pub. L. 108-375).

252.243-7002 Requests for Equitable Adjustment (MAR 1998) (10 U.S.C. 2410).

252.247-7023 Transportation of Supplies by Sea (MAY 2002) (\_\_\_\_ Alternate I) (MAR 2000) (\_\_\_\_ Alternate II) (MAR 2000) (\_\_\_\_ Alternate III) (May 2002).

\_\_\_\_252.247-7024 Notification of Transportation of Supplies by Sea (MAR 2000) (10 U.S.C. 2631).

(c) In addition to the clauses listed in paragraph (e) of the Contract Terms and Conditions Required to Implement Statutes or Executive Orders--Commercial Items clause of this contract (Federal Acquisition Regulation 52.212-5), the Contractor shall include the terms of the following clauses, if applicable, in subcontracts for commercial items or commercial components, awarded at any tier under this contract:

252.225-7014 Preference for Domestic Specialty Metals, Alternate I (APR 2003) (10 U.S.C. 2533a).

252.237-7019 Training for Contractor Personnel Interacting with Detainees (SEP 2005) (Section 1092 of Pub. L. 108-375).

252.247-7023 Transportation of Supplies by Sea (MAY 2002) (10 U.S.C. 2631).

252.247-7024 Notification of Transportation of Supplies by Sea (MAR 2000) (10 U.S.C. 2631)

(End of clause)

252.232-7010 LEVIES ON CONTRACT PAYMENTS (SEP 2005)

(a) 26 U.S.C. 6331(h) authorizes the Internal Revenue Service (IRS) to continuously levy up to 100 percent of contract payments, up to the amount of tax debt.

(b) When a levy is imposed on a payment under this contract and the levy will jeopardize contract performance, the Contractor shall promptly notify the Procuring Contracting Officer and provide--

(1) The total dollar amount of the levy;

(2) A statement that the levy will jeopardize contract performance, including rationale and adequate supporting documentation; and

(3) Advice as to whether the inability to perform may adversely affect national security, including rationale and adequate supporting documentation.

(c) DoD shall promptly review the Contractor's assessment and provide a notification to the Contractor including--

(1) A statement as to whether DoD agrees that the levy jeopardizes contract performance; and

(2) If the levy jeopardizes contract performance and the lack of performance will adversely affect national security, the total amount of the monies collected that should be returned to the Contractor; or

(3) If the levy jeopardizes contract performance but will not impact national security, a recommendation that the Contractor promptly notify the IRS to attempt to resolve the tax situation.

(d) Any DoD determination under this clause is not subject to appeal under the Contract Disputes Act.

(End of clause)

PERFORMANCE WORK STATEMENT**Directorate of Public Works****Professional Administrative Support Services**

SECTION	TITLE	INDEX	PARAGRAPH
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C.6	Applicable Documents		C.6 to C.6.5

## **C.1. GENERAL**

**C.1.1. Scope of Work.** The Contractor shall provide management, administration, and qualified employees to perform Administrative and Technical Support Services for Fort Hood's Directorate of Public Works (DPW) in their effort to meet critical requirements through the development of Task Orders consistent with the stated purpose of the resultant contract. Skilled labor categories and quantities identified in Technical Exhibit (TE): A, Supplemental Support Positions represent positions previously used to accomplish the tasks described in this Performance Work Statement (PWS).

**C.1.1.1. Hours of Operation.** Unless otherwise noted for a specific task, services shall be performed 8 hours a day, 40 hours per week during normal business hours, 7:30 a.m. to 4:30 p.m., Monday-Friday, excluding Federal holidays; however, they may involve evening hours or shift work; and contractor employees may be on-call. Services may also be required on weekends and Federal holidays.

**C.1.1.2. Overtime.** Overtime hours are normally required to respond to emergencies, unusually heavy workloads, and unexpected situations that may occur due to unforeseen service requirements. If circumstances indicate the potential need for overtime in order to accomplish a task, such overtime must be authorized in advance by the Contracting Officer or his/her authorized representative. Overtime rates proposed by the contractor for Non-Exempt labor positions and accepted by the Government at the time of award will be used for reimbursement of overtime costs. Overtime will not be authorized to compensate for shortcomings in Contractor performance.

**C.1.2. Area of Responsibility.** Services shall be performed in the main cantonment areas of Fort Hood; in West Fort Hood, located approximately four miles west of Fort Hood; in North Fort Hood, located approximately 20 miles north of Fort Hood; and at Belton Lake Outdoor Recreational Area and range areas, all in the vicinity of Fort Hood.

**C.1.3. Personnel.** The Contractor shall provide management, administration, and qualified labor mix appropriate for the task(s) authorized to be performed within each approved Task Order. Contractor shall ensure that all Contractor personnel performing services on this contract are knowledgeable of the assigned work and familiar with safety and health precautions necessary to perform services under this contract. Contractor employees performing services under this contract will be controlled, directed and supervised at all times by management personnel of the Contractor. Government personnel may not perform any supervisor

functions for Contractor personnel, such as interviewing, appraising performance, or scheduling leave. Notwithstanding another provision of this contract, the Contractor shall at all times be responsible for the supervision of its employees in the performance of the services.

**C.1.3.1. Conflict of Interest.** The Contractor shall not hire any personnel whose employment would result in a conflict with Department of Defense (DOD) Regulation (REG) 5500.7-R, Joint Ethics REG.

**C.1.3.2. Conduct of Personnel.** The Contracting Officer may require the Contractor to remove from the job site any employee working under this contract for reason of misconduct, security, found to be, or suspected to be under the influence of alcohol, drugs, or other incapacitating agents. Contractor employees shall be subject to dismissal from the premises upon determination by the Contracting Officer that such action is necessary in the interests of the Government. The removal from the job site or dismissal from the premises shall not relieve the Contractor of the requirement to provide sufficient personnel to perform the services as required by this PWS.

**C.1.3.3. Security Requirements.** Contractor personnel or any representative of the Contractor entering the Fort Hood installation shall abide by all security regulations and shall be subject to security checks.

**C.1.3.3.1. Search and Seizure.** Contractor personnel and property shall be subject to search and seizure upon entering, while on, or leaving the confines of Fort Hood at any time in the performance of this contract.

**C.1.3.3.2. Facility Clearance.** (NOT USED)

**C.1.3.3.3. Installation Access.** Contractor personnel or any representative of the Contractor entering a military installation shall abide by all security regulations and are subject to security checks. Local rules, regulations, directives and requirements issued by military and civilian authorities pursuant to their responsibility for the administration and security of Government and military installations are applicable to Contractor personnel entering the offices or installations or traveling via Government-owned transportation. The Contractor shall ensure that all contractor personnel employed to perform work under this contract obtains installation access as required by the Provost Marshal Office (PMO). Government furnished identification shall be returned to the issuing government office when the employee no longer performs work for the Contractor under this contract.

**C.1.3.3.4. Personnel Security Clearances.** The Contractor shall comply with all applicable Department of Defense (DOD) security regulations and

procedures during the performance of this task. The Contractor shall not disclose and must safeguard procurement sensitive information, computer systems and data, Privacy Act data, and Government personnel work products that are obtained or generated in the performance of this task. If necessary, the contractor will be required to provide clearances for personnel requiring access to Government computers and workstations.

**C.1.3.4. Contractor Representative.** The Contractor shall provide a full time, on-site Project Manager who shall be responsible for the overall management and coordination of the contract upon receipt of a Task Order. The Project Manager shall be authorized to act on behalf of the Contractor on all matters pertaining to this contract and serve as a single point of contact for contract administration issues with the Contracting Officer. The Project Manager or his/her alternate shall respond within one (1) hour to the Contracting Officer or her designated representative when requested. In the event that all task orders (service requirements) are completed and follow-on task orders are no longer required, the requirement for an on-site project manager will not be needed/required.

**C.1.3.4.1. Alternate.** The Contractor shall designate an alternate who shall be authorized to act on behalf of the Contractor in the absence of the Project Manager or when the Project Manager is not available through electronic communications means within 1 hour.

**C.1.3.4.2.** The Contractor shall provide the name of the individual designated as Project Manager and the individual's experience to the Contracting Officer, in writing, no later than five (5) working days prior to Contract start date, and shall provide written notice to the Contracting Officer prior to changing Project Manager or designating an alternate Project Manager no later than five (5) working days prior to the change. The Contractor shall provide, in writing, to the Contracting Officer no later than five (5) working days prior to Contract start date, telephone number(s) at which the Project Manager or his/her alternate may be reached during all work shifts. The use of telephone recording and/or answering devices is not acceptable for this requirement. The Project Manager shall be available by means of a radio/telephone system compatible with the existing DPW system (Nextel Cellular).

**C.1.3.4.3.** For day to day coordination of administrative matters with the Project Manager, the Contracting Officer may designate a Contracting Officer's Representative to facilitate Government receipt of Deliverables. However, in no event shall any understanding or agreement, contract modification, change order, or other contractual matter between the

Contractor and a person other than the Contracting Officer be effective or binding upon the Government.

**C.1.3.5. Employee Identification Badges.** Contractor personnel on duty shall wear visible Contractor-furnished employee identification badges which shall be displayed on the outer clothing while physically on Fort Hood. Each badge shall include, as a minimum, the company name, employee name, photograph, Contract title, Contract number, and expiration date of the badge. The Contractor shall surrender these employee identification badges to the Contracting Officer upon termination of employment or completion of the Contract. Contractor personnel shall also include the company's name in his or her e-mail display and identify themselves as contractors when attending meetings, answering Government telephones or working in situations where their actions could be construed as official Government acts.

**C.1.3.6. Personnel Appearance.** Contractor personnel working under this contract shall practice high standards of personal hygiene and maintain a clean, neat appearance while on duty.

**C.1.3.6.1. Common Access Card.** All CACs for Contractors will be issued via the Contractor Verification System (CVS) for Contractor personnel requiring access to the local area network for electronic mail capability.

**C.1.3.6.2. Computer Network Access.** The Contractor shall provide, at a minimum, a favorably completed National Agency Check clearance for all Contractor personnel when contract performance requires contractor personnel to have physical access to the Government computer network. Employees shall be validated in the Joint Personnel Adjudication System (JPAS) prior to starting work.

**C.1.3.7. Minimum Personnel Qualifications.** The Contractor shall provide qualified personnel that are physically capable of performing tasks associated with their job positions. All Contractor personnel shall be able to read, write and speak the English language. Specific qualifications for service categories are provided in Section C.5, Specific Tasks of this PWS.

**C.1.3.8. Contractor Personnel Identification.** The Contractor shall provide, in writing, to the Contracting Officer a list of all Contractor employees involved in the accomplishment of any Task Order. This list shall be submitted after award but prior to the commencement of work under any respective Task Order. This list shall include the Project Manager, administrators (if any), and the specific service providers/sub-contractors to be provided to accomplish the specific tasks. The list shall include each

employee's name, job title, employment date with the Contractor, and a legible photocopy of each employee's certifications and licenses, if required. The Contractor shall verbally notify the Contracting Officer of changes to the list as they occur and provide a written, updated list, within 24 hours or the next duty day after the effective date of the change.

**C.1.4. Vehicle Registration.** Motor vehicles entering Fort Hood shall be properly licensed and registered with Fort Hood's Vehicle Registration Section. Vehicles such as bicycles and mopeds entering Fort Hood shall also be registered with the Vehicle Registration Section. Vehicles shall be registered prior to the performance start date. State license and registration shall be maintained current during the time the vehicle is in use on this installation. Contractor personnel shall return registration decals to the Fort Hood Vehicle Registration Section within 3 workdays after termination or completion of work under this contract, when state license is no longer valid, or upon sale of the vehicle. Contractor personnel shall return visitor passes to the Vehicle Registration Section immediately upon conclusion of the conduct of business authorized on the installation.

**C.1.4.1. Vehicle Operation.** Contractor personnel operating motor vehicles on the installation shall have a valid state operator's license, valid drivers license, proof of insurance, and valid vehicle registration for the category of vehicle being operated and shall comply with Fort Hood's, Access Control Point, Standard Operating Procedure (SOP).

**C.1.4.2. Contractor Vehicle Identification.** Contractor owned vehicles used in the performance of services under this contract shall be marked as commercial Contractor vehicles with the contractor's company name in 3" block letters of a color that contrasts with its background, on both sides of the vehicle. Contractors performing services for multiple contracts on Fort Hood may be required to place identifying numbers on the front and rear bumpers of their vehicles.

**C.1.5. Quality Control Plan (QCP).** The Contractor shall establish and maintain a complete QCP to assure the requirements of the contract are provided as specified. The QCP shall identify the Contractor an effective means of identifying and correcting potential and actual non-conformance or lack of performance across the entire scope of contract work. The QC plan is subject to Government approval and must be submitted within 10 working days after the date of contract award.

**C.1.5.1.** The quality of services performed under this contract shall conform to commercial/industry standards. The Contractor is required to immediately notify the Contracting Officer of problems or situations that could negatively

impact compliance with the provisions of the contract. In addition, the Contractor shall inform the Contracting Officer of the plan to be implemented to resolve problems.

**C.1.5.2.** The Contractor shall be responsible for the quality of the work performed by the Contractor's employees. The Contractor shall ensure that the quality of work performed by employees meets the performance standards set forth for each Task Order.

**C.1.6. Quality Assurance.** The Government will monitor the contractor's performance under this contract using quality assurance procedures.

**C.1.6.1. Performance Evaluation Meetings.** The contractor's Project Manager shall meet with the Contracting Officer at least once during the first 30 days of the contract. Thereafter, the Contracting Officer will schedule meetings with the Contractor as needed. The Government will prepare and distribute a signed report of each meeting to attendees within 5 working days after the meeting. The Contractor shall annotate any area of non-concurrence, and submit a written explanation of the reason for its non-concurrence to the Contracting Officer no later than 3 working days after receipt of the report.

**C.1.7. Physical Security.**

**C.1.7.1. Key Control.** The Contractor shall be responsible for keys provided to the Contractor by the Government. Keys shall not be lost, misplaced, or duplicated by Contractor personnel, nor used by unauthorized Contractor personnel. The Contractor shall develop and implement procedures to ensure that keys issued to the Contractor by the Government are controlled and safeguarded.

**C.1.7.1.1.** The Contractor shall report any occurrence of duplicated, misplaced, or lost keys to the Contracting Officer within 24 hours after discovery of occurrence, and submit a written report to the Contracting Officer by close of business the next workday. The written report shall provide complete details relating to duplication, misplacement, or loss.

**C.1.7.1.2.** In the event a key is duplicated, misplaced, or lost, all locks and keys for that system will be replaced at the discretion of the Government. The Contractor shall reimburse the Government the costs to replace locks, or Government property stolen associated with keys being duplicated, misplaced, or lost by Contractor personnel.

**C.1.8. Fraud, Waste, and Abuse.** The Contractor shall be responsible for maintaining proper conduct and discipline within Contractor occupied work areas. Contractor personnel shall be encouraged to report suspected instances of fraud, waste, and abuse, or other intentionally dishonest conduct against the Government observed during or in the performance of this contract.

**C.1.9. Conservation of Utilities.** Contractor personnel shall practice utilities conservation and shall operate under conditions that preclude waste of Government furnished utilities.

**C.1.10. Fire Protection.** The Contractor shall comply with AR 420-90, Fire and Emergency Services, and Fort Hood 420-1, Fire REG, for fire protection and fire prevention.

**C.1.11. Accident Reporting.** The Contractor shall maintain an accurate record of accidents resulting in injury or death and accidents resulting in damage to Government property, supplies, and equipment. The Contractor shall report accidents IAW AR 385-40, Accident Reporting and Records.

**C.1.12. Safety.** The Contractor and his employees shall comply with accepted industry safety standards and applicable safety precautions and guidelines contained in the following publications at all times while performing work under this contract: 1.) Engineer Manual (EM) 385-40, Safety Accident Reporting and Records, 2.) EM-385-1-1, U.S. Army Corps of Engineers Manual: Safety and Health Requirements, 3.) 29 Code of Federal Regulations (CFR) 1910, Occupational Safety and Health Standards, (General Industry) 31 JULY 2000. All Contractor personnel shall be equipped with safety equipment (personal protective gear, such as safety boots, glasses, hard hats, etc.) as required for each respective work environment.

**C.1.13. Files.** The Contractor shall maintain complete and accurate files of documentation, records, and reports required under the terms of this contract, IAW AR 25-400-2, The Army Records Information Management System. The Contractor shall not allow access to the files by any Government agency, non-Governmental agency, or individual unless specifically authorized by the Contracting Officer. Files shall be made available to the Contracting Officer or designated representative upon request.

**C1.13.1. Documentation.** Contractor data and reports submissions shall be computer generated and shall be signed and dated by the contractor's authorized representative. All documents shall be prepared in Microsoft Word or Excel.

**C.1.16. Disclosure of Information.** Performance under this contract may require the Contractor to access data and information proprietary to a Government agency, another Government Contractor, or of such nature that its dissemination or use other than as specified in this PWS would be adverse to the interests of the Government or others. Neither the Contractor, nor Contractor personnel, shall divulge nor release data or information developed or obtained under performance of this PWS, except to authorize Government personnel upon written approval of the Contracting Officer. The Contractor shall not use, disclose, or reproduce proprietary data, which bears a restrictive legend, other than as, specified in this PWS.

**C.1.16.1. Disclosure** of information regarding operations and services of the activity to persons not entitled to receive it, or failure to safeguard any classified information that may come to the Contractor (or any persons under the contractor's control) in connection with work under this PWS, may subject the Contractor, Contractor's agent, or employees to criminal liability under Title 18, Sections 793 and 798 of the United States Code (U.S.C.). Neither the Contractor nor the Contractor's employees shall disclose or cause to be disseminated, any information concerning the operations of the activity that could result in, or increase the likelihood of, the possibility of a breach of the activities' security or interrupt the continuity of its operation.

**C.1.16.2.** The Contractor shall direct to the Contracting Officer all inquiries, comments, or complaints arising from matters observed, experienced, or learned as a result of, or in connection with the performance of this contract the resolution of which may require the dissemination of official information.

**C.1.16.3. Inquiries** received by the Contractor for work performed under this contract shall be referred to the Government for evaluation under the Freedom of Information Act of 1975, Public Law 93-502, and 5 U.S.C., Section 552. The determination of whether records will be released remains with the Government. The Contractor shall be responsible for search and submission of records upon request by the Government.

**C.1.16.4.** The Contractor shall not release any information (including photographs, files, public announcements, statements, denials, or confirmations) on any part of the subject matter of this contract or any phase of any program hereunder without the prior written approval of the Contracting Officer. All documentation showing individuals' names or other personal information will be controlled and protected. The provisions of the Privacy Act of 1974, Public Law 93-579, 5 U.S.C., Section 552a, shall apply.

**C.1.17. Smoking.** The Contractor shall comply with AR 600-63, Controlling Smoking, which establishes uniform policies governing smoking within Department of the Army facilities.

## **C.2. Definitions.**

### **C.2.1. Standard Definitions.**

**C.2.1.1. Army Regulation (AR).** The U.S. Army's principle, rule, or law that governs the conduct of applicable personnel.

**C.2.1.2. Contract Administrator.** The official Government representative delegated authority by the Contracting Officer to administer a contract. This individual, working in an appropriate contracting field, advises on all technical contractual matters.

**C.2.1.3. Contract Discrepancy.** This is the contractor's failure to perform services IAW a contract requirement. A contract discrepancy may result from a failure of the Contractor to provide, or provide on time, the required contract products, or services; or it may result because delivered products or services do not meet specific contract standards.

**C.2.1.4. Contract Discrepancy Report (CDR).** A report used to document unsatisfactory Contractor performance. The CDR requires the Contractor to explain, in writing, why performance is unsatisfactory; how performance shall be returned to satisfactory levels; and how recurrence of the problem shall be prevented in the future.

**C.2.1.5. Contracting Officer (KO).** A person duly appointed with the authority to enter into and administer contracts on behalf of the Government.

**C.2.1.6. Contracting Officer's Representative (COR).** An individual designated in writing by the Contracting Officer to act as an authorized representative of the Contracting Officer to perform specific contract administrative functions within the scope and limitations as defined by the Contracting Officer.

**C.2.1.7. Defect.** Any nonconformance of a unit of service with specified requirements.

**C.2.1.8. Government Furnished Property (GFP).** All equipment, goods, and land possessed by the Government and, subsequently, delivered or otherwise made available to the Contractor.

**C.2.1.9. Performance Assessment Plan (PAP).** A written document used by the Government for quality assurance surveillance. The document contains specific methods to perform surveillance of the contractor's performance.

**C.2.1.10. Performance Requirements Summary (PRS).** Identifies the key service outputs of the contract that will be evaluated by the Government to assure contract performance standards are met by the Contractor.

**C.2.1.11. Quality Assurance (QA).** Those actions taken by the Government to assure that the quality of purchased goods and services received are acceptable IAW established standards and requirements of the contract.

**C.2.1.12. Quality Assurance Evaluator (QAE).** Government representative that is responsible for performing surveillance and inspection of a Contractor's performance.

**C.2.1.13. Quality Control (QC).** Those actions taken by the Contractor to control the production of goods or services, to ensure that they meet the requirements of the contract.

**C.2.2. Legal Public Holidays.** Holidays in each calendar year identified as follows:

New Year's Day, January 1;  
Martin Luther King's Birthday, the third Monday in January;  
Washington's Birthday, the third Monday in February;  
Memorial Day, the last Monday in May;  
Independence Day, July 4;  
Labor Day, the first Monday in September;  
Columbus Day, the second Monday in October;  
Veteran's Day, November 11;  
Thanksgiving Day, The fourth Thursday in November; and  
Christmas Day, December 25.

### **C.2.3. Acronyms**

ARPMAR - Annual Recurring Maintenance and Repair  
BMAR - Backlog of Maintenance and Repair  
CBM - Centralized Barracks Management  
CDL - Commercial Driver's License  
CFC - Chlorofluorocarbon

DA – Department of Army  
DMAR - Deferred Maintenance and Repair  
DOC - Directorate of Contracting  
DOD – Department of Defense  
DOL – Department of Labor  
DPW – Directorate of Public Works  
DTMF - Dual-tone Multi-frequency  
HOMES - Housing Operations Management System  
HUD - Department of Housing and Urban Development  
FMO - Furniture Management Office  
FSK - Frequency Shift Keying  
GFP – Government Furnished Property  
HVAC – Heating Ventilation & Air Conditioning  
IAW – In Accordance With  
IFS - Integrated Facility System  
JPAS – Joint Personnel Adjudication System  
L&E - Leave and Earnings  
MOB - Mobilization  
NEC - National Electrical Code  
ODC - Other Direct Cost(s)  
OEM - Original Equipment Manufacturer  
OSHA - Occupational Health and Safety Act  
O&M - Operations and Maintenance  
PAP – Performance Assessment Plan  
PATs - Process Action Teams  
PM – Preventive Maintenance  
QC – Quality Control  
TE – Technical Exhibit  
UPH - Unaccompanied Personnel Housing  
USACE - U.S. Army Corps of Engineers  
VCC - Visitor Control Center

**C.3. Government Furnished Property. (GFP)** If office type work is to be accomplished, the Government will typically provide Contractor personnel with an office environment similar to that provided to Government personnel including workstations, telephones and computers. Government vehicles will generally be available through the Transportation Motor Pool for use by Contractor personnel providing services for Maintenance Division's Maintenance Services Support and Heating Ventilation and Air Conditioning (HVAC) tasks, if required. Otherwise, the Government will not furnish any property in connection with this Contract.

**C.4. Contractor Furnished Property.** Contractor-furnished property shall meet all applicable Federal, State, local and Department of Defense and

Army laws, codes, and regulations. The contractor's property shall be able to perform its intended purpose.

**C.4.1. Travel.** The Contractor may be required to travel to locations on Fort Hood in support of the tasks as described in this task description. The Contractor may be required to provide and operate a personally-owned vehicle in lieu of a Government vehicle. Therefore the Contractor may incur travel expenses requiring reimbursement. Prior to incurring any travel expenses, the Contractor shall obtain written authorization from the Contracting Officer approving approximate travel, dates, expected duration, origin and destination, purpose, estimated costs and the number and names of personnel traveling. Contractor expense reports shall be prepared and processed IAW the Federal Travel REG. Travel and mileage costs are non-fee bearing and shall be billed at cost. These charges shall be billed under the ODC CLIN as described in paragraph C.5.7.3.

## **C.5. Specific Tasks.**

**C.5.1.** The Contractor shall provide management, administration, and qualified employees to support Fort Hood's DPW in their effort to meet temporary critical requirements through the development of Task Orders consistent with the stated purpose of the resultant contract. Although the obligation to provide services exists for the period of time required by this Contract, actual needs related to any scope of work defined below may vary. There also may be periods of time when there is no need for services in certain areas during the Contract term. The level of service required and period-of-performance will be defined in a series of respective Task Orders.

**C.5.1.1. Technical Exhibit: A, Supplemental Support Positions.** TE: A is a summary of supplemental support positions which have previously been used to accomplish the tasks described below. This list is provided for information/reference only.

## **C.5.2. ENGINEERING DIVISION**

### **C.5.2.1. CIVIL and MECHANICAL ENGINEERING SERVICES SUPPORT**

#### **SCOPE.**

The primary objective is to provide Contractor services and deliverables through performance of the application of professional knowledge of civil and mechanical engineering theory, principles, and practices to perform tasks related respectively to the planning, design, and review of civil or structural

aspects (for civil engineers) and the planning, design, and review of design and repair support for mechanical and HVAC systems aspects (for mechanical engineers) of a wide range of military facilities.

TASKS/SERVICES. The Contractor shall:

- Work with senior engineers in planning, coordinating, and developing designs for the civil, structural or mechanical portions of various projects as appropriate.
- Work with senior engineers to review and analyze initial project information and study basic project requirements for applicable training manuals, engineering manuals, and guide specifications.
- Participate in pre-design conferences with customer representatives and the other project team personnel; or review work orders and any special customer requests to clarify principal features of design and any special conditions.
- Make field reconnaissance and site investigations to obtain first-hand data on topography, existing facilities, or special conditions.
- Plan and develop drawings, and prepare applicable portions of studies and analyses for the various design submittals.
- Work with associated engineering specialists during design efforts to provide aid in integrating the various features of projects.
- Prepare review comments and recommendations and provide aid to resolve minor technical problems arising in the field.
- Analyze various civil, structural or mechanical engineering problems.
- Use required computer hardware and software to make, evaluate, and document design decisions and to produce cost estimates and other documents
- Compile and prepare technical data for use by supervisor, senior technical personnel, or other Directorate personnel. (The material may be transmitted to higher headquarters or to outside agencies, or used at the local level.)

DELIVERABLES.

- Monthly Progress Report detailing status on projects and tasks performed during referenced month and covering projected tasks for up-coming month; due by 5<sup>th</sup> workday following the end of each month.
- Final Report containing summary of tasks performed during period of performance; due 10 working days after project completion

CERTIFICATIONS, LICENSE, PHYSICAL REQUIREMENTS OR OTHER EXPERTISE REQUIRED. The Contractor must have:

- The ability to utilize various forms of relevant computer hardware and software to accomplish computer-aided design and drafting, technical design and evaluation, word processing, spreadsheets, database management, and other approaches to producing required documents.
- A bachelor's degree in the appropriate respective civil or mechanical engineering field with experience in project scoping and estimating; project coordination and estimation; specifications writing; and working knowledge of related materials and systems.

#### **C.5.2.2. ENGINEERING TECHNICIAN -QUALITY ASSURANCE SURVEILLANCE AND INSPECTION SERVICES**

SCOPE.

The primary objective is to provide Contractor services and deliverables through performance of quality assurance surveillance and inspection of ongoing construction projects under contract.

TASKS/SERVICES. The Contractor shall:

- Verify progress made during contract performance and adherence to contractually-established industrial codes and standards for construction as well as compliance with applicable safety standards and regulations and construction contract specifications.
- Aid Government Contracting Officer's Representative(s) [COR(s)] in the inspection and acceptance of construction contract work.
- Attend preconstruction conferences, safety meetings, and preparatory meetings required under a variety of contract vehicles.
- Conduct a variety of interim acceptance inspections, site investigations, and related field work involved in the performance of construction contracts.
- Observe construction contractor performance for adherence to established quality control plans; identify and correct safety violations and hazards IAW contractor safety plans and Occupational Health and Safety Act (OSHA) and U.S. Army Corps of Engineers (USACE) safety requirements.
- Verify percentage of work completed and make recommendations for approval of contractor progress reports.
- Coordinate training classes for Original Equipment Manufacturer (OEM) training of newly-installed equipment.
- Facilitate the approval of real property records and as-built drawings.

- Participate in project meetings and oversee the three-phase inspection process to ensure completion of projects on time and within budget.
- Set up contractor administrative documentation for review and approval by COR to involve planning for future projects, defining requirements, and supporting execution of current projects via funding and contingency.

CERTIFICATIONS, LICENSE, PHYSICAL REQUIREMENTS OR OTHER EXPERTISE REQUIRED. The Contractor must have/possess:

- At a minimum, a high school diploma, or equivalent GED certification, plus five years' experience in a related engineering field or an equivalent combination of relevant college courses and experience.
- The ability to read blueprints and schematics and to use technical manuals and guide specifications, etc.
- Knowledge of all the systems and the auxiliary equipment.
- Knowledge in the interpretation and application of various manufacturers' specifications, technical manuals, etc.
- Specific knowledge of a variety of construction trades performed, to include:
  - site excavation and earth moving;
  - site preparation;
  - Storm Water Prevention and Protection Planning;
  - mold remediation and asbestos abatement;
  - steel construction and/or reinforcement;
  - welding;
  - glazing;
  - carpentry;
  - masonry;
  - plumbing;
  - painting; and
  - HVAC.
- Knowledge of Army regulations and policies for the work performed.
- A valid Texas driver's license.
- The ability to locate and use technical resources in determining performance deficiencies and recommend corrective actions to the CORs.

DELIVERABLES.

- Inspection reports related to services as delineated herein, performed daily, reviewed by customer each Friday before close of business, on a weekly basis.

- Monthly Progress Report detailing tasks accomplished and planning for upcoming projects; due by the 5<sup>th</sup> workday following the end of each month.
- Final Report detailing task accomplishments during period of performance; due 10 working days after project completion; confirmed after project completion.

### **C.5.3. MASTER PLANNING DIVISION**

#### **C.5.3.1. FURNITURE MANAGEMENT OFFICE (FMO)**

##### **C.5.3.1.1. FMO-REAL ESTATE PROPERTY MANAGEMENT**

###### **SCOPE.**

The primary objective is to provide contractor services and deliverables through performance of tasks in the capacity of a facilities planning and utilization specialist involving real property management.

###### **TASKS/SERVICES.** The Contractor shall:

- Plan, coordinate, and implement specified real property management actions, facility allocation, and re-stationing plans.
- Be responsible for short- and long-term goals for facility and space management,
- Execute plans for all assignments, transfers, and termination actions of installation's real property.
- Prepare recommendations and formulate plans that address all reassignments, conversions, and diversions.
- Attend meetings and briefings to provide input, answer questions or conduct briefings on area of responsibility.

###### **DELIVERABLES.**

- Monthly Progress Report; due by 5<sup>th</sup> workday following the end of the month.
- Final Report; due 10 working days after project completion.

###### **CERTIFICATIONS, LICENSE, PHYSICAL REQUIREMENTS OR OTHER EXPERTISE REQUIRED.** The Contractor must have:

- A valid state driver's license.
- Knowledge of real estate transactions.
- Supervisory experience.
- Knowledge of office automation equipment.

- Good verbal and written communication skills.

### **C.5.3.1.2. FMO – HOUSING MANAGEMENT COMPLIANCE SPECIALIST**

#### SCOPE.

*The primary objective is to provide Contractor services and deliverables through performance of the provision of specific support tasks to the Team Leader or senior realty specialist in the planning, organizing, and coordinating of all real property activities on the installation.*

#### TASKS/SERVICES. *The Contractor shall:*

- Responsible for the coordination and completion of all government, regulatory, and compliance documents for all business units in an organization.
- Requires a bachelor's degree in a related area or at least 4 years of experience in the field or in a related area.
- Familiar with standard concepts, practices, and procedures within a particular field.
- Relies on limited experience and judgment to plan and accomplish goals.
- A certain degree of creativity and latitude is required.
- Reports to a supervisor or manager.
- Responsible for assisting the Team Leader or senior realty specialist in the planning, organizing, and directing of all real property activities on the installation. Specific duties include preparation, processing and maintenance of real property accountability documents, real estate transaction documents, real property utilization surveys, land use maps for the installation and various documents.
- Researches and responds to DA level inquiries regarding real property ownership of assets and other real property issues.
- Responds to DA level inquiries regarding the real property assets database, responding directly from the Installation to DA level.
- Provides real property statistical data to organizations on the installation as required (e.g. the energy Report, Unconstrained Requirements Report, Annual Work Plan, comptroller reports and concise studies).
- Responds to requests for information regarding jurisdiction of installation real property.
- Enters pertinent in-grant and out-grant real estate information into automated and/or manual real property systems (e.g. square feet, unit of measure, acreage, rent paid, rent received, term of use, etc.). In general, ensures that real property accountability systems for the

installation are up to date and that Army Regulations are followed in accounting for changes in real property assets.

- Real Estate Transactions. Processes requests regarding additional real property interests (e.g. off post training areas, off-site storage, trailer site requests). Makes recommendations for acquisition of real property interests by fee or lessor interest (e.g. leases, easements, license, permits) in accordance with AR 405-10.
- Identifies buildings recommended for demolition to DHPW/Installation Commander as required by AR 405-90.
- Prepares justification for planned excess actions including demolition, transfer of ownership, sale, exchange, or act of God in accordance with AR 405-90.
- Develops and recommends, out-granting use, special conditions for inclusion in reports of availability for lease, easement, permit, license and consent agreement in accordance with AR 405-80 and other applicable regulations (i.e. Mc Kinney Shelter for the Homeless Act).
- Prepares requests for acquisition of or retrocession of legislative jurisdiction in accordance with AR 405-20.
- Monitors real estate agreement expiration dates for renewal (e.g. out-grants, in-grants, permits, leases and licenses) IAW AR 405-80 (Granting Use of Real Estate) and AR 405-10(Acquisition of Real Property).
- Conducts periodic inspections of in-grants and out-grants IAW AR 405-10 and AR 405-80.
- Prepares Record of Environmental Consideration (REC) when an action qualifies as a categorical exclusion IAW AR 200-2.
- Prepares short-term licenses as provided in AR 405-80.
- Interprets real estate agreements and regulations to identify real property maintenance responsibilities for customers.
- Provides information in response to inquires from Department of the Army; MACOM; other Federal State and local Government Agencies; and the general public.
- Assist in the preparation of short-term leases and real estate disposal actions; conduct special inspections and inventories and special and routine reports on real property.
- Develop and prepare routine correspondence pertaining to real estate/property activities
- Assist in the transfer of hand receipts for real property, which involves buildings and keys.
- Provide specific verbal or written instructions to supervisor or higher-graded personnel relating to the work to be preformed.
- Backup key custodian for SAFLOK; magnetic barracks keys. Duties include but are not limited to making keys, magnetizing keys, loading buildings on an interrogator, physically going to buildings and

reprogramming the lock, making new keys for a brand new building, which includes coordinating with SAFLOCK and the COR on all newly constructed projects. The duty also include, key schedules, walk through of buildings, making master keys to override individual keys, emergency keys that override every magnetic key on post, service orders and day to day reports.

#### DELIVERABLES.

- Monthly Progress Report detailing task accomplishments during referenced month; due by 5<sup>th</sup> workday following the end of each month.

#### CERTIFICATIONS, LICENSE, PHYSICAL REQUIREMENTS OR OTHER EXPERTISE REQUIRED. The contractor must have:

- Above-average computer-related skills.
- Requires a bachelor's degree in a related area or at least 4 years of experience in the field or in a related area.
- Knowledge of DA regulations, policies, and procedures regarding real estate transactions.
- Good verbal and written communications skills with the ability to relate to staff and personnel at all levels.

#### **C.5.3.1.3. FMO - REALTY CLERICAL SUPPORT SERVICES**

##### SCOPE.

The primary objective is to provide Contractor services and deliverables through performance of clerical tasks to augment workload.

##### TASKS/SERVICES. The Contractor shall:

- Perform a full range of standard and non-standard, clerical assignments in support of real estate transactions.
- Aid in the preparation of short-term leases and real estate disposal actions; conduct special inspections and inventories and special and routine reports on real property.
- Develop and prepare routine correspondence pertaining to real estate/property activities.
- Provide help in the transfer of hand receipts for real property, which involves buildings and keys.

- Provide specific verbal or written instructions to staff and personnel relating to the work to be performed.

#### DELIVERABLES.

- Monthly Progress Report; due by 5<sup>th</sup> workday following the end of the month.

#### CERTIFICATIONS, LICENSE, PHYSICAL REQUIREMENTS OR OTHER EXPERTISE REQUIRED. The Contractor must have:

- Basic skills with office automation equipment.
- The ability to perform routine and recurring assignments independently with minimal instructions.

#### **C.5.3.1.4. FMO - SUPPLY SERVICES (FMO)**

#### SCOPE.

The primary objective is to provide Contractor services and deliverables through performance of a wide range of supply program operations associated with billeting active duty and mobilized and demobilized reserve units during mobilization and deployment.

#### TASKS/SERVICES. The Contractor shall:

- Assist with general supervision of the supply program operation working with the Team Leader of the Mobilization Cell of the Real Property/Furniture Management Office.
- Use practical knowledge of supply program operations to perform substantive work to include tracking incoming and outgoing units and scheduling billeting space, while handling inventory, assignments, issuing/receiving linens, issuing/receiving keys, and clearing buildings.
- Develop and prepare routine correspondence, reports, and other data required to support the mission.
- Analyze the problems and issues involved in the on-going operations and recommend and act on solutions to the situations as they arise.

#### DELIVERABLES.

Monthly Progress Report summarizing work performed; due by 5<sup>th</sup> workday following the end of the month.

CERTIFICATIONS, LICENSE, PHYSICAL REQUIREMENTS OR OTHER EXPERTISE REQUIRED. The Contractor must have:

- The ability to be flexible in scheduling.
- Thorough knowledge of supply and mobilization transactions, regulations, and directives for the Federal Government.
- The ability to carry out assigned work IAW simple instructions and sequences.
- Knowledge and skill in using automated databases.
- A valid state driver's license.

#### **C.5.3.1.5. FMO – KEY SUPPLY PROGRAM OPERATION**

SCOPE.

The primary objective is to provide Contractor services and deliverables through performance of a wide range of supply program operations.

TASKS/SERVICES. The Contractor shall:

- Perform work of various types associated with hand receipts; and accountability for – and assignment of – buildings, inventorying of supplies, and the issuing, receiving, and making of card keys as well as clearing buildings – all tasks involving supplies, etc., for incoming and outgoing units.
- Develop and prepare routine correspondence, reports, and other data required to support the mission.
- Perform work assigned by supervisor who defines objectives, priorities, and deadlines and is available to assist contractor with unusual situations.
- Recommend actions based on analysis of the problems and issues involved in the assignment.

DELIVERABLES.

- Monthly Progress Report; due by 5<sup>th</sup> workday following the end of the month; confirmed after project completion

CERTIFICATIONS, LICENSE, PHYSICAL REQUIREMENTS OR OTHER EXPERTISE REQUIRED. The Contractor must have:

- Basic skills in office automation.
- Thorough knowledge of supply and mobilization transactions, regulations, and directives from the Federal Government.

- The ability to carry out assigned work IAW simple instructions and direction, perform tasks with considerable independence, and be available for changing shifts or late hours due to incoming/outgoing units.
- A valid state driver's license.

### **C.5.3.1.6. FMO - FURNITURE HANDLING SERVICES**

#### SCOPE.

The primary objective is to provide Contractor services and deliverables through performance of manual labor and tasks related to the inventory of furnishings.

#### TASKS/SERVICES.

##### Task 1. Furniture Handling Services.

The Contractor shall provide Contractor personnel to:

- Perform one or a combination of the following manual labor tasks requiring ability to perform moderately heavy physical effort:
- Load and unload heavy boxes, bulky supplies, material and furniture from buildings using trucks, dollies, sky lifts, and other conveyances.
- Aid in the performance of furnishings inventories.

##### Task 2. On-Site Administrative Support Services.

The Contractor shall:

Designate one Contractor employee as the contractor's team leader to act as the primary contact in all matters relating to the day-to-day performance of contractor personnel.

#### DELIVERABLES. (for Tasks 1 and 2)

- Monthly Progress Report; due by 5<sup>th</sup> workday following the end of the preceding month.

#### CERTIFICATIONS, LICENSE, PHYSICAL REQUIREMENTS OR OTHER EXPERTISE REQUIRED. (for tasks 1 and 2)

The Contractor must have:

- The basic skills with which to utilize office automation equipment.

- The ability to perform routine and recurring tasks independently with minimal instructions and direction.
- Physical strength and stamina as required to perform moving and lifting objects as well as the ability to perform the tasks as delineated herein.
- A valid state driver's license.

### **C.5.3.2. MOBILIZATION (MOB)**

#### **C.5.3.2.1. MOB -GENERAL COORDINATION SERVICES**

SCOPE. The primary objective is to provide Contractor services and deliverables through performance of general coordination services and the furnishing of technical information involving mobilization issues and tasking.

TASKS/SERVICES. The Contractor shall:

- Develop programs and initiate actions for mobilization issues and tasking, referring those matters that require higher approval or are outside the branch to the supervisor.
- Coordinate work flow for, and provide guidance to, from 5 to 22 contract employees associated with billeting active duty and mobilized/demobilized reserve units during mobilizations or deployments.
- Plan work to be accomplished by Contract employee subordinates; and schedule work activities and scrutinize, coordinate, and evaluate work performance, while providing guidance and solutions to work problems.
- Represent DPW in meetings and conferences regarding mobilization.
- Define the overall objectives and resources available for mobilization assignments while developing deadlines and the scopes of the assignments.

DELIVERABLES.

- Monthly Progress Report; due by 5<sup>th</sup> workday following the end of the preceding month.

CERTIFICATIONS, LICENSE, PHYSICAL REQUIREMENTS OR OTHER EXPERTISE REQUIRED. The Contractor must have:

- Knowledge of real estate and mobilization transactions, regulations, and directives from the Federal Government.
- A valid state driver's license.

- The ability to coordinate work flow and relate well to all levels of personnel.

#### **C.5.3.2.2. MOB - SUPPLY PLANNING MANAGEMENT SERVICES**

##### SCOPE.

The primary objective is to provide Contractor services and deliverables through performance of exercising limited supervision of contract personnel associated with billeting active duty and mobilized/demobilized reserve units during mobilization/deployment/freedom flights.

TASKS/SERVICES. The Contractor shall:

- Supervise from 2-5 Contract employees; assign tasks, and execute projects with others as required to complete assignments (with limited coordination and direction).
- Ensure execution of the overall objectives of the mobilization plan and maintain accountability of resources.
- Ensure team provides augmentation to the Central Barracks Management teams upon notification of substantial mission.
- Guarantee completed work is reviewed for compliance with policies and attainment of mobilization objectives.
- Coordinate with designated Government representative or other contractor employees– and furnish – technical information regarding mobilization issues.

##### DELIVERABLES.

- Monthly Progress Report; due by 5<sup>th</sup> workday following the end of the month; deliverables confirmed after project completion

CERTIFICATIONS, LICENSE, PHYSICAL REQUIREMENTS OR OTHER EXPERTISE REQUIRED. The Contractor must have:

- Knowledge of real estate and mobilization transactions, regulations, and directives for the Federal Government.
- Ability to operate a motor vehicle and a valid state license.
- Good communications skills and the ability to relate to, and supervise, others.

#### **C.5.3.2.3. MOB - SUPPLY PROGRAM OPERATIONS TECHNICAL SUPPORT**

##### SCOPE.

The primary objective is to provide Contractor services and deliverables through performance of a wide range of supply program operations.

**TASKS/SERVICES.** The Contractor shall:

Perform work of various types associated with hand receipts; and accountability for – and assignment of – buildings, inventorying of supplies, and the issuing, receiving, and making of card keys as well as clearing buildings – all tasks involving supplies, etc., for incoming and outgoing units.

Develop and prepare routine correspondence, reports, and other data required to support the mission.

Perform work assigned by supervisor who defines objectives, priorities, and deadlines and is available to assist contractor with unusual situations.

Recommend actions based on analysis of the problems and issues involved in the assignment.

**DELIVERABLES.**

- Monthly Progress Report; due by 5<sup>th</sup> workday following the end of the month; confirmed after project completion

**CERTIFICATIONS, LICENSE, PHYSICAL REQUIREMENTS OR OTHER EXPERTISE REQUIRED.** The Contractor must have:

- Basic skills in office automation.
- Thorough knowledge of supply and mobilization transactions, regulations, and directives from the Federal Government.
- The ability to carry out assigned work with minimal instructions or direction, perform tasks with considerable independence, and be available and flexible for changing shifts or late hours due to incoming/outgoing units.
- A valid state driver's license.

#### **C.5.3.2.4. MOB - GENERAL MAINTENANCE SERVICES**

**SCOPE.**

The primary objective is to provide Contractor services and deliverables through performance of maintenance-type tasks.

TASKS/SERVICES. The Contractor shall:

Perform carpentry, plumbing, electrical, painting, custodial, and other duties associated with repair, replacement, and maintenance.

Work in compliance with instructions from Team Leader, representative, or journeyman assigned who provides specific instructions and detailed explanations of task procedures and techniques.

Provide information on plans leading to the accomplishment of more complex work at the beginning of operations or when information is requested during process; with preventive maintenance and detailed work to be spot-checked and reported by contractor's supervisor to a designated government representative and to the next level of supervision.

CERTIFICATIONS, LICENSE, PHYSICAL REQUIREMENTS OR OTHER EXPERTISE REQUIRED. The Contractor must have:

- General knowledge of the work involved by each craft.
- Basic knowledge of the materials used by each craft and skill in using the tools and equipment of each craft.
- Sufficient knowledge to read and interpret basic blueprints and specifications and to correctly identify preventive maintenance requirements and accurate location of equipment.
- A valid state driver's license.

#### **C.5.3.2.5. MOB - MAINTENANCE SERVICES**

SCOPE.

The primary objective is to provide Contractor services and deliverables through performance of maintenance-type tasks.

TASKS/SERVICES. The Contractor shall:

- Perform carpentry, plumbing, electrical, painting, custodial, and other duties associated with repair, replacement, and maintenance.
- Work in compliance with instructions from Team Leader, representative, or journeyman assigned who provides specific instructions and detailed explanations of task procedures and techniques.

CERTIFICATIONS, LICENSE, PHYSICAL REQUIREMENTS OR OTHER EXPERTISE REQUIRED. The Contractor must have:

- General knowledge of the work involved by each craft.
- Basic knowledge of the materials used by each craft and skill in using the tools and equipment of each craft.
- Sufficient knowledge to read and interpret basic blueprints and specifications and to correctly identify preventive maintenance requirements and accurate location of equipment.
- A valid state driver's license.

#### **C.5.4. MAINTENANCE DIVISION**

##### **C.5.4.1. HEATING, VENTILATION, AND AIR CONDITIONING PREVENTIVE MAINTENANCE SERVICES (HVAC PM SUPPORT)**

###### SCOPE.

The primary objective is to provide Contractor services and deliverables through performance of heating, ventilation and air conditioning preventive maintenance

###### **C.5.4.1.1. PLANNING / ESTIMATING SERVICES**

TASKS/SERVICES. The Contractor shall:

- Perform planning and estimating service for any Maintenance Division Project that would require a general contractor or any project that would be completed internally. (Projects include new construction, alterations, expansions, modifications, maintenance and repairs to installation facilities. Planning and estimating is for all phases of construction. Projects may include one or more of the following areas: HVAC, construction, utilities, plumbing, carpentry, and/or roads and grounds.)
- Receive work requests (DA Form 4283) and determine the needs for the proposed project by reviewing statements of work requirements, conducting field visits, questioning the requestor to clarify information and to discuss alternatives.
- Develop detailed step-by-step job plans that incorporate the most efficient job sequence and consider the specific trades involved.
- Develop Bills of Materials, equipment requirements, total man-hour requirements, labor and material cost estimates for all phases of construction, alteration, maintenance, and repair work.
- Conduct analysis, layout, and estimate a variety of tasks required for projects including fabrication, design, repair, modification, and quarterly maintenance.

- Research, interpret, and apply the appropriate codes, accepted trade practices, and historical data to existing and new construction.
- Review safety requirements, incorporate appropriate measures into the plan and can enforce safety practices.
- Prepare all appropriate forms, specifications, sketches that reflect construction details, and drawings for the work request.
- Review the proposed plan and estimation with the shop foreman on problems relating to craftsmanship, material, equipment and procedures.
- After the proposed plan is approved by the Operations and Maintenance (O&M) Manager and assigned to a shop, visit job sites while work is in progress, and – upon completion – determine whether specifications (scope, materials, equipment, and personnel) are adequate, that user requirements are being met, and that work is compatible with existing facilities.
- Review expended man-hours and material cost with estimated costs; justify deviations; and verify cost base. May provide technical work direction and enforce safety measures.
- Coordinate and maintain liaison with users of facilities, requestors, contractors, subcontractors, engineering personnel, command, vendors, etc., to gather information, furnish advice and assistance, or effect mutual accord on scheduling plans, and specifications.
- Prepare line-item estimates for Backlog of Maintenance and Repair (BMAR), Annual Recurring Maintenance and Repair (ARPMAR), and Deferred Maintenance and Repair (DMAR) for validation, Annual Work Plan, budget programming, and for Engineering Plans and Services. Work under the general supervision of the DPW Maintenance Division, Operations and Maintenance Manager who assigns responsibilities and objectives. Independently accomplish assignments, and consult the supervisor on unusual problems. Report planning and estimation results to the supervisor, who gives guidance on project development.

Examples of work requiring planning and estimating include:

- Carpentry – Multi-trade projects repair or construction of various structures, involving many work levels in woodworking, structural and finishing, and metal work classifications (wood crafting, painting, roofing, glazing, plastering, locksmith, and welding). Installation of rafters, floor joints, walls, door units, windows, siding, trim work; and finishing of completed work; repairs, alterations, and construction of exterior and interior masonry surfaces, built of a variety of brick, block, stone, tile, or fire brick.
- Plumbing – Repair, installation and maintenance of plumbing systems. Repair of a small steam distribution system (pipefitting) and

installation of a low pressure steam boiler (boiler plant equipment field).

- HVAC – Installation, repair, and modification of boilers, force air furnaces, electric heaters, two pipe steam and hot water systems, direct expansion evaporation, air units, conventional compression, centrifugal and absorption systems. Estimation includes determination of BTU requirements per square footage of occupancy areas to assess type and sized of HVAC equipment; and reading blueprints and site utility plans to determine utility requirements.
- Roads and Grounds – Roads and ground construction, repair, and maintenance; repair and installation of traffic signals.
- Utilities – Repair, installation, and maintenance of utility systems.

**CERTIFICATIONS, LICENSE, PHYSICAL REQUIREMENTS OR OTHER EXPERTISE REQUIRED.** The Contractor must have:

- General contractor abilities and familiar with all phases of construction.
- Journeyman and sub-journeyman trade-level knowledge of HVAC, construction, utilities, plumbing, carpentry, roads and grounds. Not required to be an expert in all fields, but possesses the ability to conduct research, consult knowledgeable and skilled tradesman, and find answers to problems.
- Familiarity with using PC Computers and the Microsoft Office Suite.
- A valid state driver's license.
- Familiarity with using contractor estimation software (e.g., RS Means Estimating or Winset Estimating), preferred.

#### **C.5.4.1.2. ENGINEERING TECHNICIAN SERVICES**

**TASKS/SERVICES.** The Contractor shall:

- Provide preliminary drawings, sketches, and preparation of specifications for maintenance programs and for approval of service type contracts; provides technical support, oversight, inspection, and customer services for the performance of services by contract in-house employees of the Maintenance Division.
- Prepare preliminary plans, specifications, and cost estimates for preventive maintenance (PM) for the installation; and adapt, compile, and review plans and specifications for approval for service contracts and PM programs.
- Provide assistance to Area Shop Supervisor on all phases of the PM program and service contracts.
- Perform field engineering work; and conduct preliminary site investigations to obtain and verify field data.

- Develop technical data regarding materials, location, sizes, dimensions, quantities, and cost data to be incorporated in formal specifications.
- Assist in compiling a variety of statistical and technical data; perform computer data entry tasks, using several types of commercial software (mostly Microsoft Office Products), to prepare, edit, sort, print, and provide advice on numerous documents useful for a variety of purposes.
- Perform inspections to ensure correction of any deficiencies; and, in this capacity, provide substantive assistance in evaluating performance of service contracts and making adjustments resulting from evaluation.
- Maintain ongoing relationship with both contractors and customers; and resolve most problems that arise by recommending and/or implementing the best or most appropriate solution, considering all circumstances, referring the most difficult problems or unusual circumstances to the Area Shop Supervisor.
- Conduct regular inspections of services and PM programs for compliance with contract specifications in terms of quality of work, use of approved equipment, timeliness in accomplishing services, and compliance with regulations; inform the supervisor of non-compliance of work or equipment; prepare supports reflecting inspection results and contractor performance; and resolve problems between customers and contractor regarding non-compliance with instructions and established procedures, substandard service, etc.
- Use practical knowledge, skills, and a background in technical engineering concepts to perform interim processes and complete assignments with a minimum of technical direction. (Precedent examples and other guidelines are available, but require adaptation for use in specific situations.)
- Work under the general guidance of the Area Shop Supervisor, who provides guidance as to overall objectives, priorities, limitations, and requirements for each task. (Technical assistance is normally available to resolve unusual work problems and/or situations encountered. Completed work is reviewed for appropriateness, customer satisfaction, and effectiveness in meeting goals.)
- Operate motor vehicles – primarily light-utility Government trucks – for a variety of purposes; drive a Government pickup truck to and from the work sites and other locations on Fort Hood in support of the scope of work; and perform operator-type maintenance as required.

CERTIFICATIONS, LICENSE, PHYSICAL REQUIREMENTS OR OTHER EXPERTISE REQUIRED. The Contractor must have:

- Practical knowledge, skills, and a background in technical engineering concepts to complete assignments with a minimum of technical direction.
- Skill in performing inspection services to include knowledge of standards sufficient to observe for discrepancies and identify sub-standard work, for compliance with contract specifications in terms of quality of work, use of approved equipment, timeliness in accomplishing services, and compliance with regulations.
- Skill in reading and interpreting various contract specifications; ability to prepare reports of inspection findings. Tasks include data entry, the use of computers, and typing skills.
- Some knowledge of requirements for service contracts, in order to assist with the development of contract requirements.
- Skill in conducting site investigation and similar field engineering work.
- Knowledge and ability to deal effectively with customers and contractors, with skill in resolving problems between customers and contractors.
- Skill and ability to safely operate motor vehicles.
- A valid state driver's license.

#### **C.5.4.1.3. HVAC TECHNICAL SERVICES**

TASKS/SERVICES. The Contractor shall:

- Perform visual examinations, operational tests and repair work involving the full-performance journeyman level in the Heating, Boiler Plant and Air Conditioning Equipment (up to 1000-ton and 500-horsepower).
- Assist shop foreman in determining preventive maintenance schedules and tasks for performance by others.
- Install, troubleshoot, make malfunction diagnosis and effect needed repair on a variety of industrial, complex air conditioning equipment, ancillary support devices, industrial and domestic reach in and walk-in coolers, freezers, ventilating items, and related equipment.
- Install, troubleshoot, and make malfunction diagnosis and effect needed repairs circulating systems and a variety of industrial heating and boiler plant systems and controls.
- Make extensive repairs to complex components to include electrical-electronic supervisory control and relay devices.
- Perform more routine duties associated with industrial equipment repair to include: flat work oxygen-acetylene and electric arc welding to fabricate or repair parts; and aid in development of area preventive maintenance schedule as requested for performance by others/self.

- Work under the general guidance of a shop foreman and be independently responsible for performing recurring work using technical manuals and guide specifications and scheduled cyclic maintenance and service orders received; and determine work processes in effecting needed repairs. (Completed work is subject to intermittent spot-checks by a Government representative or Contractor representative for overall compliance with specifications and standing shop operating procedures. Most of the work is performed remotely from the immediate shop facility. Assistance is available on precedent situations for work procedures with highly unusual technical demands.)
- Operate motor vehicles, primarily light-utility Government trucks.

**CERTIFICATIONS, LICENSE, PHYSICAL REQUIREMENTS OR OTHER EXPERTISE REQUIRED.** The Contractor must have:

- A (chlorofluorocarbons) CFC Certification Type I & II as required by Section 608 of the Clean Air Act of 1990 (as amended), EPA Mandatory Technician Certification.
- Skill in the use of the full range of hand and power tools, test measurement and diagnostic equipment associated with the, air conditioning, heating, and boiler plant primary trades as well as those associated with oxygen-acetylene, electric-arc welding.
- Knowledge regarding the repair of ancillary electro-mechanical and electronic control devices associated with air conditioning, heating, and boiler plants.
- Knowledge of the use of electric schematics and blueprints associated with industrial utility systems, and skill in the use of multimeters, pressure gauges, micrometers, calipers, tension meters, and torque wrenches.
- Knowledge in the interpretation and application of various manufacturers' specifications, technical manuals, etc., in determining critical wear thresholds and specific dimensional tolerances.
- Skill and ability to safely operate motor vehicles.
- A valid state driver's license.

#### **C.5.4.1.4. HVAC SERVICES**

**TASKS/SERVICES.** The Contractor shall:

- Perform HVAC preventative maintenance such as changing filters and cleaning coil surfaces on a wide variety of heating and cooling equipment, including furnaces, air handling units and fan coil units for the Maintenance Division.

- Change filters and cleans coil surfaces on a wide variety of heating and cooling equipment, including furnaces, air handling units and fan coil units.
- Work individually or as a crew member in an assigned area.
- Clean and repair fan coil units, to include replacement of multi-speed fractional horse power motors, fans, and switches
- Remove covers to fan coil units and make a visual and audible checks for dust, dirt, and mechanical and electrical defects.
- Use prescribed test procedures, voltage testers, and hand tools common to the trade in locating problems and repairing fan coil units; and remove dust and dirt accumulations with a brush and air hose.
- Clean and purge air out of lines so that water will circulate.
- Repair unstops and/or clean condensate drain; and disassemble units, clean squirrel cage or propeller fans, thermostats and switches, reconnecting wires according to electrical diagram.
- Replace electrical components such as 3-speed switches, thermostat relays, thermostats, on-off switches, etc.
- Repair or replace mechanical components such as change-over valves and 3-way valves; and repair or replace coils which require soldering.
- Using valves turn water on and off to fan coil units.
- Test units when repairs are completed to insure they are operating properly.
- Mount loose equipment to wall or ceiling.
- Replace motors to pumps on all air handling units.
- Assist journeyman mechanic in restarting air conditioning units following maintenance.
- Restarting tasks include starting loop pumps, tower pumps, and resetting, timing out, and restarting the unit itself.
- Perform preventive maintenance on a variety of equipment to include refrigeration air dryer units, air compressors, evaporators, belt-driven exhaust fans, icemakers, heating and cooling circulating pumps, chillers, and cooling towers and pumps and boilers.
- Clean units, inspect for proper operation, replace worn or damaged belts and filters, and repair leaks; lubricate moving parts and drain and replace oil; and fill and maintain fluid levels and chemicals.
- Change filters on air-handling units, grease motors, and check and replace belts, and perform other limited repairs as required.
- Work under the supervision of the shop foreman or higher grade mechanic. (Work is assigned through verbal instructions, work orders, or preventive maintenance schedules which indicate the filters to be changed and repairs to be made.)

- Determine the quantity and size of filters, the type parts required, and complete assignment. (The supervisor and higher-grade mechanics are available for advice and assistance on the more complicated problems.)
- Operate motor vehicles, primarily light-utility Government trucks, and – if required – fill out trip tickets and accident report forms.

**CERTIFICATIONS, LICENSE, PHYSICAL REQUIREMENTS OR OTHER EXPERTISE REQUIRED. The Contractor must have:**

- Basic Knowledge of construction and operating characteristics of fan coil units and limited knowledge of dual temperature water heating and air conditioning systems.
- Ability to determine when mechanical, electrical, and structural components of fan coil units need to be repaired or replaced.
- Sufficient ability to disassemble fan coil units, locate mechanical and electrical defects, and make proper repairs.
- Skill to separate soldered joints during disassembly and solder pipes back together after cleaning or replacing coils.
- Ability to follow electrical diagrams and connect wires to switches, relays, thermostats accordingly.
- Ability to identify equipment and have a basic operating knowledge of all equipment serviced in order to recognize unusual noises, check for proper oil levels and frayed or loose belts, and the skill to perform preventive maintenance tasks and limited repairs.
- Thorough knowledge of the characteristics and use of various lubricants along with knowledge of the frequency, procedures, and prescribed methods for lubricating components; changing filters and oil.
- Ability to follow preventive maintenance schedules and interpret sketches, wiring diagrams, and equipment manuals.
- Skill in the use of tools and equipment such as screwdrivers; various wrenches; pliers; grease guns; compressed air blowers or high-pressure water cleaners; hand, pneumatic, or electric pumps.
- Skills for safe motor vehicle operation; skills to operate hand and foot controls for starting, stopping, backing, and driving vehicles; ability to judge overhead and side clearances, turning radii, braking distances, and proper distances to remain from vehicles ahead; and knowledge of safety rules and regulations and other posted rules for moving vehicles.
- A valid state driver's license.

**C.5.4.1.5. QUALITY EVALUATION SERVICES**

TASKS/SERVICES. The Contractor shall:

- Perform inspections and development of reviews of HVAC PM and Chemical Water Treatment work as delineated herein.
- Maintain surveillance over HVAC PM and Chemical Water Treatment operations to evaluate quality and timeliness of work performance in compliance with the scope of work and contractual safety requirements.
- Check PM Chemical Water Treatment for adequate internal controls, technical performance, schedules, and cost.
- Develop surveillance techniques and procedures to use in inspecting the operation of functions under contract to determine efficiency and effectiveness.
- Ensure evaluation methods provide systematic and equitable review appropriate to the service to include methods for determining acceptability/non-acceptability of performance.
- Inspect completed PM as well as HVAC repairs for indicators of PM effectiveness.
- Conduct Chemical Water Treatment tests and analysis to check for indicators of proper chemical application.
  
- Collect, organize, and analyze data and perform test measurements IAW the HVAC PM and Chemical Water Treatment Performance Assessment Plan (PAP) and performance requirement summary (PRS) to determine quality of PM being provided.
- Insure adequacy and progress of work is commensurate with amounts requested.
- Develop and issue written instructions and standard operating procedures, and ensure compliance, keeping closely informed of the progress on jobs and making recommendations for eliminating problems that may occur.
- Perform trend analysis to determine quality deficiencies and promptly report deficiencies and violations to the operations and maintenance (O&M) manager and contracting officer.
- Report findings and overall assessments at regularly scheduled intervals to the O&M manager; and recommend changes to increase efficiency of HVAC PM Manager.
- Recommend changes to increase efficiency of HVAC PM and Chemical Water treatment work.
- Participate in meetings with Government quality assurance experts (QAE's) to discuss performance and resolve problems.
- Compile data on performance and perform and prepare recurring and special reports as required to ensure that the HVAC PM team and Chemical Water Treatment contractors are not jeopardized in day-to-

day relations and that the Government's best interests are being served.

- Operate a light-duty motor vehicle.

**CERTIFICATIONS, LICENSE, PHYSICAL REQUIREMENTS OR OTHER EXPERTISE REQUIRED.** The Contractor must have:

- Knowledge and understanding of HVAC PM systems and work.
- Knowledge and understanding of HVAC Chemical Water Treatment service.
- Familiarity with the use of PC computers and Microsoft Office Suite applications.
- A valid state driver's license.

#### **C.5.4.1.6. HVAC SERVICE**

**TASKS/SERVICES.** The Contractor shall:

- Perform HVAC preventative maintenance and supporting functions for the Maintenance Division.
- Perform work in general building repairs and maintenance incidental or preparatory to higher-graded employee in the maintenance and repair of air-conditioning, heating, and ventilation equipment.
- Support maintenance and repair of air-conditioning; assist journeyman in replacement of thermostats, adjusting pulleys and belts, oiling and greasing fittings, etc.
- Support heating and ventilation equipment maintenance; assist journeyman by removing access plates and covers, performing parts cleaning, spot painting, sanding, replacement of filters, etc.
- Operate and perform operator maintenance on light vehicles, small engine-powered equipment, and hand tools required in area maintenance, such as hydraulic lifts, forklifts (up to 6,000-pounds capacity), pressure washers, and mobile air compressors.
- Lubricate, sharpen, clean, and inspect hand and power tools.
- When performing routine and repetitive maintenance tasks, receive general instructions, with work spot-checked; and perform work in conjunction with a higher-graded/skilled employee who shall provide immediate supervision and detailed explanations of assignments. (Supervisor or higher-graded workers are readily available to resolve problems and answer questions.)
- Operate motor vehicles, primarily light-utility Government trucks, and – if required – fill out trip tickets and accident report forms.

CERTIFICATIONS, LICENSE, PHYSICAL REQUIREMENTS OR OTHER EXPERTISE REQUIRED. The Contractor must have:

- Knowledge of the use of common hand tools and skill in the proper identification, selection and use of common hand tools, test devices, and the components and equipment used for general heating and air conditioning.
- Skill in the proper use and selection of common hand tools and in the disassembly and reassembly of parts and components.
- Knowledge of preventive maintenance procedures in lubrication and clean up of tools and equipment.
- Ability to follow instructions and perform repetitive and recurring tasks.
- Skill in the safe operation of forklifts in the immediate area of work operations.
- Skills for safe motor vehicle operation, with the skill to operate hand and foot controls for starting, stopping, backing, and driving the vehicle; ability to judge overhead and side clearances, turning radii, braking distances, and proper distances to remain from vehicles ahead, with the knowledge of safety rules and regulations and other posted rules for moving vehicles.
- A valid state driver's license.

#### **C.5.4.1.7. ADMINISTRATIVE SUPPLY SERVICE**

TASKS/SERVICES. The Contractor shall:

- Perform supply and related administrative functions for the Maintenance Division's HVAC PM Shop.
- Process supply requisitions; review and edit requests for completeness, accuracy, and compliance with regulations: assure stock number, price, source of supply, and other data are correct; revise quantities ordered items based on number of items on hand; review records for possible substitution of items; and recommend local purchase when appropriate.
- Process supply requisitions to the Directorate of Contracting (DOC), using the DOC automated data system; and perform all follow up actions on all overdue requirements and posts updated information to the records.
- Process receipt transactions for material being received contract, local purchase, and other means.
- Compare packing list, receiving documents, bills of lading inspection reports, and other documents with contracts, purchase orders, or

requisitions to verify accuracy of stock identification, quantity, cost, and other pertinent data.

- Prepare material receipt documents for those shipments having no major discrepancies.
- Investigate receiving documents involving discrepancies, such as overages, shortages, substitutes, and non-specification items; examine contract files, authorization and charges, inspection reports, pricing guides, and other files to ascertain source of variance.
- Contact inspection, purchasing, and other organizations to gather information on discrepancies; accept or reject material based on investigation and IAW standard procedures; and furnish information to other personnel for continued investigation.
- Maintain files on orders, check items as received, and close out files.
- Follow up on delayed shipments by telephone or letter; contact user to clarify requirements or to suggest substitutes.
- Operate an Automated Data Processing (ADP) entry terminal to transcribe or verify data; and enter, modify, or retrieve information stored in the supply system database.
- Examine supply source documents, utilizing alpha-numeric information for completeness and conformity with requirements.
- Transcribe data from a variety of source documents: requisitions, purchase orders, issue forms, inventory adjustments, etc.
- Use the full keyboard to transcribe data that is not always in the same format as displayed on the terminal screen.
- Perform clerical duties in the shop setting, such as answer phone, give status on jobs to inquirers, file paperwork, and perform timekeeper duties, using modern office automation systems (hardware and software) in the performance of assigned duties.
- Use the DPW Integrated Facilities System.
- Use commercial programs (primarily Microsoft Office Products, i.e., Microsoft Word, Access, Excel, PowerPoint, etc.) to prepare letters, memoranda, and reports; and utilize electronic mail and electronic calendaring systems, as well as various software packages to prepare reports and briefings, all forms of correspondence, messages, and statistical reports, etc., in draft and final versions for public delivery and/or publication.
- Perform duties that are pertinent to the Maintenance Division administrative, material, automations, purchasing, and supply operations.
- Operate motor vehicles – primarily light-utility Government trucks – to pick up or deliver items.

**CERTIFICATIONS, LICENSE, PHYSICAL REQUIREMENTS OR OTHER EXPERTISE REQUIRED.** The Contractor must have:

- Knowledge and experience in operation of office automation software applications, the Internet, laptop computers, and other typical business technologies.
- Familiarity with Microsoft Office Products, i.e., Microsoft Word, Access, Excel, Power- Point, etc. to prepare letters, memoranda, and reports.
- Typing skills.
- Skill and ability to safely operate motor vehicles.
- A valid state driver's license.

#### **C.5.4.1.8. HVAC LABOR SERVICES**

TASKS/SERVICES. The Contractor shall:

- Perform HVAC preventative maintenance supporting functions for the Maintenance Division.
- Perform manual labor tasks incidental to trade or craft work typically performed by personnel engaged in the operation and maintenance of facilities.
- Under general supervision perform routine tasks to include removing and replacing disposable filters, removing, washing, and replacing reusable filters, and cleaning fans coils, condensate pans and lines, evaporator units, and cooling towers.
- Use a variety of common hand tools, such as pry bars, hammers, pliers and screwdrivers in performing simple repair jobs and/or assisting others in more complex or physically demanding tasks.
- Perform routine maintenance work required at various facilities, such as sweeping, debris removal, litter pickup, and other general housekeeping tasks.
- Receive specific instructions as to when and how to accomplish assigned tasks, and be responsible for completing work after getting initial verbal or written instructions.
- Occasionally operate a Government-furnished vehicle.

CERTIFICATIONS, LICENSE, PHYSICAL REQUIREMENTS OR OTHER EXPERTISE REQUIRED. The Contractor must have:

- Ability to carry out assigned work IAW simple instructions and sequences.
- Sufficient manual dexterity to operate simple hand tools and power equipment.
- Skills for safe motor vehicle operation, and skill to operate hand and foot controls for starting, stopping, backing, and driving vehicles.

- The ability to judge overhead and side clearances, turning radii, braking distances, and proper distances to remain from vehicles ahead, with knowledge of safety rules and regulations and other posted rules for moving vehicles.
- A valid state driver's license.

#### **C.5.4.1.9. SENIOR MANAGEMENT ANALYST SERVICES**

TASKS/SERVICES. The Contractor shall:

- Perform data analysis including, but not limited to, budget formulation; staffing and organizational analysis; activity-based costing, and training field personnel in administrative functions.
- Serve as a key management advisor and agent of change; directly assist the Chief, Maintenance Division (MNT), and deputy chief in their efforts to transform the division into a highly empowered, people-centered, metrics-driven organization.
- Focus on planning, development, and implementation of new initiatives, methodologies, and controls in the areas of organizational structure, programs, processes, staffing and realignments; and in the evaluation and assessment of productivity, efficiency, and effectiveness of new and existing division programs and operations against stated goals and objectives.
- Map process flows, collect data, apply both qualitative and quantitative analytical techniques and methodologies to evaluate and synthesize information into conclusions and actionable recommendations, and prepare briefing charts and graphs for presentations.
- Update instructions and standard operating procedures and drafts key policy memoranda.
- Assist the foreman and take a leading role with Process Action Teams (PATs), and coordinates numerous tasks regarding the implementation of our HVAC PM program.
- Develop a comprehensive, one-year schedule of proposed changes and initiative that highlight the division's short-range strategic transformation plan, i.e., a plan of action and milestones with target dates, assignment tasking/responsibilities, etc.
- Prepare a "workforce improvement and orientation plan" that provides a synopsis of all key instructions, standard operating procedures, policies, forms, controls, and other work management changes that occurred or will occur as a result of Maintenance Services Support and the division's transformation effort.
- Establish a customer satisfaction survey program, including form design and an implementation process for distributing the form,

- collecting and compiling customer data, and reaching and presenting conclusions from the analysis.
- Coordinate the efforts of a PAT to establish a new vision statement.

CERTIFICATIONS, LICENSE, PHYSICAL REQUIREMENTS OR OTHER EXPERTISE REQUIRED. The Contractor must have:

- A combination of the educational background and experience to enable contractor personnel to perform the tasks as delineated within this SOW.
- Excellent computer skills and proficiency with Microsoft Office products including Word, PowerPoint, and Excel.
- Ability to write well and develop clearly articulated written arguments, reports, charts, graphs, slides, and or point papers.
- A valid state driver's license.

#### **C.5.4.1.10. PREVENTIVE MAINTENANCE MANAGEMENT SERVICES**

TASKS/SERVICES. The Contractor shall:

- Serve as foreman exercising full supervisory responsibility over contractor employee work leaders and, through them, additional contractor employees working in HVAC PM shop to accomplish PM maintenance work.
- Plan and develop masterwork schedules, maintenance checklists, and SOPs to be utilized by PM contract personnel.
- Perform a full range of contract personnel management duties for assigned contract personnel.
- Maintain accuracy of job descriptions, and update them when changes in duties occur.
- Develop performance standards for PM positions, provide counseling to contract employees when necessary, and make performance appraisals.
- Interview candidates for vacancies, and recommend selections based upon EEO/EO guidelines and candidate qualifications.
- Identify contractor employee training needs, and initiate recommendations to provide necessary training.
- Approve/disapprove and subsequently document leave for team leaders, maintain production records and reports, and provide workload data to area shop supervisor.
- Initiate formal recommendations for disciplinary actions for subordinates as needed.
- Operate Government-provided motor vehicle, driving to and from work sites.

CERTIFICATIONS, LICENSE, PHYSICAL REQUIREMENTS OR OTHER EXPERTISE REQUIRED. The Contractor must have:

- HVAC certification and or work experience equivalency.
- Refrigerant Transition and Recovery Certification, Universal Technician Certification (required by 40 CFR, Part 82, Subpart F).
- Capability to pass a background check.
- Skill and knowledge in the performance of heating, ventilation, and air conditioning preventive maintenance, chemical treatment service and filter service.
- Knowledge of maintenance on large industrial HVAC equipment to include chillers, cooling towers, pumps, air handlers and boilers.
- Knowledge and skill in the management of skilled HVAC technicians and the tools and equipment utilized by them.
- Knowledge of the industry standards and manufacturers specifications in maintenance and repair of industrial HVAC equipment.
- Knowledge of chemical water treatment as recommended by manufacturers for cooling towers, water cooled chillers, chill water loops, hot water loops, hot water boilers, steam boilers and associated condensed water return loops and the environmental laws rules and regulations for storage use and handling pertaining to these chemicals.
- A valid state driver's license.

#### **C.5.4.1.11. ADMINISTRATIVE SUPPORT SERVICES**

SCOPE.

Under approved Task Orders, the Contractor will independently provide support services to satisfy the overall operational objectives of DPW. The primary objective is to provide contractor services and deliverables through performance of administrative assistance to augment general office workload requirements.

TASKS/SERVICES. The Contractor shall:

- Prepare written letters, memorandums, spreadsheets, and slides depending requestor requirements.
- Answer telephone for division/branch chiefs, take messages, and pass on to recipients.
- Perform duties of time keeper using Department of the Army payroll system program.
- Greet visitors to division/branch and direct visitors to appropriate office.

- Input leave and earnings (L&E) information into Integrated Facility System (IFS) daily and weekly as required.
- Review input to IFS by other data entry personnel and reports any discrepancies to Government-designated official for corrections.
- Prepare hard copy of L&E's for destruction at appropriate times.

#### DELIVERABLES.

Monthly Progress Report; due by 5<sup>th</sup> workday following the end of the month

#### **C.5.4.2. MAINTENANCE SERVICES SUPPORT**

SCOPE. The primary objective is to provide Contractor services and deliverables through performance of maintenance and repair services for the DPW.

##### **C.5.4.2.1. High-Voltage Electrical Services.**

TASKS/SERVICES. The Contractor shall:

- Perform a variety of complex work to assure the proper operation of electrical power-controlling equipment and the maintenance of electronic controls, systems, and equipment of advanced complexity.
- Install, test, and maintain high voltage electrical power-controlling equipment; both overhead and underground power distribution lines, and be responsible for the maintenance, modification, and repair of electronic controls, systems, and equipment of advanced complexity.
- Provide visual examinations and operation tests within area of assignment to determine the need for, and provide the performance of, repair work involving full-performance at the journeyman level in the high voltage electrical distribution field.
- Assist shop foreman in determining preventive maintenance schedules and tasks for performance by others.
- Operate a light-utility motor vehicle to transport self, materials, or others to work sites on post.
- Fill out maintenance request work orders for performance by self or others.
- Install, troubleshoot, and make malfunction diagnoses and effect needed repairs to a variety of industrial, complex emergency generators, electrical distribution equipment and systems, airfield lighting systems, and street lighting systems.

- Make extensive repairs to complex components to include electrical-electronic supervisory control and relay devices.

#### CERTIFICATIONS, LICENSE, PHYSICAL REQUIREMENTS OR OTHER EXPERTISE REQUIRED.

The Contractor must have:

- A valid Texas driver's license.
- The ability to read blueprints, schematics and to use technical manuals, guide specifications, etc.
- Knowledge of all the systems and the auxiliary equipment.
- Skill in the use of the full range of hand and power tools, test measurement, and diagnostic equipment associated with electrical distribution systems.
- Knowledge in the repair of ancillary electro-mechanical and electronic control devices.
- Knowledge in the use of electric schematics and blueprints associated with industrial utility systems.
- Knowledge of the use of multimeter, pressure gauges, micrometers, calipers, torque wrenches, and the tension meter.
- Knowledge in the interpretation and application of various manufacturers' specifications, technical manuals, etc., in determining critical wear thresholds and specific dimensional tolerances.
- Comprehensive knowledge of high voltage electrical principles, theories, and circuits.

#### **C.5.4.2.2. Maintenance and Repair Operations Support.**

TASKS/SERVICES. The Contractor shall:

- Perform maintenance and repair operations on electrical light, heat, power, and other related equipment.
- Provide visual examinations and operation tests within area of assignment to determine the need for, and provide the performance of, repair work involving full-performance journeyman level services in heating, boiler plant, and air-conditioning equipment.
- Operate a light-utility motor vehicle to transport self, materials, or others to work sites on post.
- Fill out maintenance request work orders for performance by self or others.
- Install, troubleshoot, and make malfunction diagnoses; effects needed repairs to a variety of industrial, complex air-conditioning equipment, ancillary support devices, industrial and domestic

- reach-in and walk-in coolers, freezers, ventilating items, and related equipment; and repair circulating systems and a variety of industrial heating and boiler plant systems and controls.
- Make extensive repairs to complex components to include electrical-electronic supervisory control and relay devices.
  - Perform additional routine electrical system repairs and installations such as placement of distribution panels, fuse boxes, electrical outlets, overhead lights, etc., as required.

**CERTIFICATIONS, LICENSE, PHYSICAL REQUIREMENTS OR OTHER EXPERTISE REQUIRED.** The Contractor must have:

- A valid Texas driver's license.
- Knowledge in the repair of ancillary electro-mechanical and electronic control devices associated with air conditioning, heating, boiler plant and kitchen equipment.
- Knowledge of electric schematics and blueprints associated with industrial utility systems.
- Skill in the use of multi-meter, pressure gauges, micrometers, calipers, tension-meter, and torque wrenches.
- Skill in the use of the full range of hand and power tools, test measurement and diagnostic equipment associated with the electrical, air conditioning, heating, boiler plant kitchen, equipment primary trades as well as those associated with plumbing, pipefitting, carpentry, painting and oxygen-acetylene, electric-arc welding.
- Knowledge in the interpretation and application of various manufacturers' specifications, technical manuals, etc.

#### **C.5.4.2.3. HVAC Mechanical Support Services.**

**TASKS/SERVICES.** The Contractor shall:

- Perform the full range of work involved in the repair, overhaul, maintenance, and servicing of industrial and domestic reach-in and walk-in refrigerators; cold-storage and cold-room equipment; freezers, water coolers, dehumidifiers, air conditioning units and systems, ventilation systems, and related equipment.
- Diagnose and locate malfunctions; disassemble, repair, replace and/or adjust thermostats, pressure stats, humid stats, relays, switches, and other automatic or electronic control devices.
- Disassemble and repair compressors and related components; services and repairs evaporators, condensers, and receivers; re-packs valves, replaces electric motors, belts and pulleys, lubricates moving parts, replaces and /or cleans filters; bleeds systems and replaces

refrigerants; tests for leaks and for excessive load conditions; reconditions, modifies, and fabricates parts.

- Install and relocate HVAC equipment; serve as steam, hot water-boiler, heating ventilation, and pipe-fitter mechanic.
- Perform the full range of work involved in the installation, repair, overhaul, maintenance, and servicing of industrial steam, hot water, and forced air heating systems, water softeners, chemical treatment equipment, associated steam piping, water piping, and equipment.
- Install, repair, modify and overhaul steam and hot water boilers, hot water generators, gas fired furnaces, hot water pumps, feed water pumps, electric motors, water softeners, condensate return tanks, boiler burners, controls, traps, valves, gas valves and associated steam, water, and gas piping, and variety of complex auxiliary components, automatic controls.
- Operate a two-way radio equipped vehicle to transport material, self, or other to work site.

CERTIFICATIONS, LICENSE, PHYSICAL REQUIREMENTS OR OTHER EXPERTISE REQUIRED. The Contractor must have:

- A valid Texas driver's license.
- HVAC certification and or work experience equivalency, with ability to work at a journeyman level.
- CFC Certification, Type I & II which shall be maintained IAW Section 608 of the Clean Air Act, 1990 EPA Mandatory Technician Certification (by November 14, 1994).
- The ability to read blueprints, schematics and to use technical manuals, guide specifications, etc.; ability to make simple time and material estimates.
- Knowledge of all the systems and the auxiliary equipment.
- Knowledge of military procedures and policies.
- Skill in the use of the full range of hand and power tools, test measurement and diagnostic equipment associated with air conditioning, heating, boiler plant, primary trades as well as those associated with oxygen-acetylene, electric-arc welding.
- Knowledge in the repair of ancillary electro-mechanical and electronic control devices associated with air conditioning, heating, and boiler plant operations.
- Knowledge in the use of electric schematics and blueprints associated with industrial utility systems.
- Knowledge of the use of multimeter, pressure gauges, micrometers, calipers, tensionmeter, torque wrenches.

- Knowledge in the interpretation and application of various manufactures specifications, technical manuals, etc., in determining critical wear thresholds and specific dimensional tolerances.

#### **C.5.4.2.4. Electrical Services.**

TASKS/SERVICES. The Contractor shall:

- Perform maintenance and repair operations on electrical light, heat, power, and other related equipment.
- Perform the installation of conduit, including electrical-metallic tubing, plastic mold and wire mold.
- Perform the installation of transformers, control boards, electronic circuits, coils, circuit breakers, voltage regulators, switches, fuses, and related electrical equipment in electrical generating and distributing stations and buildings.
- Perform additions, extensions, or alterations to electrical installations for power, light, heat, and appliances in buildings and on grounds.
- Troubleshoot, perform repairs, and test a variety of motors, electrical circuits, machinery, transformers, meters, and recording instruments.
- Perform installations and connections of motors, lights, controllers, voltage regulators, racks, and various electrical fixtures.
- Inspect and perform cleaning maintenance of electrical equipment and motors, including replacement of brushes and necessary parts.
- Determine modifications required when obstructions are met while installing electrical systems.
- Perform skilled electrical work in the installation, maintenance, and repair of electrical systems.
- Review and interpret blueprints and determine material lists and costs.
- Estimate time and materials necessary to perform a job.
- Assist with inspections of new installations and/or modifications performed by others.

CERTIFICATIONS, LICENSE, PHYSICAL REQUIREMENTS OR OTHER EXPERTISE REQUIRED. The Contractor must have:

- Possess and maintain a Block or equivalent Journeyman Electrician license. Block or Journeyman Electrician's License is required under Standard Southern Building Code International. SBCCI provides technical, educational, and administrative support to governmental departments and agencies engaged in building codes administration.

- A valid Texas driver's license.
- Knowledge of the National Electrical Code (NEC).
- Knowledge of all applicable laws, rules, and standards regulating electrical construction and installation practices.
- Knowledge of electrical test equipment, instruments, and appliances used in the electrical trade.
- Knowledge in the interpretation and application of various manufacturers' specifications and technical manuals.

#### **C.5.4.2.5. Plumbing Services.**

TASKS/SERVICES. The Contractor shall:

- Perform plumbing tasks at a journeyman level, maintaining, repairing, and servicing a variety of systems, fixtures, and equipment.
  - Repair and insert valves and ball cocks, packs, and faucets.
  - Repair waste, sewage, and drainage pipes; replace broken fixtures and install new fixtures.
  - Install and maintain steam and hot water heating systems equipment.
  - Renew pipes, valves, and fittings on pumps, clean out drains and obstructions in waste and sewage pipes; repair broken valves, hydrants, service pipes, and drinking fountains.
  - Operate pipe cutters, reamers, threading machines, sewer tapes and cables, and other plumbing tools and equipment, keep records of work and make reports.
  - Perform related duties as required:
  - Perform installation, replacement, preventive maintenance, and repair on a variety of plumbing systems to include water distribution, non-potable water systems, fire protection systems, tactical vehicle wash facilities, and swimming pools and related equipment.
  - Perform installation replacement, repair, and preventive maintenance on liquid fuel systems; operate and adjust these systems.
  - Place and connect air, natural or manufactured gas, sewage and water fixtures, and facilities such as lavatories, sinks, unit gas heaters, stoves, and air compression equipment.
  - Direct or perform the assembly of pipe sections and fittings that may require threading and pipe bending operations.
  - Inspect and test piping after the completion of repairs or alterations; clean stoppages and drains; install and repair valves.

- Periodically check piping, fittings, fixtures, and fixtures for defective parts or connections; disassemble and repair damaged sections or fabricates replacements.

CERTIFICATIONS, LICENSE, PHYSICAL REQUIREMENTS OR OTHER EXPERTISE REQUIRED. The Contractor must have:

- A valid Texas state driver's license.
- Knowledge of prevailing plumbing codes.
- Ability to make simple time and material estimates.
- The ability to understand and work from general instructions and specifications, and follow blueprints and sketches.
- Experience as a journeyman plumber or completion of an apprenticeship in this work.

#### **C.5.4.2.6. Maintenance Assistance Support Services.**

TASKS/SERVICES. The Contractor shall:

- Provide carpentry and masonry skills and techniques in the repair, construction, alteration, and maintenance of all interior and exterior components of buildings and structures.
- Plan and complete projects from initial layout to final assembly or installation; and select materials and supplies required to complete carpentry and masonry assignments.
- Plan and lay out the work to be done, select appropriate tools and materials, and accomplish the work IAW appropriate methods and accepted carpentry and masonry trade practices.
- Construct, erect, install, and repair structures and fixtures of wood, plywood, and wallboard, using blueprints, sketches, or building plans for information pertaining to materials required and dimensions of structure or fixture to be fabricated or repaired.
- Fit and install prefabricated window frames, doors, doorframes, weather stripping, interior and exterior trim, and finish hardware, such as locks, etc.
- Perform concrete work, fabricate and install forms, and pour concrete for various structures and foundations.
- Erect scaffolding and ladders for assembling structures; and weld metal parts to steel structural members when required.
- Perform masonry tasks; provide maintenance, repairs, alterations, and construction of exterior and interior surfaces and structures built of a variety of brick, block, stone, and related masonry composites.

- Repair various masonry types of permanent structures, perform repairs, tiles and brick wall, mixing plaster to make repairs; replace quarry and ceramic tiles on all surfaces.
- Operate a ½- to 5-ton light utility motor vehicle to transport self, materials and others to work site on post.

CERTIFICATIONS, LICENSE, PHYSICAL REQUIREMENTS OR OTHER EXPERTISE REQUIRED. The Contractor must have:

- A valid state driver's license.
- Experience in shop mathematics and the skill to compute complex and exact projects that feature arcs, tangents, and circles.
- The ability to read, interpret, and apply building plans, specifications, blueprints, and sketches of all complexity.
- Knowledge of the basic components of a structure and understanding of the purpose of the components as they relate to the complete structure so as to insure strength and the support and fit of assemblies.
- Ability to use a variety of hand and power shop tools of the carpentry and masonry trades, to include set up and adjustment of tools and equipment to accomplish all tasks.
- The ability to perform all carpentry and masonry tasks required with little or no guidance from foreman.
- The ability to independently lift and maneuver large bulky and hard-to-grasp objects weighing up to 80 pounds or heavier.

#### **C.5.4.2.7. Electronics Control Equipment Services.**

TASKS/SERVICES. The Contractor shall:

- Perform a variety of tasks to assure the proper operation of electronic control equipment and systems of advanced complexity.
- Repair, modify, troubleshoot, adjust, install, test, inspect, fabricate, program, and maintain complex electronic equipment, microprocessor-based industrial electronic control systems, programmable logic control systems, industrial electric motor pump control systems up to 3 phases (at 480 volts AC); vehicle traffic control systems, conventional and solar-powered warning and crossing signs, conventional, and intelligent microprocessor-based fire alarm systems.
- Troubleshoot, repair, or replace conventional and intelligent fire alarm systems such as control panels, transceivers, pull stations, heat detectors, smoke detectors, duct detectors, and associated wiring.

- Coordinate the status of the fire protection systems with the installation fire department to ensure that the fire department is aware of operational conditions or nonfunctioning systems.
- Maintain dual-tone multi-frequency (DTMF) and frequency shift keying (FSK) fire reporting system used to transmit fire alarm and system trouble status locations to central fire station dispatch.
- Visually inspect systems and equipment to determine needed repairs and acceptability of repaired, rebuilt, or installed fire pump, fire sprinkler, fire alarm and vehicle traffic control equipment.
- Install maintain, inspect, and repair vehicle traffic control system components, conventional and solar-powered warning sign systems.
- Calculate and input programming data, timing adjustments and parameter conversions, troubleshoot malfunctions, and replace units on-site in inclement weather.
- Inspect, install, and repair inductive loops embedded in the pavement.
- Install and repair electronic circuit boards, electronic solid-state controls, circuits, electrical wiring, electric control circuits, and miscellaneous electrical and mechanical industrial equipment.
- Perform the full-range of work involved in the repair, overhaul, and maintenance of automatic controls in alarm and control circuits that utilize electrical power.
- Install, modify, troubleshoot, and repair new and existing automatic controls such as electrical relays, program timers, pressure electric switches, electric selector switches, analog to digital controls, relay logic controls, pump controls, diagnoses control malfunctions utilizing schematics, technical manuals, and a variety of testing and measuring devices, gauges, and instruments.
- Maintain and repair electronic solid-state controls, circuits, electrical wiring, electric control circuits, and miscellaneous electrical and mechanical industrial equipment.
- Use magnifying lenses, eye loops, and microscopes to accomplish repairs on miniature components when required to do so.

CERTIFICATIONS, LICENSE, PHYSICAL REQUIREMENTS OR OTHER EXPERTISE REQUIRED. The Contractor must have:

- The experience and education to perform as a Level II electronics mechanic. Level II electronics mechanics independently install, modify, overhaul, maintain, troubleshoot, and repair electronics equipment of moderate complexity or systems of limited complexity.

- Knowledge of electronic controlled equipment and systems to identify and locate component failures and to perform testing, repair and modification microprocessor based operations.
- Knowledge of troubleshooting techniques for electronic equipment and systems in order to determine repairs needed for complex electronic equipment and systems.
- Skill in reading and interpreting blueprints, schematics, wiring diagrams, pertinent portions of technical manuals, and locally-developed drawings, and applying them independently to repair and troubleshooting projects.
- The ability to use magnifying lenses, eye loops, and microscopes to accomplish repairs on miniature components.

#### **C.5.4.2.8. (NOT USED)**

#### **C.5.4.2.9. Equipment Services.**

TASKS/SERVICES. The Contractor shall:

- Perform maintenance and repair operations on large rotary screw air compressors and similar and/or associated equipment and controls (example: Sullair LS-10-50HH), vacuum pumps, refrigerant dryers and desiccant dryers.
- Perform service call repairs on equipment.
- Perform preventative maintenance on equipment.
- Perform overhaul of equipment to include disassembly, repair and reassembly.
- Troubleshoot equipment to determine extend of repairs required.
- Replace equipment as required.
- Determine modifications required to establish complete and usable systems.
- Estimate time and materials necessary to perform a job.
- Assist with inspections of new installations and/or modifications performed by others.

CERTIFICATIONS, LICENSE, PHYSICAL REQUIREMENTS OR OTHER EXPERTISE REQUIRED. The Contractor shall have:

- A valid Texas driver's license.
- Knowledge of the equipment listed above.
- Knowledge in the interpretation and application of various manufacturers' specifications and technical manuals.

#### **C.5.4.2.10. Quality Evaluation Services.**

TASKS/SERVICES. The Contractor shall:

- Perform inspections and development of reviews of HVAC PM and Chemical Water Treatment work as delineated herein.
- Maintain surveillance over HVAC PM and Chemical Water Treatment operations to evaluate quality and timeliness of work performance in compliance with the scope of work and contractual safety requirements.
- Check PM Chemical Water Treatment for adequate internal controls, technical performance, schedules, and cost.
- Develop surveillance techniques and procedures to use in inspecting the operation of functions under contract to determine efficiency and effectiveness.
- Ensure evaluation methods provide systematic and equitable review appropriate to the service to include methods for determining acceptability/non-acceptability of performance.
- Inspect completed PM as well as HVAC repairs for indicators of PM effectiveness.
- Conduct Chemical Water Treatment tests and analysis to check for indicators of proper chemical application.
- Collect, organize, and analyze data and perform test measurements IAW the HVAC PM and Chemical Water Treatment Performance Assessment Plan to determine quality of PM being provided.
- Insure adequacy and progress of work is commensurate with amounts requested.
- Develop and issue written instructions and standard operating procedures, and ensure compliance, keeping closely informed of the progress on jobs and making recommendations for eliminating problems that may occur.
- Perform trend analysis to determine quality deficiencies and promptly report deficiencies and violations to the operations and maintenance (O&M) manager and contracting officer.
- Report findings and overall assessments at regularly scheduled intervals to the O&M manager; and recommend changes to increase efficiency of HVAC PM Manager.
- Recommend changes to increase efficiency of HVAC PM and Chemical Water treatment work.
- Participate in meetings with Government quality assurance experts (QAE's) to discuss performance and resolve problems.
- Compile data on performance and perform and prepare recurring and special reports as required to ensure that the HVAC PM team and

Chemical Water Treatment contractors are not jeopardized in day-to-day relations and that the Government's best interests are being served.

- Operate a light-duty motor vehicle.

**CERTIFICATIONS, LICENSE, PHYSICAL REQUIREMENTS OR OTHER EXPERTISE REQUIRED.** The Contractor must have:

- Knowledge and understanding of HVAC PM systems and work.
- Knowledge and understanding of HVAC Chemical Water Treatment service.
- Familiarity with the use of PC computers and Microsoft Office Suite applications.
- A valid state driver's license.

#### **C.5.4.3. GROUNDS MAINTENANCE SERVICES FOR VISITOR CONTROL CENTER (VCC)**

**SCOPE.**

The primary objective is to provide Contractor services and deliverables through performance of grounds maintenance services.

**TASKS/SERVICES.** The Contractor shall:

- Perform tasks of removal of trash and litter from the grounds and receptacles, mowing, trimming, shoveling, and sweeping dirt, gravel, and grass from designated areas.
- Use a variety of common hand tools and small motorized and power equipment.

**CERTIFICATIONS, LICENSE, PHYSICAL REQUIREMENTS OR OTHER EXPERTISE REQUIRED.** The Contractor must have:

- The ability to carry out assigned work IAW simple instructions and sequences.
- Sufficient manual dexterity to operate simple hand tools and power equipment.
- The ability to safely lift and move objects weighing up to 50 pounds.
- A valid state driver's license and a good driving record.

#### **C.5.4.4. RANGE SUPPORT.**

##### **C.5.4.4.1. HEAVY EQUIPMENT OPERATOR**

**SCOPE.**

The Contractor shall independently provide support services to satisfy the overall operational objectives of the DPW, Fort Hood, Texas. The primary objective is to provide contractor services and deliverables through performance of operating a diesel-powered motor grader equipped with a scarifier attachment to grade areas related to construction of roads, training areas, embankments, parking areas, ditches, and other earth-moving projects.

**TASKS/SERVICES.** The Contractor shall:

- Operate a caterpillar tractor, scraper, bulldozer, roller, grade-all, flat wheel, dump truck, and other engineering equipment performing rough grading; such as hauling dirt fills, cutting out sub-grade, removing overburden, opening ditches, backfilling, stockpiling gravel, sand, asphalt, etc.
- Operate higher-level equipment as a fill-in for training purposes only.
- Contribute to the preventive maintenance of the heavy equipment.
- Perform other duties pertinent to road and grounds operations as assigned.

**CERTIFICATIONS, LICENSE, PHYSICAL REQUIREMENTS OR OTHER EXPERTISE REQUIRED.** The Contractor must have:

- A valid state driver's license.
- The ability to operate the specified equipment in the open and in close quarters.

**C.5.4.4.2. HEAVY MOBILE EQUIPMENT MECHANIC****SCOPE.**

The Contractor shall independently provide support services to satisfy the overall operational objectives of DPW. The primary objective is to provide contractor services and deliverables through performance of tasks as a heavy mobile equipment mechanic.

**TASKS/SERVICES.** The Contractor shall:

- Perform tasks associated with maintenance of power shovels, front-end loaders, cranes, bulldozers, road- graders, rollers, heavy-duty

compressors, large generators, tractors, large trucks, and hydraulic lifts.

- Completely assemble and disassemble engines or power packs, adjust, test and re-install in vehicles.
- Determine own work methods to be employed in task performance, plan sequence of work, and be responsible for overall performance involving the utilization of a full range of techniques for the overhaul and repair work on heavy-duty equipment and vehicles powered by internal combustion engines.

**CERTIFICATIONS, LICENSE, PHYSICAL REQUIREMENTS OR OTHER EXPERTISE REQUIRED.** The Contractor must have:

- A Commercial Driver's License (CDL).
- Knowledge and experience in the troubleshooting and repair of large engines (including supercharged and turbo-charged systems); transmissions; differentials; power dividers; dual-speed axles; hydraulic and pneumatic controls; electrical, fuel, and braking systems on heavy diesel, gasoline, or multi-fueled vehicles.
- Skill in the use of various test, measurement, and diagnostic tools.

### **C.5.5. HOUSING. - UNACCOMPANIED PERSONNEL HOUSING (UPH) SUPPORT SERVICES**

#### **C.5.5.1. SCOPE.**

The Contractor shall independently provide support services to satisfy the overall operational objectives of the DPW, U.S. Army, HQ III Corps, Fort Hood, Texas. The primary objective is to provide contractor services and deliverables through performance of tasks involving UPH upkeep, administration, and coordination.

#### **C.5.5.2. TASKS/SERVICES.**

##### **C.5.5.2.1. Maintenance Services.**

The Contractor shall:

- Perform tasks involved in the routine recurring maintenance of UPH facilities.
- Perform custodial tasks involved in the recurring maintenance associated with the upkeep of the facilities.

- Fill out requests for services, and aid in the planning and scheduling for the tasks involved in the recurring maintenance and upkeep programs.
- Operate a Government-provided vehicle to transport materials and equipment to work sites.

CERTIFICATIONS, LICENSES, PHYSICAL REQUIREMENTS, OR OTHER EXPERTISE REQUIRED. The Contractor must have:

- General knowledge of the work involved.
- Basic knowledge of the materials used and skill in the use of the tools and equipment required to perform the recurring maintenance tasks.
- A valid state driver's license.

#### **C.5.5.2.2. Custodial Services.**

The Contractor shall:

- Provide contractor services and deliverables through performance of custodial services in barracks, administrative, and day areas.
- Move and arrange heavy pieces of equipment and appliances; move, rearrange, lift, carry and stack items and objects; clean tools, equipment, and work areas.
- Load and unload heavy boxes, bulky supplies, material, and furniture from buildings using trucks, dollies, sky lifts, and other conveyances.
- Lift and carry light items such as packages, cartons, boxes, etc.; and move to specified location by hand truck.
- Clean equipment or supply items by hand, using cleaning cloths and solvents.
- Maintain an assigned area to keep it clean and orderly.
- Sweep and mop floors; and strip, scrub, and polish floors.
- Move heavy boxes, crates, disassembled equipment, parts or other obstacles in order to clean up the area.
- Remove stains from a variety of surfaces such as walls, floors and fixtures by use of chemicals and cleaning solutions.
- Clean restroom and office facilities; scour sinks, lavatories; and clean and empty industrial barrels.
- Clean break room and wash windows.
- Empty trash and garbage containers; load trash on truck and accompany driver to dump to unload trash.
- Pick up litter from immediate area outside buildings; pull weeds and mow grass from immediate area outside buildings.

CERTIFICATIONS, LICENSES, PHYSICAL REQUIREMENTS, OR OTHER EXPERTISE REQUIRED. The Contractor must have:

- Knowledge of cleaning materials and cleaning equipment to include both the operation and minor maintenance of industrial type scrubbers and vacuum cleaners.
- Physical strength and stamina as required to perform moving and lifting tasks as well as the ability to perform the tasks as delineated herein.
- A valid state driver's license.

#### **C.5.5.2.3. Area Coordination Support Services.**

The Contractor shall:

- Oversee the coordination of tasks as performed by one to three Centralized Barracks Management (CBM) contractor personnel teams; perform tasks in an administrative capacity for CBM Program activities; and help provide recommendations and guidance to the Housing Program Manager/UPH.
- Aid in the development of overall CBM Program plans and procedures for UPH/CBM coordination, tenant relations, assignment/termination procedures, eligibility requirements, occupancy practices, routine maintenance and upkeep, current and long-range plans, and related UPH/CBM activities.
- Aid in the conduct of studies and surveys of organizational practices and regulations affecting quality of life and propose new management techniques, regulations, or amendments that would improve UPH/CBM administrative policies.
- Help in determining the kind, degree, and scope of UPH/CBM services required by the organizations within the UPH Branch.
- Considering the missions of the organizations served, and in anticipation of changes in operations given expansions and deactivations, prepare reports on the effects of the organization and mission changes, unusual workload requirements caused by large scale troop movements or requirements, etc., to the Housing Program Manager.
- Provide aid in establishing guides, procedures and instructions with established policies; to ensure adequate support to affected populations.
- Aid in the conduct of BDE briefings, representing the UPH Branch at mobilization and de-mobilization briefings.
- Provide help with customer service programs for CBM such as standards, procedures, and instructions governing customer service

- while setting up qualitative and quantitative measurement techniques for assessing quality of customer service.
- Support the Housing Program Manager in incorporating measurements of customer service into compensation programs and performance evaluations.
  - Aid in the performance of customer surveys and service reviews, evaluating survey results, coordinating findings with others and with organizational specialists, and formulating plans to accomplish UPH service objectives.
  - Plan, schedule, and coordinate customer service training programs for personnel; and assess type of training needed based on internal surveys and other measurement media.
  - Perform studies and surveys to help determine needed upkeep and routine maintenance services for UPH/barracks; and provide recommendations and guidance with multiyear work plans and coordination of services.

CERTIFICATIONS, LICENSE, PHYSICAL REQUIREMENTS OR OTHER EXPERTISE REQUIRED. The Contractor must have:

- Knowledge and skill in the operation of a computer.
- Skill in written and verbal communications, with the ability to conduct briefings and represent the UPH Branch during mobilization and demobilization briefings.
- Knowledge and understanding of established parameters, fundamental principles, policies and procedures concerning referral services, scheduling and coordinating assignments of Government housing and eligibility requirements for Unaccompanied Personnel Housing.
- Knowledge of Army regulations and policies regarding CBM/UPH.
- The ability to analyze work requirements, set priorities, and organize own work and the work of others.
- The ability to provide excellent customer service and to relate well with diverse populations.
- The ability to coordinate the work of others and work well in a team environment.
- The ability to evaluate policies and procedures and make recommendations for improvements in services provision.
- A valid state driver's license.

#### **C.5.5.2.4. Administrative Support Services.**

The Contractor shall:

- Coordinate personnel, finance, and automated systems activities.

- Provide technical reviews of completed personnel actions and prepare report correspondences, policy, procedures, requests, changes, security clearances, efficiency reports, training, and time and attendance.
- Perform record administration tasks to include establishing, maintaining, consolidating and purging personnel, finance, individual mobilization, and training records IAW regulatory requirements and policies.
- Determine disposition of records and arrange for the transfer of records to the appropriate facility.
- Review personnel and financial management reports and take corrective action on identified deficiencies.
- Research, analyze, and submit documents to resolve pay problems and personnel concerns.
- Ensure compliance with internal controls to minimize pay problems and inquires.
- Utilize and maintain automated personnel and finance systems to accomplish timely and accurate submission of data.
- Perform periodic quality control review.
- Administrate the office supplies and equipments.
- Ensure that accurate accounting and reporting systems are properly maintained for supply-related documents (i.e., property book, document registers, and supporting document files).
- Ensure that supply-related tasks such as conducting inventories; requisitioning necessary supplies and equipment; preparing relief-from-responsibility documents; preparing reports of survey; and receipt and turn-in of supply items are performed.
- Administrate and coordinate all training requirements and training programs for the UPH Branch.
- Provide guidance and aid to personnel on recommended and required mandatory training.
- Review all submissions for training and maintains a centralized suspense file of all UPH training requests.
- Coordinate input with higher headquarters and other agencies for obtaining required training as necessary.
- Receive and screen visitors and incoming telephone calls.
- Answer questions of both specific and general nature requiring a substantive knowledge of the organization and its functions.
- Read and screen all incoming mail, making proper distribution, referring to UPH Branch only items that need be considered.
- Maintain calendar and schedule appointments and meetings on own initiative without prior clearance.

- Make necessary arrangements for meetings including space, time, attendees, etc.
- Assemble background material and see that the UPH Branch is fully briefed on the matters to be considered.
- Attend meetings/conferences and take notes and transcribe notes, and – as reviewed – attend to the follow-up commitments made.
- Maintain control records of incoming/outgoing correspondence and action documents; and set up files, logs, and records for internal operation.
- Review all incoming correspondence prepared for signature; and check for timeliness, content of material, grammatical errors and correct format, returning to originator any correspondence that does not conform to required procedures.
- Initiate correspondence of a non-technical nature, and independently reply to general inquiries not requiring a technical background; and sign routine forms, requests, etc., for matters delegated by the UPH Branch.
- Type a variety of material (e.g., correspondence, technical reports, memorandum, evaluations, awards, studies, etc.) involving technical terminology common in the organization.
- Research a variety of sources for supplemental or backup material and assemble for attachment to the end product.
- Schedule travel arrangements and submit travel voucher(s) from information provided by traveler.

CERTIFICATIONS, LICENSE, PHYSICAL REQUIREMENTS OR OTHER EXPERTISE REQUIRED. The Contractor must have:

- The ability to use a microcomputer and/or computer terminal and other office automation systems to produce work accurately and efficiently, using relevant computer software to create, format, modify, and print a variety of documents; electronic mail, spreadsheets and calendars; database management; sophisticated graphics programs to create graphs, slides, briefings and reports; and electronic forms software to prepare a variety of Government, Army, standard and optional forms and/or documents.
- Excellent grammar, spelling, and punctuation skills, with the ability to proofread and edit own work and work of others.
- Excellent organizational skills, with the ability to prioritize work.
- Good interpersonal skills, with the ability to relate to personnel and staff at all levels.

#### **C.5.5.2.5. Facilities Coordination Services.**

The Contractor shall:

- Be responsible for on-site Centralized Barracks Management and for the accomplishment of broad administration and coordination functions (Unaccompanied Personnel Housing, Furnishing Management).
- Provide technical guidance to lower-level contractor personnel involved in performing routine segments of the assignment work.
- Deal effectively with higher authorities in dealing with issues related to the overall scope of housing at the installation.
- Be responsible for permanent party UPH Housing in the assignment and termination of assignment processes; barracks inspections; utilization; financial requirements; furnishing requirements; key control; furnishings and facility accountability; file maintenance; statistical reporting; and customer service (self-help) in a timely and effective manner.
- Be responsible for day-to-day on-site barracks coordination functions related to permanent party, UPH, involving furnishings and equipment; receipt and issues; repairs; inventories; hand receipts; storage and handling; and customer service (pickup and delivery).
- Formulate – and enforce through the chain of command – local regulations and policies relating to housing, using appropriate Department of the Army (DA), DOD, or Congressional regulations, directives, policies and procedures pertaining to the operation of unaccompanied personnel activities.
- Perform touchups or on-the-spot cleaning.
- Learn to enter, retrieve, and manipulate data using the Housing Operations Management System (HOMES) computer program.
- Perform operator maintenance on a Government-owned vehicle, in the event a Government-provided vehicle with gasoline to operate that vehicle is provided to contractor personnel.

CERTIFICATIONS, LICENSE, PHYSICAL REQUIREMENTS OR OTHER EXPERTISE REQUIRED. The Contractor must have:

- Knowledge of the operation of a personal computer to include Word, Excel, and PowerPoint.
- A valid state driver's license.
- The ability to carry out assigned work IAW simple instructions and sequences.
- Knowledge of regulations, administrative practices, and procedures related to management planning, budgeting, scheduling, and coordinating of the operation and utilization of bachelor housing assets assigned.

- Knowledge of, and skill in, the application of a wide range of UPH coordination and administration principles, concepts, and methodology to a variety of complex work assignments involving the full-range of housing activities including operations and routine maintenance and upkeep; financial administration; assignment utilization; and furnishings and equipment coordination.

#### OPERATIONAL HOURS.

For Facility Coordination Services some employees may perform work 25 hours a week, on a part-time basis from 5:00 p.m. until 10:00 p.m., Monday-Friday, excluding Federal holidays. The work will involve evening hours; and the Contractor personnel will be on-call. On-call work will be performed from 10:00 p.m. through 7:30 a.m., Monday through Friday, and for 24 hours on Saturday and Sunday.

#### **C.5.5.2.6. Housing Inspection Services.**

The Contractor shall:

- Perform housing inspection services and collaborate with the facilities coordinator in routine task performance to achieve a variety of housing-related examinations and other services related to barracks rooms and the accomplishment of the assignment and termination processes.
- Locate, identify, and verify Government property items such as furnishings and appliances which are hand-receipted to occupants of barracks.
- Conduct joint inspections of buildings, rooms, furnishings, and grounds.
- Assess condition and identify upkeep requirements, any deficiencies, and degree of work required to prepare quarters for re-occupancy.
- Provide aid during assignment inspections with the barracks' new occupants to conduct joint inventories of all Government property located on the premises of the barracks unit.
- Prepare for assignment inspections by reviewing building/room files to determine the current condition of barracks by reviewing historical data, and the type and condition of Government-provided furnishings, appliances, and equipment currently issued.
- Assemble inspection forms and other documents needed for inspection, using the Housing Operations Management System (HOMES) program to schedule inspections, input customer applications, and issue furnishing hand-receipts.

- Instruct occupants on barracks standards, regulations, use of dayroom facility, and other mandatory requirements for upkeep and occupancy of barracks.
- Provide help during termination inspections.
- Determine responsibilities for damage to barracks units and or/furnishings; quantify and qualify nature and extent of liability for the outgoing soldiers.
- Issue final termination instructions and repossess keys; complete furnishings turn-in hand receipt and barracks condition reports.
- Perform minor touchups or on-the-spot cleaning.
- Perform operator maintenance on a Government-owned vehicle, in the event a Government-provided vehicle with gasoline to operate that vehicle is provided to contractor personnel.
- Perform tasks to include, but not be limited to, the following: accepting and processing applications for barracks spaces; preparing and issuing assignment or termination orders; scheduling appointments; and serving as information and telephone receptionist to include explaining housing policies and procedures.

CERTIFICATIONS, LICENSES, PHYSICAL REQUIREMENTS, OR OTHER EXPERTISE REQUIRED. The Contractor must have:

- Basic knowledge of computer software and applications and the ability to work with the HOMES computer database (or the ability to learn same).
- The ability to carry out assigned work IAW simple instructions and direction.
- Good communications skills and basic knowledge of commonly-used office and telephone procedures.
- A valid state driver's license.

OPERATIONAL HOURS.

For Housing Inspection Services some employees may perform work 25 hours a week, on a part-time basis from 5:00 p.m. until 10:00 p.m., Monday-Friday, excluding Federal holidays. The work will involve evening hours; and the Contractor personnel will be on-call. On-call work will be performed from 10:00 p.m. through 7:30 a.m., Monday through Friday, and for 24 hours on Saturday and Sunday.

**C.5.6. Management.** The Contractor shall employ management practices that ensure all requirements are fulfilled in a timely manner and in compliance with the PWS, terms and conditions of the contract.

### **C.5.7. General Administration, Coordination and Delivery.**

**C.5.7.1. Draft Task Order.** The Contractor shall, upon request, assist the DPW managers in (1) analyzing the workload needs, (2) in identifying and defining specific tasks (which are not inherently Governmental), (3) in estimating the time necessary to accomplish the tasks and (4) in identifying the skills necessary to perform the specified tasks so that a draft Task Order can be developed. The draft Task Order will include a summary of the needed skills, the number of people necessary to accomplish defined tasks for a specified time and any other special requirement necessary to accomplish the task. This process will be accomplished in a timely manner and shall be coordinated by the Project Manager with the Contracting Officer or between their respective designees.

**C.5.7.2. Proposal Response to Draft Task Order.** The Contractor shall respond with a Proposal within five working days after receipt of a draft Task Order from the Government. The Proposal will (1) include the Period of Performance – indicating a beginning and ending date, (2) identify by name the person(s) with the required skills, (3) include labor costs using the appropriate loaded rate and number of hours to be worked by each labor category to include a breakdown showing how labor costs were calculated using the appropriate rate of pay and number of hours to be worked by each individual, and (4) if requested, the Contractor shall include Other Direct Costs (ODC), such as reimbursement for travel or other items necessary to accomplish the tasks included in the draft Task Order. When approved by the Government, the Contractor shall incorporate the approved Task Order into a Proposal, signed by the Program Manager, to furnish temporary professional administrative support services to accomplish the Task Order.

**C.5.7.3. Other Direct Costs.** If required and authorized by the Contracting Officer certain activity and items required to meet Task Order objectives will be reimbursed under the Other Direct Cost CLIN. Examples are: vehicle mileage, required communication equipment, and special tools. Travel, mileage, and training costs are non-fee bearing and they shall be billed at cost. The Contractor shall furnish documentation. Documentation shall include the supplier's invoice including freight with applicable G&A and profit added. Profit and G&A shall not exceed that allowed for related labor expense under the Contract. Other fees, other than those defined in the previous sentences, are not authorized and may not be added to the cost.

**C.5.7.4.** Differing task(s) necessarily result in a variety of different approaches to supervision. These three examples are intended to be illustrative rather than definitive when providing a wide variety of services.

**C.5.7.4.1.** In some instances, a Task Order may require a number of skill categories to perform a single task (e.g., operate a small data processing center). In this instance, it is anticipated that the senior technical skill category may assume a supervisory responsibility with no increase in hourly rate

**C.5.7.4.2.** In the second instance, a number of Task Orders may require single on-site individuals. In these instances, off-site supervision with occasional visitation is usually the most economical method to be used.

**C.5.7.4.3.** In the third instance, a Task Order may require significant amount of same skill categories (e.g., data entry clerks). In this instance, any salary supplement for the Contractor's "lead" individual may be negotiated in the Task Order.

**C.5.8. Time Keeping Report.** The Contractor shall submit a bi-weekly manpower report. At a minimum, this report shall include a copy of all time sheets completed by any Contractor personnel working on any task. All time sheets must be initialed by the Government representative responsible for the respective task and shall show deliverables received per task and/or task completion. This report shall be submitted within 5 days of the end of the reporting period. The bi-weekly report shall be submitted in complete 40 hour week work blocks with no partial work weeks or carry-overs from a previous week. Partial work week reports such as created by 1<sup>st</sup> and 15<sup>th</sup> semi- monthly pay periods shall be avoided.

**C.5.9. Contractor Manpower Reporting.** The Office of the Assistant Secretary of the Army (Manpower & Reserve Affairs) operates and maintains a secure Army data collection site where the Contractor shall report ALL Contractor manpower (including subcontractor manpower) required for performance of this contract/Task Order. The Contractor is required to completely fill in all the information in the requested format using the following web address <https://contractormanpower.army.pentagon.mil> .

The required information includes:

- (1) Contracting Office, Contracting Officer, Contracting Officer's Technical Representative;
- (2) Contract number, including task and delivery order number;
- (3) Beginning and ending dates covered by reporting period;
- (4) Contractor name, address, phone number, e-mail address, identity of Contractor employee entering data;
- (5) Estimated direct labor hours (including sub-contractors);
- (6) Estimated direct labor dollars paid this reporting period (including sub-contractors);

- (7) Total payments (including sub-contractors);
- (8) Predominant Federal Service Code (FSC) reflecting services provided by Contractor (and separate predominant FSC for each sub-contractor if different);
- (9) Estimated data collection cost;
- (10) Organizational title associated with the Unit Identification Code (UIC) for the Army Requiring Activity (the Army Requiring Activity is responsible for providing the Contractor with its UIC for the purposes of reporting this information);
- (11) Location(s) where the Contractor and sub-contractors perform the work (specified by zip code in the United States and nearest city, country, when in an overseas location, using standardized nomenclature provided on website);
- (12) Presence of deployment or contingency contract language;
- (13) Number of Contractor and sub-contractor employees deployed in theater this reporting period (by country);

As part of its submission, the Contractor shall also provide the estimated total cost (if any) incurred to comply with this reporting requirement. Reporting period will be the period of performance not to exceed 12 months ending 30 September of each Government fiscal year and must be reported by 31 October of each calendar year. Contractors may use a direct XML data transfer to the database server or fill in the fields on the website. The XML direct transfer is a format for transferring files from a Contractor's system to the secure web site without the need for separate data entries for each required data element at the web site. The specific formats for the XML direct transfer may be downloaded from the web site.

NOTE – For in-theater contracts, requiring activities have the option of requiring more frequent reporting. Information from the secure web site is considered to be proprietary in nature when the contract number and Contractor identity are associated with the direct labor hours and direct labor dollars. At no time will any data be released to the public with the Contractor name and contract number associated with the data.

## **C.6. APPLICABLE DOCUMENTS.**

**C.6.1. Applicable Documents.** The Contractor shall obtain and comply with the documents referenced in the contract and listed in this section, but only to the extent specified in the contract when a specific part of the document is referenced. The Government will provide Fort Hood Regulations. Publications furnished to the Contractor shall be maintained and updated by the Contractor.

**C.6.1.1. Applicable Edition of Documents.** The editions of these documents and supplements and changes are in effect on the date of solicitation shall be applicable for contract compliance.

**C.6.1.2. Supplements and Amendments.** Supplements and amendments to these documents will be issued during the life of the contract and shall be in full force and effect immediately upon availability to the Contractor. When such supplement or amendment is deemed to cause an increase or decrease in cost of contract performance, the Contractor shall inform the Contracting Officer, in writing, prior to implementation of such supplement or change.

**C.6.2. Document List.** The following abbreviations are related to the publications listed below:

MAN – Mandatory	FH – Fort Hood
ADV - Advisory	FHT – Fort Hood, Texas
AR – Army Regulation	FORSCOM – U.S. Army Forces Command
CFR – Code of Federal Regulations	OF – Optional Form
DA – Department of the Army	OSHA – Occupational Safety & Health Admin.
DD – Department of Defense	SB – Supply Bulletin
DODD- Department of Defense Directive	SF – Standard Form
DA Pam – Department of the Army Pamphlet	TM – Technical Manual
EM – Engineer Manual	
FAR – Federal Acquisition Regulation	

**C.6.3. Location of Publications and Forms.** The Contractor shall utilize the Internet to view and print electronic versions of required publications and Forms. DA publications can be obtained through <http://www.usapa.army.mil>. DOD publications can be obtained through <http://www.web7.whs.osd.mil/corres.htm>. FORSCOM publications and Forms can be obtained through <http://www.forscom.army.mil>. See associated links at each site. Fort hood publications can be accessed at <http://phantomclerk.hood.army.mil>. TMs are available through Army Knowledge Online (AKO) at <https://www.us.army.mil/suite/login/welcome.html> or the Logistics Support Activity at <https://www.logsa.army.mil/etms/online.htm>.

**C.6.4. Publications.**

PUBLICATION	TITLE	DATE
AR 25-1 – ADV	Army Knowledge Management and Information Technology	Jul 05
AR 25-50 – ADV	Preparing and Managing Correspondence	Jun 02
AR 25-400-2 – MAN	The Army Records Information Management System	Nov 04
AR 190-11 – ADV	Physical Security of Arms, Ammunition And Explosives	Feb 98
AR 190-13 – ADV	The Army Physical Security Program	Sep 93
AR 190-16 – MAN	Physical Security	May 91
AR 190-51 – MAN	Security of Army Unclassified Property	Sep 93
AR 380-5 – MAN	Department of the Army Information Security Program	Sep 00
AR 380-53 – MAN	Information Systems Security Monitoring	Apr 98
AR 380-67 – ADV	The Department of the Army Personnel Security Program	Sep 88
AR 380-381 – ADV	Special Access Programs (SAPS) and Sensitive Activities	Oct 98
AR 385-10 – MAN	Army Safety Program	Feb 00
AR 385-40 – MAN	Accident Reporting and Records	Nov 94
AR 420-90 – MAN	Fire and Emergency Services	Sep 97
AR 600-55 – MAN	The Army Driver and Operator Standardization Program (Selection, Training, Testing, And Licensing)	Dec 93
AR 600-63 – MAN	Army Health Promotion	Apr 96
AR 735-5 – MAN	Policies and Procedures for Property Accountability	Feb 05
FH REG 25-5 – MAN	Fort Hood DOIM: Basic Policies and Procedures	Oct 01
FH REG 190-5 – MAN	Fort Hood Traffic Code	May 06
FH REG 200-10 – ADV	Spill Prevention Control and Conservation Plan (SPCCP)	Jul 96
FH REG 380-19 – ADV	Security Policy for Automation Information Systems	Mar 03
FH REG 420-1 – MAN	Fire Regulations	Oct 89
FH REG 690-25 – MAN	Injury Compensation and Reporting	Feb 90
FH Supp 1 385-10 – ADV	Army Safety Program	Jul 91

PUBLICATION	TITLE	DATE
	OTHER RELATED PUBLICATIONS	
29 CFR 1910. - ADV	Department of Labor, Occupational Safety and Health Act	Jul 00
29 CFR 1920 - ADV	Hazardous Waste Operations and Emergency Response; Final Rule, Monday, March 6, 1989	Mar 89
29 CFR 1926 - ADV	Department of Labor, Occupational Safety and Health Act, Part III	
DOD 5500.7-R MAN	DOD Joint Ethics Regulation	Aug 93
EM 385-1-1 – MAN	U.S. Army Corps of Engineers Safety and Health Requirements Manual	Nov 03
EM 385-40	Safety Accident Reporting and Records	1994
FAR – MAN	Federal Acquisition Regulation	Jun 98
FORSCOM Supp 1 AR 340-21	The Army Privacy Program	Jul 85
FORSCOM Supp 1 AR 380-5	Department of The Army Information Security Program	Sep 00
OSHA 2201 - MAN	General Industry Safety	Sep 83

**C.6.5. Forms.** The following is a list of forms the Contractor may use in performance of Tasks outlined in Section C.5 of this PWS.

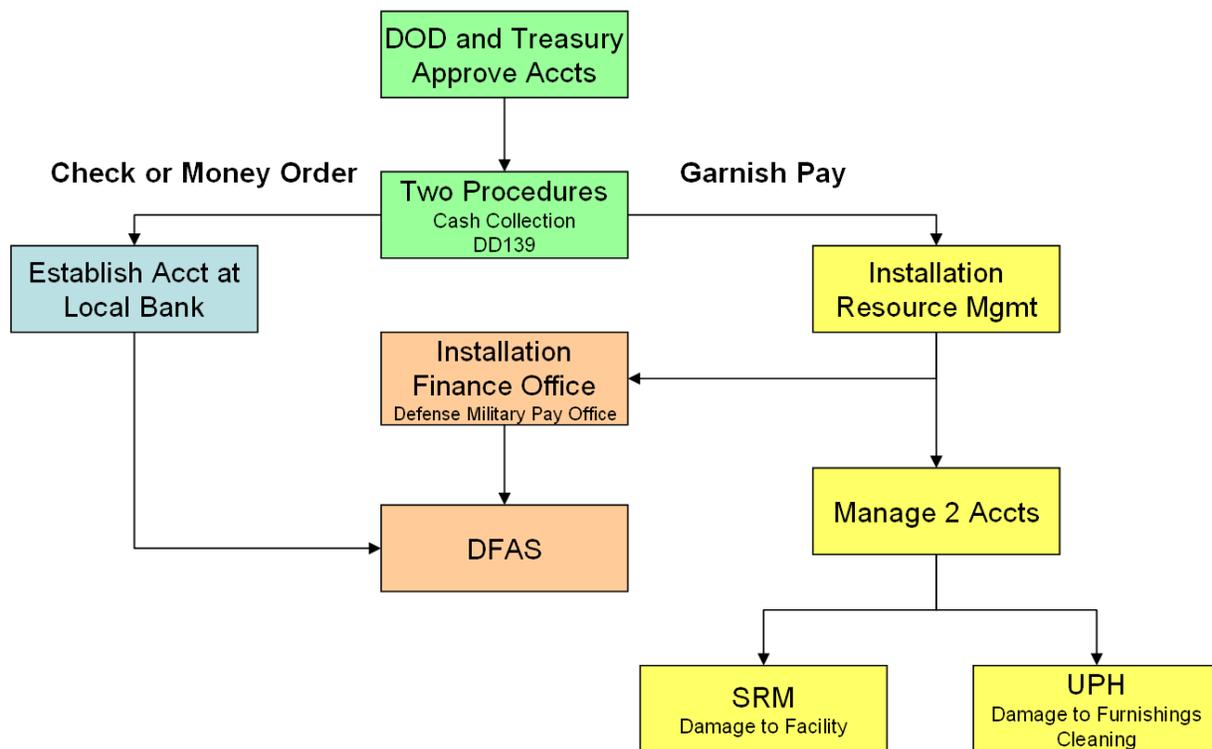
FORM	TITLE	DATE
DA Form 200	Transmittal Record	Sep 98
DA Form 285	U.S. Army Accident Investigation Report	Jan 92
DA Form 337	Request for Approval of Disposal of Buildings and Improvements	May 59
DA Form 348	Equipment Operators Qualification Record (Except Aircraft)	Oct 64
DA Form 1222 – R	Routing Slip	Nov 00
DA Form 4283	Facilities Engineering Work Request	Sep 03
DA Form 4755	Employee Report of Alleged Unsafe or Unhealthy Working Conditions	Oct 78
DA Form 5513-R	Key Control Register and Inventory	Aug 93
DD Form 1662	DOD Property In The Custody of Contractors	Jun 03
DD Form 1172	Application for Uniformed Services Identification Card	Sep 05
FHT 200-X3	Hazardous Materiel Inventory	Dec 94
FHT Form 55-X22	Communications Service Request	Mar 81
FORSCOM Form 247-R	Area Security Checklist	Jul 80
OF 346	US Government Motor Vehicle Operators	Nov 85

FORM	TITLE	DATE
	Identification Card	
SF 364	Report of Discrepancy (ROD)	Feb 80
OSHA #200	Log of Occupational Injuries/Illnesses	

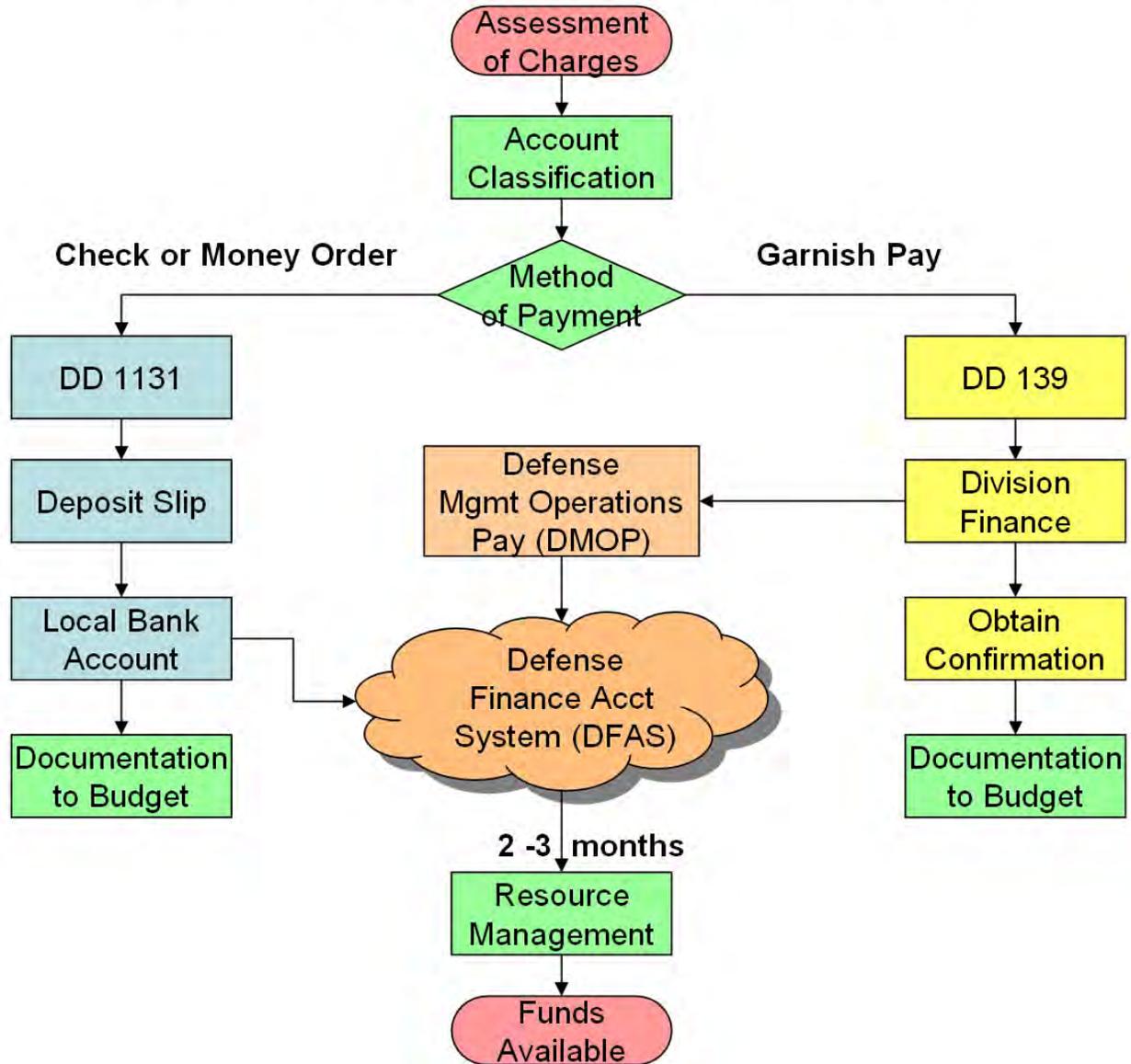
### Appendix 8.3 – Financial Flow Diagrams

- SM will sign in-processing checklist on arrival
- All furnishings in the room are hand receipted to the SM
- SM sign statement of liability
- At termination, the room is checked and all furnishings inventoried. If there are any damages or any missing furniture, a DD 139 is completed and submitted to finance for processing
- Finance will then submit the paperwork to DFAS
- DFAS will deduct from SM's pay and deposit the funds into the CBM established account. There are 2 accounts set up; one for structure and one for furnishings, equipment, and cleaning
- Money Orders and Checks are deposited directly into Fort Hood National Bank via DD1131.

### Setting Up Accounts



# Damage Collection Flow Chart



## **Appendix 8.4 - Policy Letters**

Assignment Policy for Geographical Bachelors  
BAH Policy for SSGs  
Barracks Mgmt Policy Memo  
Barracks Transfer of Responsibility MOU Dec 07  
Billeting of Bachelor Personnel  
Elimination of Linen  
HQDA Geographical Bachelor Housing Assignment Policy  
Pregnant Soldier Policy  
Single Soldier Quarters Living Standards



**DEPARTMENT OF THE ARMY**  
US ARMY INSTALLATION MANAGEMENT COMMAND  
HEADQUARTERS, UNITED STATES ARMY GARRISON, FORT HOOD  
BUILDING 1001 ROOM W321  
FORT HOOD, TEXAS 76544-5000

REPLY TO  
ATTENTION OF

NOV 30 2007

IMWE-HOD-PWM

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: U.S. Army Garrison Policy Memorandum Number 23 - Unaccompanied Personnel Housing Assignment Policy for Geographical Bachelors

1. REFERENCES:

a. Army Regulation (AR) 210-50, Housing Management, 3 Oct 05.

b. Assistant Chief of Staff for Installation Management (ACSIM) memorandum, DAIM-ZA, para 1d, subject: Housing Assignment Policy for Voluntarily Separated Persons (Geographical Bachelors), 10 Jun 05.

2. PURPOSE: To implement procedures for temporary assignment of geographical (GEO) bachelors to unaccompanied personnel housing (UPH) on Fort Hood, Texas.

3. APPLICABILITY: This policy is applicable to all active duty military personnel.

4. POLICY:

a. Army Reserve and National Guard GEO bachelors are authorized assignment to UPH as they are here for training, mobilization and demobilization. Temporary duty (TDY) Soldiers training at Fort Hood will have orders indicating they are authorized assignment to UPH.

b. Active duty GEO bachelors deploying or redeploying may be authorized UPH space for up to 10 days (**if space is available**), after the Soldier's 96-hour pass, and not to exceed 14 days upon return from deployment.

c. Active duty GEO bachelors are not authorized assignment to permanent party barracks. Exceptions to this policy must be approved by the Garrison Commander, per reference 1b, above.

5. PROCEDURES:

a. Deploying/redeploying GEOs must terminate their UPH space not later than the 11th day of occupancy, or provide an approved exception to policy for extension from

IMWE-HOD-PWM

SUBJECT: Unaccompanied Personnel Housing Assignment Policy for Geographical Bachelors

the Garrison Commander. The Soldier's chain of command will be notified and responsible to ensure unauthorized GEOs clear assigned UPH spaces on the 11th day of occupancy. Extensions must be approved by the Garrison Commander prior to the original termination date.

b. Keys will be issued that expire on the 11th day. Failure to clear assigned barracks room on the 11th day, or to submit approved extension to the barracks manager prior to original termination date, will result in no access to assigned barracks room.

c. All GEO bachelor requests for exception to policy (ETP) must be signed by a COL (O-6 in GEO's Chain of Command) or above and submitted to the Directorate of Public Works (Real Property, Bldg 4612A) for staffing/processing and approval by the Garrison Commander.

d. All ETP requests will be considered on a case-by-case basis. However, this will not result in bona fide bachelor personnel being forced to move off the installation. Minimum standards of adequacy do not apply for housing GEO bachelors (i.e., two NCOs may be housed in a room or up to four GEOs may be placed in a room).

e. Prior to assignment to UPH space, GEO bachelors will be advised in writing that they may be required to vacate UPH if space is needed to house bona fide bachelor personnel.

f. All GEO bachelors will be tracked by barracks utilization report and will not be included in the utilization percentage.

6. PROPONENT: The proponent for this policy is U.S. Army Garrison, Fort Hood, Texas.

7. EXPIRATION: This policy memorandum supersedes previous policies issued by the Garrison Commander and will remain in effect until superseded or rescinded.



WILLIAM V. HILL III  
COL, AR  
Commanding

DISTRIBUTION:

IAW FH Form 1853: A



**DEPARTMENT OF THE ARMY**  
**ASSISTANT CHIEF OF STAFF FOR INSTALLATION MANAGEMENT**  
600 ARMY PENTAGON  
WASHINGTON DC 20310-0600

DAIM-ZA

09 MAR 2005

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Authorization for Staff Sergeants (SSG) to Receive Basic Allowance for Housing (BAH) and Reside Off Post in the 50 United States

1. Effective immediately, the Secretary of the Army has approved a change to the Army's mandatory assignment policy in the United States for single Soldiers in the grade of Staff Sergeant (E6):
  - a. Single Soldier's at the rank of SSG and above stationed in the United States are authorized to move off post and receive BAH at the without dependent rate.
  - b. Single SSGs may compete for installation Senior Enlisted Bachelor Quarters previously identified for single Sergeant First Class (SFC) and above where assets exist on the installation.
  - c. Applicable personnel, housing, finance and installation regulations will be revised accordingly.
  - d. Adequate BAH, Basic Allowance for Subsistence (BAS), household goods movements, and dislocation allowances will be programmed in the Program Objective Memorandum for Single Staff Sergeant troop strength.
2. Exceptions to this policy are stated below:
  - a. Staff Sergeants may elect to remain in enlisted barracks for the duration of their current tour. Upon reassignment to a new duty station in the United States, SSG's will receive BAH at the without dependent rate and be required to reside off post at the new duty station.
  - b. Key and Essential personnel required to live on post will be determined by the local command.
3. Setting up household costs and household goods movement reimbursements:
  - a. Soldiers who currently reside in government quarters and elect to move off post at the current duty station will incur household goods movement at their own expense. A government paid move or reimbursement is not authorized.

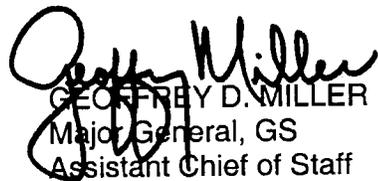
DAIM-ZA

SUBJECT: Authorization for Staff Sergeants (SSG) to Receive Basic Allowance for Housing (BAH) and Reside Off Post in the 50 United States

b. If required to vacate government quarters at the directive of the Government (e.g., because of repairs or renovations of enlisted barracks, troop surges, etc.), Soldiers in the rank of SSG will remain off post for the duration of their tour and costs for moves directed at the convenience of the Government will be borne by the Government.

4. All affected Soldiers will plan accordingly and unit counseling should occur prior to moving off post or permanent change of station. Soldiers will process through their local Community Housing Relocation and Referral Services (CHRRS) office to locate suitable off post rentals or for home purchases, and the local finance and accounting support office for assistance.

5. The point of contact for this action is Mr. George Lloyd at (703) 601-2511 or email george.lloyd@hqda.army.mil.

  
GEOFFREY D. MILLER  
Major General, GS  
Assistant Chief of Staff  
for Installation Management

DISTRIBUTION:  
COMMANDER

EIGHTH US ARMY (EAEN)  
FORCES COMMAND (AFEN)  
HQ US ARMY CORPS OF ENGINEERS (CELD)  
MILITARY SURFACE DEPLOYMENT AND DISTRIBUTION COMMAND (SDG4-FE)  
NETWORK ENTERPRISE TECHNOLOGY COMMAND (NETC-EN)  
US ARMY CRIMINAL INVESTIGATION COMMAND (CIPL-EN)  
US ARMY EUROPE AND SEVENTH ARMY (AEAEN)  
US ARMY INTELLIGENCE AND SECURITY COMMAND (IAEN)  
US ARMY MATERIEL COMMAND (AMCEN)  
US ARMY MEDICAL COMMAND (MCEN)  
US ARMY MILITARY DISTRICT OF WASHINGTON (ANEN)  
US ARMY MILITARY ENTRANCE PROCESSING COMMAND (MEPCF)  
US ARMY PACIFIC (APEN)  
US ARMY ASSISTANT CHIEF OF STAFF FOR INSTALLATION MANAGEMENT (DAIM-ZA)  
US ARMY RECRUITING COMMAND (RCRS-CE)  
US ARMY SPACE AND MISSILE DEFENSE COMMAND (SMDC-EN-1)  
US ARMY SPECIAL OPERATIONS COMMAND (AOEN)

DAIM-ZA

SUBJECT: Authorization for Staff Sergeants (SSG) to Receive Basic Allowance for Housing (BAH) and Reside Off Post in the 50 United States

DISTRIBUTION: (CONT)

COMMANDER

US ARMY TRAINING AND DOCTRINE COMMAND (ATBO-G)

US ARMY TEST AND EVALUATION COMMAND (CSTE-ELE)

SUPERINTENDENT, US MILITARY ACADEMY (MAEN)

COPY FURNISHED:

DASA (I&H)

SAAL-RI

SAFM-BUI-F

SAIS-IOM

HQDA (CFSC-FM-LN)

HQDA (DACH-IML)

HQDA (DAIM-ED)

HQDA (DAIM-FDF)

HQDA (DAIM-FDH)

HQDA (DAIM-MD)

HQDA (DAIM-ZR)

HQDA (DALO-FPM)

HQDA (DALO-FPP)

HQDA (DAMI-PA)

HQDA (DAMO-TR)

HQDA (DAMO-TRO)

HQDA (DAMO-TRS)

HQDA (DAMO-ZR)

HQDA (DAPE-PRR-D)

HQDA (DAPR-DPC)

HQDA (MRMC-FRS)

DIRECTOR, INSTALLATION MANAGEMENT AGENCY (SFIM-Z IMA)

DIRECTOR, EUROPE REGION OFFICE (SFIM-EU RO)

DIRECTOR, KOREA REGION OFFICE (SFIM-KO RO)

DIRECTOR, NORTHEAST REGION OFFICE (SFIM-NE RO)

DIRECTOR, NORTHWEST REGION OFFICE (SFIM-NW RO)

DIRECTOR, PACIFIC REGION OFFICE (SFIM-PA RO)

DIRECTOR, SOUTHEAST REGION OFFICE (SFIM-SE RO)

DIRECTOR, SOUTHWEST REGION OFFICE (SFIM-SW RO)

US ARMY INFORMATION SYSTEMS ENGINEERING COMMAND (AMSEL-IE-DE),

1435 PORTER STREET, SUITE 200, FT DETRICK, MD 21702-5047

US ARMY CORPS OF ENGINEERS (CECW-EI), 441 G STREET, N.W.,

WASHINGTON, DC 20314-1000

US ARMY CORPS OF ENGINEERS ENGINEERING & SUPPORT CENTER HUNTSVILLE

(CEHNC-IM), PO BOX 1600, HUNTSVILLE, AL 35806



**DEPARTMENT OF THE ARMY**  
US ARMY INSTALLATION MANAGEMENT COMMAND  
HEADQUARTERS, UNITED STATES ARMY GARRISON, FORT HOOD  
BUILDING 1001 ROOM W321  
FORT HOOD, TEXAS 76544-5000

REPLY TO  
ATTENTION OF

IMWE-HOD-PWH

JAN 11 2008

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: U.S. Army Garrison Policy Memorandum Number 25 -- Barracks Management Under the First Sergeants Barracks Initiative (FSBI)

1. REFERENCES:

- a. Army Regulation 420-1, Chapter 3, Housing Management, 2 Nov 07.
- b. Army Regulation 735-5, Policies and Procedures for Property Accountability, 28 Feb 05.
- c. Fort Hood Policy, CSM-02, Single Soldier Quarters Living Standards, 25 Oct 06.
- d. Fort Hood Regulation 420-1, Fire and Emergency Services, 1 Sep 07, to include Chapter 2-8, Company, Building, Unit Fire Marshals.

2. PURPOSE: To establish procedures and policies for operating barracks under the FSBI and to clarify the responsibilities of each organization associated with the program.

3. APPLICABILITY: This policy is applicable to all Fort Hood personnel.

4. POLICY:

a. FSBI is a partnership between the unit leaders and the Garrison staff with regard to housing service members in permanent party barracks. This initiative is one part of the Army Plan to improve the quality of life of our single service members by providing them quality living areas, giving them responsibility for their rooms, and holding them accountable for damages.

b. Unit leadership tasks remain in force. Those things that commanders deem required to ensure the health and welfare of their service members or that promote good order and discipline with their unit will continue unabated. This includes security (assigning charge of quarters), cleaning, neatness/police, and accountability of common areas, stairwells/hallways, dayrooms, kitchens, common latrines, units controlled storage room, and other ancillary facilities/areas such as picnic areas/tables,

IMWE-HOD-PWH

SUBJECT: U.S. Army Garrison Policy Memorandum Number 25 -- Barracks Management Under the First Sergeants Barracks Initiative

bike racks/storage areas, parking lots, and removal of trash and litter from these same areas. Unit leaders continue their normal and routine room and barracks facility inspections. Commanders are already charged with the responsibility to ensure that residents and their guests in the barracks comply with the established living standards.

c. Unit leaders will be assigned building owner responsibilities. As barracks are transferred from losing to gaining units, a transfer date will be agreed to by both units and the FSBI-Barracks Management (BM) staff will coordinate a building acceptance inspection with senior noncommissioned officer attendees representing the losing unit, the gaining unit and U.S. Army Garrison. Losing unit will remain responsible for building until gaining unit has accepted responsibility. In shared buildings the owner is responsible for coordinating "junior occupant" duties/responsibilities.

d. All residents are responsible to ensure that high standards of cleanliness are maintained in the rooms, common areas, and outside the buildings. Residents are responsible for their visitors' actions while in the barracks.

e. FSBI-BM staff is responsible for the administrative duties of the day-to-day barracks operations. Responsibilities include: Report barracks utilization, assign residents to and clear residents from rooms, provide access to rooms, perform minor maintenance (Self Help) and vacant room maintenance, coordinate and track maintenance requests, and maintain accountability for barracks furnishings and keys.

f. FSBI-BM staff will submit a weekly report to unit leaders (building owner) which will include the barracks "grid" and a by-name/by-room list showing where service members are assigned in the building and a by-name list of service members (in owner's brigade) who live outside of owner's brigade footprint.

## 5. PROCEDURES:

a. Hours of Operation. FSBI-BM team offices are open during normal working hours of 0730-1730 Monday-Friday. A reduced staff is available on site and is on call for after hours, weekends, and holidays. After hours phone number is 535-2395.

b. Facility Work Requests. Residents are encouraged to submit work requests through the FSBI-BM staff. FSBI-BM staff will submit the required service order/work order to the Directorate of Public Works (DPW) for accomplishment of the work. FSBI-BM staff will track the completion of work requests and provide escorts for maintenance staff to occupied and unoccupied rooms.

IMWE-HOD-PWH

SUBJECT: U.S. Army Garrison Policy Memorandum Number 25 -- Barracks Management under the First Sergeants Barracks Initiative

c. Self Help. FSBI-BM staff will perform minor repairs that were previously considered a unit Self-Help responsibility. Examples include replacing light bulbs, unstopping toilets, repairing leaking faucets, etc. This Self Help scope does not cover unit-controlled administrative areas of buildings (i.e., Company Operations offices inside the barracks building).

d. Cleanliness and Police Call. Unit leaders are responsible for the cleanliness and general upkeep of the rooms, common areas (such as hallways, gang latrines, walkways, stairwells, and dayrooms) and the grounds and parking lots around the barracks building.

e. Access to Rooms. FSBI-BM staff will escort or temporarily provide keys to First Sergeants (and above) to gain access to rooms as required for all lawful purposes. Coordination with FSBI-BM staff for access to rooms is required. In an emergency or when conducting health and welfare inspections, unit leaders and FSBI-BM staff are authorized to enter residents' rooms without previous notice, but will alert the resident by knocking before entry. If criminal activity in the room is suspected, unit commanders will consult with their servicing Judge Advocate before taking action to enter the room.

f. Assignment Preference. FSBI-BM staff will assign rooms per the direction of unit leadership. FSBI-BM staff will make a concerted effort to assign residents/roommates based upon smoking preference and legal drinking age. Existing policy prohibits smoking in the barracks.

g. Assignments/Terminations. Residents must process through FSBI-BM for the assignment and termination of rooms. FSBI-BM will prepare a hand receipt based upon the condition assessment provided by the residents. Failure to process through FSBI-BM for room moves and terminations may result in a financial liability to the residents.

h. Accountability. Residents are liable and accountable for loss and damage, beyond fair wear and tear, to facilities, equipment, and furnishings to include smoke detectors and other fire protection devices. Residents may be charged for the damage repair/replacement costs that are incurred by the Army.

i. Transient Rooms. FSBI-BM will reserve approximately 1 percent of the barracks space for transient rooms. Keys for these rooms will be provided to unit leaders to account for unexpected circumstances. Management of transient room space is the responsibility of the unit leader signed for the rooms.

IMWE-HOD-PWH

SUBJECT: U.S. Army Garrison Policy Memorandum Number 25 -- Barracks Management Under the First Sergeants Barracks Initiative

j. Space Management/Unit Integrity. Unit leaders have a responsibility to help manage the number of service members in their assigned barracks footprints. When the barracks become full (>95% occupancy), unit leaders need to be actively engaged in selecting service members to live off post (via a certificate of nonavailability). Failure to manage the "flow" of occupants out of the barracks results in no room for incoming service members. When this occurs, FSBI-BM is forced to temporarily assign new service members outside of the unit's designated footprint. These temporary assignments will be elevated by FSBI-BM staff to unit leadership for resolution.

k. Geographical Bachelors. The Garrison Commander is the approving authority for the exception to policy to house Geographical Bachelors (GBs). GBs will be housed on a "space available" basis. Unit leaders are responsible for ensuring that GBs vacate their rooms and terminate through FSBI-BM when GBs are asked to leave.

l. Movement. Requests for movement of a resident from one room to another will be accommodated by FSBI-BM staff. These requests must be accompanied by an e-mail to the respective Barracks Manager endorsed by the Soldier's First Sergeant or Company Commander, with acknowledgement by Battalion level leadership.

m. Fire Evacuation Plan/Fire Extinguishers. FSBI-BM will maintain the fire evacuation plans, exit lights, and keep fire extinguishers charged, inspected and tagged with FHT Form 420-X20. Unit's designated Fire Marshal, with assistance from the FSBI-BM staff, will perform required facility inspections, identify deficiencies and ensure these deficiencies are reported to the FSBI-BM staff for correction.

n. Dayrooms. FSBI-BM does not provide operational control of dayrooms. Units are encouraged to sign for the keys and dayrooms furnishings through the DPW Real Property Planning Division.

o. Bed Linens. FSBI-BM does not issue linens. Residents are required to use their own bed linens or that issued by the unit. FSBI-BM does not provide "toiletries" (toilet paper, soap, shower curtains, etc.).

p. Unit-Controlled Administrative Space. FSBI-BM does not provide operational control of attached office, supply, or dining facility space associated with barracks buildings. Units will sign for these spaces similarly to other non-barracks buildings.

q. Certificates of nonavailability (CNA) for Barracks. Staff Sergeants and above are entitled to receive Basic Allowance for Housing (BAH) and reside off-post. Garrison Commander designates the Director of Public Works as the approval authority for all

IMWE-HOD-PWH

SUBJECT: U.S. Army Garrison Policy Memorandum Number 25 -- Barracks  
Management Under the First Sergeants Barracks Initiative

CNAs. Issuance of CNAs is based on a UPH utilization rate of 95 percent, or above, at the brigade level. For special circumstances requiring exceptions to policy, request will be signed by the Brigade Commander, including original documentation (DA Forms 4187 and/or 5960), justification, the effective BAH start date, and submitted to the DPW Real Property Planning Division, Bldg 4612A.

6. PROPONENT: The proponent for this policy is U.S. Army Garrison, Fort Hood, Texas.

7. EXPIRATION: This policy memorandum supersedes previous policies issued by the Garrison Commander and will remain in effect until superseded or rescinded.



WILLIAM V. HILL III  
COL, AR  
Commanding

DISTRIBUTION:  
IAW FH Form 1853: A



**DEPARTMENT OF THE ARMY**  
**US ARMY INSTALLATION MANAGEMENT COMMAND**  
**HEADQUARTERS, UNITED STATES ARMY GARRISON, FORT HOOD**  
**BUILDING 1001 ROOM W321**  
**FORT HOOD, TEXAS 76544-5000**

REPLY TO  
ATTENTION OF

IMWE-HOD-PWH

**MEMORANDUM OF UNDERSTANDING**

**SUBJECT: Transfer of Barracks Building Ownership under the First Sergeants Barracks Initiative (FSBI) Between Losing Unit \_\_\_\_\_ & Gaining Unit \_\_\_\_\_.**

Buildings listed below have transferred ownership from losing to gaining units as shown below, effective \_\_\_\_\_.

_____	_____	_____
_____	_____	_____
_____	_____	_____

Ownership includes operational control over the buildings. In shared buildings the owner is responsible for coordinating "junior occupant" duties/responsibilities. Ownership duties also include: Decides who lives in the barracks and who needs Certificates of Non-availability and receives BAH; decides where Service Members live in the barracks; provides charge of quarters; performs Health and Welfare inspections; enforces "living standards" in barracks rooms; maintains cleanliness of "common areas" (i.e. gang latrines, hallways, laundry rooms, dayrooms, stairwells, parking lots); mows grass/grounds upkeep; polices around buildings; appoints Fire Marshal and controls Day Room operations.

Building owner will receive from an FSBI Area Manager a weekly report including the barracks "grid" and a by name/by room report which shows where Service Members are assigned in the building and a by name list of Service Members (in owner's brigade) who live outside of owner's brigade footprint.

\_\_\_\_\_  
Losing Unit Representative (Printed)

\_\_\_\_\_  
Gaining Unit Representative (Printed)

\_\_\_\_\_  
Losing Unit Representative (Signed)

\_\_\_\_\_  
Gaining Unit Representative (Signed)

\_\_\_\_\_  
Garrison Representative (Printed)

\_\_\_\_\_  
FSBI Area Manager (Printed)

\_\_\_\_\_  
Garrison Representative (Signed)

\_\_\_\_\_  
FSBI Area Manager (Signed)



**DEPARTMENT OF THE ARMY**  
HEADQUARTERS, III CORPS AND FORT HOOD  
1001 761<sup>ST</sup> TANK BATTALION AVENUE  
FORT HOOD, TEXAS 76544-5000

REPLY TO  
ATTENTION OF

IMSW-HOD-PW

**07 JUN 2006**

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Billeting of Bachelor Personnel

1. PURPOSE: To implement procedures for issuance of Certificates of Non-availability (CNAs) for Unaccompanied Personnel Housing (UPH) on Fort Hood.

2. REFERENCE: Army Regulation (AR) 210-50, Housing Management, 3 Oct 05.

a. Army Regulation 210-50, outlines policy regarding housing of bachelor personnel and issuance of CNAs for single enlisted Soldiers (E1-E5).

b. Failure to enforce existing Department of the Army (DA) policy results in an unnecessary expenditure of funds.

c. Fort Hood Policy is outlined below:

(1) Staff Sergeants (SSG), and above, are entitled to receive Basic Allowance for Housing (BAH) and reside off-post.

(2) Garrison Commander designates the Directorate of Public Works (DPW) as the approval authority for all CNAs.

(3) Issuance of CNAs is based on a UPH utilization rate of 95 percent, or above, at the brigade level.

(4) For special circumstances requiring exceptions to AR 210-50, an exception to policy (ETP) request will be submitted to the DPW (Real Property Planning Division, Bldg 4612, Room 44). The ETP must include a justification to deviate from current policy.

3. PROCEDURES FOR ISSUANCE OF CNA STATEMENTS:

a. If, at the brigade level, utilization of assigned UPH assets exceeds the 95 percent occupancy rate, or there is serious overcrowding (more than two Soldiers residing in a room), a request for CNA can be submitted to the DPW (Real Property Planning Division, Bldg 4612, Room 44) for validation, approval, and issuance of CNAs. The request will be submitted by the Brigade Commander and must include original documentation (DA 4187, DA 5960), justification, and current barracks utilization report. Each request must indicate the effective BAH start date.

b. Pregnancy requires authorization to reside off post in accordance with Fort Hood Regulation 600-24.

IMSW-HOD-PW

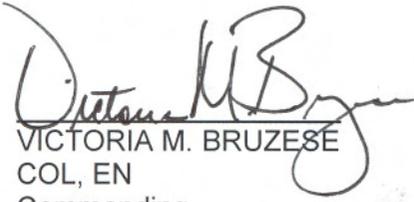
SUBJECT: Billeting of Bachelor Personnel

4. The DPW will forward a quarterly review of all authorized CNAs to the MSCs to verify which Soldiers are still assigned, have PCS'd, or have moved back into the barracks. Unwarranted and/or inappropriate issuance of CNAs must be eliminated.

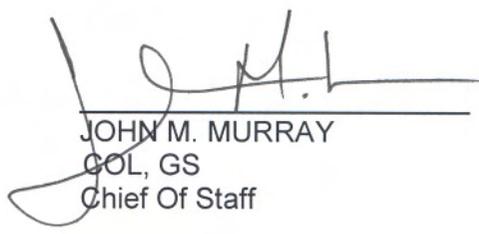
5. Consolidated UPH reports (including Soldiers' names, ranks, dependent status and utilization rate), from the MSCs, or separate units occupying barracks space, will be prepared monthly. These reports will be due to DPW, Real Property by the 15th of each month.

6. EXPIRATION: This Command Policy Memorandum supersedes Command Policy Memorandum DPW-02, 11 Aug 04, and Deputy Commander Memorandum, subject: Fort Hood Barracks Overflow Planning, 10 Jan 05, and will remain in effect until superseded or rescinded.

7. The DPW point of contact is Kirk A. Marek, (254) 287-3955.



VICTORIA M. BRUZESE  
COL, EN  
Commanding



JOHN M. MURRAY  
COL, GS  
Chief Of Staff

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DEPARTMENT OF THE ARMY  
ASSISTANT CHIEF OF STAFF FOR INSTALLATION MANAGEMENT  
600 ARMY PENTAGON  
WASHINGTON, DC 20310-0600



REPLY TO  
ATTENTION OF

DAIM-FDH

15 JUL 2002

MEMORANDUM FOR SEE DISTRIBUTION:

SUBJECT: Elimination of Linen For Unaccompanied Permanent Party Personnel Living in Barracks

1. References:

- a. AAA Audit Report 97-163 Linen Management.
- b. ACSIM memo 18 September 1997, Subject: AAA Audit 97-163 Linen Management and 97-166 Troop and Family Housing Furnishings.

2. Reference 1a made the following recommendations:

- a. Eliminate the authorizations for sheets, pillowcases, blankets, bedspreads, comforters and pillows for permanent party personnel housed in barracks. Personnel in trainee status are still authorized these items. Commanders are authorized to maintain a stock of linen for issue to personnel while in a transient status or at their discretion for extraordinary circumstances.
- b. Reduce the scope of laundry services related to linen for permanent party personnel.
- c. Eliminate the requirement to maintain property book accountability of linen.

3. In Sep 97, ACSIM issued policy guidance (ref 1b) to incorporate these functional changes. It has come to our attention that there is still some confusion regarding our intent and that not all installations have implemented these changes.

4. There are no new conditions that would cause us to consider changing the previously issued guidance. Therefore, the original policy remains in effect. Installations should take immediate action to eliminate the authorization of linens for unaccompanied permanent party personnel except as listed in 2a above. Commanders can also issue linen to permanent party soldiers who elect not to purchase their own and request government issued linens. Providing linens will be on a request basis only and not a general issue item. BASOPs dollars will continue to be the source of funding for linens, specifically, the UPH Replacement Furnishings Account. This memorandum has been coordinated with both Army G4 and the Office of the Army Inspector General.

DAIM-FDH

SUBJECT: Elimination of Linen For Unaccompanied Permanent Party Personnel Living in Barracks

6. The point of contact for this action is Ms. Barbara Koerner, DSN 328-8480 or COM (703) 428-8480 or email Barbara.Koerner@hqda.army.mil.

7. Quality Facilities for Quality Soldiers!

FOR THE ASSISTANT CHIEF OF STAFF FOR INSTALLATION MANAGEMENT:



JOHN B. NERGER  
Director, Facilities and Housing

COMMANDER

US ARMY EUROPE AND SEVENTH ARMY, ATTN: AEAEN-HG

FORCES COMMAND, ATTN: AFPI-ENH

US ARMY TRAINING AND DOCTRINE COMMAND, ATTN: ATBO-GH

US ARMY MATERIEL COMMAND, ATTN: AMCEN-H

EIGHTH US ARMY, ATTN: FKEN-ESD

US ARMY PACIFIC, ATTN: APEN-CH

US ARMY MEDICAL COMMAND, ATTN: MCFA-H

US ARMY MILITARY DISTRICT OF WASHINGTON, ATTN: ANEN-HD

MILITARY TRAFFIC MANAGEMENT COMMAND, ATTN: MT-LOF

US ARMY SOUTH, ATTN: SOEN

SUPERINTENDENT, US MILITARY ACADEMY, ATTN: MAEN-H



**DEPARTMENT OF THE ARMY**  
**ASSISTANT CHIEF OF STAFF FOR INSTALLATION MANAGEMENT**  
**600 ARMY PENTAGON**  
**WASHINGTON DC 20310-0600**

DAIM-ZA

10 JUN 2005

**MEMORANDUM FOR SEE DISTRIBUTION**

**SUBJECT: Housing Assignment Policy for Voluntarily Separated Persons  
(Geographical Bachelors)**

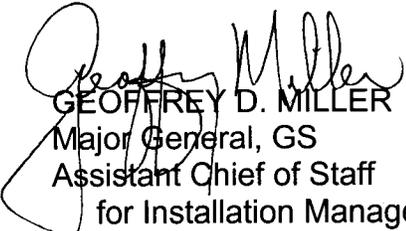
1. Effective immediately, the Secretary of the Army has approved a change to the Army's Unaccompanied Personnel Housing (UPH) assignment policy for geographical bachelors:
  - a. Soldiers entitled to basic allowance for housing at the "with dependent" rate, who are voluntarily separated from their family members, are not authorized assignment to permanent party UPH in the continental United States, Hawaii and Alaska.
  - b. This policy effects all permanent party UPH categories and all ranks.
  - c. Implementation will occur through attrition whether caused by Permanent Change of Station (PCS) orders, renovations, deployment, or for the convenience of the Government as determined by the local command. All Soldiers effected by this policy will be afforded at least a 30-day notice to terminate quarters.
  - d. The Garrison Commander is responsible for identifying geographical bachelors assigned to UPH and ensuring policy implementation. The Garrison Commander retains the authority to identify, assign key and essential personnel to UPH and approve exceptions to this policy.
  - e. Additional housing allowances, government paid moves for household goods or other housing related reimbursements are not authorized for execution of this policy change.
  - f. Applicable housing and installation regulations will be revised accordingly.
2. All effected Soldiers should plan accordingly and unit counseling should occur prior to moving off post or PCS. Soldiers will process through their local Community Housing Relocation and Referral Services office to locate suitable off post rentals or for home purchases.

DAIM-ZA

SUBJECT: Housing Assignment Policy for Voluntarily Separated Persons  
(Geographical Bachelors)

3. This policy change supports the Holistic Barracks Strategy initiative, ensuring housing entitlements for single Soldiers can be met and all permanent UPH facility categories match the identified permanent party housing requirements. This is also a change in Army culture that has been in existence for many years. The Assistant Chief of Staff for Installation Management and the Installation Management Agency are working on methods to assist Soldiers in this transition.

4. The point of contact for this action is Ms. Vernona D. Aslim at (703) 601-3578 or email: vernona.aslim@hqda.army.mil.



GEOFFREY D. MILLER  
Major General, GS  
Assistant Chief of Staff  
for Installation Management

DISTRIBUTION:

COMMANDER

EIGHTH US ARMY (EAEN)  
FORCES COMMAND (AFEN)  
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US ARMY INTELLIGENCE AND SECURITY COMMAND (IAEN)  
US ARMY MATERIEL COMMAND (AMCPE)  
US ARMY MEDICAL COMMAND (MCEN)  
US ARMY MILITARY DISTRICT OF WASHINGTON (ANPE)  
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US ARMY MILITARY ENTRANCE PROCESSING COMMAND  
US ARMY PACIFIC (APPE)  
US ARMY RECRUITING COMMAND  
US ARMY SPACE AND MISSILE DEFENSE COMMAND  
US ARMY SPECIAL OPERATIONS COMMAND  
US ARMY TRAINING AND DOCTRINE COMMAND  
US ARMY TEST AND EVALUATION COMMAND  
SUPERINTENDENT, US MILITARY ACADEMY

DAIM-ZA

SUBJECT: Housing Assignment Policy for Voluntarily Separated Persons  
(Geographical Bachelors)

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COMMANDER, U.S. ARMY MEDICAL RESEARCH AND MATERIEL COMMAND (MRMC-FRS)

DIRECTOR, INSTALLATION MANAGEMENT AGENCY (IMAH-PWD-H)

DIRECTOR, EUROPE REGION OFFICE (IMEU-PWD-H)

DIRECTOR, KOREA REGION OFFICE (IMKO)

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DIRECTOR, PACIFIC REGION OFFICE (IMPA)

DIRECTOR, SOUTHEAST REGION OFFICE (IMSE)

DIRECTOR, SOUTHWEST REGION OFFICE (IMSW)

Personnel General  
PREGNANT SOLDIERS

---

SUPPLEMENTATION. Supplementation by subordinate headquarters is prohibited unless specifically approved by HSXI-DHS.

SUGGESTED IMPROVEMENTS. The proponent of this regulation is the Director of Health Services. Users are invited to send comments and suggested improvements to the Commander, III Corps and Fort Hood, ATTN: HSXI-DHS.

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OVERVIEW

1

Purpose This regulation establishes policies concerning pregnant soldiers assigned to Fort Hood.

1a

General The intent of this regulation is to protect the health of the unborn child and the mother while ensuring productive use of the mother.

Clarification of duty limitations not specified in this regulation or in profiles should be addressed to medical authorities.

In such cases, until confirmation that an activity is not prohibited, conservative decisions should be made by first line leaders.

1b

RESPONSIBILITIES

2

Soldier The soldier seeks medical confirmation of pregnancy.

- Initially soldiers submit a urine sample for laboratory confirmation of pregnancy.
- Based on a positive lab test the soldier is scheduled for an OB physical by the Department of OB/GYN, Darnall Army Community Hospital.
- At the time of OB physical,
  - confirmation of pregnancy is made and
  - the MDA Form 441 (Statement of the Medical Officer Counseling Obstetrics Patients) is issued with estimated date of confinement (EDC).
  - This EDC is used in preparing DA Form 3349 (Physical Profile Board Proceedings Medical Condition - Physical Profile Record).

Sick in Quarters and convalescent leave are handled on a case basis by the attending physician.

2a

Unit Commanders The unit commanders counsel all soldiers with confirmed pregnancy per 2a above according to

- AR 635-120 (Officer Resignations and Discharges)
- AR 635-100 (Officer Personnel), and
- AR 635-200 (Enlisted Personnel).

2b

POLICIES AND PROCEDURES

3

Uniforms

Proper wear of uniforms and civilian maternity clothing is addressed by AR 670-1 (Wear and Appearance of Army Uniforms and Insignia).

A female soldier who is pregnant and has had her OB physical is issued an MDA Form 441 which states the soldier's EDC or delivery date.

- With this form the enlisted soldier is authorized to go through her unit supply for the appropriate request for the PX to issue two maternity uniforms.

Officers purchase their uniforms.

Routinely, at 24 weeks soldiers are authorized to wear the maternity uniform as the duty uniform.

Commanders may direct the wearing of the maternity uniform before the 24th week if

- the woman's condition becomes obvious in a normally fitted uniform or,
- in the commander's judgment, the normal duty uniform, when worn, does not meet Army appearance standards.

Should maternity uniforms not be available, soldiers are authorized the wear of civilian maternity clothing.

- A name tag with the soldier's last name is worn during duty hours.

3a

Training

Soldiers with confirmed pregnancies per 2a above will have physical limitations imposed under AR 40-501 (Standards of Medical Fitness), paragraph 9-9c, change 34.

3b

Deployability

Pregnant soldiers are nondeployable under AR 614-30 (Overseas Service), paragraph 6-6.

Soldiers are deployable following delivery and convalescent leave under AR 614-30, paragraph 6-7.

- Exceptions may be granted under provisions of the same paragraph.

Unit commanders change soldiers' assignment, eligibility, and availability (AEA) code upon notification of confirmed pregnancy and upon the return from convalescent leave.

3c

Sick Call

Illnesses associated with pregnancy (i.e., morning sickness, dizziness, constipation, etc.) is routinely treated at regular scheduled sick calls at the designated troop medical clinic (TMC).

3d

Sick in Quarters

Soldiers are placed "sick in quarters" on a case basis by the attending physician under AR 40-501, paragraph 9-9e, change 34.

3e

Convalescent Leave

Soldiers are placed on convalescent leave normally for 4-6 weeks after delivery under

- AR 40-501, paragraph 9-9e, change 34, and
- AR 630-5 (Leave and Passes)

3f

Profiles

Temporary profile for pregnancy is issued per 2a above and under AR 40-501, paragraph 9-9c, change 34.

(Continued on next page)

Profiles (continued)	Temporary profiles for nonpregnancy-related medical conditions (e.g., orthopedic injuries) may be issued to pregnant personnel by physicians' assistant and physicians from other than the OB/GYN Department.	3g
<b>OTHER AREAS OF CONCERN</b>		
4		
Duties	Pregnant soldiers, unless placed on "Sick in Quarters" status, are considered capable of performing all assigned duties such as <ul style="list-style-type: none"> <li>● charge of quarters (CQ)</li> <li>● details</li> <li>● area police, etc.</li> </ul>	4a
Parades	Pregnant soldiers with a temporary profile will not take part in parades because of the requirement of prolonged standing.	4b
Billeting	The unit commander determines whether billeting in troop barracks or residing off-post is most appropriate according to individual circumstances.  With the exception of complicated cases, there is no medical contraindication to pregnant personnel residing in troop billets.  The pregnant soldier is authorized basic allowance for quarters (BAQ) in the seventh month of pregnancy to ensure the establishment of a household before the delivery date of the child.	4c
Conduct and Discipline	In appropriate cases, commanders may take administrative or disciplinary action against individuals using pregnancy as an excuse for dereliction of duty.  Before disciplinary or administrative action, commanders may seek consultation with <ul style="list-style-type: none"> <li>● obstetrical authority</li> <li>● staff judge advocate</li> <li>● female supervisor, and</li> <li>● other commanders.</li> </ul>	4d
Inclusion in Unit Activities	Every effort is made to ensure pregnant soldiers are included in unit activities not excluded by uniform requirements or specific profile limitations.	4e

FOR THE COMMANDER:



R. A. KOLIN  
COL AG  
Adjutant General

JOHN C. BAHNSEN  
Brigadier General, USA  
Chief of Staff

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COMMAND POLICY  
CSM-02

AFZF-CSM

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Single Soldier Quarters Living Standards

1. REFERENCE.

- a. FORSCOM Policy Memorandum CG-02-04, 15 October 2006.
- b. Army Regulation 600-63, Army Health Promotion, 28 April 1996.
- c. Army Regulation 600-20, Army Command Policy, 7 June 2006.
- d. Fort Hood Regulation 190-11, Weapons, 15 August 1999.
- e. Fort Hood Memorandum, Unaccompanied Personnel Housing Assignment Policy for Geographical Bachelors, 8 September 2006

2. APPLICABILITY. This policy applies to all Soldiers on Fort Hood.

3. ENFORCEABILITY. This policy is punitive. Military personnel who fail to comply with this policy are subject to judicial or non-judicial disciplinary action under the Uniform Code of Military Justice or appropriate administrative action.

4. POLICY. Soldiers, regardless of marital status, deserve to be treated with dignity and respect and allowed to live in a clean, healthy, and safe environment. This environment must provide privacy and comfort, as well as a predictable living standard regardless of the installation or unit of assignment. As Soldiers are assigned to a barracks room area, the chain of command has an inherent responsibility to ensure proper living standards and conditions are maintained. As such, we must be involved to the degree necessary. There are no arbitrary limits to this involvement, nor are there any specified numbers of inspections, visits, or checks to be done. The chain of command determines the amount of time needed to discharge its responsibilities in this area. This policy reinforces the importance of our noncommissioned officer (NCO) leadership in the daily care and supervision of subordinates, as well as the responsibility of all leaders to know, to clearly define, and to reinforce single Soldier living standards.

Fort Hood is transitioning to the Centralized Barrack Management concept. The responsibility for the management and assignment of barracks rooms belongs to the Directorate of Public Works.

a. Assignments. Soldiers will be assigned a room in accordance with this policy. When two or more Soldiers are assigned to one room, smoking, and nonsmoking preferences will be used to determine the assignment of rooms. Smokers and nonsmokers will not be housed in the same room. Priority for Single enlisted Quarters space will go to the bona fide bachelors. Senior NCOs who draw Basic Allowance for Housing (BAH) at the "without dependents" rate will not be housed in the barracks. Geographical bachelors will be housing in the barracks in accordance with Reference E.. Geographical bachelors are those Soldiers who are unaccompanied by family members because of personal reasons. Sponsor personnel are those individuals entitled to BAH differential that are single, divorces, or legally separated, or otherwise required to provide support for at least one other person. Sponsor personnel may reside in single Soldier quarters if space is available. This provision does not limit the commander's inherent authority to order Soldiers to move into the barracks for the commander's purposes. A commander at any level may order a Soldier who is restricted to the unit area to reside in the barracks for the duration of the restriction, regardless of the marital status of the Soldier. Similarly, Soldiers involved in spouse/child abuse may be ordered to move into the barracks, regardless of their marital status. In the event an NCO is ordered to move into the barracks, single Soldiers will not be displaced to provide NCO with a private room.

b. Occupancy. The goal is two Soldiers per room (SPC and below). Noncommissioned Officers (SGT) will have single rooms. To accommodate this requirement, administrative and logistical spaces in barracks rooms should be consolidated, squad/platoon Command Posts eliminated, and storage spaces realigned. If the number and rank mix of a unit's Soldiers prevent meeting the requirement, NCOs should be put two to a room before putting three Soldiers in a room.

c. Room configuration. Soldiers are not required to maintain rooms in a standard configuration. Rooms may be arranged to allow the Soldiers a degree of personal freedom, eliminating uniformity standards, but emphasizing cleanliness, safety, and proper accountability. This freedom allows for microwaves (in accordance with post regulations), telephones, and computers (as trunking is available), civilian blankets, shower curtains, bedcovers, and other features normally found in government or private homes. Soldiers may hang framed pictures on their walls. Posters need not be framed, but special care will be used in hanging posters, ensuring that walls are not damaged. Soldiers should use poster tape or fun tack (adhesive putty) to hang posters on walls. Duct tape, OD green (100 mph) tape and similar adhesive will not be used on windows, walls, or doors, as it causes paint to peel or leaves a residual glue when removed. Wall hanging boards and tacks will be used when available. All pictures and posters will be in good taste and not offensive in nature. Commanders are reminded of their authority and responsibilities in accordance with paragraph 4-12, AR 600-20 to prohibit the display in billets of symbols, flags, posters, or other materials relating to extremist

groups or activities to ensure good order and discipline. Pictures that show male or female genitalia will not be displayed.

d. Inspections. Commanders retain the authority to conduct legal searches and health and welfare inspections. Enforcing standards, caring for Soldiers, and identifying shortfalls in the function of appliances and plumbing in the rooms, safety, or living standards are among the most important responsibilities of commanders and the NCO Corps. Daily room checks are not required. Commanders will use their discretion in balancing the maintenance of standards while treating Soldiers with respect. Generally, new Soldiers should be checked or inspected daily until the NCO responsible for that Soldier can make an accurate assessment of the Soldier's adherence to standards. Soldiers are not required to be present during these checks. Soldiers are normally present during legal searches and health and welfare inspections. Layout inspections of TA-50 will not be conducted in the barracks.

e. After Hour Details. "Hey-you" details are prohibited. A duty roster will be maintained inclusive of all eligible Soldiers subject for duty. Unanticipated requirements will be fulfilled per duty roster regardless of whether the Soldier lives on or off post.

f. Alcohol. Normally, there will be no restrictions on types or amounts of alcohol Soldiers may possess in the barracks room provided they are 21 years of age or older. This policy is not meant to glamorize or encourage the use of alcohol, but is only an effort to realign privileges with counterparts residing off post and in government quarters. Programs and education oriented towards deglamorization of alcohol and emphasis on health and safety risks will be continued. Commanders may restrict Soldiers from possessing alcohol in the billets based on alcohol or drug related incidents or if a Soldier demonstrates a pattern of irresponsible behavior. When a Soldier's privilege to possess alcohol in the barracks is restricted, the unit chain of command will counsel that Soldier in writing. The counseling will address, at a minimum, why action is being taken, the duration of the action, and the conditions that must be met to regain the privilege.

g. Visitation and Quiet Time. With limited restrictions, Soldiers residing in the barracks may have visitors of either gender. When more than one Soldier resides in the room, they must jointly agree to visitation prior to the visit. The rights of privacy always take precedence over visitation. Soldiers in barracks must be afforded private time during each day when no visitors are present. All visitors must be signed in at the unit Charge of Quarters (CQ) desk before entering Soldiers' rooms. Quiet time is meant to establish hours that allow Soldiers to have a reasonable expectation of a relatively quiet state in the barracks. During quiet time hours, Soldiers must be allowed to rest and sleep undisturbed by noise from barracks area activities. The following restrictions apply:

(1) Hours of visitation and quiet time:

(a) Duty days before duty days:

- Visitation 1700 – 2200
- Quiet Time 2200 – 0500

(b) Duty days before non-duty days:

- Visitation 1700 – 2400
- Quiet Time 2400 – 0800

(c) Non-duty days before non-duty days:

- Visitation 1200 – 2400
- Quiet Time 2400 – 0800

(d) Non-duty days before duty days:

- Visitation 1200 – 2200
- Quiet Time 2200 – 0500

(2) Any non-military visitor under the age of 18 years and not a member of the Soldier's immediate family (brother, sister, or spouse) must be accompanied by a legal parent or guardian.

(3) Soldiers are responsible for their visitors' actions in the barracks. Units will maintain a visitors' log at each CQ location. Soldiers having visitors will ensure that their visitors are properly signed in and out at the CQ. Unit commanders will maintain the visitors' log and review it daily along with the duty log.

(4) Cohabitation is strictly prohibited. Visitors may not take up even short-term residence in the barracks. There will be no overnight visits in the barracks rooms.

h. Change of Quarters. The chain of command is responsible at all times for the safety, security, and environment that their Soldiers live in. The minimum standard is a CQ for every barracks building. Commanders may require every unit to have a CQ or increase the number of CQs in buildings based on assessments and building design. CQs will not watch television, listen to radios, or play video games while on duty. Instead, they will stay alert, make their required checks, and follow their CQ instructions. First sergeants will ensure CQs are thoroughly briefed on their duty to ensure their understanding and compliance. The CQ will brief the first sergeant on the events of the duty prior to being released. Additionally, commanders will establish a process to ensure billets are checked after normal duty hours. Traditionally, our NCOs have taken the lead in how their Soldiers are living; this policy does not change that historical tie between the NCO and those in his/her charge.

i. Pets. No pets, included caged animals, are allowed in the barracks. Reasons for this restriction include consideration for roommates, disposition, and care upon deployment, and humane care for pets, among others. Aquariums containing fish are allowed if roommates agree. Units must have deployment disposition plans in place.

AFZF-CSM

SUBJECT: Single Soldier Quarters Living Standards

j. Privately owned weapons. Privately owned weapons and ammunition will not be stored or allowed in the barracks at any time. Soldiers must register weapons with the Provost Marshal and store them in the arms room. Soldiers must comply with the requirements of Fort Hood Regulation 190-11.

k. Education and training. This policy requires maximum effort by the chain of command and every Soldier. It does not reduce a leader's responsibilities for the discipline of Soldiers or the care of facilities and equipment. Leaders at all levels must know how their Soldiers live both on and off post and are at all times responsible for the health, welfare, and security of our Soldiers. This policy increases individual responsibility and recognizes that the majority of our Soldiers are mature, responsible, and accountable for their actions.

5. EXPIRATION. This Fort Hood Command Policy Memorandum supersedes the 5 April 2004 policy and will remain in effect until superseded or rescinded.

RAYMOND T. ODIERNO  
Lieutenant General, USA  
Commanding

DISTRIBUTION:  
IAW FH Form 1853: A

FACT SHEET

DPW  
Ms. Sandifer (7-6180)  
2 September 2008

IMWE-HOD-PWH (420-1)

SUBJECT: Certificates of Non-Availability (CNAs) for Bachelor Quarters

PURPOSE: To provide information on procedures and requirements for application for Certificates of Non-Availability for BAH at the without dependent rate.

FACTS:

1. Bona fide bachelors, Sergeant and below are not authorized to live off post and draw BAH.
2. IAW Command Policy Memorandum, subject: Billeting of Bachelor Personnel, 25 Oct 06, Certificates of Non-availability may be issued if Barracks Utilization exceeds the 95 percent occupancy rate at brigade level.
3. The following **original** documents are required for request for Non-Availability statement for BAH:
  - a. Request for exception to policy to reside off-post, approved by the Brigade Commander (O-6) or equivalent for separate brigades or groups; and the Garrison Commander for Headquarters Command, III Corps and Fort Hood. Each request must indicate the effective date.
  - b. DA Form 4187 (Personnel Action)
  - c. DA Form 5960 (Authorization to start/stop BAH)
  - d. Barracks Utilization Report (**Utilization rate at Brigade level >95%**) for the period that CNA is requested for.
  - e. Lease Contract or Intent to Sign Lease form (if applicable).
  - f. Barracks Termination Letter (if applicable).
  - g. Legal custody papers (if applicable).
  - h. Pregnancy statement signed by physician or profile w/due date (if applicable).
4. BAH request packets are processed and Certificates of Non-Availability for BAH will be received on a walk-in basis Monday through Friday 0730-1630 at DPW – Barracks Management (FSBI) Administrative Office, Bldg. 4213 77<sup>th</sup> Street.
5. Soldiers will turn in their approved packets to their respective finance office for completion.

(Original Signed)

AUTHENTICATION: Ms. Hermelinda Sandifer

DATE: 2 September 2008

NETCALL 2007-42

SUBJECT: First Sergeants Barrack Initiative

Region Directors and Garrison Commanders,

1. **PURPOSE:** The purpose of this NETCALL is to direct the implementation of the First Sergeant's Barracks Initiative (FSBI). This initiative is one part of the Army Plan to improve the Quality of Life of our single Soldiers by providing them quality living areas, giving them responsibility for their rooms, and holding them accountable for damages to them. The Army Plan is to stabilize tours and to provide quality barracks and homes for single Soldiers and Army Families. The Residential Community Initiative is the Army program to achieve quality family housing in the United States and the Single Room Initiative (SRI) is the Army program intended to achieve Quality housing for our single Soldiers. The objective of the Single Room Initiative is that every Soldier has his/her own room at no less than the 1 + 1 construction standard by Fiscal Year 2013. FSBI is a key milestone to reaching this end-state.

The cornerstone to the success of this program is the intrinsic involvement of the unit leadership within the barracks. All common leadership tasks, explicit and implied, remain in force and continue to be solely within the preview of the unit leaders. Those things that Commanders deem required to ensure the health and welfare of their Soldiers or that promote good order and discipline within their units should continue unabated. This includes such things as security (CQ/ACQ), accountability, neatness/police and cleaning of common areas, stairwells/hallways, balconies, dayrooms, kitchens, common lavatories, unit controlled storage rooms and other ancillary facilities/areas such as picnic areas/tables, bike racks/storage areas and removal of trash and litter from these same areas. Commanders, First Sergeants and other leaders should continue their normal and routine room and barracks facility inspections. First Sergeant's Barracks Initiative is built upon our Army leader's full involvement in the well being of our junior enlisted Soldiers living in the barracks.

FSBI is NOT a dormitory initiative. It does not assign Soldiers to the first available room 'somewhere' on post. It assigns Soldiers in THEIR Brigade area and in their company and Battalion. It does give a BDE central office full time access to rooms for Work order execution, it does keep much better accountability of rooms that are available, it will reduce the number of Certificates of Non-availability, and it does mean the BDE and BN CSMs and 1SGs must remain involved in room assignments in working with the BDE management team that works for Garrison housing office.

Finally an essential component of this program is the fielding of the HOMES4 barracks assignment system. HOMES4 allows us to manage every room in our barracks the same way we manage our family homes; however, you can move ahead with FSBI on Installations using HOMES3, as the same principals apply.

2. **TASK ORGANIZATION:** FSBI organizes barracks management into four distinct tasks:

a. UPH Management and Assignment/Termination of rooms. This is the equivalent to the function of a Hotel Management office and the reception desk and is performed at the DPW/Housing/Billeting Branch FSBI Office and at the Brigade Area Building Management Offices. Management staffing is based on one FTE for every 2200 PP barracks (CATCODE 72111) spaces. Assignments and Terminations staffing and Systems Administrators are based on one contracted labor staff for every Brigade equivalent. Specific subtasks include:

1) Provide a one stop shop for assignment and termination of rooms in the barracks; providing services in a courteous and professional manner.

2) Verification, utilizing HOMES4 system, of availability of rooms within specified brigade/battalion areas. Including knowledge and verification of rooms pending availability from move-outs and Between Occupancy Maintenance (BOM).

3) Routine assignment of Soldiers to the lowest level available within their brigade/battalion area.

4) Assignment of Soldiers outside their brigade area ONLY with concurrence from the Brigade Command Sergeant Major.

5) Ensure the most efficient and effective utilization of the barracks; maintaining 95% occupancy while preserving unit integrity as much as possible.

6) Preparation for approval, by the Garrison Commander or Garrison CSM, of temporary living expense (TLE) and certificates of non-availability (CNAs) documents as required when rooms are not available.

7) Data entry of room inventory and condition inspections into HOMES4 upon move-in and move-out of Soldiers. Preparation of Statements of Charges and/or Reports of Survey documents for damages to rooms and furnishings/equipment annotated beyond fair wear and tear.

8) Tracking of preventative maintenance schedules, Between Occupancy Maintenance (BOM), service orders, projected move-outs and move-ins.

9) Development of reports on barracks utilization, CNAs/TLE issued and closed out, assignment and termination reports, Common Levels of Support (CLS) Performance Metrics and collection and analysis of surveys.

10) Provide Systems Administration support to each Area Building Management Team.

11) Provide IT support to HOMES4 users and systems.

b. Sustainment of the facilities. This includes all work related to the sustainment of the barracks buildings and rooms. Management function is performed by the Area Building

Management Team Leader and is staffed based on one Team for every Brigade equivalent. Specific subtasks include:

- 1) Periodic inspection of vacant rooms, specifically prior to assignment, and correction/adjustments of any physical deficiencies to the room or furnishings and equipment.
- 2) Joint inspection of the room and furnishings and equipment with the Soldier upon move-in to the room. Completion of room inspection/inventory/condition hand receipt and issuance of room key.
- 3) Maintain key control and key management while ensuring the unit leadership has 24/7 access to the barracks.
- 4) Joint inspection of the room and furnishings and equipment with the Soldier upon move-out and reconciliation of move-out inventory/condition against move-in inventory and condition report. Preparation of damage report for Systems Administrator.
- 5) Between Occupancy Maintenance (BOM) of cleared rooms to include wall repairs/painting as needed, floor maintenance, maintenance and repair of plumbing fixtures, electrical switches/outlets repair/replacement, repair/replacement of door/window hardware and screens, repair/replacement of furnishings and equipment as needed.
- 6) Routine inspections and preventative maintenance of building and system components including scheduled HVAC filter replacement.
- 7) Response to service request (SOs) by Soldiers and/or unit for repairs and maintenance to the rooms or the barracks buildings.
- 8) Provide for Self-Help Store Services/annexes within Brigade barracks area.

c. Furnishings Management including the furniture and equipment in individual rooms as well as dayrooms/common areas, and laundry rooms. Specific subtasks include:

- 1) Inventory and inspection of all furnishings and equipment in a barracks annually.
- 2) Replacement of furnishings and equipment that have attained or exceeded their serviceable life.
- 3) Replacement and repair of furnishings and equipment in the barracks common areas.
- 4) Management of any laundry equipment service contracts in the barracks.

d. Common Area custodial and grounds maintenance includes all areas within 50 feet of the barracks building and any ancillary structures such as picnic areas, outdoor grills,

tables, benches, sidewalks, maintained grass areas and parking areas. Building common area (to include common lavatories, dayrooms, hallways, stairwells, balconies etc) custodial tasks remain a Unit responsibility. Subtasks include:

- 1) General police of buildings and grounds areas for trash and litter, emptying of building trash containers/receptacles. Unit function.
- 2) Sweeping and maintenance of paved areas such as sidewalks and parking areas. Garrison DPW function with Unit assistance for general police of trash within the area.
- 3) Care and maintenance of trees and shrubbery within 50 feet of the building. Garrison DPW function.
- 4) Care and maintenance of any free standing lighting fixtures, signs or bulletin boards within 50 feet of the building. Garrison DPW function.
- 5) Mowing and trimming of any grassed areas. Garrison DPW function but does not prevent Self-Help beautification projects.
- 6) Removal of snow and ice from sidewalks and entry steps/stoops around the building. Garrison DPW function.
- 7) General grounds/landscaping maintenance ensuring a positive water flow away from the building foundation. Garrison DPW function.
- 8) Routine entomological and rodent preventative maintenance of the building. Garrison DPW function.

3. RESOURCES: This initiative, as proven at Ft Hood, results in significantly improved efficiency in the Operations and Maintenance of barracks. The four tasks listed above are funded in annual BOS and SRM accounts as follows:

- a. Assignment/termination. Funded in SAG 131, QDPW MDEP, APE 131096.9B
- b. Sustainment. Funded in SAG 132, QRPA MDEP, APE 132078.F0
- c. Furnishings. Funded in SAG 131, QDPW MDEP, APE 131096.9A
- d. Custodial, Grounds Maintenance, and pest control are funded in SAG 131, QDPW MDEP, APE 131079.M4 and 131079.MC and 131079.M2 respectively.

Garrisons will establish no less than one Installation Facility System (IFS) Standing Operating Order(s) (SOOs) for each task. IMCOM will centrally fund one-time startup costs and Garrisons will fund annual operating costs.

4. MANNING: Preferable course of action is to contract all four tasks as one turnkey operation; however, given the A-76 program, that is generally not possible for the sustainment task because either the DPW in-house staff or if outsourced, the A-76 contractor, have won the right of first refusal to that work load. Certain Sustainment subtasks and most of the other three subtasks can be grouped into one contract.

Garrisons are provided flexibility in development of their FSBI organization and will submit their organization and manning/budget plan to their Region for approval NLT 90 days prior to FSBI/HOMES4 fielding. General guidance on organization and staffing levels is provided in the attached enclosures.

5. Scheduling: First Sergeant's Barracks Initiative will be implemented over a two year period with some installations implementing FSBI and HOMES4 concurrently while others will deploy HOMES4 initially followed by FSBI implementation at a later date. The 2008 FSBI implementation schedule is listed below: (see enclosure 2 for Sample Plan of Action and Milestones)

a. Ft Shafter and Schofield Barracks: Jan-Feb 2008

b. Ft Lee and AP Hill: Feb-Mar 2008

c. Ft Bliss: Mar-April 2008

d. Camp Zama: April 2008

e. Ft Lewis: May 2008

f. Ft Meade: June 2008

g. Ft Wainwright and Ft Greely: July 2008

h. Ft Bragg: Sep 2008

i. Ft Drum: Oct 2008

j. Ft Riley: Nov 2008

#### 6. REFERENCES:

a. AR 210-50, Installations Housing Management

b. AR 420-70, Facilities Engineering Buildings and Structures

c. AR 420-10, Facilities Engineering Management of Installation Directorates of Public Works

d. AR 735-5, Property Accountability, Policies and Procedures for Property Accountability

CLS 4.0 svc 52, UPH Implementation Guidance and Performance Measurement Metrics

e. Attachments: Enclosure 1, Basic Staff Functions; Enclosure 2, Plan of Action and Milestones; Enclosure 3, FSBI Operations Manual

7. Communications:

a. IMCOM primary POCs are:

Region: DPWs and Housing Chiefs

IMCOM HQs: Barbara Koerner, Chief, Housing Division, DPW; COMM: 703-602-6254, e-mail: Barbara.Koerner@hqda.army.mil and Tom Rutledge, 703-602-5389, e-mail: Thomas.Rutledge@hqda.army.mil.

b. Enclosures are also available on the IMCOM website: [www.IMCOM.Army.Mil](http://www.IMCOM.Army.Mil) (look under Public Works>Housing); and AKO: <https://www.US.Army.mil>

Thank-you for all you do for Soldiers and Families everyday.

v/r

jam

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# FIRST SERGEANT'S BARRACKS INITIATIVE Operations Manual

## 1. Executive Overview

**The Army is working hard to match the quality of life our soldiers enjoy to the quality of service they give to our Nation.** The Army has adopted a holistic approach to how our junior enlisted single Soldiers live. This holistic approach encompasses the latest in new design and construction of modern single Soldier living spaces and the renovation and repair of existing barracks capable of being upgraded to the DOD standard. This commitment, costing over 10 Billion dollars, confirms the Soldier as the Center Piece of our Army.

**First Sergeant's Barracks Initiative (FSBI) is an IMCOM initiative that is part of this holistic approach to ensure our American Warriors receive the best possible living accommodations we can afford.** FSBI will standardize how we manage our single Soldier housing (SSH) throughout the Army. This will have profound impacts on how Soldiers are moved into and out of their living quarters, to what extent the unit is involved with the barracks and how the barracks facilities are maintained.

FSBI will enhance the Commander's ability to concentrate on his primary organizational missions by focusing Garrison resources on managing our single Soldier housing while maintaining the leader's influence in the welfare of our junior enlisted Soldiers. The Garrison's Housing Office will assign and terminate quarters for our Soldiers and will assume the administrative responsibilities and duties that once were the burden of the unit.

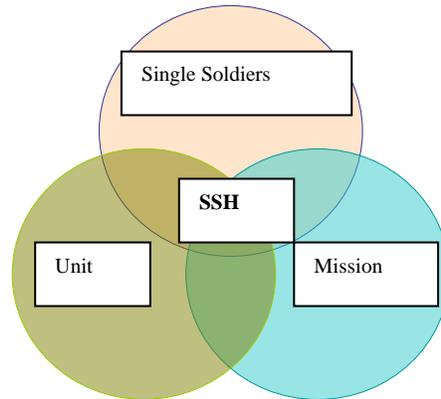
The purpose of this Operations Manual is to provide a framework for leaders and associates of the Garrison Housing Office to draw on while creating the new Single Soldier Housing Office and to ensure continuous improvement in how our junior enlisted single Soldiers are housed.

Taking care of Soldiers is a readiness issue. Our Installations are communities where the Army lives, trains, works, mobilizes and deploys. The quality and character of these Installations is the keystone to caring for the Army's most precious resource, and our Single Soldier Housing is a critical component. The underlying premise is that "Our Soldiers living on our Installations deserve the same quality of life afforded the society they have pledged to defend."

## 2. Single Soldier Housing Office Charter

The purpose of this organizational charter is to provide high level direction and guidance for members of the Single Soldier Housing Office. This is what SSH is all about and this charter should be utilized by all members of the Garrison Housing Office and the SSH Office staff to support making the right decisions during their daily tasks of providing service to our single Soldiers.

Understanding and supporting our charter is a critical step in creating the organizational climate to best serve our customer, our single Soldiers.



### 2.1 Vision

The SSH vision is to: *“Provide well maintained, safe, clean, healthy housing and quality service for our single Soldiers living on our Installations.”*

The SSH Office is dedicated to providing the highest quality Property Management Services for our single Soldiers as possible. This pledge encompasses the entire array of services normally associated with a commercial property management organization typically found at an off post apartment complex. This requires a mind set that is dedicated to “Customer Service”; and, acknowledgement that we only exist to provide a vital service to our customer. We must not forget that our sole reason for existing is to provide property management services to our Soldiers.

First impressions last. Making our Soldiers feel welcome and giving them our undivided attention when they first come to the Single Soldier Housing Office is the duty of every

member of the staff. The office needs to work efficiently and effectively, yet maintain a pleasant, friendly atmosphere. By having a well organized reception center we will not waste our Soldier's time and we will get them on the way to moving into their new quarters as soon as possible. Remember they have, more likely than not, been living in temporary/transient housing for sometime and are anxious to get settled into their new unit and new home. Our goal is to get them permanently assigned to their new quarters in their unit's barracks with as little delay as possible. This means we want to assign them to their final quarters the first time and avoid having to move them at a later date.

## 2.2 Mission

Quality Property Management Services do not end with the handing over of keys for a room to a Soldier. Though this is a big first step it certainly is only the first step and we must view it as such. Clarity of the mission of the SSH office helps its staff to focus on the tasks they need to perform and the best way to perform them.

The mission of the Single Soldier Housing office is to provide...

- Assistance to single Soldiers living on post in their housing needs.
- Assign single Soldiers to their permanent quarters within their unit or on the Garrison.
- Assist Units in managing the inventory of their quarter's equipment and furnishings.
- Maintain and manage key control for all single Soldier housing facilities.
- Assist Soldiers in submitting request for repairs or improvements to their quarters.
- Assist the unit in maintaining a current manifest of their Soldiers and quarters.
- Assist the unit leadership in the maintenance of health and welfare of the Soldiers.
- Manage the maintenance and repair of the facilities and develop the near term and long range SRM requirements of the facilities.
- Assist Soldiers in self help projects for their quarters and buildings & grounds.
- Assist Soldiers in terminating their quarters.
- Manage the "make ready" maintenance and repair of quarters vacated.
- Manage the furnishings repair and replacement for the quarters and common areas.
- Manage the common areas of the facilities including the laundry rooms and their equipment.
- Provide the Chief of Housing and Director of Public Works with required management and utilization reports and information regarding barracks utilization and accountability for Certificates of Non-Availability (CNAs).

## 2.3 Operating Principles

**The way we operate when no one is looking reflects our true values and principles.** The SSH office must demonstrate these intrinsic values and principles everyday through our actions and words. **Our Soldiers will judge how well we "walk the talk" and we must solicit their feed back on how we are doing at every opportunity.**

The SSH Office values include:

- Being the Soldier's advocate.
- Listening and "hearing" what our Soldiers are saying.
- Soliciting their feed back and evaluating our perceived success against their reality.
- Taking the time and interest in doing things right the first time.
- Being the single Soldier's housing expert for our Garrison Command.
- Become a reliable source of data and information.
- Work effectively with the Public Works Directorate and other support services and stake-holders for the benefit of our Soldiers.
- Support the unit and assist them in looking after the welfare of their Soldiers.
- Keep our superiors advised, even when it's "bad news"; never walk by a deficiency; always support the Command.
- Be an honest broker for all.

## 2.4 Overall Goal

**The overall goal of the Single Soldier Housing Office is to manage and maintain the barracks; providing a safe, adequate, clean and healthy living space for the Army's Warriors.**

The SSH office will effectively and efficiently assign Soldiers into and out of their quarters; ensuring a friendly, courteous, respectful and professional experience for our single Soldiers and their unit. The SSH office will ensure the best possible maintenance and repair work is performed in a timely and professional manner for our Soldier's quarters. This office will look beyond today and program for the future well being of the single Soldier's housing facilities and wherever possible improve the quality of living for our single Soldiers. The SSH office will act as a force multiplier for the unit commander; allowing Commanders to concentrate on their primary missions by focusing Garrison resources on managing the barracks. The SSH office will focus professional property management resources on managing the barracks maximizing the use of our facilities and resources.

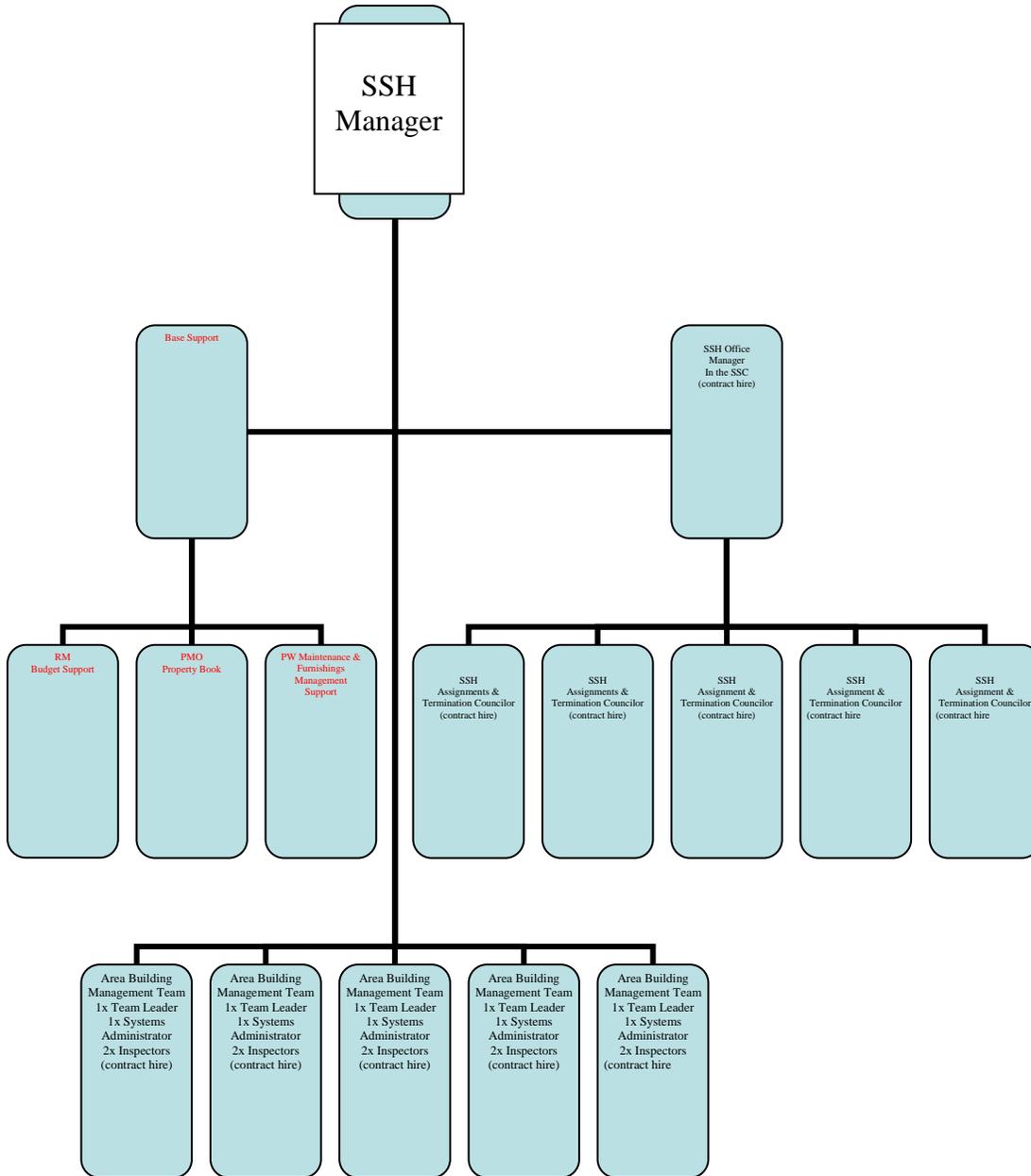
Some of the advantages the Single Soldier Housing Office can leverage are:

- Standardized barracks management and maintenance/repair responses.
- Standardized assignments/termination procedures for Soldiers.
- One entity on the Installation programming and executing sustainment, repairs and maintenance of the barracks.
- Standardizing and maintaining consistent levels of services to our Soldiers across the Garrison and across Installations.
- Improved utilization of our facilities.
- Control and management and accountability of Certificates of Non-Availability for the Garrison.

## 3. Organizational Structure of the SSH Office

**The Single Soldier Housing Office structure is centralized in the respect that the SSH office headquarters for an Installation is located with the Installation's Soldiers Service**

Center (SSC). This is where all Soldiers will report as part of their routine in-processing to the Installation and ultimately to their unit. Here the SSH office will assign the correct barracks building and room to the Soldier, depending of which unit he is being levied to, or issue a CNAs; or TLE if a room is not immediately available but may become available in the near term..



### 3.1 SSH Workforce Staffing and Budget Model

The UPH Branch Chief reports to the Housing Division Chief who works for the Director of Public Works. The Single Soldier Housing Office is a section of the UPH/Billeting Branch and is part of the IMCOM Standard Garrison Organization (SGO).

The SSH office is a service oriented operation so the staffing model reflects the number of Soldiers the office would be expected to service; therefore, the staffing levels of the SSH Office are based on the number of barracks spaces on the Installation.

The organization chart depicted above is based on an Installation model of between 6000 to 8000 barracks spaces with each Area Building Management Team servicing a Brigade equivalent or ~1500 barracks spaces. This model would allow the Installation with between 6000 to 8000 barracks spaces to have up to 5 Area Building Management Teams.

The figure below shows the staffing levels based on the Installation’s barracks spaces.

Number of Barracks Spaces	FSBI SSH Management Staffing Level
1 to 1000 spaces	0, increase current duties Housing Office
1000 to 2000 spaces	2 personnel: 1 SSH Manager, 1 Area Building Manager Teams
2000 to 3000 spaces	2 to 3: 1 SSH Managers, 1-2 Area Building Manager Teams
3000 to 4000 spaces	3 to 5: 1 SSH Managers, 1 SSH Office Manager, 2-3 Area Building Manager Teams
4000 to 6000 spaces	5 to 7: 1 SSH Managers, 1 SSH Office Manager, 3-4 Area Building Manager Teams
Over 6000 spaces to 8000	7 to 9, 1 SSH Managers, 1 SSH Office Manager, 4 to 5 Area Building Manager Teams

### 3.2 SSH Operations Model

**Although each Installation and Garrison will be unique there will be many similarities and they will contain many of the same features and functions. (See Appendix A)**

The primary operation of the Single Soldier Housing Office is to manage the Unaccompanied Housing facilities for the Installation. This entails, in part, assignments and terminations, inspections and maintenance of the facilities, control and accountability of CNAs for the Garrison. Regardless of the specific function performed it all comes down to managing the stakeholders involved with the barracks and providing Soldiers Customer Service.

The SSH office should be centrally located and preferably the main office will be located in the Installation’s Soldier Service Center. Here the Soldier will connect with the SSH office as part of the normal in processing procedures. Once the Soldier has received his unit of assignment he will visit the SSH office, receive a single Soldier housing briefing, a building and room assignment and be assigned an Area Building Manager. If billet space is unavailable, the Soldier will be issued TLE if a satisfactory room assignment can be made within 10 days; otherwise, the Soldier will be issued a CNAs with a designated expiration date (typically 12 months). The SSH Manager will review the Garrison’s barracks utilization at least monthly and based on current and projected occupancy

determine which CNAs will be renewed and which should be rescinded. The goal is to provide a friendly and efficient visit at the in-processing center explaining how the unaccompanied housing process works and where and how the Soldier will receive his final quarter's assignment.

The SSH Office should have flexible hours and be ready to extend or expand their hours of operation depending on the number of incoming and out processing Soldiers needing service. This can be accomplished with staggered work hours for team members or by implementing shifts. Regardless of how the SSH Office chooses to establish their operating hours the bottom line is that they need to be operational during the time when the Soldiers need their service the most. The hours of operation may vary from Installation to Installation but should reflect the need or demand for the services. Flexible hours of operation are critical to satisfying your customers.

One of the big things the SSH Office and Area Building Managers will be responsible for is keys and key control/management for the barracks facilities. With some thought and preparation you can set your team up for success in this area. Do this wrong and it will be a head ache for you for a long time. First you need to recognize that the Command has a need for 24/7 access to the barracks and their Soldiers. You want to facilitate access by the Command while retaining key control and management. He who controls the keys controls and manages the space; so think this one through before making a final decision. There are lots of ways to skin this squirrel; here are a couple of ideas to put in your tool box:

- By all means consider purchasing one of the key access/storage cabinets that are available today. You can program these to allow access to specified keys locked in the cabinet to specified leaders. These cabinets can be secured in your outer office area and accessed by authorized unit personnel as well as your staff and/or PW maintenance staff through keypad codes or by thumb imprint reading devices. The use of these secure key cabinets allows you to give controlled access to the leaders in the Command that need it while retaining solid control of the keys. Most of these cabinet systems include an electronic history of who took what keys when and when they were returned so they are actually a key management system too. These can work with normal metal keys and/or magnetic key cards.
- Coordinate with the Installation Provost Marshal or Fire Chief to arrange for them to secure master keys and sign them out to specified leaders as needed. This will give the Command access and also allow you to retain some security and control. You will have to work hard to manage this method however because once keys are signed out they may take sometime to return and get lost in the process.
- Change the lock cores on your quarters and other facility doors to a core system that allows re-keying the lock without having to re-pin or replace the cylinder or the lock. These systems use a special key system that allow you to change the access to a lock simply by inserting a different key into the cylinder; thus, eliminating the need to re-core or replace locks due to lost keys. These types of systems also come with key control/management software systems that help you keep track of your keys.

- There are probably one or more Colleges or Universities near your Installation. Go see them and talk to them about how they manage their dormitories. They will have some good ideas they can show you that work for them and may be you can adopt some of these for your operations.

There are other areas you'll want to devote some time planning how you're going to operate are: in and out processing of quarters, furnishings management, building maintenance, turn over of quarters, maintenance and cleaning of common areas, service of laundry facilities and mail rooms. Here are some ideas for your tool box to consider:

- In and Out processing. You'll spend a lot of time doing this so you want to establish your procedures and set up your forms and HOMES database systems early. Most people like to follow an orderly process when facing a new situation so have in processing packets and out processing packets pre-made and give each Soldier their packet as you start the process. Remember to look at things from the Soldier's point of view as you set these things up. Only give them what they need, the rest will just clutter up the process and find the trash anyway. Key components of the in processing packet will be room inventory and inspection sheets. Make sure these are well prepared documents, clearly show the room inventory and clearly show what the inspection of the room found. Remember these documents will be used during the out processing session and will be critical at that time in determining whether a Soldier is held liable for missing or damaged furnishings or repairs to the quarters. One thing you can do to keep things on the up and up is to list the cost to repair or replace items on the inventory sheet. This gives the Soldier the heads up on what it could cost him if he fails to take the proper responsibility for his quarters. Similarly, on the quarters inspection sheet if you list the repair costs then the Soldier will know what he can expect to pay if he damages the quarters. Remember keep them simple, clear and necessary or they just become litter for you to pick up later.
- There is a lot to consider when you think about your maintenance program for the barracks buildings. Will you contract this out, do it all in-house, or will the DPW provide this service? Probably you'll have some combination of the above. Maybe you'll contract out the laundry equipment operations and maintenance and have the DPW perform the building maintenance and repairs but have your own maintenance staff to perform quarters turn over maintenance and routine preventative maintenance. You'll have to work out the details with your DPW to see if he will be able to support your service requirements. If he cannot then you may need to increase your staff so you have additional organic maintenance capability to perform minor emergency repairs and quarters turn over maintenance. Look at the areas that will become choke points for your operation if they are delayed and then consider alternative ways to allow you to get them done and make that part of how your Teams will operate. You'll need some self help items and a program to operate that as well or you'll be spending all your time changing light bulbs. Consider your buildings specific design and determine what things will be beyond self help or beyond the capability of your organic maintenance staff. A good example might be the ability to change the light bulbs in the buildings stairwells. Can your maintenance staff reach them safely or do

- you need special ladders or the DPW to do this work? Before you decide on how you're going to maintain the facilities war game various situations and test your possible solutions before deciding.
- No matter how well you maintain the buildings if the furnishings your Soldiers are living with are falling apart, broken, dirty, or antiquated they will not be happy with their quarters. You may not be able to change the bricks and mortar of your buildings all that much but you can influence the furnishings your Soldiers live with everyday. Consider replacing damaged furnishings with componentized or modular furnishings. There are manufactures that are building quality furniture that is componentized such that you can replace one arm of the chair or only the fabric of the seat or the back of the chair. These types of systems allow you to keep the quarters furnishings current and in good repair. This fosters the Soldiers to take better care of their furniture and allows you to fairly charge a Soldier for the component he damaged. You may not be the Furnishings Management Officer but you can influence their choices by looking at and demonstrating life cycle enhancing furnishings for your Single Soldier Housing. This is an area that has the potential to be a big factor in how satisfied your customers are with their quarters. Think about it, establish the relationships you need and get the program you want for your Teams.
  - To clean or not to clean, that is the question. Should be simple enough right? Every Soldier will clean his portion of his quarters to standard, period. That's one approach, but what do your Soldiers say they would like to see happening in this regard? May be the Soldiers would gladly pay a predetermined amount to have their room cleaned during out processing. If you could contract this service and it pays for it self then that's another approach. What about the common areas, the laundry rooms, the day rooms, the stairwells. Most likely the Soldiers will clean the common areas; or, you may contract this service or perform it in-house. Bottom line it has to get done routinely for common areas and to standard on every turnover. You'll have to see what your budget will allow but don't neglect this area of operation because it makes a big difference on the quality of living in your single Soldier housing. Quality apartment complexes "police" their properties every day, sometimes twice a day. Why, when the litter just re-appears the next day? The answer is this, if you leave today's litter tomorrows will be twice as bad and the next day's twice as bad as that and so on and so on. A littered area simply attracts more people to litter and good property managers know this so they make sure their properties are "policed" at least once every day. Develop a plan on how you're going to maintain quality common areas for your Soldiers.

## **4.0 Quality Customer Management**

**The Single Soldier Housing Office and the Area Building Managers are a service oriented operation.** If we're not servicing Soldiers, we are out of business. Quality customer service is dependent on many things; some of these variables are outside your direct control; but, within your ability to exert influence on them.

Customer Service is the quality of the end-to-end experience with all the support services that a Soldier has during his relocation/reassignment and while living in our barracks

community. There are some variables that you simply will not be able to control or influence that do impact on how the Soldier views his experience in the barracks. None the less, you can have a positive and significant impact on improving the quality of living our Soldiers experience in your SSH community. There are two major areas that make up your Customer Service Organization. There is the operational structure, the way you're organized, your office, how your organization operates and is supported. Then there is the second component, **YOU**; the staff, the individual team members. This is the single element we all can influence the most to enhance the service we give to our Soldiers. To borrow from the HSO Operations Manual: "**A+ Customer Service Model involves YOU adopting the FIVE A's:**

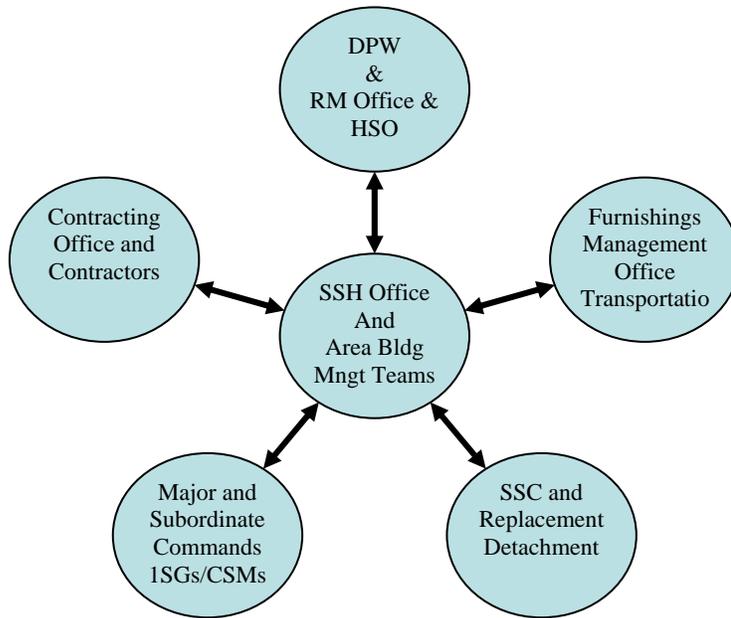
- **Attitude**; remember this phrase, "A+ service starts with me."
- **Attention**; pay attention to the Soldier, listen to their concerns, and establish a positive connection with them right from the start.
- **Action**; now that you know what the Soldier needs take action and get it done.
- **Accountability**; be accountable for the experience the Soldier receives from you and your organization.
- **Alignment**; do what it takes to make the experience a positive one for the Soldier. This often means extending yourself beyond the norm, doing a little more, going the extra mile to ensure even those areas not under your direct control are functioning and taking care of the Soldier, your customer.

Be a positive magnet and apply the **A+ Customer Service Five A's** everyday and your SSH Office will help our single Soldiers have a better living experience in your single Soldier housing communities.

One last thing on Customer Service, Ask them what they think. You should have surveys that query your Soldiers at almost every turn what they think, and how they think you're doing. Besides getting good immediate feed back you'll be able to gauge, overtime, if your organization is getting stronger or not. **Don't overlook the power of surveys and asking your customers to rate your performance.**

## **5.0 Key Stakeholder Management**

**There are many activities/events that take place when a Soldier PCSs or changes a major command assignment.** These range from out processing, traveling and shipping hold baggage, temporary lodging, in processing through the replacement detachment to a new unit. Many of these fall outside the immediate purview of the SSH Office; yet, they have a definite impact on how the Soldier "sees" the service your SSH Office provides. Often organizations become "stove piped" and fail to reach through their rigid framework to connect with the other Stakeholders that help make their operation successful.



**TEAM: Together Everyone Achieves More.**

You can avoid this common trap by actively engaging in “Teaming” with the other stakeholders and working cooperatively with them to ensure the highest level of service is given to our Soldiers. One way to do this is to develop the relationships with the other stakeholders and establish common measurements of successful service and accountability in obtaining them for your Soldiers. This is not always an easy task but your efforts will help the various groups work towards the same goal of taking care of Soldiers. Common Levels of Service can help you here; make sure you know what the Performance Metrics and Standards are for your SSPs.

As an example you might partner with the DPW for the maintenance and repairs for the barracks buildings. This may include Emergency, Urgent and Routine Service Order work for the quarters. What are your requirements and can the DPW meet them, will the DPW agree to meet them? If the answer is yes, then you’ve established the common measures for success for Service Orders to be performed by the DPW. Now you have to monitor and manage this and hold them accountable to the established standards you both agreed upon. Let’s say the DPW can’t meet your requirements. What are your options? Well, maybe you decide to let the DPW maintain the structure but you’re going to hire your own staff or contract out the maintenance for the quarters themselves. Now you’ll need to establish the measures of success with your maintenance contractor or your own maintenance staff.

Another example might be with the Furnishings Management Office. You’re not their only customer are you? Of course not, but you do have specific requirements that you both can agree on and you can establish and agree on the measures of success for these

activities. Let's say you know that your refrigerators are generally not old enough to get replaced with new ones; yet, old enough that you know they will need repairs pretty regularly. You don't want any set of quarters being without a refrigerator for more than 24 hours. Ok, you and the FMO agree that if a refrigerator cannot be fixed within 24 hours then he will replace it and fix the original in his shop and hold it as a replacement item for exchange later as required.

These are the kinds of interactions and TEAM building you need to do with all your Stakeholders to ensure the best possible Customer Service is provided end-to-end for your single Soldiers.

## **6.0 Human Resource Management**

**What we want to do here is give you some basic guidance on defining the SSH Office requirements for work duties, required skills, training criteria and performance evaluations.** An examination of the skill sets required will provide the criteria for staffing and developing the SSH Office as a well run organization.

### **6.1 Staff Development**

When you think of developing your Team think about how you would assess your team as a coach. You'd look to see where they were as a team and then as individuals; assessing each members strengths and identifying areas needing improvement. But that's only half the story; then you would develop a training plan for each individual addressing their specific needs. This planning process is ongoing and really never ends because no matter how good you are, you can always get better. Your plan should include the following components:

- The new skills required to execute the SSH mission (CLS Performance Metrics).
- Housing inspection techniques.
- Furniture inspection/evaluation techniques.
- Maintenance & Repair cost estimating techniques.
- Property Management training in the areas of moving in and moving out residents and Customer Service techniques.
- Grounds inspection techniques and estimating maintenance requirements.
- Building Inspection techniques and SRM estimating techniques.
- Team building and sustainment training.
- Computer skills and HOMES training.
- Counseling skills training and techniques.
- Office and Team management skills and techniques.

### **6.2 Hip-Pocket Training**

Hip-pocket training is informal training usually given by a supervisor to a direct subordinate(s) and sometimes given by one peer to another or to a group of peers. This training can take place almost anytime and anyplace and generally covers topics of daily importance that employees are expected to be able to perform during the routine conduct of their job. You could use hip-pocket training in the situations listed here:

- Lunchtime training sessions. Brief and to the point and usually aimed at one topic at a time.
- Training holiday carnivals. This can help develop leaders if given the opportunity to train their people.
- Cross functional training of other organizational processes, Stovepipe Buster.
- Intra-department cross functional training. This helps everyone not only understand how the other department works but also to appreciate why they need the input you provide to them.

If supported properly, hip-pocket training and other training events can lead to some great cross pollination of ideas and techniques within your organization. If one of your quarters inspectors stands out above the rest in certain areas arrange for him to conduct some training in that area to your other inspectors. You may be surprised at the results.

**6.3 Single Soldier Housing Manager (SSH)** The SSH Manager is the program manager for First Sergeant's Barracks Initiative and is the person responsible for junior enlisted Single Soldier Housing on the Installation. For smaller Installations (less than 1100 UPH spaces) this is the Chief, Housing Division. For Installations with more than 1100 barracks spaces this position is created as part of the IMCOM's Standard Garrison Organization, Billeting Branch, and reports to the Chief, Housing Division. This position is responsible for the direct supervision of the SSH Office and the Area Building Managers. The success or failure of the organization ultimately rest on this individual's shoulders. Customer Service has to be the number one priority. This manager coordinates with both the internal and external stakeholders on Single Soldier Housing at the Installation to constantly improve the quality of the single Soldier's living environment. This position is an 1173 series Housing Management Specialist and the incumbent should have knowledge and experience of both military and community housing management, budget development and execution, operations and maintenance management experience and general leadership and training/mentoring knowledge. Experience with private apartment communities or University Housing management is a definite plus for this position.

**6.4 SSH Area Building Management Team** This is where it all comes together and you either provide great customer service to your Soldiers or you don't. The Area Building Management Team Leader is a working supervisor and has to understand the details of the entire process including the external processes that support the SSH Office function. You need to keep your finger on the pulse of your Team's operation and one way to do that is to ask your Soldiers for feed back all the time and use that data to "see" where you've been, where you are, and where your headed; then, make the necessary adjustments to stay on the course of Great Customer Service. This person should have a background in housing management and apartment operations, rentals and maintenance. Good leadership skills are a must and a good understanding of military operations is absolutely essential. The ability to make timely, sound decisions based on good judgment and past experience is crucial. Good knowledge of the HOMES system is a key. This position may have from zero to three or four subordinate team members depending on the size of the operation. These Area Building Team members perform the

move-in and move-out processes with the Soldiers, conduct inspections of service work and between occupancy work completed, perform inventory and condition inspections and assist Soldiers living in the barracks.

**6.5 Single Soldier Housing Office Manager/Receptionist** The Single Soldier Housing office is where you'll meet your customers for the first time. You want to make the most of this opportunity to create a positive lasting impression on your Soldiers. Imagine the friendliest, best receptionist you've ever met; that's the person you want for this job. This person has to be able to multi-task and keep on smiling all day long. This job requires excellent computer and communication skills and a person with a true desire to help. The SSH Officer Manager has to be customer and service oriented in everything he or she does. An experienced apartment complex manager or community site manager is what you're looking for here. The SSH Office Manager is second in command and acts as the SSH Manager when that person is unavailable.

**6.6 SSH Assignments and Terminations Councilor and Systems Administrators** These people will also need to be a friendly and well organized and a help oriented individuals. Good computer and communication skills are needed. You may need several SSH Assignment & Termination Councilors depending on your Installation's size. Be prepared to augment this position during deployments or re-deployments. Depending on the size of your Installation you may need a number of these STARS. Each Area Building Management Team will have a Systems Administrator assigned to provide HOMES4 support within that team.

## 6.7 Summary

**Ok, let's wrap this up. For any organization to remain relevant today it must continuously add value to the parent organization.** That means you will have to constantly be on the lookout to change the way you conduct business in order to better serve your Soldiers. To do that you need to know not only what you're actually doing on the ground; but, also what your customers think about the job your doing for them. In this case your customers are the single Soldiers you house and their leadership. You have to be credible to both to succeed. Take your pulse regularly, see how you're doing through the eyes of your customers and adjust fire accordingly.

Hopefully this manual has given you the basic framework from which you can build your Single Soldier Housing Organization and execute First Sergeant's Barracks Initiative as a force multiplier for your Commanders. If you've set up your operation right and developed a good team with the right people and remain flexible and change oriented; then, you will make a positive contribution to your Installation's support of our Soldiers and their missions. See Appendix B for a Phased Implementation Plan for FSBI.

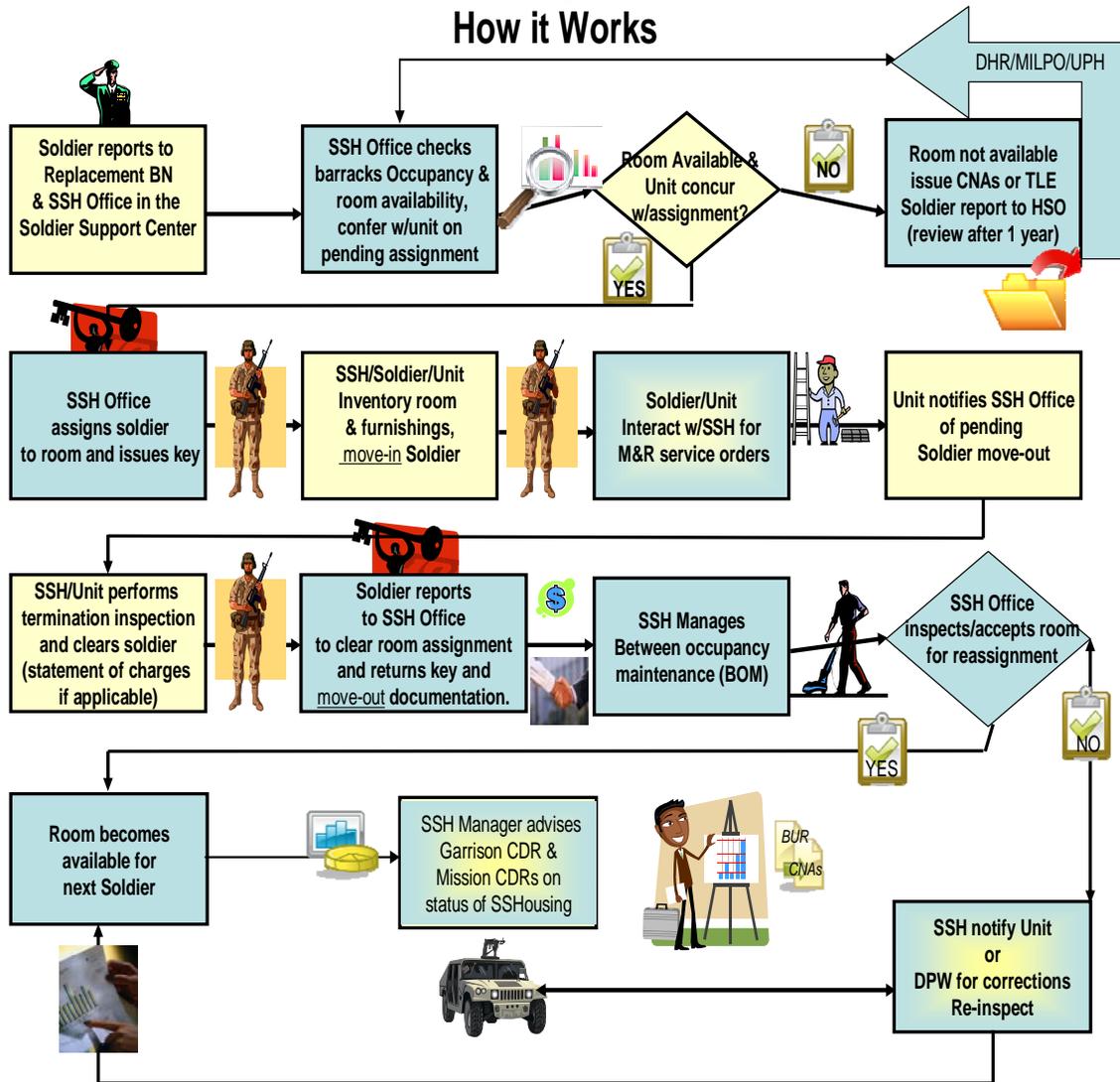


## First Sergeant's Barracks Initiative Operations Manual



Appendix A: How It Works Process Flow Chart to, FSBI Operations Manual

**Process Map – w/ First Sergeant's Barracks Initiative**  
**How it Works**



## Appendix B: Phased Implementation Plan to, FSBI Operations Manual

- Phase 1: Assessment/Readiness
  - Identify stakeholders and establish a leadership team. Hire SSH staff.
  - Obtain a digital copy of the IFS printout and installation map to review/validate.
  - Brief Mission CDRs/CSM/ISGs & Garrison CDR/stakeholders: X days.
  
- Phase 2: Initialization/Training
  - Establish accurate barracks inventory & update IFS records: X days, Barracks Emergency Expansion Capacity Analysis (BEECA).
  - Create Real-time, web-enabled, centralized barracks repository: XX days.
  - Overview training of system capabilities to Mission Unit level leaders & Garrison UPH Management/staff: X days.
  - Specialized system training for Garrison UPH Management/staff: X days.
  - Conduct surveys of Soldiers, leaders and Garrison staff/stakeholders: ongoing.
  
- Phase 3: Data Collection
  - Receive & scrub unit barracks rosters: X days.
  - Upload unit barracks manifest into HOMES4 system: X days.
  - Verify/confirm unit barracks manifest and updated barracks inventory: X days.
  
- Phase 4: Transition/Monitoring
  - Establishment of Single Soldier Housing office in the Soldier Support Center, including real property and office equipment requirements. X days
  - Transition from unit assignment of Soldiers to barracks to UPH assignment of Soldiers to barracks; passage of lines established as date/time on the ground: X days.
  - Analyze surveys and conduct follow-on surveys: ongoing.
  - Measure and monitor key metrics and adjust fire as needed: ongoing w/quarterly focus.

## Appendix C: Business Rules to, FSBI Operations Manual

1. The Single Soldier Housing (SSH) office will assign and terminate Soldiers into and out of the barracks. Brigade level (Team Area) unity integrity is the goal; however, the Garrison occupancy rate of 95% is required before Certificates of Non-Availability (CNAs) are authorized for non-availability of quarters.
  - a. Soldiers will be assigned at the Preferred Assignment Capacity (one Soldier/one room) until all barracks rooms on the Garrison are filled at that capacity regardless of unit integrity issues. Soldiers will not be assigned at the Assignable Capacity (one Soldier per 90SF) until the Garrison has maximized its Preferred Assignment Capacity and each available room is occupied by one Soldier.
  - b. Certificates of Non-Availability will not be issued until the Garrison has reached 95% of its maximum Assignable Capacity (based on 90 SF per Soldier). Reference AR 210-50 Chapter 4, paragraph 4-4.
  - c. The SSH office, in collaboration with the Garrison's Real Property office, will reallocate barracks buildings/floors/modules as required to ensure the efficient and effective utilization of barracks space on the Garrison and within the Brigade or Brigade Equivalent Team Areas.
2. The Garrison Commander or the Garrison Command Sergeant Major is the only approval authorities for Certificate of Non-Availability for the Installation.
  - a. All Soldiers will process through the Garrison for housing/quarters or CNAs.
  - b. The Defense Military Pay Office (DMPO) will only initiate BAH at without dependent rate for E5 and below Soldiers with an approved CNAs signed by the Garrison Commander or Garrison CSM. Mission Commanders may request ETP through command channels and the SSH office to the GC for action.
  - c. Certificates of Non-availability for Soldiers E5 and below will not be issued for longer than 12 months and must be renewed annually. Soldiers must be counseled that they may be recalled into the barracks if space becomes available.
3. Headquarters Department of the Army is the only approval authority for Diversion or Conversion of barracks space to other than barracks use.
4. All barracks space will be cleared of Soldier's personal property upon deployment of the unit or immediately there after by the unit's Rear Detachment.
5. Deploying units will provide the Garrison Housing officer with a prioritized list of Soldiers to be recalled into the barracks not later than 120 days prior to deployment. The SSH office will assign Soldiers based upon this prioritization and availability of spaces, rescinding CNAs as appropriate.
6. Deploying Unit Commanders and the Garrison SSH office are authorized to utilize the barracks Emergency Expansion Capacity (AR210-50, Chapter 17, Installation Housing Planning for Mobilization) when recalling Soldiers into the barracks in preparation for deployment.

7. Garrisons will employ a UPH focused funding approach for M&R of the barracks. Garrison Housing officers will receive annual estimated budgets and will plan the execution of their budgets to make the best use of their resources.
8. Garrison Housing officers will establish collaborative relationships with all barracks stake-holders. Stake-holders and the Housing officer will agree on the levels of performance and measure(s) of success for the individual operations/services performed in support of the barracks. As a minimum: (see CLS4.0 SVC 52 for specific metrics)
  - a. Time to perform service request and tracking systems for SO status.
  - b. Status of barracks Preventative Maintenance Schedules and deferred maintenance.
  - c. Time to perform between occupancy maintenance (BOM) of quarters and the minimum tasks to be performed. Tracking of BOM and status/schedule of BOM to be completed.
  - d. Repair/replacement of barracks furnishings and equipment.
  - e. Standards for pick up, transportation and storage of Soldier's personal property.
  - f. Performance of building and room custodial services. (Generally a Unit responsibility)
  - g. Performance of laundry contract services.
9. SSH office will maintain key control and manage the keys to the barracks buildings and rooms while simultaneously providing 24/7 access to the Mission Commanders.
  - a. Master keys will not be issued for extended periods of time.
  - b. Provisions will be made for Unit leadership to gain controlled access to keys at all times.
  - c. Provisions for Emergency access for Fire and Police will be part of the key control/management process.
  - d. Key control management processes will address lockouts/lost keys for both during and after duty hour operations.
10. Operation of the barracks is a joint operation between the SSH office and the units. The unit will continue to concern itself with the good order and discipline in the barracks and the health and welfare of its Soldiers, while the SSH office will concern itself with the assignments and move-in and termination and move-out of Soldiers. Soldiers will be held accountable for damage to their quarters and furnishings and equipment beyond fair wear and tear.

**Enclosure 2 to FSBI NETCALL; First Sergeant's Barracks Initiative, Sample Plan of Action and Milestones**

**FIRST SERGEANTS BARRACKS INITIATIVE  
SAMPLE PLAN OF ACTION & MILESTONES**

Example: Garrison conduct FSBI Operations beginning March 2008

Task #	Tasks/Milestones	Responsible POC	2007					2008													
			8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12		
1	FSBI/CBM Netcall (Directive)	HQIMCOM		█																	
	Policy and Procedural Guidance	HQIMCOM, Regions		█																	
	Brief Region Director	Region, IMCOM			█																
	Brief Garrison Commanders	Region, IMCOM			█																
	Brief IMCOM Region SMCs	Garrison/Region/IMCOM			█																
2	Funding for Initial Start Up costs.[Furnishings/ Equipment/communications/office sply] Based on 2A/B/C/3/3A/4/5 requirements	HQIMCOM		█	█																
2A	Identify workspace requirements and purchase additional equipment	Garrison			█	█															
2B	Identify Barracks Assets/inventory by Building	BEECA/Garrison			█	█															
2C	Renumbering of Barracks rooms	Garrison			█	█															
3	Submit Organization & Manning Plan NLT 90 Days Prior to FSBI Implementation	Garrison, Region			█	█	█														
3A	Management Structure (Team breakdown and location)	Garrison			█	█	█														
4	Interview and Hire Personnel	Garrison				█	█														
	Training of Personnel	Garrison				█	█														
5	Establish Baseline VOC. Continue Surveys and document VOC	Garrison/Region/IMCOM						█	█					█						█	
6	HOMES4 Deployment	Yardi, Garrison/ACSIM							█	█											
	Data Transfer and Input	Yardi, Garrison/ACSIM							█	█											
7	Transfer Barracks Assets from Unit Control to Garrison	Garrison								█	█										
8	Garrison Begins 100% Barracks Assignments	Garrison									█	█	Continued HOMES Training and Data Input after operations begin								
9	Conduct Baseline BUR (First Quarter) prior to transfer to document changes	Garrison							█	█											
10	Quarterly BUR Reports/Review of Utilization Data, BAH Reconciliation report	Garrison, Region, IMCOM									█	█			█				█		
11	Document CLS SVC 52 Performance	Garrison, Region, IMCOM									On going										
12	Oversight Review of Utilization and CNAs	Region, IMCOM									On going										

Enclosure 1 to FSBI NETCALL, First Sergeant's Barracks Initiative: Basic Staff Functions/Job descriptions/Organization Chart

1. **Single Soldier Housing (SSH) Management FTE personnel:** Authorized based on 1 FTE per 2200 permanent party barracks spaces.
  - The Single Soldier Housing Manager; reports to the Chief, Housing Division or the DPW if Chief Housing does not exist.
    - Responsible for the efficient and effective utilization of all permanent party barracks on the Garrison.
    - Is the single point of contact for single Soldier housing on the Garrison.
    - Establishes the collaborative relationships between the SSH office and the various stake-holders involved with the barracks.
    - Ensures the various stake-holders are meeting or exceeding the performance standards established in support of the SSH office.
    - Makes recommendations to the Garrison Commander regarding approval for Certificates of Non-Availability (CNAs) requested by Mission Commanders for E5 and below Soldiers.
    - Provides accountability for all CNAs for BAH at the without dependent rate for all E5 and below Soldiers assigned to the Garrison.
    - Supervises the SSH office Manager (if authorized) and the Area Building Managers.
  - Single Soldier Housing Office Manager reports to the SSH Manager.
    - Responsible for the operation of the SSH office and acts as the assistant SSH Manager.
    - Ensures Soldiers are assigned and terminated into and out of their barracks rooms in a courteous, friendly and efficient manner.
    - Contacts Mission Commanders, when assignment of a Soldier is non-routine, in order to reach concurrence of unit on the proposed assignment.
    - Oversees HOMES4 operations and trains staff on all HOMES4 requirements.
    - Supervises and trains the Assignments and Termination Counselor(s) and Systems Administrators.
    - Provides reports on Occupancy, Utilization, turn-over days, service order days, back log of maintenance, TLE, CNAs, between occupancy maintenance, preventative maintenance schedules and any CLS Performance Metric data to the SSH Manager.
    - Approves Statements of Charges and/or initiates Reports of Surveys as required.

-  Assignment and Termination Counselor; reports to the SSH Office Manager if authorized or the SSH Manger if the SSH Office Manager is not authorized. Is authorized based on 1 FTE per 1500 PP barracks spaces or Brigade equivalent. Funded in **BOS SAG 131, QDPW MDEP, APE 131096.9B.**
  - Is intimately knowledgeable of the HOMES4 system.
  - Meets and greets the Soldiers, in a courteous and professional manner, as they report to the SSH office for barracks assignment or termination.
  - Utilizing the HOMES4 system determines if a barracks room is available for the Soldier within the Soldier's Brigade/Battalion/Company area based on the Soldier's pin-point assignment. Assigns the Soldier at the lowest level possible based on room availability.
  - Notifies the SSH office manager when a Soldier cannot be assigned within the Soldier's Brigade.
  - Temporarily reserves a room for a Soldier, who cannot be immediately assigned with his brigade area, in the closest barracks space available within the Garrison.
  - Maintains knowledge of pending room availability from move-outs, Between Occupancy Maintenance, or other maintenance actions; and, issues temporary living expense (TLE) authorization up to 10 days to an inbound Soldier while reserving the room for that Soldier.
  - Coordinates with Area Building Managers regarding the assignment and pending assignments/availability of rooms to inbound Soldiers daily.
  - Terminates Soldiers from quarters upon receipt of clearance documentation from Team Inspectors and initiates Statements of Charges/Report of Survey documents for SSH Office Manager action.
  
-  Systems Administrator; reports to the SSH Office Manager and is assigned to the Area Building Management Teams based on one administrator per Team. This is a half FTE position. Typically located with the Team in the brigade area.
  - Has intimate knowledge of the HOMES4 system.
  - Provides HOMES4 data entry support for the Area Building Management Team.
  - Processes service requests and BOM request to the DPW and tracks completion/status.

## 2. FSBI Area Building Management Teams.

-  Area Building Management Team Leader; reports to the SSH Manager and is authorized based on 1 FTE per 1500 PP barracks spaces or Brigade equivalent. Funded **SAG 131, QDPW MDEP, APE 131096.9B.**
  - Maintains collaborative relationship with Mission Commanders within his area, ensuring support to Mission Commanders is responsive and flexible.
  - Is responsible for the move-in and move-out process of all Soldiers assigned within his area.
  - Ensures accurate and timely room inventories and condition reports are provided to SSH Office Manager/Systems Administrator for input into HOMES4.

- Ensures maintenance and repairs, furnishings repair/replacements, service request and between occupancy maintenance are performed to standard; providing the single Soldier a safe, well maintained living area.
- Supervises the Barracks Inspectors and Maintenance Technicians ensuring customer service is the keystone to all operations conducted in the barracks.
- Provides the SSH Manager with current status of building/room preventative maintenance and between occupancy maintenance as well as service request status and backlog of maintenance.
- Maintains key control/management for all keys within assigned area.
- Ensures Mission Commanders/leaders have full access to the barracks 24/7.

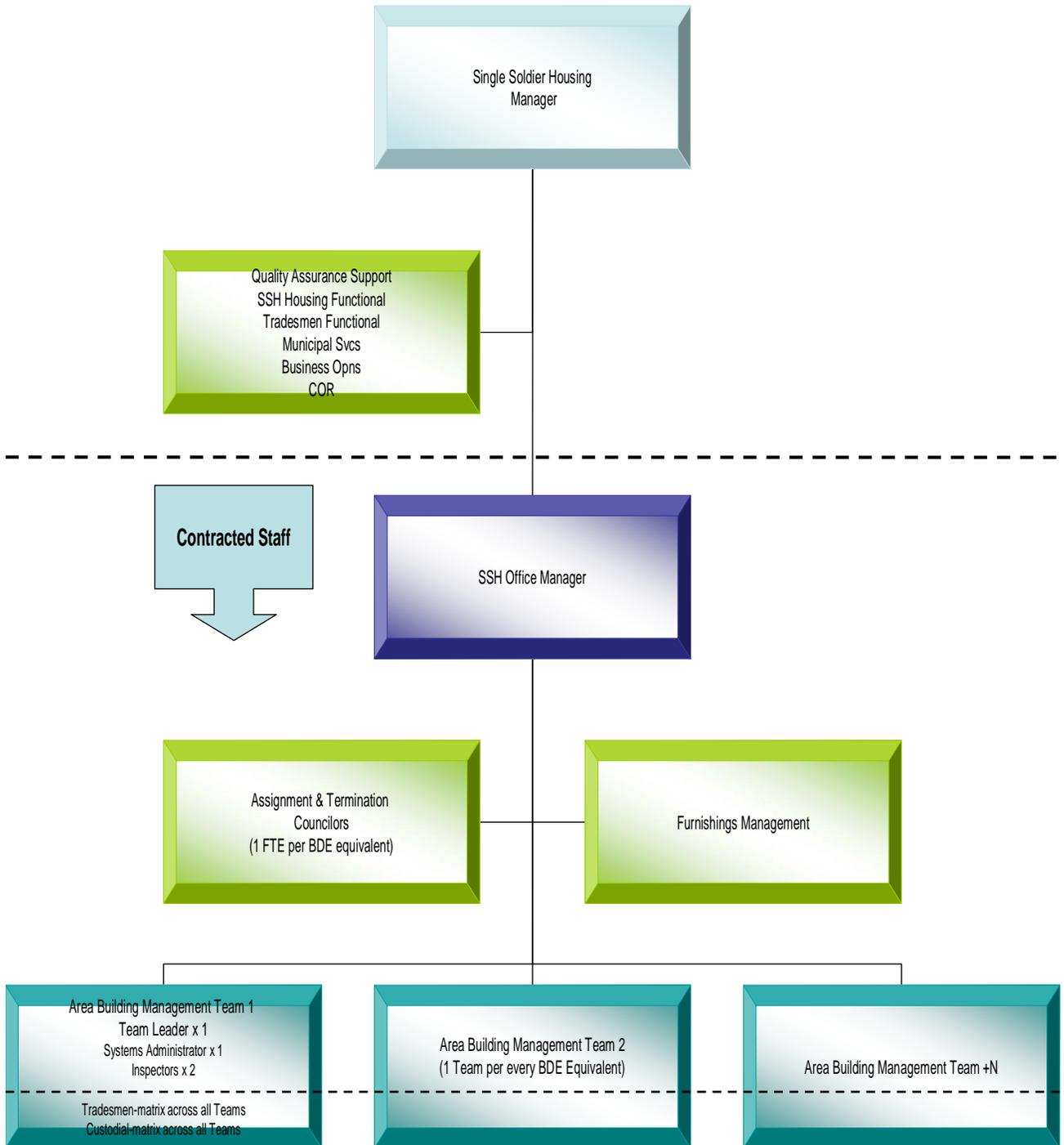
🌻 Area Building Team Inspector; reports to the Area Building Management Team Leader and is authorized based on 1 FTE for every 750 PP barracks. **BOS funded SAG 131, QDPW MDEP, APE 131096.9B.**

- Performs the move-in and move-out inventory and condition inspection of the room with the assigned Soldier.
- Issues key to the Soldier upon acceptance of the room and completion of the hand receipt of the room equipment and furnishings.
- Perform minor maintenance and adjustment to room equipment and furnishings and items such as screen repair, door hardware adjustments, lock changes, commode adjustments, faucet adjustments, shower head adjustments, light switch/outlet cover replacements and minor wall/floor cleaning/touch-up.
- Tracks status of service request and status of between occupancy maintenance as well as scheduled preventative maintenance and reports to Area Building Team Leader.
- Perform inspection of between occupancy maintenance and maintenance performed by “others” and accept room as ready for occupancy and report date and time to Systems Administrator/SSH Office.

🌻 Area Building Maintenance Technician; existing requirement, **funded in SAG 132, QRPA MDEP, APE 132078.F0.** (Requirements estimated on 1 FTE per 1250 PP spaces).

- Perform routine room preventative maintenance, maintenance and repairs beyond minor adjustments requiring repairs or parts replacement.
- Perform Between Occupancy Maintenance (BOM) of vacated rooms, repair flooring and walls, paint walls and ceilings, replace furnishings and equipment as needed.
- Perform building preventative maintenance per PM schedule and perform building minor maintenance and routine repair/replacements of non-structural building components.
- Conduct building component inspections and develop near and long term maintenance and repair plans for the SSH Manager.
- Provide routine building services, pest control, grounds maintenance, custodial services, ice and snow removal, laundry equipment maintenance and repair.

# FSBI Preferred Organization



## **Appendix 8.5 – Standard Operating Procedures**

Checklist for Air Field Barracks Assignment

Daily Operations SOP

Electric Cart SOP

Key Control SOP

List of Reports

Maintenance in Barracks SOP

Sample Weekly Update

# **CHECKLIST**

## **Barracks Assignment at the Airfield**

### **PRIOR TO AN AIRFIELD ASSIGNMENT YOU MUST:**

\_\_\_\_\_ Walk the rooms that will be assigned ensuring that they are “ready to occupy.” “Ready to occupy” means; no outstanding maintenance including mold, the key WORKS, the room is NOT occupied (except for a roommate), the room is clean, and the furniture is in good condition. Also ensure that the assignment of spaces are made correctly, no male/female assignment and SGT & above have a single room.

\_\_\_\_\_ Program Saflok key database with Soldier’s name. Key must be checked to ensure that it is working properly.

**Write Soldier’s information on the folder, including building and room number. Inside the packet should be:**

- \_\_\_\_\_ Soldier’s copy of the Liability Statement
- \_\_\_\_\_ Soldier’s copy of the New Soldier Brief sheet
- \_\_\_\_\_ Soldier’s copy of the original copy of the DA 2062
- \_\_\_\_\_ Move-in Inspection Sheet with any annotations concerning the room.
- \_\_\_\_\_ Key
- \_\_\_\_\_ A Copy of the Barracks Manager’s business card or an actual business card.

**Stapled to the front of the packet:**

- \_\_\_\_\_ Application filled out as completely as possible t (the only thing the Soldier should have to do is sign),
- \_\_\_\_\_ Original copy of the Liability Statement (with the Soldier’s name printed on it, the barrack’s room number filled in, and the date filled out)
- \_\_\_\_\_ New Soldier Brief for the Soldier to sign
- \_\_\_\_\_ Original copy of the DA 2062 (should already by filled out with the inventory of furniture in the room)
- \_\_\_\_\_ Original copy of the Move-in Inspection Sheet.

**Be sure to bring extra supplies:** LOTS of pens, staplers/staples, permanent markers. **Arrive at the airfield** at a minimum of 1 hour before scheduled arrival of the flight. This will allow for set up and in case the flight arrives early. If possible, utilize the government vehicle. Please wear your Name Tag and have an ID with you.

**Every effort will be made to ensure that all unforeseen Soldiers needing a barracks space will be provided one AT THE AIRFIELD.** Please ensure that you bring at a minimum 20 extra apace packets with you to the airfield. This applies to geographical bachelors as well. Saflok keys for rooms assigned to geographical bachelor must be set to expire one (1) day after the approved timeframe. Please check the calendar to ensure that keys are not set to expire on a weekend day or federal holiday. If it does, go to the next work day.

If the assignment is after duty hours, please coordinate with the AHS manager to have them standing by the barracks managers office that represents the majority of rooms assigned. This will ensure that if any keys do not work for whatever reason, the AHS team will already be there standing by.



# **Standard Operating Procedures**

## **Fort Hood, Texas**

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# Purpose

To provide guidance to the FSBI team in managing and maintaining rooms that are comfortable, adequate, and clean for single Service Members by using the following standard operating procedures. In doing so, the Fort Hood First Sergeant's Barracks Initiative (FSBI) team will provide excellent customer service by implementing our FSBI R.A.C.K.E.T motto:

## **R**ooms **A**ssigned **C**lean **K**ept **E**very **T**ime!

Daily Operations include:

- Assign and terminate barracks spaces
- Key Management
- Clearing of Service Member's through the Central Clearance
- Collecting for damages
- Update and report the Barracks Utilization Report (BUR) and print the Graphical Assignment Report (the "grid")
- Identify unserviceable furnishings and arrange for an exchange/turn-in utilizing the Furnishings Management Office (FMO)
- Identify, track, and report facility maintenance issues/ Request work orders through the Directorate of Public Works (DPW)
- Customer Feedback Survey distribution and collection
- Resolve customer complaints

# Assignments

## **Individual assignments:**

1. Service Member should be accompanied by their NCO to the designated FSBI office.
2. The FSBI staff refers to the updated grid for available spaces.
3. The FSBI staff assigns the Service Member to a room based on priority IAW AR 210-50, gender, and rank. A copy of the Service Member's orders will verify eligibility to reside in the barracks.
4. The FSBI staff briefs the Service Member on current policies and procedures and assists with completing the in-processing packet.
5. The Service Member completes the following forms: Application for Barracks, New Soldier Brief, Liability for Damage to Assigned Housing, SSQ Move-in Inspection Sheet, Room Clearing Standards (signs acknowledging that they understand what is expected of them upon clearing).
6. The FSBI staff then enters the Service Member's information into HOMES and prints out the hand receipts. Service Member/FSBI staff then complete and sign the hand receipt. Service Member receives a copy of the signed hand receipt.
7. Service Member is issued a key. If Service Member is issued a metal key, the FSBI staff uses a DA Form 5513-R (Key Control Register and Inventory). The card keys are already activated and are also entered on the DA Form 5513-R. The Service Member is briefed on replacement costs and procedures if key is lost or card is unserviceable.
8. Service Member and the sponsor are asked to fill out a Customer Feedback Survey.
9. Paperwork, assignment orders, and file folder is filed and kept.
10. The BUR and grid is updated.

**Mass assignments:** for mass assignments, the FSBI team manager provides the unit with blank grids for the unit to determine where they would want the Service Member assigned. The FSBI team will attempt to accommodate the military leadership with these room assignment requests. The FSBI team places the in-processing packets at the foot of the bed of the pre-assigned rooms for all in-coming Service Members. All the Service Members are briefed as a group (either on the bus, a dayroom, or based on the number of Service Members and the weather conditions, a parking lot) on the FSBI policies, procedures, and in-processing paperwork. The Service Member proceeds to a pre-assigned room and completes the in-processing paperwork. Upon completion of the paperwork, the Service Member will return to the FSBI team's designated area where the Service Member will be issued a key. A DA Form 2062 or a blank furniture listing from HOMES is used to account for furniture during mass assignments. The in-processing paperwork is later entered into HOMES.

# **Terminations**

## **Individual terminations:**

- 1. The Service Member should schedule an appointment with their FSBI office 24 hours prior to clearing. At this time, the Service Member is briefed on and given a copy of the Room Clearing Standards.**
- 2. The FSBI team member escorts the Service Member to the building/room assigned with the Room Clearing Standards Worksheet and the file containing the current and past two resident's history to provide a historical record in the event the charges will be assessed.**
- 3. The FSBI team member and the Service Member will return to the FSBI office where deficiencies will be assessed on the spot and the key is turned in. The FSBI team member will sign in the key on the DA Form 5513-R.**
- 4. If the room is not up to the Room Cleaning Standards, the Service Member is informed about the deficiencies and is rescheduled for another inspection or the Service Member will be charged for cleaning.**
- 5. The FSBI team member will update the room assignment grid and the BUR.**
- 6. The FSBI team member will make the necessary changes in HOMES. A copy of the termination order is printed and filed in the Service Member's folder.**

**Mass terminations: The FSBI team manager receives a list of deploying Service Members (1 week or earlier, NLT 24 hours) prior to the departure date from the unit. On the departure date, the FSBI team members will meet each Service Member at their assigned room. Each Service Member is required to stand the final inspection unless prior arrangements have been made with the command. The clearing inspection is then completed. Damages will be assessed by using the Room Clearance Checklist which the Service Member will be required to sign. Upon return to the office, the Barracks Manager will go through the room clearance checklists and process them by means of DD 139s. At that time, if it is a re-lock or re-key, a memo is sent to DPW Real Property Office and the DPW Lock Shop for processing. During the termination process, the FSBI team can identify any fair wear and tear during the inspection and put in service orders at this time. If there are furnishings that need to be replaced, a DA 3161 is processed and sent to the Furnishings Management Office. Rooms that are not cleaned by RACKET standards are identified and sent to the FSBI custodial staff to be cleaned.**

# Collecting for damages and cleanliness charges

The collection process begins when the FSBI team clears the room or when the damage/key loss is known. Damages are assessed by using the Room Clearance Checklist which the Service Member will be required to sign. The FSBI team accepts a check or money order or fills out a DD 139 in order to have the charges deducted from Service Member's pay.

The FSBI teams turns in all DD 139s to FSBI Admin Office who makes a master list of them (serves as a record for FSBI teams) and turns them into the individual division finance offices, with the appropriate codes for structure/facility damage charges and damages to furniture, equipment, and cleaning. The finance offices use the accounting classification and routing codes to electronically, through the Defense Management Operations Pay (DMOP) system, place the money into the DPW account. Designated individual checks back with the finance offices for a status report. A copy of the status report is provided to the FSBI Admin Office and to the DPW Budget Office. Since DFAS processes the charges in lump sums, there is no way of tracking where the money came from.

Checks and money orders are brought to the FSBI Admin Office and he fills out a deposit slip and deposits them into an account at Fort Hood National Bank using a DD 1131. Structure/facility damage charges are sent to one DPW account and furniture/equipment/cleaning charges go into another account through the appropriate accounting classification and routing codes. A copy of the deposit slip and the DD 1131 and submits the copies to DPW.

All documented charges are kept on file in each FSBI team's office.

# **Exchange/turn-in of unserviceable furnishings**

**After unserviceable furnishings are discovered, the FSBI team member calls the Furnishings Management Office (Bldg. 4612A) 287-3678 or 287-2678 to check status of the furniture in-stock.**

**If the furniture IS NOT in-stock, the FSBI team member fills out the “in-house” furniture request form as a reminder to request the items as soon as they are in-stock.**

**If the furniture IS in-stock, the FSBI team member fills out a DA Form 3161 and processes through the Furnishings Management Office. When FMO has the furniture in-stock, the FSBI team will coordinate a date and time with the FMO to pick-up and replace the furniture. The FMO has its own flat-bed trucks that it uses to transport, deliver, and pick-up both serviceable and unserviceable furniture. It usually takes about a day or two to replace the furniture depending on the FMO’s schedule.**

# Update and Report the Barracks Utilization Report

The FSBI team managers should update the BUR daily. The BUR shows the building number, room number, Service Member's name, brigade, rank, gender, and priority as defined in AR 210-50. The BUR also shows what rooms are down for maintenance and what rooms are designated unit transient spaces.

The FSBI Branch Chief compiles the data weekly to obtain the current barracks occupancy for the entire installation.

BUR input is collected via a custom software package, which looks like the following:

Bldg	Room	Space	Assigned	Status	Status Remarks	Date Inspected	Bld	Unit	Name (Last, First)	SSN	Grade	M/F	Pri	Date Assigned	ETP	Remarks
39039	A11	A	2/1 HBCT	Occupied			2/1 HBCT	A 2 BSTB	KIM, HEIDI		E5	F	II	1/10/2008		
39039	A11	B	2/1 HBCT	Ready												
39039	A12	A	2/1 HBCT	Ready												
39039	A12	B	2/1 HBCT	Ready												
39039	A13	A	2/1 HBCT	Occupied			2/1 HBCT	A 2 BSTB	RIOS, ODETHE		E5	F	II	1/10/2008		
39039	A13	B	2/1 HBCT	Occupied			2/1 HBCT	A 2 BSTB	SHELDON, VIRGINIA		E4	F	II	1/10/2008		
39039	A14	A	2/1 HBCT	Occupied			2/1 HBCT	A 2 BSTB	LUNA, CRISSEL		E4	F	II	1/10/2008		
39039	A14	B	2/1 HBCT	Occupied			2/1 HBCT	A 2 BSTB	OSULLIVAN, NGUYET		E4	M	II	1/10/2008		
39039	A21	A	2/1 HBCT	Occupied			2/1 HBCT	A 2 BSTB	CANTU, RONN		E5	M	II	1/10/2008		
39039	A21	B	2/1 HBCT	Occupied			2/1 HBCT	A 2 BSTB	WEEDMAN, DONNIE		E5	M	II	1/10/2008		
39039	A22	A	2/1 HBCT	Occupied			2/1 HBCT	A 2 BSTB	HENTBROOK, SEBASTIAN		E4	M	IV	12/24/2007		
39039	A22	B	2/1 HBCT	Occupied			2/1 HBCT	A 2 BSTB	BIRDSONG, WILLIAM		E4	M	II	12/25/2007		
39039	A23	A	2/1 HBCT	Occupied			2/1 HBCT	A 2 BSTB	ETIN, ROBERT		E4	M	II	12/24/2007		
39039	A23	B	2/1 HBCT	Occupied			2/1 HBCT	A 2 BSTB	BROWN, ROBERT		E3	M	II	1/10/2008		
39039	A24	A	2/1 HBCT	Occupied			2/1 HBCT	A 2 BSTB	EINWECHTER, DAVID		E4	M	II	12/24/2007		
39039	A24	B	2/1 HBCT	Occupied			2/1 HBCT	A 2 BSTB	JORDAN, ALBERT		E4	M	II	12/24/2007		
39039	A31	A	2/1 HBCT	Occupied			2/1 HBCT	A 2 BSTB	LINCOLN, JOHN		E4	M	II	1/10/2008		
39039	A31	B	2/1 HBCT	Occupied			2/1 HBCT	A 2 BSTB	FLINCHUM, RICK		E4	M	II	1/10/2008		
39039	A32	A	2/1 HBCT	Occupied			15 SUST	15th SB	VAN VLECU		E5	M	II	1/12/2006		
39039	A32	B	2/1 HBCT	Occupied			2/1 HBCT	A 2 BSTB	MONFORT, ROY		E5	M	II	1/10/2008		
39039	A33	A	2/1 HBCT	Occupied			2/1 HBCT	A 2 BSTB	MUSHER, MARK		E4	M	II	1/10/2008		
39039	A33	B	2/1 HBCT	Ready												
39039	A34	A	2/1 HBCT	Occupied			2/1 HBCT	A 2 BSTB	SMITH, MATHEW		E4	M	II	1/10/2008		
39039	A34	B	2/1 HBCT	Ready												

Eventually HOMES4 may replace this procedure.

A standard report similar to the following is provided to the Team Managers weekly:

Team Occupancy Report (FSBI Only)						
FSBI	AssignedTo	Total	Maint	Divert	Occupy	Available
1	1/4 HBCT	320	12	0	275	33
1	4 SUST	132	0	0	117	15
1	4ID HQ	132	0	0	95	37
1	FIRES	744	172	2	529	41
2	1/4 HBCT	1080	3	0	1001	76
2	36 ENG	224	0	0	205	19
2	4/5 ADA	336	0	0	234	102
2	FIRES	224	0	0	163	61
3	36 ENG	468	0	0	448	20
3	3ACR	956	1	2	943	10
4	1/4 HBCT	24	0	0	8	16
4	3ACR	456	30	0	424	2
4	4CAB	976	104	0	822	50
5	1/1 HBCT (Rear)	480	0	0	406	74
5	2/4 HBCT	704	0	0	565	139
6	2/4 HBCT	1084	0	0	980	104
6	3/1 HBCT	136	0	0	0	136
6	3ACR	136	0	0	120	16
7	2/4 HBCT	488	0	0	364	124
7	4/4 HBCT	608	10	0	518	80
8	4/4 HBCT	1285	4	0	965	316
11	1/1 HBCT (Rear)	408	30	0	160	218

## **Identify, track, and report facility maintenance issues**

**The FSBI teams work with the in-house FSBI maintenance personnel to determine what needs to be done and the FSBI Maintenance manager informs the FSBI team manager when the supplies have been ordered and task is complete.**

**The FSBI Maintenance Teams typically have a “rotation schedule” where they visit each Team areas every few days. This is sufficient to handle the requirement for minor “self help” items that can be accomplished quickly.**

**Although Soldiers may call in work orders directly to DPW Maintenance or request via the DPW Website, we encourage them to contact the FSBI Teams first. The FSBI Teams can perform a “triage” to determine if the work should be handled by the in-house FSBI maintenance staff or be elevated to the DPW Maintenance Div.**

**The FSBI team member will log in the information and work order # into the Work Order Logbook by building number. The work order log is updated daily.**

**Weekly the FSBI Teams receive an “IFS Dump” which contains all of the Service Order activity for the past 90 days for the barracks within their Team areas. This allows the Team Manager to close out old service orders.**

# **Customer Feedback Survey**

## **Distribution/Collection**

**After each assignment and termination the FSBI team will ask the Soldier to complete a “Point of Service” customer feedback survey. After a mass assignment/termination, the Teams will ask unit’s leaders to complete a similar customer feedback survey.**

**The 3 survey forms are collected at least weekly (daily if large quantities) and turned into FSBI Admin Office for scanning. Sending the forms through distribution is appropriate.**

**Forms are processed through the OMR scanning software and provides periodic reports to HSG Div Chief.**

***First***  
***Sergeant's***  
***Barracks***  
***Initiative***

**GEM Electric Vehicle**  
**Standard Operating Procedures**  
**Fort Hood, Texas**

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## Purpose

To provide guidance to the FSBI Teams in managing and operating clean, safe and maintained GEM electric vehicles assigned to the Teams. The procedures within this manual will help the Teams in accomplishing that objective in order to provide excellent customer service to our customer, the Soldiers of Fort Hood, Texas who reside in unaccompanied personnel housing.

*The procedures within this SOP will change as the need occurs.*

## Daily sign-out and Sign-in Procedures

### Daily sign-out procedures:

1. Barracks manager will ensure vehicle keys are signed out daily by personnel assigned to the FSBI teams IAW current Fort Hood and Army policies referring to vehicle key control.
2. While in possession of the vehicle key that person assumes all responsibility for the key and vehicle.
3. After vehicle is removed from its designated parking space the operator will roll up and secure the charging cable to preclude any damage.

### Daily sign-in procedures:

1. Barracks manager will ensure that vehicle keys are signed in and accounted for each day the vehicle is used IAW current Fort Hood and Army policies referring to vehicle key control.
2. Vehicles will be stored IAW with procedures described within this SOP.

## Keys

1. Vehicle identification Number, VIN, and key number, stamped on key, will be recorded and maintained by area managers for each vehicle their respective teams are responsible for.

2. Lost keys will be reported to the area manager or supervisor immediately. Replacement key procedures are described on page 101 of the owner's manual.

## **Storage Procedures**

1. Vehicles will be parked in their designated space and charged after usage at the end of each day.
  - Each vehicle will have a license plate and a corresponding number on a metal tag attached to the key chain for that vehicle.
  - Each vehicle will be parked in its corresponding number, e.g. 01 parks in space 01
  - Each vehicle has a dedicated power source for charging. The power cord will also have the metal tag, with license plate and vehicle number inscribed corresponding to each vehicle. The correct power cord will be used with the vehicle it is assigned to.
2. All trash and debris will be removed from the vehicle.
3. All maintenance will be preformed IAW with the owner's manual and any deficiencies will be reported to the respective area manager or supervisor to be addressed.
4. Ensure vehicle lights and other sources of power draw are turned off after operation.

## **Vehicle Operation**

1. Each vehicle requires an operator that has in their possession a valid driver's license.
2. Vehicles are designed not to exceed 25-30 mph. Vehicles will not be operated on roadways where the speed limit exceeds 40 mph hour are not allowed, e.g. Hwy 190.
3. Vehicles can be operated either in the low, 0-15 mph or high, 0-30 mph, ranges.
4. All drivers will read and have a full understanding of the owner's manual prior to operating the GEM electric vehicles.
5. Drivers and passengers will wear safety belts at all times while operating the vehicle.
6. Vehicle capacity is no more than two personnel (including driver) in the vehicle while the vehicle is in operation.
7. At no time will personnel ride in the bed of the vehicle.

## **Maintenance**

1. Maintenance procedures are discussed in the Owner's manual beginning on page 76, under the title of basic maintenance.
2. Maintenance will be performed before, during, and after operation of the vehicle.
3. Operators are responsible for all maintenance to include charging of the vehicle.

## **Safety**

1. Do not operate this vehicle if under the influence of prescription drugs that can cause drowsiness or similar effects.
2. Operation of this vehicle while under the influence of alcohol or prohibited drugs is strictly forbidden.
3. This type of vehicle operates on one of two types of batteries, flooded or gel. Gel batteries are maintenance free. Flooded batteries require maintenance to insure their electrolyte level is correct.
4. Electrolyte can leak from damaged or defective flooded batteries. Avoid contact with skin, clothing, or eyes.
5. If battery acid comes in contact with skin, flush affected area with water for at least 15 minutes and then seek medical assistance.
6. If battery acid comes in contact with the eyes flush with water and get medical assistance immediately. Continue to flush eyes with water until medical assistance is provided.
7. Seat belts will always be worn while vehicle is in operation.
8. No more than two personnel in the cab, including operator, while vehicle is in operation.
9. No personnel will ride in the bed during vehicle operation.
10. The top of the vehicle is not designed to carry any additional loads. Additional loads such as luggage, ruck sacks, duffel bags, and boxes will not be carried on the top of the vehicle.
11. **ROLL OVER WARNING:** Because of the high center of gravity and narrower track of this type of vehicle, it may roll over when some other vehicles may not. Do not attempt sharp turns or abrupt maneuvers or other unsafe driving actions that can cause loss of control and possible roll over.
12. Vehicle will never be operated in an unsafe manner. The electric carts have the same requirements of other motor vehicles and are subject to all Traffic Codes while operated on roadways and in parking lots on Fort Hood.

# **Training**

- 1. All personnel, military and civilian, who operate the GEM electric vehicles will Take the on-line Army Accident Avoidance Course (AAAC) prior to operating the vehicle. The on-line AAAC must be retaken every 4 years. Area managers are responsible for tracking this training. Link: [cra.army.mil/home/](http://cra.army.mil/home/), then click on the dropdown menu on the left side of the page under Combat Readiness University (CRU). The next page will request that you login with Your AKO password. NOTE: you must have an AKO account to login and Complete this course. After login, on the same page, click on The Army Accident Avoidance Course.**
- 2. Training of operators: Operators will be trained in the following areas prior to operating the vehicles:**
  - a. Safe vehicle driving**
  - b. Daily checks prior to operation**
  - c. Safe driving/operational techniques**

**ROBERT ERWIN  
Housing Program Manager**

MEMORANDUM FOR PERSONNEL CONCERNED

SUBJECT: Key Control Standing Operating Procedures (SOP)

1. Reference Army Regulation 190-51, Appendix D, Administration and Management of Physical Security
2. Purpose. To establish responsibilities and procedures for First Sergeant Barracks Initiative, FSBI, program key control
3. Responsibilities.
  - a. Chief, FSBI
    - (1) Is ultimately responsible for key control for the FSBI program.
    - (2) Will appoint on orders, using memorandum format, a Key Control Officer and alternate to act in his behalf on all key control matters.
  - b. Unit Key and Lock Custodian (UKLC).
    - (1) Will establish and monitor the key control program for the FSBI program. This includes all buildings, key boxes, GSA vehicles, and electric carts.
    - (2) Will sign for all keys and locks within his/her responsibility and establish sub hand receipts with the barracks managers.
    - (3) Will issue all keys by serial number/room number to Key Custodians, using DA Form 3161, Issue/Turn-in, except for those issued to the Key custodians by Real Property. These will be signed for at time of issue from DPW Real Property to the Key Custodian for that barracks management team.
    - (4) Will insure there is an alternate key to each key issued and are properly maintained and secured by the key custodians.
    - (5) Will inventory alternate keys semi-annually using DA Form 5513-R, Key Control Register and Inventory.
    - (6) Will ensure that appropriate action (cash collection statement of charges, etc.) are initiated for reimbursement to the Government for keys that are lost or damaged through negligence.

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(7) Will conduct and record inspections ,in accordance with AR 190-51, Appendix D, of barracks management teams and administrative staff quarterly. An informal memorandum will be used to document the key inspection results.

(8) Will issue additional duty orders for all Key Custodians, key depository access rosters, and authority to issue, receive, and account for keys rosters.

c. Key Custodian.

(1) Will maintain all forms and records required for key control.

(2) Will coordinate with the FSBI administrative assistant for the replacement of broken, defective, or compromised locks.

(3) Will issue all individual office room keys and master keys on DA Form 3161.

(4) Will ensure that adequate control of all keys is accomplished as directed by the UKLC and this SOP.

(5) Will conduct a quarterly key inventory of all the keys responsible for. Will conduct in conjunction with the UKLC a semi-annual key inventory. The DA Form 5513-R will be used to record these inspections. The UKLC will insure compliance.

(6) Will ensure keys not issued for personal retention are not removed from the Fort Hood Military Installation unless directed by the UKLC or Chief, FSBI. Keys that are personally retained will be inventoried monthly with results recorded on DA 5513-R.

(7) Will ensure key depositories are kept locked at all times when keys are not being issued, returned, or inventoried. Key box will be secured to the existing structure.

(8) Will ensure keys are not be marked in any manner which will assist an unauthorized individual in matching a key that was lost, stolen, or misplaced to the lock. Building codes will be used on all SAFLOK master keys, room numbers without building numbers will be used on all room SAFLOK keys. Hard keys will have room numbers and building code, no building numbers, inscribed.

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SUBJECT: Key Control Standing Operating Procedures (SOP)

(9) Will conduct a daily reconciliation of keys to insure all keys are accounted for and secured.

(10) Notify the UKLC or Chief , FSBI of any unaccounted for keys after the daily reconciliation.

(11) Notify the UKLC of any personnel changes that affect the access rosters identified in 3b(8).

(12) Appoint on additional duty orders the alternate key custodian for that team.

#### 4. Required forms/records and storage

a. The UKLC will issue all keys using DA Form 3161, Hand Receipt, in two copies. The UKLC will maintain the original and custodians will maintain the second copy with their records.

b. DA Form 5513-R, annotated "For Inventory Only," will be used as an overall management tool for control of locks and keys. Each Key Custodian will record all keys/locks issued to him on this form or attach this form to the key inventory sheet provided by the UKLC. This form will serve as the record to be used for key control and inventory. This form should have serial number, location of lock, and number of keys maintained. If any changes occur, the entry may be lined out and new entry made in the same block of the form. This form will be used for semi-annual inventories and be maintained in the key depository. Upon completion will be maintained in the appropriate file according to the MARKS system.

c. DA Form 5513-R, annotated "Issue Only," will be used to record the serial numbers of all keys issued by the Key Custodian. This form will be used as a receipt to issue keys on a temporary basis (less than 30 days). It will also be used for the transfer of custody of the keys between the Key Custodians and alternates. This does not include barracks room keys. This form will be maintained in the appropriate file by the Army MARKS system.

d. DA Form 5513-R, annotated "Master Key," will be used to record the master keys for each building. This form will be used to record issue of all master keys for that team. This form will be maintained in the appropriate file by the Army MARKS system.

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SUBJECT: Key Control Standing Operating Procedures (SOP)

e. DA Form 3161 will be used to issue keys that will be out of the depository for longer than 30 days. This includes barracks room keys.

f. The Key Custodian will prepare an access roster to identify individuals who have unaccompanied access to the key depository.

g. The access roster will be in memorandum format, signed by the Key Custodian, and will have full name and rank/grade of individuals allowed key access. The roster will be posted on the key depository.

h. Keys will be secured in an approved key depository made of at least 26 gauge steel, equipped with a tumbler –type locking device and permanently affixed to a wall.

i. Each person on the unaccompanied access for that particular key depository will have a key issued to them for that depository.

j. Temporary access to keys may be granted by the respective Area Manager or UKLC for team members assisting other teams as long as that team member is on their teams unaccompanied access roster.

k. Master keys will be stored separately from all other keys.

l. SAFLOK blank keys will be stored and treated as any other key

## 5. Inventories.

a. There will be a semi-annual inventory of keys. The Key Custodian will conduct the inventory in conjunction with the UKLC.

b. All inventories will be recorded on the DA Form 5513-R annotated “Inventory only” with attached key inventory sheet provided by the UKLC and signed certifying that the signing individual actually conducted a 100 percent inventory and all keys were accounted for. Discrepancies will be forwarded to the UKLC on a memorandum for record.

c. The issuing Key Custodian, periodically on a “show basis,” will inventory all keys issued for personal retention (minimum every 6 months).

## 6. Reproduction.

a. US Government keys are not authorized to be reproduced commercially.

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SUBJECT: Key Control Standing Operating Procedures (SOP)

b. Damaged hard keys that do not have the inscribed portion will be given to the Barracks Manager who will then submit the request thru the FSBI administrative assistant for a replacement. If a damaged key has the inscribed portion then the Soldier will go to the lock shop for replacement.

c. SAFLOK room keys will be replaced by the barracks management team. Only new keys will be issued if the key was lost. Duplicate keys will only be issued for damaged keys, expired keys, or non working keys that are turned in. If the Soldier cannot produce the damaged key, etc. then a new key will be issued. Soldiers will not be charged for damaged SAFLOK keys if they produce the damaged key.

d. SAFLOK master keys can only be made and issued by the UKLC, alternate UKLC, and the After Hours Service manager.

e. When a new SAFLOK barracks room key is made that key must be inserted in the door lock to activate the new key and deactivate the old key.

f. When a new SAFLOK master key is made the master key must be inserted in every barracks room lock within that building to activate the new master key and deactivate the old master key.

g. A missing key will be reported by the Key Custodian/Barracks Manager to the UKLC. The paperwork will be submitted to replace the missing key immediately. The UKLC will investigate the loss and determine if the individual was negligent and what actions to take (cash collection, statement of charges, report of survey, etc.).

h. If an individual office key or master key to the barracks management offices or the administrative office is lost, the UKLC will informally investigate the loss and advise the Chief, FSBI, whether the lock has been compromised and needs to be replaced, or if only an additional key is required.

i. All SAFLOK keys and any hard keys that do not have a stamped Real property serial number will be assigned a serial number.

k. All SAFLOK blank keys will be entered on the SAFLOK tracking log. The log will be provided by the UKLC and is subject to inspection during the quarterly inspections. i

## 7. Master Keys

a. A 5513-R "Issue Only" will be used to sign out all master keys.

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SUBJECT: Key Control Standing Operating Procedures (SOP)

b. Master Key access is limited to FSBI employees that have completed a local files check and have no derogatory information.

c. Master key access to units for the purpose of Health and Welfare inspections will be provided by FSBI.

d. All SAFLOK keys must have an USER ID entered in the appropriate field prior to reproduction of that key.

e. After Hours Service will only make duplicate, not new, SAFLOK master keys. Key will be turned into the UKLC after the tour of duty is completed.

## 9. Escorts

a. The FSBI maintenance team can sign for individual room keys or the building master key from the barracks manager.

b. DPW maintenance teams will be escorted. The exception is the maintenance personnel who have assigned duties to work on the WTU. DPW maintenance is required to provide a by name list and updates to the FSBI UKLC signed by the Chief, DPW Maintenance.

c. If an escort from the barracks management team is not available to escort the TSI PM team the PM team will need to coordinate with the UKLC or alternate UKLC to obtain one master key for the building or buildings that the PM team needs access to.

d. There will be a FSBI representative present for all unit Health and Welfare inspections. After Hours Services (AHS) will provide the person if after normal work hours.

e. If a unit needs to ascertain the accountability of a Soldier the individual requesting to access the Soldier's room must provide valid identification in the form of a CAC card. The individual will then be escorted to the room by FSBI.

## 10. SF 701, End of Day Checks

a. The SF 701 will be posted on the inside wall by the entrance door in a document protector. This applies to all teams.

IMSW-HOD-PHW

SUBJECT: Key Control Standing Operating Procedures (SOP)

b. Checks one through five are non-applicable. Checks 6-10 will be completed by the last individual to leave the office and appropriately annotated on the SF 701.

#### 11. After Hours Box

a. Each Team will establish an After Hours box that will contain the key and paperwork for rooms that the AHS can assign.

#### 12. Relock/Rekey Procedures

a. All relock/rekey request will be sent to the FSBI administrative assistant.

b. The request will be on the memorandum provided by the administrative assistant.

c. The request will contain the MFR and a copy of the method of payment.

d. Real Property will contact the POC on the memorandum when the keys are ready for pickup.

e. There is a 10 day suspense for the person submitting the request after the pick up of keys from Real Property to contact the lockshop, 288-3846, to schedule an appointment for installation.

f. The UIKLC and FSBI administrative assistant are responsible for the tracking of the relock/rekey request.

g. When issuing a SAFLOK key replacing a SAFLOK key reported lost a new key will be issued versus a duplicate for security reasons. This could require the barracks manager to be authorized temporary administrative rights to complete this action. Call the respective Area Manger if this situation occurs to obtain temporary administrative rights.

Hermalinda Sandifer  
Chief, First Sergeants Barracks Initiative

MEMORANDUM FOR PERSONNEL CONCERNED

SUBJECT: Mold Control and Prevention Standing Operating Procedures (SOP)

1. Reference Army Regulation 420-1 Army Facility Management, FH Regulation 420-9 Energy Conservation

2. Purpose. To establish responsibilities and procedures for First Sergeant Barracks Initiative, FSBI, mold control and prevention program

3. Responsibilities.

a. Chief, FSBI

(1) Is ultimately responsible for mold control and prevention for the FSBI program.

(2) Will appoint on orders, using memorandum format, a Mold Control Officer and alternate to act on his/her behalf on all mold control and prevention matters.

b. Mold Control Officer (MCO).

(1) Will establish and monitor the mold control and prevention program for the FSBI program. This includes all buildings and facilities.

(2) Will insure all buildings are inspected for mold in accordance with this SOP.

(3) Will insure all buildings/rooms identified as having a mold problem are referred to the FSBI maintenance team for evaluation.

(4) Will insure there is a tracking mechanism for those rooms listed as down for mold.

(5) Will be the liaison between the barracks management teams and units on mold related issues.

(6) Will insure all mold related issues are documented, control measures in place, and the Chief, FSBI notified.

(7) Will be the liaison between FSBI, the COR, Engineer Division representative and Preventive Medicine for rooms under contract for mold remediation.

IMWE-HOD-PWH

SUBJECT: Mold Control and Prevention Standing Operating Procedures (SOP)

(8) Will report monthly the status of mold inspections and provide a summary of mold problems beyond the scope of the FSBI maintenance team to the Chief, Barracks Management Branch and the Housing Program Manager.

c. FSBI Barracks Teams.

(1) Will walk all rooms, unoccupied or occupied, to inspect for mold in accordance with the specified timelines contained within this SOP.

(2) Will notify units when a room is identified as having mold and what actions will be taken.

(3) Will clean mold that has been identified that is within the scope of the FSBI per the mold evaluation sheet.

(4) Will coordinate with FSBI maintenance for evaluation of identified mold if beyond the scope of the FSBI team.

(5) Will insure that Soldiers are moved out of rooms identified for mold remediation by DPW maintenance or contractor.

(6) Will insure that all mold literature, Annex C, is included in barracks room assignment packets.

(7) Will move Soldiers from a mold identified room if requested by the Soldier or unit. Reference paragraph 5.

(8) Will conduct pre and post FMO inventories of rooms that were signed over to DPW maintenance or mold remediation contractors.

(9) Will insure rooms accepted back from DPW maintenance or contractor are RACKET ready.

(10) Will brief incoming leadership on mold issues and mold prevention.

(11) Will brief Soldiers, barracks residents, on the mold issues and mold prevention.

IMWE-HOD-PWH

SUBJECT: Mold Control and Prevention Standing Operating Procedures (SOP)

4. Maintenance

a. FSBI Maintenance

(1) Only FSBI maintenance will submit work/service orders for mold cleaning.

(2) All mold rooms that cannot be cleaned by the FSBI barracks management team will be sent to the FSBI maintenance lead.

(3) All mold rooms above the level of FSBI remediation will be reported by the area manager to the Mold Control Officer. The report will contain the following information: date S/O submitted, date IJO submitted, last inspection date of room by the barracks management team. Mold Control Officer will submit the report to the Chief, Barracks management and the Housing Program Manager.

b. FSBI Barracks Management Teams

(1) The following buildings are considered highly susceptible to mold and will be walked every thirty (30) days:

(a) Area 1: 12003, 12004, 12008, 12009, 10001 thru 10018, 9418 thru 9421, 87007, 87015, 87021

(b) Area 2: 37003, 37004, 37006, 37008, 37009, 41008, 41009, 29008, 29009, 29010, 29019, 29020, 29021, 29022

(c) Area 3: 39004, 39005, 39006, 39007, 39012, 39013(DPW), 39017, 39031, 39032, 39034, 39035, 39036, 39037, 39038, 39040, 39051, 39053, 91210, 91220

(2) All other buildings will be walked every sixty (60) days.

(3) Inspections will be noted on the BUR.

(4) Scope of cleaning and who cleans will be in accordance with Annex A, Mold Evaluation Explanations and Annex B, FSBI Maintenance Mold Guidance. Exceptions noted below in (5) and (6).

IMWE-HOD-PWH

SUBJECT: Mold Control and Prevention Standing Operating Procedures (SOP)

(5) Determine if this is a repeat cleaning, attempted to clean mold two (2) times. If this is the case refer to FSBI maintenance. Report these rooms as reoccurring to FSBI maintenance.

(6) Do not clean shower or bathroom ceramic walls.

(7) Do not remove vents and clean behind the vent. This will be accomplished by the FSBI maintenance team.

## 5. Moving the Soldier

(1) Keep the leadership informed.

(2) Seek leadership assistance on moving reluctant Soldiers.

(3) Allow the leadership to assess the condition if they want to.

(4) Allow the leadership to involve other parties, e.g. preventive medicine.

(5) Notify Area Manger and the Mold Control Officer of any moves, before initiating mold-related moves.

(6) If needed provide information to Soldiers on procedures to file a claim.

## 6. Claims

(1) The soldier will need to contact the Claims office, SJA, for instructions.

(2) Area Managers will provide a memorandum if required confirming that mold did exist in the room.

## 7. Safety

(1) FSBI maintenance will maintain the personnel protective equipment (PPE) needed for the barracks management teams to clean mold within the scope of the team.

(2) PPE consists of a N-95 rated mask, protective gloves, and chemical goggles.

(3) Each team will have a step ladder for the cleaning of ceilings.

(4) PPE will be worn by any member of the FSBI team conducting mold cleaning.

IMWE-HOD-PWH

SUBJECT: Mold Control and Prevention Standing Operating Procedures (SOP)

(5) A respiratory program will be in place for training on mask and procedures.

(6) All applicable MSDS's will be kept on file by the Mold Control Officer and displayed in all barracks management offices.

## 8. Mold Remediation Rooms

### a. FSBI Barracks Management Teams

(1) Barracks management teams will conduct a pre and post inventory of all FMO items in the room in conjunction with the COR and contractor

(2) Barracks management teams will conduct a pre and post inspection for cleanliness of the room with the COR and contractor.

(3) Barracks management teams will, upon receipt of the furniture memorandum, prepare the request for furniture and submit to FMO.

#### (4) Cleaning standards

(a) The contractor shall perform a final clean, to FSBI standards, on the remediated rooms to including removing all debris from the room, cleaning all surfaces, and mopping of the floors.

(b) The contractor shall ensure that no chemical residue used in the mold remediation process is left behind after the repairs have been completed in the room.

(5) The COR will receive the FMO memorandum from the contractor and forward to FMO. The barracks management team will not receive this memorandum from the contractor.

IMWE-HOD-PWH

SUBJECT: Mold Control and Prevention Standing Operating Procedures (SOP

b. FMO

(1) FMO will receive the furniture memorandum from the COR and forward to the barracks manager for action.

(2) Will provide the DA form 3161 to FSBI FMO.

c. Damages

(1) Contractor caused damages to the room will be reported to the FSBI Mold Control Officer for action.

Original signed//  
Hermelinda Sandifer  
Chief, Barracks Management Branch

Annex A

## **MOLD EVALUATION LEVEL EXPLANATIONS**

- 1. Level one: mold is evident in isolated patches, of less than 10 square feet, that can be wiped off. Mold will not have penetrated the drywall. These patches can be remediated at the FSBI barracks management level using household cleaners.**
- 2. Level two: mold is evident in concentrated patches and is found in more than one area. Area is greater than 10 square feet, but less than 25 square feet. Mold can be wiped off or requires minor scrubbing of the surface, excluding penetrated drywall areas. This level will be remediated at the FSBI barracks management level.**
- 3. Level three: mold has penetrated the drywall and other surfaces. Area is greater than 25 square feet; approximately 33% of the room is affected. This level will be remediated by either the FSBI maintenance team or DPW/contractor.**
- 4. Level four: mold has penetrated the drywall and other surfaces. Area is greater the 33%, but less the 75% of the room. This level will be remediated by the DPW/contractor.**
- 5. Level five: mold is catastrophic. Area is greater the 75%. This level will be remediated by DPW/contractor.**

## Annex B

### **FSBI TEAM MOLD GUIDANCE**

**What FSBI personnel should do in unoccupied rooms to help minimize mold growth?**

- **Make sure the air conditioning unit is set to 80 degrees when rooms are unoccupied.**
- **Report all plumbing leaks and moisture problems immediately.**
- **Check all vacant rooms for potential mold problems per SOP.**
- **Take notice of musty odors because they indicate the presence of mold. Look for visible signs of mold and stop the moisture source.**
- **Watch for condensation and wet spots and eliminate sources of moisture.**
- **Prevent moisture resulting from condensation by increasing surface temperatures or reducing moisture levels in the air. To increase the surface temperature, insulate or increase the circulation of heated air. To reduce moisture levels in the air, repair leaks, increase ventilation (if outside air is cold and dry), or dehumidify.**
- **Perform building and HVAC inspections and maintenance. Report the condensate drain if the air conditioning system's drip pan overflows with water.**
- **Run the air conditioner and/or a dehumidifier during the humid months of the year. Controlling indoor air moisture to below 60 percent relative humidity will limit the probability of supporting mold growth.**
- **Keep the relative humidity as low as is comfortable. A sign of excessive humidity is condensation on the inside of windows. If condensation is present for a prolonged periods take steps to reduce the moisture source and/or increase ventilation. Is your bathroom exhaust fan working?**
- **Clean and dry any wet or damp areas within 48 hours.**
- **Report water leaks in the building as soon as possible.**

## Annex C

### **What Barracks Residents should do to help keep mold in check.**

- **Report all plumbing leaks and moisture problems immediately to Barracks Management office.**
- **If condensation is present on windows for a prolonged period take steps to reduce the moisture source and/or increase ventilation. Is your bathroom exhaust fan working? Place a work order with your FSBI barracks manager if not working.**
- **Place a work order immediately if the A/C's drip pan overflows. The drip pan is located in the large register that is located, in most cases, directly above the refrigerator.**
- **Wipe off excess moisture in areas that you can safely reach, such as A/C vents, walls in bathrooms, furniture. Use a rag to wipe down those areas and wash hands afterwards.**
- **Insure wet clothes and other wet items are promptly cleaned and dried.**
- **Keep your windows closed and the A/C thermostat set between 75 and 80 degrees.**
- **When in doubt refer questions to a FSBI barracks manager or call 1-254-535-3200.**

<b>Report</b>	<b>Frequency</b>	<b>Format</b>	<b>ToWhom</b>	<b>Hrs/Week</b>	<b>Description</b>
<b>Time Sheet</b>	Weekly	Paper	AmerTech	0.25	Tracks all actual hours worked for a specific time/pay period for contract employees
<b>Barracks Utilization Report</b>	Daily	Electronic	CBM Br Ch	7.50	By-name roster of everybody living in the barracks
<b>HOMES Input</b>	Daily	Electronic	-	13.00	Data entry into HOMES for assignment/terminations
<b>End of Week (EOW)</b>	Weekly	Word/Email	CBM Br Ch	0.10	Weekly statistic report that contains the # of lockouts, # of assignments, # of terminations, # of work orders, etc.
<b>Central Clearance</b>	Daily	Electronic	-	2.00	Liability "Check List" prior to Soldiers leaving
<b>Maintenance Report</b>	Weekly	Excel/Email	-	0.10	Listing of all pending Service Orders
<b>IFS Dump</b>	Weekly	Excel/Email	From CBM Br Ch	0.10	IFS Extract to help CBM Teams manage Service Orders

PROCEDURES FOR PERFORMING  
MAINTENANCE IN BARRACKS  
Nov 2007

1. **PURPOSE.** To establish procedures for delineating the responsibility for performing maintenance tasks in barracks buildings between Housing Division, First Sergeant's Barracks Initiative (FSBI) and Maintenance Division (MNT).

2. **OBJECTIVE.** To ensure our customers receive the best services available by directing service orders to the appropriate organization.

3. **REFERENCES.**

a. Meeting, FSBI Maintenance Enhancements, 23 Oct 07.

b. Meeting, Barracks Maintenance Delineations, 24 Oct 07.

4. **APPLICABILITY.** These procedures apply to the Service Order work in barracks buildings only. This applies to the maintenance staff of the FSBI and MNT as well as the Service Order Reception team of Maintenance Division.

5. **RESPONSIBILITY.**

5.1 **Service Order Reception.**

Service Orders may be submitted by the occupant, MNT, or by FSBI to request work in barracks buildings. Service Order requests include work that would have previously been classified as "Self Help" work.

The delineation of responsibility is primarily "location based" instead of "task based". For example FSBI will be responsible for almost everything inside the soldier's room, whereas MNT will be responsible for everything outside the room.

Service Order Reception will route the request to either FSBI or MNT by use of the following guidelines:

These items will be directed to Area Shops:

- All HVAC calls to include thermostats.
- All common areas within barracks buildings.
- Internal plumbing (concealed behind walls, floors, etc). This includes ceiling leaks.
- Equipment rooms.

All other items not covered in the above list will be routed to FSBI.

5.2 Maintenance Personnel.

Both FSBI and MNT personnel will attempt to accomplish all assigned work in order to minimize the transfer of miss-routed Service Orders between organizations. If a transfer of a Service Order between organizations is required, it will be done as soon as practical to avoid incurring a delay in the Service Order response times.

Service Orders will be processed via the Work Management System by use of daily input of the employee's Labor and Equipment Utilization (L&E) worksheets.

(original signed, 5 Dec 07)  
ROBERT ERWIN  
C, Housing Division

\_\_\_\_\_  
TIMI DUTCHUK  
C, Maintenance Division

DISTRIBUTION:  
DPW-HSG, DPW-MNT

**Weekly update**  
**7 Jan - 13 Jan 07**

**Leadership**

- Briefings for 504MI is scheduled for 16 Jan 07
- Processed BUR input from every unit (except 650ASG and Phantom Cmd) through new automated Barracks Utilization Report (BUR)
- This week's automated BUR system now has 14,740 (out of 15,621) spaces
- Progress made on getting replacement furnishings (mostly refrigerators and microwaves)
- Planning for barracks space for 3 SBCT/1ID in 29000 block and 34006
- Working issue with Soldiers arriving late wanting room assignments

**Facilities**

- Mold remediation contractor returning to 12000 block to finish cleaning
- Considering a mod to complete remaining few mold rooms in 12000 block
- Took over building 39051 (a "team" barracks space)
- Transferring buildings from the BIP project in the 39000 block is delayed due to lack of plastic card keys

**Contracts**

- New contract mod pending for readjusting OT dollars
- Looking at proposals for extending normal duty day for late arrivals and to help relieve night crew

**Staffing**

- AmerTech has taken over 100 new contract employees (not related to CBM)
- Additional on-site representative has been hired by AmerTech to take the load, reports to work next week?
- Still having difficulties with security clearance procedure for AmerTech employees

**Weekly Statistics**

- Lock outs: 106
- Assignments: 293
- Terminations: 152
- Maintenance Escorts: 139
- After Hours Lock outs: 126
- Total building under CBM: 139 (out of 182 = 73%)
- Total spaces under CBM: 11,401 (out of 15,621 = 76%)

## **Appendix 8.6 - Blank forms**

Application for Barracks  
Barracks Room Clearing Standards  
Customer Survey Forms  
Furniture Request  
Liability For Damage  
Memorandum-Lost Card Key  
Move-In Inspection Sheet  
New Soldier Brief  
Real Property; Key Request  
Room Clearance Sheet



## MANUAL APPLICATION FOR BARRACKS ASSIGNMENT

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DATE OF ASSIGNMENT: \_\_\_\_\_ SSN\*: \_\_\_\_\_

NAME: \_\_\_\_\_ RANK: \_\_\_\_\_  
(LAST) (FIRST) (MI)

DOB: \_\_\_\_\_ GENDER: M \_\_\_ F \_\_\_ RECEIVING BAH: Y \_\_\_ N \_\_\_

DUTY PHONE: \_\_\_\_\_ HOME/CELL PHONE: \_\_\_\_\_

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UNIT: \_\_\_\_\_

CMDR: \_\_\_\_\_ PHONE: \_\_\_\_\_

1SG: \_\_\_\_\_ PHONE: \_\_\_\_\_

PLT SGT: \_\_\_\_\_ PHONE: \_\_\_\_\_

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BUILDING ASSIGNED: \_\_\_\_\_ WING/ROOM: \_\_\_\_\_

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\_\_\_\_\_  
SERVICE MEMBER SIGNATURE

\_\_\_\_\_  
DATE



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## LIABILITY FOR DAMAGE TO ASSIGNED HOUSING

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1. Public law makes military residents of Government housing units legally responsible for damage to the units, or for damage or loss of Government-owned appliances and furniture. Damages include lack of cleaning or failure to clean when resident clears/moves out of assigned room. This notice explains the rules, which apply to unaccompanied personnel housing. Please read carefully and keep a copy for your records.
  - a. You could be held pecuniarily liable when your Government housing, appliances, or furnishings are lost, damaged, or destroyed as a result of your negligence or abuse. You are negligent if you act carelessly, or your guests act carelessly and you do not take proper steps to prevent or minimize such conduct. Abuse means either willful misconduct or the deliberate unauthorized use of housing that is, conducting an unauthorized business in the housing unit.
  - b. The Army has limited your liability to an amount equal to one month's basic pay, unless the damage or loss is caused by your gross neglect or willful misconduct; in such a case, you are liable for the full amount of the damage or loss, which could amount to thousands of dollars. You are grossly negligent if you act in a reckless or willful manner, or if you are aware that your guests are likely to act recklessly and you do not take proper steps to prevent or minimize such conduct. In other words, if you know that damage is likely to result from the willful misconduct or reckless behavior of guests, and despite such knowledge, you fail to exercise available opportunities to prevent or limit the damage; you are grossly negligent and will be charged for the full amount of the loss.
  - c. You are not liable for damage due to fair wear and tear, or caused by an act of God or by the acts of persons other than your guests.
  - d. Special rules for housing-related reports of survey permit commanders to waive claims damage or loss when such is found to be in the best interests of the United States. This waiver authority is similar to forgiveness of the debt. If you request a waiver and fail to get it, you can appeal the matter through report of survey channels. If unsuccessful, you can seek redress through the Army Board for Correction of Military Records.
2. The purpose of the housing liability law is to allow us set limits for your liability and to waive claims in appropriate circumstances. The potentially great liability created by the law makes the question of insurance very important. However, only you can decide whether your potential risks warrant the purchase of insurance. The Army does not require it, but you may want insurance for your own protection and peace of mind.
3. The parties assigned to each living area are **BOTH** responsible for damages or destruction to the appliances and government-owned furniture located in the common areas. Both individuals will take a **50/50** monetary responsibility to replace or repair the property. During single occupancy in 2+1 or 2+2 configured rooms, occupant will be responsible for **complete** room inventory.

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**I have read and understand the policy contained herein.**

---

SERVICE MEMBER NAME

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BLDG/WING/RM

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SERVICE MEMBER SIGNATURE

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DATE



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## BARRACKS ASSIGNMENT GUIDELINES

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- Inspect your assigned space upon arrival. Annotate any deficiencies on the Barracks Move-In Condition/, and return it to your Barracks Management Office within 3 working days.
- Approval from your 1SG **and** your Barracks Management Office must be received **before** changing rooms.
- If you are in a room by yourself (SPC and below), do not migrate into the adjoining space; always have the room ready to receive a roommate.
- Removal/swapping out of any furniture in the barracks rooms/buildings is not authorized.
- Practice good housekeeping.
- Pets are not authorized.
- Smoking is not authorized inside the barracks rooms/buildings. Smoking materials must be disposed of properly.
- When cooking in rooms equipped with cooking appliances, items must not be left unattended.
- Lit candles or incense must not be left unattended.
- It is illegal to tamper with smoke detectors (remove, turn-off, etc).
- It is illegal to maliciously discharge fire extinguishers.
- Tampering with any fire prevention/safety equipment may result in punitive action. This includes exit lights and signs, emergency back up lighting and exit hardware.
- Parking in designated fire lanes or within 15' of a fire hydrant or fire department connection is not allowed. You could be ticketed by the Provost Marshall's Office for parking/driving your POV in non-designated parking/driving areas.
- For lock-outs, contact your Barracks Management Office or the After Hours Services during non-business hours.
- Work orders should be placed by contacting your Barracks Management Office. In the case of an emergency during non-business hours you may call the work order number listed below. Please notify your Barracks Management Office of any deficiencies ASAP.
- All Service Members must outprocess through their respective Barracks Management Office when clearing their assigned space. Please schedule an appointment with your Barracks Management Office at least 48 hours prior to your departure.
- Charges will be assessed for damages other than fair wear and tear and items unaccounted for.
- Charges will be assessed for a relock and rekey for keys that are lost or not returned upon clearing.
- Administrative inspections/repair calls may be made in your room during your absence, a note will be left stating the purpose of the visit.

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**YOUR BARRACKS MANAGEMENT OFFICE:** \_\_\_\_\_

**Office hours: Monday – Friday: 0730 – 1730**

**AFTER HOURS SERVICES: (254) 535-2395**

**Office hours: Monday – Friday: 1730 – 0730; Saturday and Sunday: 24hrs**

**WORK ORDERS: (254) 287-2113**

**Military Police**  
**(254) 287-4001**

**Fire Department**  
**(254) 287-3908**

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SERVICE MEMBER NAME

---

BLDG/WING/RM

---

SERVICE MEMBER SIGNATURE

---

DATE



## BARRACKS MOVE-IN CONDITION/INSPECTION CHECKLIST

NAME: \_\_\_\_\_ BLDG: \_\_\_\_\_ WING/RM: \_\_\_\_\_

	ITEM INSPECTED	DEFICIENCIES AND/OR COMMENTS
<b>B E D R O O M</b>	DOOR	
	FLOOR/TRIM	
	WALLS/CEILING/VENTS	
	WINDOW/SCREEN/SILL	
	BLINDS/DRAPERIES	
	LIGHT FIXTURE/CEILING FAN	
	SWITCHPLATE/OUTLET COVERS	
	BED/BUNK	
	MATTRESS	
	NIGHTSTAND	
	CHEST	
	ARMOIRE/WARDROBE	
<b>B A T H R O O M</b>	DOOR	
	FLOOR/TRIM	
	WALLS/CEILING/VENTS	
	LIGHT FIXTURE	
	SWITCHPLATE/OUTLET COVERS	
	MIRROR	
	CABINETS	
	SINK/COUNTERTOP	
	SOAP DISH/TOWEL RACK	
	SHOWER/TUB	
	TOILET/TOILET PAPER HOLDER	
	<b>K I T C H E N</b>	DOOR
FLOOR/TRIM		
WALLS/CEILING/VENTS		
LIGHT FIXTURE/CEILING FAN		
SWITCHPLATE/OUTLET COVERS		
CABINETS/DRAWERS		
SINK/COUNTERTOP		
COOK TOP		
MICROWAVE		
REFRIGERATOR		
WASHER		
DRYER		
	SMOKE DETECTOR	
	THERMOSTAT	
	<b>OTHER/NOTES:</b>	

\*Please ensure you annotate any deficiencies within your assigned barracks space and return this form to the office within 3 working days\*

\_\_\_\_\_  
SERVICE MEMBER SIGNATURE

\_\_\_\_\_  
DATE

\_\_\_\_\_  
BARRACKS MANAGEMENT SIGNATURE

\_\_\_\_\_  
DATE

## **What Barracks Residents should do to help keep mold in check.**

- **Report all plumbing leaks and moisture problems immediately to Barracks Management office.**
- **If condensation is present on windows for a prolonged periods take steps to reduce the moisture source and/or increase ventilation. Is your bathroom exhaust fan working? Place a work order with your FSBI barracks manager if not working.**
- **Place a work order immediately if the A/C's drip pan overflows. The drip pan is located in the large register that is located, in most cases, directly above the refrigerator.**
- **Wipe off excess moisture in areas that you can safely reach, such as A/C vents, walls in bathrooms, furniture. Use a rag to wipe down those areas and wash hands afterwards.**
- **Insure wet clothes and other wet items are promptly cleaned and dried.**
- **Keep your windows closed and the A/C thermostat set at 72 degrees**
- **When in doubt refer questions to a FSBI barracks manager or call 1-254-535-3200.**

# **FSBI TEAM MOLD GUIDANCE**

## **What FSBI personnel should do in unoccupied rooms to help minimize mold growth?**

- Make sure the air conditioning unit is off when rooms are unoccupied.
- Report all plumbing leaks and moisture problems immediately.
- Check all vacant rooms for potential mold problems per SOP.
- Take notice of musty odors because they indicate the presence of mold. Look for visible signs of mold and stop the moisture source.
- Watch for condensation and wet spots and eliminate sources of moisture.
- Prevent moisture resulting from condensation by increasing surface temperatures or reducing moisture levels in the air. To increase the surface temperature, insulate or increase the circulation of heated air. To reduce moisture levels in the air, repair leaks, increase ventilation (if outside air is cold and dry), or dehumidify.
- Perform building and HVAC inspections and maintenance. Report the condensate drain if the air conditioning system's drip pan overflows with water.
- Run the air conditioner and/or a dehumidifier during the humid months of the year. Controlling indoor air moisture to below 50 percent relative humidity will limit the probability of supporting mold growth.
- Keep the relative humidity as low as is comfortable. A sign of excessive humidity is condensation on the inside of windows. If condensation is present for a prolonged periods take steps to reduce the moisture source and/or increase ventilation. Is your bathroom exhaust fan working?
- Clean and dry any wet or damp areas within 48 hours.
- Report water leaks in the building as soon as possible.

## **What Barracks Residents should do to help keep mold in check.**

- Report all plumbing leaks and moisture problems immediately to Barracks Management office.
- If condensation is present on windows for a prolonged periods take steps to reduce the moisture source and/or increase ventilation. Is your bathroom exhaust fan working? Place a work order with your FSBI barracks manager if not working.
- Place a work order immediately if the A/C's drip pan overflows. The drip pan is located in the large register that is located, in most cases, directly above the refrigerator.
- Wipe off excess moisture in areas that you can safely reach, such as A/C vents, walls in bathrooms, furniture. Use a rag to wipe down those areas and wash hands afterwards.
- Insure wet clothes and other wet items are promptly cleaned and dried.
- Keep your windows closed and the A/C thermostat set at 72 degrees
- When in doubt refer questions to a FSBI barracks manager or call 1-254-535-3200.

## **MOLD EVALUATION LEVEL EXPLANATIONS**

1. Level one: mold is evident in isolated patches, of less than 10 square feet, that can be wiped off. Mold will not have penetrated the drywall. These patches can be remediated at the FSBI barracks management level using household cleaners.
2. Level two: mold is evident in concentrated patches and is found in more than one area. Area is greater than 10 square feet, but less than 25 square feet. Mold can be wiped off or requires minor scrubbing of the surface, excluding penetrated drywall areas. This level will be remediated at the FSBI barracks management level.
3. Level three: mold has penetrated the drywall and other surfaces. Area is greater than 25 square feet; approximately 33% of the room is affected. This level will be remediated by either the FSBI maintenance team or DPW/contractor.
4. Level four: mold has penetrated the drywall and other surfaces. Area is greater the 33%, but less the 75% of the room. This level will be remediated by the DPW/contractor.
5. Level five: mold is catastrophic. Area is greater the 75%. This level will be remediated by DPW/contractor.



## BARRACKS CLEARANCE GUIDELINES

NAME: \_\_\_\_\_ BLDG: \_\_\_\_\_ WING/RM: \_\_\_\_\_

INSPECTION DATE: \_\_\_\_\_ TIME: \_\_\_\_\_ TEAM PHONE: \_\_\_\_\_

<b>Blinds/Draperies</b>	in place, clean, free of dirt and dust
<b>Cabinets/Drawers</b>	clean, free of dirt and dust, empty all contents, wipe down cabinet doors
<b>Closet</b>	empty all contents, wipe down shelves and racks
<b>Cook top/Vent</b>	clean, free of dirt and grease (including knobs and ventilation filter)
<b>Floors</b>	stain free, swept and mopped, including under and behind all furniture and appliances and in the closet
<b>Furniture</b>	clean, free of dirt and dust, empty all contents, remove items not original to room
<b>Light Fixtures/Fan</b>	free of dirt and dust (including covers), bulbs working
<b>Microwave</b>	clean inside, outside and underneath, leave plugged in
<b>Mirrors</b>	clean, streak free
<b>Refrigerator</b>	clean inside, outside and underneath, clean drain pan, trays, door bars and seals, empty all contents, leave plugged in
<b>Shower/Tub</b>	clean, wiped down, free of dirt, soap scum and mildew (including soap holders)
<b>Sink/Countertop</b>	clean, free of dirt, dust and stains, rinse out sink
<b>Toilet</b>	clean inside and outside (including lid, seat, hinges and base), free of waste and stains
<b>Wall/Door Vents</b>	clean, free of dirt and dust
<b>Walls/Ceilings</b>	clean, free of dirt, dust and stains, wipe down trim, outlet covers and light switches
<b>Washer/Dryer</b>	clean, empty, wipe down outside, clean lint trap, leave plugged in
<b>Windows</b>	clean, streak free, wipe down windowsills <b>DO NOT CLIMB OUT THE WINDOW TO CLEAN THE OUTSIDE</b>

- If you occupy a room by yourself, you are required to clean the entire room.
- If you have a roommate, his/her articles are permitted to remain in the cabinets, drawers and refrigerator. It is your responsibility, however to ensure that you and your roommate do a joint cleaning of the common areas.
- Ensure that all trash and personal effects are removed from your side of the room prior to inspection.
- Ensure all cabinet doors and drawers are open and furniture and appliances are pulled 6 – 8 inches away from the wall prior to inspection.
- Ensure all windows are locked and the thermostat is set to 72° prior to inspection.
- Damages reported on the initial inspection sheet will not be assessed to the occupant(s). All damages incurred and not reported to the Barracks Management Office while residing in a room are the responsibility of the occupant(s).
- Keys will be collected at the time of inspection. Any keys not returned will result in a relock and rekey charge.
- Failure to meet the above requirements will result in re-inspection and/or assessed charges and slow down your clearing process. In the event that you disagree with a failed inspection, the Team Manager, Inspector and 1SG or BN CSM will re-inspect the room with you.
- Any charges assessed will require payment by cashier's check or money order or a DD 139 (Pay Adjustment Authorization) stamped by Finance before you will be cleared by your Barracks Management Office.
- No shows will be required to provide a memorandum from their 1SG prior to rescheduling an appointment. A second no show will require a memorandum from the BN CSM prior to rescheduling.
- Although we will try our best to arrive at the scheduled time, there will be times when other Service Members come into our office and require immediate assistance. We ask that you allow us a 15 minute grace period. We will call you at the number provided below if we anticipate being more than 15 minutes late.

SERVICE MEMBER SIGNATURE \_\_\_\_\_

PHONE NUMBER \_\_\_\_\_

DATE \_\_\_\_\_



## BARRACKS CLEARANCE INSPECTION AND CHARGE SHEET

NAME: \_\_\_\_\_ SSN\*: \_\_\_\_\_

BLDG: \_\_\_\_\_ WING/RM: \_\_\_\_\_ DATE OF CHARGES: \_\_\_\_\_

	ITEM INSPECTED	P	F	DEFICIENCIES/COMMENTS	CHARGE
<b>B E D R O O M</b>	DOOR				
	FLOOR/TRIM				
	WALLS/CEILING/VENTS				
	WINDOW/SCREEN/SILL				
	BLINDS/DRAPERIES				
	LIGHT FIXTURE/CEILING FAN				
	BED/BUNK				
	MATTRESS				
	NIGHTSTAND				
	CHEST				
	ARMOIRE/WARDROBE				
	DESK				
	CHAIR				
	LAMP				
<b>B A T H R O O M</b>	DOOR				
	FLOOR/TRIM				
	WALLS/CEILING/VENTS				
	LIGHT FIXTURE				
	SWITCHPLATE/OUTLET COVERS				
	MIRROR				
	CABINETS				
	SINK/COUNTERTOP				
	SOAP DISH/TOWEL RACK				
	SHOWER/TUB				
TOILET/TOILET PAPER HOLDER					
<b>SUBTOTAL</b>					

	ITEM INSPECTED	P	F	DEFICIENCIES/COMMENTS	CHARGE	
<b>K I T C H E N</b>	DOOR					
	FLOOR/TRIM					
	WALLS/CEILING/VENTS					
	LIGHT FIXTURE/CEILING FAN					
	SWITCHPLATE/OUTLET COVERS					
	CABINETS/DRAWERS					
	SINK/COUNTERTOP					
	COOK TOP					
	MICROWAVE					
	REFRIGERATOR					
	WASHER					
	DRYER					
	SMOKE DETECTOR					
	THERMOSTAT					
	<b>OVERALL CLEANLINESS</b>					
	<b>OTHER/NOTES:</b>					
	RELOCK AND REKEY					
	CARD KEY REPLACEMENT					
<b>SUBTOTAL</b>						
<b>TOTAL CHARGES</b>						

METHOD OF PAYMENT: MO \_\_\_ DD 139 \_\_\_ UNIT/FIN CO: \_\_\_\_\_

*I agree with the findings above. By signing below, I have turned the room over to the Barracks Management Office.*

\_\_\_\_\_  
SERVICE MEMBER SIGNATURE

\_\_\_\_\_  
DATE

\_\_\_\_\_  
BARRACKS MANAGEMENT SIGNATURE

\_\_\_\_\_  
DATE



DEPARTMENT OF THE ARMY  
US ARMY INSTALLATION MANAGEMENT COMMAND  
HEADQUARTERS, UNITED STATES ARMY GARRISON, FORT HOOD  
BUILDING 1001 ROOM W321  
FORT HOOD, TEXAS 76544-5000

REPLY TO  
ATTENTION OF

IMWE-HOD-PWH

MEMORANDUM FOR REQUEST

SUBJECT: Relock and Rekey /

1. Request the following room be relocked and rekeyed:  
**Building #**           , **Room #**           .

2. The Service Member:  lost the key.  
 abandoned the room.  
 is in confinement.  
 is AWOL.  
 \_\_\_\_\_.

The room needs to be relocked and rekeyed to prevent any unauthorized access.

3. The Service Member has been charged \$ **0.00** for the relock and rekey. Payment will be collected in full via  money order or  DD 139.

4. The point of contact for this memorandum is the Barracks Manager listed below.

Barracks Manager, Team



DEPARTMENT OF THE ARMY  
US ARMY INSTALLATION MANAGEMENT COMMAND  
HEADQUARTERS, UNITED STATES ARMY GARRISON, FORT HOOD  
BUILDING 1001 ROOM W321  
FORT HOOD, TEXAS 76544-5000

REPLY TO  
ATTENTION OF

IMWE-HOD-PWH

MEMORANDUM FOR RECORD

SUBJECT: Replace Card Key /

1. A replacement SAFLOK card key was programmed and issued for the following room: **Building #** , **Room #** .
2. The Service Member:  lost the card key.  
 destroyed the card key.  
 abandoned the room.  
 is AWOL or in confinement.  
 \_\_\_\_\_.  
The SAFLOK card key:  was damaged due to fair wear and tear.
3. The Service Member has been charged \$ 0.00 for the new card key. Payment will be collected in full via  money order or  DD 139. There is no charge for a card key replaced for damage due to fair wear and tear.
4. The point of contact for this memorandum is the Barracks Manager listed below.

Barracks Manager, Team

# Room Assignment

Date \_\_\_\_\_

CBM Team # \_\_\_\_\_

Building # \_\_\_\_\_

Room # \_\_\_\_\_

Your Name (optional) \_\_\_\_\_

Your Unit (optional) \_\_\_\_\_

Your Phone (optional) \_\_\_\_\_

We are interested in your opinions. Please record one response per item that corresponds to your answer.

SATISFIED			Neutral	DISSATISFIED			N / A
Very	Moderately	Slightly		Slightly	Moderately	Very	

How satisfied are you with:

1. Convenience of appointment time	<input type="radio"/>							
2. Information provided by inspector	<input type="radio"/>							
3. Courtesy of inspector	<input type="radio"/>							
4. Responsiveness of inspector	<input type="radio"/>							
5. Cleanliness of room	<input type="radio"/>							
6. Condition (maintenance level) of room	<input type="radio"/>							
7. Overall assignment process	<input type="radio"/>							
8. Overall Timeliness	<input type="radio"/>							

COMMENTS:

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# Room Clearance

Date \_\_\_\_\_

CBM Team # \_\_\_\_\_

Building # \_\_\_\_\_

Room # \_\_\_\_\_

Your Name (optional) \_\_\_\_\_

Your Unit (optional) \_\_\_\_\_

Your Phone (optional) \_\_\_\_\_

We are interested in your opinions. Please record one response per item that corresponds to your answer.

SATISFIED			Neutral	DISSATISFIED			N / A
Very	Moderately	Slightly		Slightly	Moderately	Very	

How satisfied are you with:

1. Convenience of clearing time/date	<input type="radio"/>							
2. Adequacy of pre-termination inspection	<input type="radio"/>							
3. Courtesy of inspector	<input type="radio"/>							
4. Reasonableness of inspector	<input type="radio"/>							
5. Inspector's ability to meet appointment time	<input type="radio"/>							
6. Fair damage assessment	<input type="radio"/>							
7. Overall Timeliness	<input type="radio"/>							

COMMENTS:

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## **Appendix 8.7 - Briefing Slides**

Commander Brief  
NCO Brief



## U.S. Army Garrison, Fort Hood

### First Sergeant's Barracks Initiative (FSBI)



***Our Mission*** - U.S. Army Garrison Fort Hood, a power projection platform, in support of the full spectrum of operations: provides responsible stewardship of resources; provides services and maintains infrastructure; enables training of joint/combined expeditionary forces; mobilizes/demobilizes RC forces; establishes a safe, secure environment; provides for the well-being of the DA Family; fosters relationships with surrounding communities; and sustains/supports Army transformation.

***Fort Hood – DoD's enduring "Great Place" -- the Army's Premier Installation;***

***Ready for any mission;***

***Leading change in the Army;***

***Committed to the well-being of our DA family.***



### First Sergeant's Barracks Initiative (FSBI)

#### Background



- First Sergeant's Barracks Initiative (FSBI) is the program that transfers the administrative responsibility of the day-to-day operations of the barracks from the assigned units to the garrison staff
- Is in line with the Army's philosophy of having "Soldiers doing Soldier things", and the "garrisons doing garrison things". It removed duties that distract from the combat mission
- FSBI operation is analogous to property management/apartment management. Typical tasks include:
  - Assignments/terminations of rooms
  - Key management
  - Property accountability
  - Utilization reporting
  - Access to rooms for maintenance
  - Perform "vacant quarters maintenance"



## First Sergeant's Barracks Initiative (FSBI)



### HQDA Policy



- The Secretary of the Army approved a Holistic Barracks Strategy
  - Barracks Management – First Sergeant's Barracks Initiative (FSBI)
  - Focused Sustainment funding
  - HQ/Installation "champions" for barracks
- New directive (IMCOM Netcall 2007-42) makes FSBI mandatory
- We are the pilot from which the Army policy has been based



## First Sergeant's Barracks Initiative (FSBI)



### FSBI Goals



- Improve the quality of life for single Soldiers
- Improve barracks utilization rate
- Reduce number of Soldiers needlessly collecting BAH
- Manage vacant barracks spaces during deployments
- Reduce maintenance response time
- Reduce damage to building and furnishings by holding individual Soldiers accountable
- Extend the life of furnishing/renovations
- Act as an extension (*not a replacement*) of the chain of command



## First Sergeant's Barracks Initiative (FSBI)



### What FSBI offers leaders

- On-site management staff during the duty day (typically walking distance)
- Night crew and On-call for 24x7 operation
- Access to rooms (FSBI maintaining key management responsibilities)
  - Health and welfare inspections
  - Maintenance workers
  - Soldier lockouts
- We provide leaders keys to a few rooms for their use for unforeseen circumstances
- Coordinate and track maintenance requests
- Assignment/Termination of rooms



## First Sergeant's Barracks Initiative (FSBI)



### Stationing Plans

- Sufficient space to accommodate 82% of the current barracks requirement.
- Remaining 18% single soldiers must live downtown and draw BAH
- Brigade-level "footprints" assigned so that everyone gets approximately 82% of their requirement
- Assign whole buildings to maintain unit integrity at the brigade-level (approximately 16000 spaces)



## First Sergeant's Barracks Initiative (FSBI)

### BAH / Geographical Bachelor (GB) Policy

- BAH is approved by the Garrison Commander (delegated to the Directorate of Public Works)
- Statements of Non-Availability are issued by DPW, Real Property Planning Division (will be FSBI in the future)
- E6s (and above) should live off post
- BAH approval based upon 95% occupancy by brigade footprint
- Blanket exceptions to GB policy for redeploying units for 14 days

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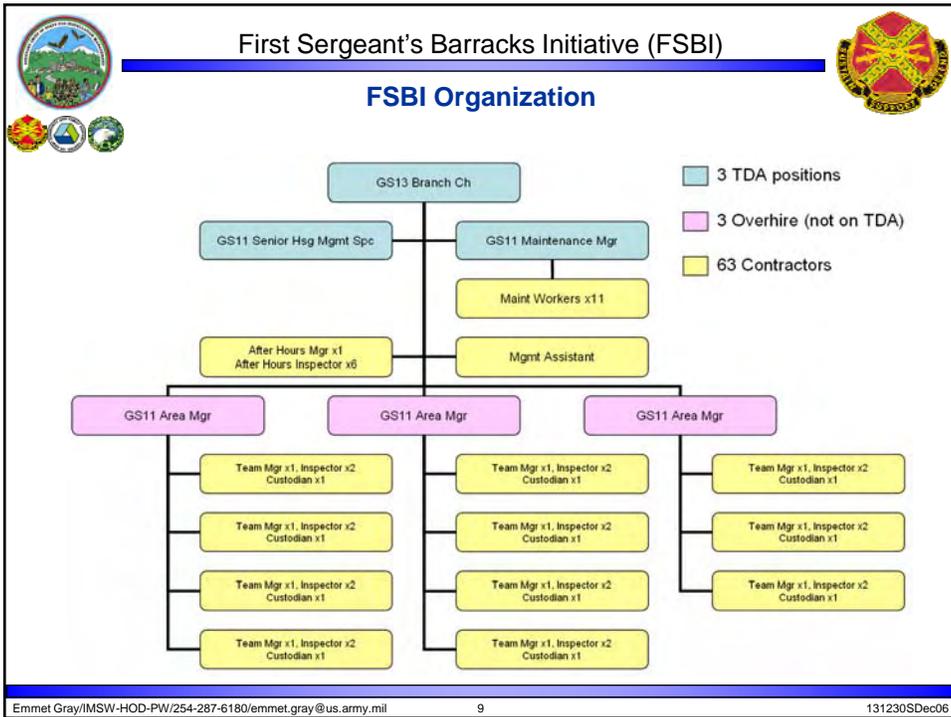


## First Sergeant's Barracks Initiative (FSBI)

### History of FSBI (CBM) at Fort Hood

- Oct 2004, ACSIM pilot program, Fort Hood stood up FSBI (CBM) in support of the 4<sup>th</sup> Infantry Division (4ID) deployment/redeployment
- 1 Civilian and 12 Contract employees managing 6548 spaces
- 24 Sep 2006, ACSIM provided \$2.6m to expand CBM to the rest of Fort Hood
- Awarded a Time and Materials contract through the Dept of Treasury's "FedSource" program
- In the process of expanding to the rest of Fort Hood barracks spaces

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- First Sergeant's Barracks Initiative (FSBI)**
- ### Current FSBI Status
- Civilian staff at 6 Currently working to get civilian authorizations for the 3 interns
  - Contract staff at **63**
    - Currently operating 11 teams
    - 24 x 7 operation (night crew and on call)
  - **94** barracks buildings under FSBI
    - 3 building are currently being renovated
    - Does not include “MedHold in processing” spaces
    - CBM also manages additional **88** modular buildings
  - Approximately **16000** spaces currently under CBM
- Emmet Gray/IMSW-HOD-PW/254-287-6180/emmet.gray@us.army.mil 10 131230SDec06



## First Sergeant's Barracks Initiative (FSBI)



Fort Hood FSBI motto:

# RACKET

Rooms Assigned Clean and Kept Every Time



# U.S. Army Garrison, Fort Hood



## First Sergeant's Barracks Initiative (FSBI)

***Our Mission*** - U.S. Army Garrison Fort Hood, a power projection platform, in support of the full spectrum of operations: provides responsible stewardship of resources; provides services and maintains infrastructure; enables training of joint/combined expeditionary forces; mobilizes/demobilizes RC forces; establishes a safe, secure environment; provides for the well-being of the DA Family; fosters relationships with surrounding communities; and sustains/supports Army transformation.

***Fort Hood – DoD’s enduring “Great Place” -- the Army’s Premier Installation;***

***Ready for any mission;***

***Leading change in the Army;***

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## First Sergeant's Barracks Initiative (FSBI)



## First Sergeant's Barracks Initiative (FSBI)



**R**ooms  
**A**ssigned  
**C**lean  
**K**ept  
**E**very  
**T**ime



Centralized Barracks Management

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## Agenda

- What is Barracks Management?
- Objective
- Process
- FSBI Team Duties
- In-processing Procedures
- Termination Procedures
- Central Clearance
- Deployment Procedures
- Re-Deployment Procedures

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First Sergeant's Barracks Initiative (FSBI)

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## What is Barracks Management?

- First Sergeant's Barracks (FSBI) is a focused Army structure designed to relieve commanders and leaders of the day to day requirement for manning and maintaining Unaccompanied Personnel Housing.
- FSBI will relieve Army leaders of the requirement to provide un-programmed manpower (Soldiers) so they can be better prepared to perform their primary mission.
- FSBI will provide continuity in the unaccompanied personnel housing arena, continuously provide day to day maintenance supervision, assist leaders in maintaining, as best as possible, unit integrity (at Brigade level or at Battalion level if able), and more importantly positively impact the quality of life of single Soldiers.
- FSBI is **not** a replacement for Army leadership in the barracks, but is more importantly an extension of the leadership responsibility to provide for safe, adequate, and healthy living spaces for the Army's warriors.

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## Objective

- Enhance Commanders and Soldiers ability to concentrate on primary missions by focusing Garrison resources on managing barracks.
- Manage and maintain the Army's barracks and provide safe, adequate, and healthy living spaces for the Army's warriors.
- Effective use of facilities and resources.



## Process

- Transfer management of barracks from unit to the Garrison
- Some Installations currently provide barracks assignment to UPH through a focused effort by either a civilian or military work force, but this practice is not standardized.
- Single Soldiers would in/out-process similar to married Soldiers



## First Sergeant's Barracks Initiative (FSBI)



### Duties of FSBI Teams

- Perform functions similar to family housing from one central location or multiple sites at larger installations.
- Assign and terminate rooms
- Identify, track and order requirements for maintenance (service orders, between occupancy maintenance.
- Coordinate moving and handling of furnishings with Furniture Management Officer.
- Validate occupancy rates/barracks utilization reports.
- The goal is to maintain unit integrity at Battalion level, and Brigade level as a fall-back plan.
- Increase accountability in collecting for damages beyond non-fair wear and tear.



## First Sergeant's Barracks Initiative (FSBI)



### In-Processing

- New soldiers report to FSBI Office
- Complete in-processing packet
- Receive small brief and key to room
- Inspect room and return inspection sheet



## Termination Procedures

- Each soldier who assigned a barracks room is responsible for clearing his/hers room.
- Soldiers' should schedule a clearing appointment 24hrs out with their appropriate FSBI Office.
- FSBI Office will issue out a Room Cleaning Standards Sheet to those soldiers requesting an appointment (lets the soldier be aware of what is required of them to clean).
- Once the soldiers appointment date/time arrives, a FSBI Inspector will escort the soldier to his/hers room and conduct an inspection (inspection covers: cleanliness, damages, and furniture accountability).
- Soldier and FSBI Inspector will return back to the appropriate FSBI Office.
- FSBI Inspector will Terminate the soldier out of the HOMES database and collect room key.
- Termination Order will be given to the out-going soldier as proof of room clearance.



## Central Clearance

- FSBI is responsible for identifying soldiers who will be departing the installation that reside in the barracks controlled by FSBI
- FSBI will pull reports daily and report back all soldiers who are required to clear a FSBI Office.
- If a soldier resides in a barracks controlled by FSBI, that soldier will not clear the installation without clearing their appropriate FSBI Office.



## Deployment Procedures

- 72-96 hours in advance of the manifest date the Battalion CSM or representative provides Barracks Management Team with a list of deploying barracks personnel (if able, the sooner the better).
- NLT 24 hours prior to manifest the barracks management team will work with the Battalion CSM a timeline for room inspections
- On the day of deployment the Battalion CSM or representative will ensure Soldier is present to clear room IAW scheduled timeline

**\*\* Note: Soldier must be present for inspection. Exceptions are made thru the Soldiers commander.**



## Deployment Procedures Cont.

- The Battalion CSM or representative is responsible for having deploying soldiers prepared for room out-processing and present at room IAW published timeline.
- Expected clearing time per Soldier is 5 min +/- (if the procedures are followed correctly, less time will occur for each soldier).
- The Barracks Inspectors will identify and annotate deficiencies on the clearing document. The Soldier will turn-in their key and will be given a "cleared document" for their room.
- Soldiers will **NOT** be held up for any deficiencies found in their rooms. Any deficiencies found in the rooms will be documented, signed by both Soldier & Barracks Management Team, and then passed on to the Units "Rear Detachment".
- A DD Form 139 (Pay Adjustment Authorization) will be prepared by the Barracks Management Team the next working day. A signed copy of the soldiers Room Clearance Sheet will be attached to the DD 139 and kept on file in the appropriate CBM Office. The Barracks Management Team will submit another copy of the DD 139 to Finance for collection.
- Deployment is a 24 hour operation; the Barracks Management Team will support ANY and ALL hours during this operation.
- AWOL/failure to clear. The unit Rear Detachment will be responsible for the inventory, banding, cable & phone disconnection, and removal of the Soldiers' personal property from the room. The Rear Detachment must coordinate with the Barracks Managers to inspect/inventory the room within 5 working days of the Soldiers' absence/deployment date. The Barracks Manager will prepare DD 139 for any charges/damages incurred and forward to Finance for collection.



## Re-Deployment Procedures

- The Brigades/Battalions Rear Detachment Leaders must coordinate with the FSBI Teams with a list of the soldiers re-deploying back from overseas.
- Upon the soldiers arrival to the FSBI Team the following will occur:
  - a. Soldiers will be given a short briefing.
  - b. The soldiers in each Battalion will be given the opportunity to decide who their roommate will be (ONLY the soldiers currently on-ground at the time).
  - c. The soldiers will be escorted up to their assigned room.
  - d. The soldiers will have documents on the beds, each document must be filled out properly- Application, Liability for Damages, & prewritten DA 2062.
  - e. Each soldier must take the filled out documents to the FSBI Representatives designated area (a dayroom in each building will be a designated area where the documents will be turned-in too).

At this time, paperwork will be collected and the soldiers will be issued out their assigned room key.

- The FSBI Teams will accommodate any and all flight times bringing soldiers back to Ft. Hood.

## Appendix 8.8 – Self Help Repair Items

The items that were previously considered “self help” are now the responsibility of the FSBI in-house maintenance staff.

### FSBI “self help”

- change outlet/switch covers
- wall repair (holes)
- repair/replace ceiling fans
- replace towel bar, toothbrush holder, soap dish, toilet paper holder
- repair vanity doors
- replace toilet seats
- minor tile work/re-caulking
- repair/replace faucets and showerheads
- replace thermostat
- repair/unstop toilet
- replace light bulbs/ballasts
- repair door knobs, door sweeps, thresholds, weather striping, door stops
- repair window locks
- replace blinds
- replace mirrors

### FSBI “other tasks”

- board up broken windows
- install/replace peep holes
- minor mildew remediation
- repair/replace outside exit lights
- replace outside fire extinguishers
- PM on “Saflok” card key locks

### Maintenance Div

- window replacement
- door replacement
- toilet/shower replacement
- repair/replace locks
- smoke/fire alarms
- plus the obvious things such as A/C, Heat, roof leaks, etc

## **Appendix 8.9 – Electric Carts**

gem-2007-my-vehicle-specs

Global Electric Motorcars, LLC  
2007 MY Specifications & Details





### GEM eS Specifications

Curb Weight .....	1,160 lbs
GVW .....	1,850 lbs
Payload Capacity .....	690 lbs
	(options + passengers + cargo)
Length .....	108"
Height .....	70"
Width.....	55"
Wheelbase .....	72"
Turning Circle.....	24 ft
Tires .....	12-inch
	Street-rated
Range .....	Up to 30 miles
Top Speed.....	25 mph

### GEM eS Standard Features

- Six 12-volt flooded electrolyte batteries
- 39" x 48" flat bed with a 330 lb cargo capacity



### GEM eL Specifications

Curb Weight .....	1,230 lbs
GVW .....	2,300 lbs
Payload Capacity .....	1,070 lbs
	(options + passengers + cargo)
Length .....	144"
Height .....	70"
Width.....	55"
Wheelbase .....	114"
Turning Circle.....	35 ft
Tires .....	12-inch
	Street-rated
Range .....	Up to 30 miles
Top Speed.....	25 mph

### GEM eL Standard Features

- Six 12-volt flooded electrolyte batteries
- 70" x 48" flat bed with a 700 lb cargo capacity



### GEM eL XD Specifications

Curb Weight .....	1,570 lbs
GVW .....	3,000 lbs
Payload Capacity .....	1,430 lbs
	(options + passengers + cargo)
Length .....	144"
Height .....	71"
Width.....	55"
Wheelbase .....	114"
Turning Circle.....	35 ft
Tires .....	13-inch
	Street-rated
Range .....	Up to 40 miles
Top Speed.....	25 mph

### GEM eL XD Standard Features

- Nine 8-volt maintenance-free gel batteries
- 70" x 48" flat bed with a 1,100 lb cargo capacity



### GEM e2 Specifications

Curb Weight .....	1,120 lbs
GVW .....	1,850 lbs
Payload Capacity .....	730 lbs
	(options + passengers + cargo)
Length .....	99"
Height .....	70"
Width.....	55"
Wheelbase .....	72"
Turning Circle.....	24 ft
Tires .....	12-inch
	Street-rated
Range .....	Up to 35 miles
Top Speed.....	25 mph



### GEM e4 Specifications

Curb Weight .....	1,280 lbs
GVW .....	2,200 lbs
Payload Capacity .....	920 lbs
	(options + passengers + cargo)
Length .....	128"
Height .....	70"
Width.....	55"
Wheelbase .....	102"
Turning Circle.....	32 ft
Tires .....	12-inch
	Street-rated
Range .....	Up to 30 miles
Top Speed.....	25 mph



### GEM e6 Specifications

Curb Weight .....	1,560 lbs
GVW .....	3,000 lbs
Payload Capacity .....	1,440 lbs
	(options + passengers + cargo)
Length .....	162"
Height .....	71"
Width.....	55"
Wheelbase .....	133"
Turning Circle.....	39 ft
Tires .....	13-inch
	Street-rated
Range .....	Up to 30 miles
Top Speed.....	25 mph

#### GEM e2 Standard Features

- Six 12-volt flooded electrolyte batteries

#### GEM e4 Standard Features

- Six 12-volt flooded electrolyte batteries
- Sunroof

#### GEM e6 Standard Features

- Six 12-volt maintenance-free gel batteries
- Sunroof
- Scuff Guards
- Right Hand Mirror
- Mud Guards
- Grab Handles

#### GEM e6 With "S" Package

- Nine 8-volt maintenance-free gel batteries
- 39" x 48" flat bed with a 440 lb cargo capacity

## Options

Options	Model(s)					
	e2	e4	e6	eS	eL	eLXD
<b>Interior</b>						
Accessory Outlet (12-Volt)	•	•	•	•	•	•
Alpine Stereo System	•	•	•	•	•	•
Dome Light	•	•	•	•	•	•
Fan (Dash-mounted) 	•	•	•	•	•	•
Grab Handle Package	•	•		•	•	•
Heated Seats	•	•		•	•	•
Heater/Defogger	•	•	•	•	•	•
PA System	•	•	•	•	•	•
Scorecard Holder	•	•				
Scuff Guards	•	•		•	•	•
Steering Wheel Lock	•	•	•	•	•	•
Valet Bar		•	•			
<b>Exterior</b>						
Beacon Light	•	•	•	•	•	•
Chrome Bumper	•	•	•	•	•	•
Fast Charge Package 	•	•	•	•	•	•
Hard Door Trim	•	•		•	•	•
Hazard Lights	•	•	•	•	•	•
High-Low Beam Headlamps	•	•	•	•	•	•
LED Light Bar	•	•	•	•	•	•
Mud Guards 	•	•		•	•	•
Rear Window Insert	•	•	•	•	•	•
Right Hand Mirror	•	•		•	•	•
Rugged Bumper	•	•	•	•	•	•
Security Light Bar**	•	•	•	•	•	•
<b>Doors</b>						
Framed Canvas Doors*	•	•	•	•	•	•
Hard Doors	•	•		•	•	•
Soft Canvas Doors*	•	•	•	•	•	•

## Options

Options	Model(s)					
	e2	e4	e6	eS	eL	eLXD
<b>Carriers</b>						
Clip-In StakeBack™	•	•	•			
Enclosed Cargo Carrier***			•	•		
LinksBack™	•	•				
StakeBack™ Kit***			•	•	•	•
TrunkBack™	•	•	•			
<b>Under the Hood</b>						
Maintenance-Free Gel Batteries (Six 12-Volt Batteries)	•	•		•	•	
Maintenance-Free Gel Batteries (Nine 8-Volt Batteries)			•			
Windshield Washer Kit	•	•	•	•	•	•
<b>Wheels</b>						
10" Chrome	•					
12" Chrome	•	•		•	•	
10" Silver	•					
12" Silver	•	•		•	•	
13" Chrome Wheel Covers			•			•
<b>Premium Colors</b>						
Metallic Black	•	•	•	•	•	•
Metallic Blue	•	•	•	•	•	•
Metallic Silver	•	•	•	•	•	•
<b>Accessories</b>						
Bedcover***			•	•	•	•
Car Cover	•	•	•	•	•	•
Charging Cordset Kit	•	•	•	•	•	•
License Plate Bracket (Front)	•	•	•	•	•	•

\*Available in black, blue, gray, or green.

\*\*Available in amber, blue, or red.

\*\*\*Available on the GEM e6 with the "S" Package.

## 2007 SPECIFICATIONS & DETAILS

### Safety

- Automotive-style, three point safety belts.
- 10-inch\*, 12-inch, or 13-inch\*\* street-rated tires.
- Quartz-halogen headlamps with a 20-second safety delay after vehicle is turned off, front and rear turn signals, high-mount rear brake and taillights.
- Laminated, tinted automotive safety glass with windshield wiper.
- Structural composite and thermoplastic body panels.
- Dual upper hand grips (optional) and lower seat rails.
- Rear and side reflectors.
- Rearview and dual exterior mirrors (driver's side standard, passenger side optional).

### Design

- The GEM e2, eS, eL and eL XD seat two occupants with bench-style seating using molded-foam cushions covered by marine grade UV-stable vinyl coverings. The GEM e4 seats four occupants with front bucket seats and a rear bench seat. The GEM e6 seats six occupants with front and middle-row bucket seats and a rear bench seat.
- Four-wheel automotive-style hydraulic brakes and parking brake.
- Dual A-arm front independent suspension with coil over shock.
- Automotive rack-and-pinion steering.
- Welded aluminum space-frame using custom aluminum-alloy extrusions.

### Technology

- Heavy-duty DC motor with continuous 5 horsepower rating and 12 horsepower peak during acceleration and hill climbing.
- Front-wheel drive with speed reducer and integral differential.
- Solid-state custom motor controller with under and over voltage detector, regenerative braking, motor thermal protection and top speed regulation.
- Six 12-volt flooded electrolyte batteries are standard on the GEM e2, e4, eS, and the eL. Six 12-volt maintenance-free gel batteries are standard on the GEM e6 and nine 8-volt maintenance-free gel batteries are standard on the GEM e6 with the "S" Package and the GEM eL XD.
- On-board 72-volt DC charger that plugs into standard 110-volt AC 15-amp outlet.

### NEW STANDARD FEATURES FOR 2007

#### Reduced Steering Effort and Turning Circle Diameter

New steering system will reduce the amount of effort for steering by 36%. The new system also reduces turning diameter.

#### Parking Brake Indicator

A lighted symbol appears in the vehicle's electronic driver's display when the parking brake is engaged. Additionally, when the parking brake is engaged, the vehicle is unable to move.

#### Turn Signal Reminder

When a turn signal is left in an "on" position, a reminder will begin to sound after 45 seconds to notify the driver the signal has not been turned off.

\*GEM e2 model only.

\*\*GEM e6 and GEM eL XD models only.



[www.gemcar.com](http://www.gemcar.com)

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ISO Certified 9001:2000  
GSA: GS-30F-0012N

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