APPENDIX F: ILLUSTRATIVE STANDARD SUPPORT LEVEL NARRATIVES

01
ADMINISTRATIVE SERVICES

Include records management, personnel locator, forms and publications, Armed Forces Courier Service support, and maintenance of official publications.

1) OFFICE COPIERS (DOIM-RECORDS MGT SVC):

SUPPLIER WILL provide office copiers when justification warrants approval or supporting command funds for the cost of the copier and the maintenance cost.

STANDARD SUPPORT LEVEL:
Process request for new copiers within 5 workdays of receipt. Process request for re-location of office copiers within 5-10 workdays dependent upon vendor response and size of copier. Office copier support will be controlled by the DOIM Office Copier Manager by establishing an organizational quota system. Prepare monthly receiving reports against vendor billings.

RECEIVER WILL determine copier requirements. Provide for reimbursement for rental and maintenance cost. Estimated usage is ___ copies per month.

QUANTITY: As required.

FREQUENCY: As required.

2) RECORDS MANAGEMENT (DOIM-RECORDS MGT SVC):

SUPPLIER WILL provide technical advice and assistance regarding MARKS to units/activities. Directives published by this command which govern all aspects of The Records Management Program will be provided for compliance. Records holding services will be available as required. Provide administrative support for processing Freedom of Information Act (FOIA) and Privacy Act (PA) request and furnish copies to the command headquarters.

STANDARD SUPPORT LEVEL:
Provide records holding support, which includes the storage, destruction, or retirement of records as required.99

NO MARKS TRAINING PROVIDED

NO RECORDS MANAGEMENT SURVEYS/REVIEWS PROVIDED

Process request for approval of "List of Approved File Numbers" within 2 working days.

(FORMS MANAGEMENT): Process requests to include design and layout of new local forms within 10 days. Assist customer in layout and design when required. Perform an annual review contract cost of all local forms. Provide an updated list of electronic forms to all customers as list changes. Process requests for generation of higher headquarters forms for electronic generation.

(DIRECTIVES MANAGEMENT): Provide editing and typesetting services for new and revised local publications, pamphlets, circulars and supplements within 20 workdays. Publish the Screaming Eagles Bulletin once a week. Updates the local staff directory as required.

(MILITARY CORRESPONDENCE MANAGEMENT): Provide correspondence management support via publication of local directive containing local policies and guidance. Updates as required.

(FILES EQUIPMENT MANAGEMENT): Process requests for files equipment within 2 workdays.

(PRINTING MANAGEMENT): Process printing requests for forwarding to DPS within 4 working hours. All requirements outside the normal course of business, i.e. all training course materials; draft, publications, and unit level TACSOPs requiring reproduction will be reimbursable.

(FOIA/PA): Respond to requests for FOIA data within 10 working days. Respond to requests for Privacy Act information in 10 working days.

RECEIVER WILL execute records management under the appropriate directives.

3) PUBLICATIONS (DOIM-PUBLICATIONS SERVICES):

SUPPLIER WILL provide support with necessary publications and installation directives. Receiver will establish pin point distribution by completing a DA FM 12-R and forward to Commander, US Army Publication and Distribution Center, 2800 Eastern Blvd, Baltimore, MD 21220-2896. Provide all required forms and command numbered publications.

RECEIVER WILL comply with and execute the publication program. Initiate a request for pin point account system. Replenishment supplies will be furnished through Automated Interface System. Comply with directives published by Host Installation which governs the Publication and Blank Forms Supply Program.

QUANTITY: As required.

FREQUENCY: As required.

Includes motion and still imagery (video/photography production), graphics, presentation services, films, microfilms, video tapes, and other visual media information services.

SUPPLIER WILL provide mission support to include visual information services associated with production, acquisition, and support of visual images, either permanently recorded or temporarily displayed, transmitted, or reproduced including in-house or contract operations pertaining to still and motion photography, multimedia sound, video without sound, computer graphics, presentation facilities, closed circuit television and broadcast (less Army Broadcast services), cable television, videodisk, repair and maintenance of equipment, visual information library services, visual information record holding facilities, audiovisual services for video productions with sound.

Provide services support to include graphic training aids; training device fabrication; stock, store, loan and accountability of audio visual devices/equipment and sound systems; and maintenance of such equipment.

STANDARD SUPPORT LEVEL:

TSC will provide support for loan of VI products, equipment, training aids/devices within the capabilities of the TSC during normal duty hours. Responsible for extended loan of equipment, (training aids and devices will be on a reimbursable basis). Customer will comply with TSC loan policies and procedures. TSC will provide training as scheduled in CAM Cir 350-1. All other training will be on a reimbursable basis. TSC will provide maintenance and repair of TSC equipment and devices under fair wear and tear conditions. In-house VI production support will be provided on an as required basis (i.e. graphics, photo, device fabrication and audio/video production/ reproduction). Hours of operation: 0730-1600, Monday - Friday. Reimbursement is required for services performed outside the normal duty hours.

RECEIVER WILL submit request in accordance with existing procedures and regulatory requirements. Receiver will complete DA Form 4103, Training Audiovisual Support Loan Order when checking out items. Provide fund cite for reimbursable expenses. Comply with suppliers, policies, and procedures.

QUANTITY: As required. **FREQUENCY:** As required.

03
AUTOMATED DATA PROCESSING/AUTOMATION SERVICES
Directorate of Information Management (DOIM)

Includes data processing services and systems analysis, design, development, execution, and life cycle maintenance. (Excludes cost of operations and maintenance of automation assigned or primarily used by mission activities.)

SUPPLIER WILL :

(Information Systems Management Division): Provide automation, services for data processing, Army Gateway services, and systems analysis, design, local unique development, execution and ISM Network support.

(ADPE MAINTENANCE): Installation owned equipment will be maintained on a non-reimbursable basis. Tenant owned equipment will be maintained on a reimbursable basis. DOIM will provide, on request, maintenance contract support and administration for tenant owned equipment.

STANDARD SUPPORT LEVEL:

Install and maintain operating system and net-work software. System is operational 95% of the time. Provide technical support and maintain DA/MACOM STAMMIS systems. Cycles validated within 3 hours during daytime schedule. Develop and maintain applications to mainframe users. Train functional users prior to implementing new systems to include commercial software.

(COMPUTER OPERATIONS): Provide data listing/microfiche not later than 2 working days from date scheduled. Provide information transfer NLT 24 hours from input.

(ADPE MAINTENANCE): Complete service call and route to appropriate maintenance source within 1 hour of notification. Provide routine maintenance/repair service within 5 working days. Provide major maintenance/repair service within 10 working days. Additional lead time may be required for parts.

RECEIVER WILL make requirements known. Receiver will program and budget for reimbursable cost.

QUANTITY: As required. **FREQUENCY:** As required.

04
CHAPEL AND CHAPLAIN SERVICES
(CHAPLAIN ACTIVITY)

Includes pastoral ministries, worship services, religious rites, pastoral visits, spiritual counseling, and religious education.

SUPPLIER WILL: Provide religious services and facilities to all personnel in accordance with AR 165-1. Advise and assist the Commanding General and staff on matters relating to religion, moral, and morale as affected by religion to include planning, administering, coordinating, and supervising religious activities and functions, spiritual and moral welfare, and morale as affected by religion for military personnel, their families, and authorized civilian employees to provide religious services, religious education, pastoral counseling, and chaplain support activities throughout the Installation. Provide an on-call chaplain who is always available for emergencies. On a one time basis, grant financial aid for food to needy soldiers. Commanders or activity directors should adopt a liberal pass/leave policy for personnel to attend religious activities.

STANDARD SUPPORT LEVEL:

CHAPEL CENTER AND RELIGIOUS ACTIVITIES: Conduct or provide worship services to meet the spiritual needs of Ft. Campbell. Provide pastoral counseling. Conduct weddings, funerals, and other sacramental rites. Conduct weekly religious education classes and other faith development programs. Provide monthly professional training for Ft. Campbell chaplains and chaplain assistants.

CHAPLAIN FAMILY LIFE CENTER: Provide individual, marriage, and family counseling. Conduct couple communication, family wellness, parenting, and marriage enrichment workshops on a quarterly basis. Conduct, train, or assist family support groups. Provide professional training for chaplains and chaplain assistants.

RECEIVER WILL: Obtain services on an individual basis as required.

QUANTITY: As required. **FREQUENCY:** As required.

Includes recruitment, placement, classification, employee relations, labor relations, staffing, pay administration, employee development, and employee benefits services related to civilians.

SUPPLIER WILL provide civilian personnel management and administration to include: processing civilian personnel actions; conducting internal evaluation of civilian personnel actions; employee benefits programs, civilian personnel records, files, data collection/automated management information systems; developing and revising staffing/merit placement plans; establishing and implementing installation recruitment and placement policy; performing actions to fill vacancies and to effect civilian personnel placements; administering civilian career programs; exercising delegated examining authority; planning and accomplishing reductions in force, reorganizations and transfers of function; performing and evaluating the impact of individual position surveys; making determinations on environmental pay and work allowances; developing and administering training programs: administering local labor/management relations program and disciplinary, adverse action, grievance and appeal process; fostering employee management communication/relations; advising and counseling employees, managers and supervisors on employment/personnel management problems and practices; coordinating civilian personnel office activities related to EEO programs; conducting evaluation of total local civilian personnel management program; preparing civilian personnel reports, processing civilian retirements-separations and ID card processing.

STANDARD SUPPORT LEVEL:

Prepare Civilian Strength Reports monthly. In-processing of new employees is done bi-weekly. Custodian of official personnel records. Process all personnel documents, employee benefits CSRS, FERS, health benefits, FEGLI, death claims, and JRT VOL II requests on a timely basis. Provide entitlement and eligibility determination as needed. Process NACI for employees. Initiate action for security clearances, maintaining security clearances, and maintaining security roster. Provide position management advice, and classify jobs for all civilian positions. Process job classifications in a timely manner. Ensure job descriptions and grades of positions are accurate. Manage the EDP/HDP programs. Develop training policy and guidance, maintain training requirements inventory, evaluate training program, and maintain listing of training coordinators. Schedule training and announce training, develop course material, and conduct and administer on-site training. Administer employee benefits (retirements, health/life insurance, TSP, death claims, etc). Administer FECA program. Administer performance appraisal

system and the Incentive Awards Program. Process cash awards - 15 workdays from receipt, On the Spot Award (OTS) five workdays. Administer adverse action and disciplinary program. Process grievances and appeals, in accordance with regulations. Process internal placement, outside recruitment, and reduction in force actions within 45 days of receipt. Administer special employment programs. Provide management advisory services and develop plans, and policy on labor relations matters. Initiate and/or respond to unfair labor charges. Provide union contract negotiation assistance and administer the union contract(s). Provide specialized and tailored personnel reports and maintain personnel database and tracking system.

Hours of operation - 0730-1600, Monday - Friday (excluding holidays). Reimbursement will be required for services performed outside the normal duty hours. Framing of honorary awards will be paid for by the receiver. Direct costs related to training courses will be paid for by the receiver.

RECEIVER WILL submit SF 52 to initiate personnel actions. Adhere to regulatory directives. Provide TDA requirements and submit appropriate justification.

QUANTITY: Number of civilian employees to be supported__.

FREQUENCY: As required.

06
CLUBS
Directorate of Personnel and Community Activities (DPCA)

Includes officer and enlisted community clubs.

SUPPLIER WILL (CLUBS): Five separate clubs provide a variety of catering, dining, and night club activities.

STANDARD SUPPORT LEVEL:

For special occasions or private parties, arrangements can be made of exclusive use of a facility on a reimbursable basis. Any service provided outside the hours of operation is subject to be reimbursed by the customer.

CLUBS: Depending upon customer demands, customers are served from 5 to 7 days per week with all services provided on a pay-as-you-go basis.

RECEIVER WILL comply with governing directives and procedures. Services shall be obtained on an individual basis as desired.

QUANTITY: As required.

FREQUENCY: As required.

Includes command activities necessary for the accomplishment of base operation (BASOPS) support services (i.e. Garrison Commander, SJA, CPO, DPCA, DOL, DPW, DOIM, DOC, DRM, EEO, IRAC, PAO, IG, Chaplain, Safety and Museum activities). Serves as principal advisers on matters of installation management. Directs and ensures coordination with the Division Staff.

QUANTITY: As required. **FREQUENCY:** As required.

Inspector General (IG) Services:

SUPPLIER WILL perform investigation as it pertains to installation matters as directed the Installation Commander. Perform routine services as required by AR 20-1. Provide assistance. Receive and evaluate for Inspector General (IG) appropriateness all complaints, allegations, requests for assistance submitted by telephone, in writing or walk-in basis. Conduct Preliminary Analyses (PA) and IG Fact Finding to ensure appropriate disposition of the problem/situation. Conduct investigations or inquiries as required. Respond to DOD Hot-Line/Office of Inspector General Taskings as requested. Respond to Privacy Act and Freedom of Information Act (FOIA) requests for records release. Conduct inspections. Conduct systemic and compliance IG and Special Inspections of all installation units as required.

STANDARD SUPPORT LEVEL:

Acknowledge receipt and initiate action within 48 hours. Complete Preliminary Analysis (PA) and Fact Finding as soon as possible, and ensure follow-up action is completed as necessary and complainants are promptly notified of findings. Acknowledge receipt of complaints in writing and initiate action within 48 hours. In response to DOD Hot-Line/OTIG Taskings, acknowledge receipt and initiate action within 24 hours. Respond to Privacy Act and FOIA, requests in writing within 10 days and forward to US Army Inspector General Agency Records Release Office. Notify units of programmed IG inspections 60-90 days in advance. Notify units of Special Inspections ASAP and by most expedient means.

RECEIVER WILL comply with appropriate regulations.

QUANTITY: As required. **FREQUENCY:** As required.

Internal Review (IR):

SUPPLIER WILL conduct audits and surveys as they pertain to installation matters. Serve as the focal point for all actions related to

audits, surveys, and reviews performed by external audit agencies; conduct follow-up audits of all external and internal audit reports.

STANDARD SUPPORT LEVEL:

Perform audits at command's request. Perform follow-up audits of all internal and external audit reports within 120 days of the final report or based on activity implementation date. Process external audit reports with tentative findings and recommendations within 20 days. Arrange entrance/exit conferences for external audit organizations. Publish final audit reports within 25 days of completion of all audit work.

RECEIVER WILL provide audit topic with brief description of objectives.

QUANTITY: As required. **FREQUENCY:** As required.

Includes operation, maintenance, repair and minor construction or alteration of common use infrastructure, roads, grounds, surfaced areas, structures, real property and installed equipment. Also includes common benefit signs, energy consumption, snow removal street cleaning, and beautification projects.

Snow/Ice Removal (DPW):

SUPPLIER WILL provide snow and ice removal. The physical removal of snow and ice will be accomplished to ensure safety. (Cam Reg 420-8)

STANDARD SUPPORT LEVEL:
Performs snow and ice removal within available resources.

RECEIVER WILL request support services from Director of Public Works (DPW). Building occupant will remove snow and ice from steps, walks, landings and similar areas directly adjacent to the building.

QUANTITY: As required. **FREQUENCY:** As required.

Master Planning & Space Management:

SUPPLIER WILL:
a) Be responsible for developing the installation master plan, MCA program to include minor MCA, ECIP, and Army Family Housing. Service as installation liaison to the Corps of Engineers (COE) for master planning, MCA project design and technical support. Maintain document control of installation real property. Provide expertise in all matters pertaining to real estate interest.
b) Develop billeting plans and assign billeting space. Responsible for space utilization and the assignment of buildings to each using agency. Allocate and manage troop barracks space. Provide assigned space for office administration or operational purposes. Buildings will be hand receipted from DPW to authorized personnel in accordance with AR 700-4 (see attached facilities listing).

STANDARD SUPPORT LEVEL:
a) Ensure that all construction and development projects are in compliance with the installation Master Plan. Complete DD Form 1391 to provide budgetary and scoping documentation and justification for all new construction projects costing $300,000 or more. Provide project

management support during design and construction of major projects. Maintain real property records for the installation.

b) Provide required space for office administration or operational purposes within the available assets.

RECEIVER WILL:

a) Document needs and information to assist in the scope and design for new construction projects.

b) Ensure building utilization is in accordance with governing regulations, policies, and procedures. An individual will be designated to hand receipt the building(s) from DPW.

Maintenance and Repair of Real Property:

SUPPLIER WILL provide for the maintenance and repair of real property, installed equipment, miscellaneous structures, roads and grounds, railroads and surfaced areas.

1) Real Property Maintenance:

a) Plan, program, and accomplish maintenance, repair, and improvements to real property.

b) Maintain and operate installation's utility plants and systems. This includes water plant, distribution systems, sewage treatment plants, industrial waste disposal systems, electric systems, exterior lighting, boiler and heating plants, and liquid fueling and dispensing facilities.

c) Initiate work projects and coordinate their preparation and accomplishment.

d) Develop requirements for contract work and review plans and specifications.

e) Perform structural maintenance and repair of buildings and structures to include carpentry, masonry and locksmith tools.

f) Perform electrical maintenance and repair of interior wiring, fire and intrusion alarms, JSIIDS, and electronic control systems.

g) Operate, maintain and repair refrigeration and air conditioning systems and DPW humidification equipment, space and water heating systems.

h) Perform maintenance and repair of and/or installs locks.

i) Perform sign painting services (excluding interior signs).

j) Perform maintenance of recreational swimming pools.

k) Perform maintenance and repair on installed equipment (i.e. air compressors and generators).

2) Facility Maintenance perform maintenance and repair of all installation facilities.

3) Plumbing Maintenance perform maintenance and repair of interior plumbing in buildings and structures.

4) Roads and Grounds: Perform maintenance and repair of installation pavements and grounds.

a) Perform maintenance, repair, and maintenance to paved and unpaved roads, pavements, sidewalks, bridges, structures, signs, fences and drainage systems.

b) Operate road sweeping equipment.

c) Perform maintenance and repair of grounds to include landscaping, beautification, mowing, soil stabilization and vegetation control.

d) Provide for the maintenance, repair, protection, and development of the land, water, and the renewable natural resources; fish and wildlife habitats; and management of forest areas.

e) Provide for the maintenance and repair of ranges and non-building facilities, i.e., fences, flag poles.

5) Railroads: Provide for the maintenance and repair of all two rail tracks including spurs, sidings, yards, switches, ties, roadbeds.

6) Surfaced Areas: Provide for the maintenance and repair of surfaced parking lots, open storage areas and walks. Provide maintenance and repair of runways, taxiways, aprons, hardstands and other areas used by aircraft traffic.

7) Self-help: Provide self-help items to authorized personnel. Make available common electrical, hardware and plumbing supplies, building materials, and parts.

STANDARD LEVELS OF SERVICE:

1) Perform work requested by customer within funding limits. Work shall consist of both Service Orders and Projects. Service Order work is work that requires less than 24 hours labor or less than $2500 total cost. Project work is any work above the limitations of a Service Order.

SECTIONS (1) THROUGH (7): Performs work requested by customer within funding limits.

RECEIVER WILL:

1) Request Service Order work by calling the DPW Service Order Desk.

2) Request Project Work by submitting DD Form 4283 in accordance with CAM Reg 420-11. Enough detail shall be given to explain work that is being requested with justification.

3) Perform approved self-help projects and repairs by obtaining supplies from the DPW Self-help Store.

QUANTITY: As required. **FREQUENCY:** As required.

Minor Construction:

SUPPLIER WILL provide mission unique construction for real property facilities on a reimbursable basis. Contract for, supervise, and accept facilities in accordance with appropriate directives. Provide

responsible major command information copies of all major command construction projects being submitted. Mission unique requirements are to be funded by tenant activity. This includes assembly of a new real property facility; the addition, expansion, extension alteration, conversion or replacement of an existing real property facility, and design cost.

STANDARD SUPPORT LEVEL:

Perform minor construction projects with installation funding limits, as well as AR 415-35.

RECEIVER WILL request minor construction (new work) projects on DD Form 4283 in accordance with CAM Reg 420-11. Enough detail and justification shall be given to explain work that is requested.

Physical Security Devices:

SUPPLIER WILL provide for the installation of CCTV, J-SIIDS, IDS, gates, lights and fencing.

STANDARD SUPPORT LEVEL:

Receive requests from customers (service order and projects), perform design/estimating, inspect contracts and/or perform requested work by in-house resources as funding allows.

RECEIVER WILL request service orders by calling the DPW Service Order Desk. Request projects by submitting DD Form 4283 in accordance with CAM Reg 420-11. Enough detail and justification shall be given to explain work that is being requested.

Housing and Office Appliances, Equipment and Furniture (DPW):

SUPPLIER WILL provide maintenance and repair of installation owned air conditioners, refrigerators, microwaves, and stoves.

STANDARD SUPPORT LEVEL:

Provide maintenance and repair of housing air conditioners, refrigerators, microwaves, and stoves within available resources.

RECEIVER WILL submit DA Form 2407, as needed, specifying problem area(s) and serial number of item(s). (Automated 5504 may be used)

QUANTITY: As required. **FREQUENCY:** As required.

09
COMMUNICATION SERVICES

Includes base communication facilities, telephone equipment and services. May also include leasing of communication equipment, lines, and special communication-electronics equipment services.

SUPPLIER WILL provide communication services to include administration and management of the DCSIM elements. Provide telephone service (local, DSN, FTS-2000 lines) and the installation, relocation, and removal of telephone instruments. Special communications-electronic equipment services dedicated to the receiver mission shall be provided on a reimbursable basis. Plan for future communication infrastructure and MCA or minor construction projects. Serve as Spectrum Manager for the installation.

STANDARD SUPPORT LEVEL:

Standard service, other than emergency, 0730-1600 hours, Monday thru Friday excluding holidays. Process request within five days of receipt. Any services provided outside of scheduled hours of operation are subject to reimbursement by the receiver.

LEASED COMMUNICATIONS: All shorthaul circuits will be processed to the USAISC, Fort Huachuca, AZ within two working days. Approximately 10 working days are required by vendor to install local commercial circuits. Longhaul Circuits: Request for Longhaul circuits are received and processed by Plans Division within four working days after request is received from customer. Lead time for installation is 120 days.

COMMUNICATIONS SUPPORT: Installation and relocation will be accomplished based upon receipt of request vs total requirements on hand. Mission essential requirements will be prioritized based upon justification provided in the Communication Infrastructure Planning. Repair outages within three working days. Provide emergency repair service within 24 hours. Process all requests for commercial circuits not later than five working days prior to due date.

LOCAL AREA NETWORK: Design and configure the local area network. Ensure maintenance is performed not later than five working days from report of failure.

TELEPHONE OPERATOR SERVICE: Provide operator service for directory assistance and health, morale and welfare calls 0600-1800 hours, Monday thru Friday excluding holidays.

CELLULAR TELEPHONE SERVICE: Cellular phones will be purchased by customer. Cellular service will be provided on a reimbursable basis. This includes basic monthly rates plus all usage. Request for services will be processed through DOIM and detailed billing reports will be forwarded to unit/activity through DOIM.

RECEIVER WILL request services as required and ensure usage of communication facilities are in compliance with governing rules, regulations, and directives. Reimburse for all toll calls as required. Submit work request for all repairs and/or changes required.

Telecommunications Management:

SUPPLIER WILL provide telecommunication electronic message equipment services dedicated to the customer mission on a non-reimbursable basis. Delegate to the customer release authority for all message services as necessary.

OUTGOING - Messages will be transmitted according to precedence and time of receipt at the Telecommunications Center (TCC). (Precedence assignments must meet the criteria as established by AR 25-11.)

INCOMING - Messages will be processed using the same time criteria as above for flash and immediate messages. Addressee will be notified telephonically and must come to the message center for pickup. Incoming unclassified messages will be processed through the E-Mail System to offices with a coordinated E-Mail Account. Receivers of high precedence messages will be notified telephonically to let them know precedence messages are in their mail box.

Special Category (SPECATS) - Messages will be serviced upon requirement established in writing by customer. Time elements identified above will also apply to SPECAT messages.

Message Copies - Required number of copies will be established by the customer in writing to the TCC. Copy count must be held to minimum copies required.

FACSIMILE - Receive and send CLASSIFIED/UNCLAS facsimiles, or as TCC workload permits. Any messages requiring expeditious handling must be justified.

E-MAIL - Maintain Host. Establish mailboxes for official and unofficial users in accordance with DAP-25-TCC.

COMSEC Support - Process material for established users.

Defense Courier Service - Coordinate with courier service for transportation of material requiring transportation by this means.

Top Secret - Log, control, distribute, reproduce, and store as required.

Special Communication - Special electronic communication equipment and services dedicated to the customer's mission shall be provided on a reimbursable basis.

Special Compartments Information Facility - Provide 24 hour seven days per week communications support to 101 ABNDIV/AASLT, 160th Special Operations Aviation Regiment, 5th Special Forces (Airborne) and 311 Military Intelligence Battalion.

STU III - Key provided for garrison and tenant elements once a requirement has been established by the user.

STANDARD SUPPORT LEVEL:

(Outgoing and Incoming Messages) flash - 10 minutes, Immediate - 1 hour, *Priority - 2 hours, and Routine - 6 hours. *Priority messages may qualify for telephonic notification if the addressee notifies the TCC in writing of the requirement.

Special Category (SPECATS) - Handling requirements above apply.

FACSIMIL - Messages will be sent after normal duty hours.

E-MAIL - Mailboxes will be established within 48 hours of requirement.

COMSEC Support - Material will be issued within last three duty days of month. Destruction record must be returned first duty day after end of month.

Defense Courier Service - Items for shipment must be properly packaged by sender and delivered to TCC. Shipment will occur on next available courier. Usually every two weeks.

Top Secret - Process immediately of first duty day in accordance with precedence established.

Special Communication - Services provided based upon customer support request and funding.

Special Compartments Information Facility - 24 hours per day seven days per week. Instantaneous notification for CRITIC messages to appropriate on call person. Flash messages 10 minutes. Immediate and below precedence processed by the periodic courier. Maintain 24 hour security integrity to the standards of DCID 1/21.

RECEIVER WILL request services as required and ensure usage of communication facilities are in compliance with governing rules, regulations, and directives. Reimburse for all toll calls as required. Submit work request for all repairs and/of changes required.

QUANTITY: As required. ____ number of lines.
____ number of instruments.
____ number of fax machines.
____ number of cellular phones.

FREQUENCY: As required.

Video Teleconference Center (VTC):

SUPPLIER WILL schedule and organize teleconferences for the Host Studio Facility. Operate and control equipment to effect interaction between two or more points. Provide professional consultation services involving the selection, design and development of briefings conducted within the VTC Facility. (AMS Code 112611.00)

STANDARD SUPPORT LEVEL:

DOIM will provide support for Video Teleconferencing during normal duty hours. Customer will comply with VTC policies and

procedures. VTC will provide set up and control the conference facility. Reimbursement will be required for services performed outside the normal duty hours. Hours of operation: 0730-1600, Monday-Friday. (AMS CODE: 112611.00)

RECEIVER WILL submit requests in accordance with existing procedures and regulatory requirements. Provide fund cite for reimbursable expenses. Comply with suppliers policies, and procedures.

QUANTITY: As required. **FREQUENCY:** As required.

10
COMMUNITY RELATIONS
(PAO)

Includes public relations activities, charity fund raising events, installation open house program, garrison band and other personnel support.

SUPPLIER WILL, as appropriate, incorporate receiver into the installation community relations activities. Act as liaison for requests for community relations receiver..

STANDARD SUPPORT LEVEL:

INSTALLATION TOUR PROGRAM: Receive, staff, and coordinate requests for installation tours. Develop itinerary in response to activities. Correspond with requesters and provide acknowledgment of accommodations or regrets.

COORDINATE OFF-POST STATIC DISPLAY OF AIRCRAFT, VEHICLES, AND ARTILLERY: Support limited to military and/or civic activities (i.e., ceremonies, air shows, festivals, and fairs) within the Army Regulations 5-9 area of responsibility. Manage requests for static displays as requested. Displays will be within the Army Regulations 5-9 area of responsibility. For requests of displays outside the area of responsibility, the requester will pay for fuel and per diem if overnight stay is required. Provide requesters with verbal and written response for assistance.

MANAGE COMMUNITY USE OF MILITARY FACILITIES: Staff and coordinate requests for tour of Don F. Pratt Museum, Campbell Army Airfield, Military Police K-9 facility, U.S. Air Force Weather Station and State of Tennessee National Guard Tank Part (UTES #2 facility), flight simulators, and the Air Assault School. Respond to request with acknowledgment of accommodation or regret. Ensure waivers are complete for event.

SERVE AS LIAISON: To Clarksville/Hopkinsville Chamber of Commerce Military Affairs Committees.

COORDINATE ACTIVITIES OF PARACHUTE TEAM: Support limited to military and/or civic activities (i.e., ceremonies, air shows, festivals, and fairs) within the AR 5-9 area of responsibility. Process requests, conduct proper coordination with the Aviation Brigade and higher headquarters and provide guidance to the 101st Airborne Division (AASLT) Command Parachute Demonstration Team for all off-post jumps, both within and outside the AR 5-9 area of responsibility. The requester normally must provide the appropriate jump platform (aircraft) for all parachute jumps performed outside the AR 5-9 area of responsibility. Jumps are conducted during the months of April through November. Ensure all waivers and approvals are in place prior to the demonstration.

PROVIDE INFORMATION TO WRITTEN REQUESTS: Prepare written correspondence for letters received from civilians, military personnel, and agencies and businesses. Provide information on: organization and structure of Division; Division history; Host economic and population data; and updates on past incidents, accidents and post events. When requested, provide copies of the post directory, Division history and data card to requesters.

SERVE AS LIAISON TO OFF-POST BOY/GIRL SCOUTS OF AMERICA: Manage requests for loan of equipment (i.e., tents, cots, and water buffaloes); night stays and use of dining facilities will be coordinated with the Reserve Component Division as requested. Ensure all hold harmless agreements are in place prior to event. Serve as member of installation Scout Council.

MANAGE ACTIVITIES OF BAND: Support limited to military and/or civic activities (i.e., ceremonies, air shows, festivals, and fairs) within the AR 5-9 area of responsibility. Staff and control requests for appearances of the Screaming Eagle Band. Band will perform within the AR 5-9 area of responsibility. Outside the area or responsibility, the requester will provide the transportation and per diem cost if overnight stay is required. Correspond with requester and provide acknowledgment and status. Coordinate request for Garrison Band color guards and demonstration parachute team. Support limited to military and/or civic activities within the AR 5-9 area of responsibility.

RECEIVER WILL support local community relations endeavors in conformance with appropriate regulations/directives of receiver, supplier, and parent command.

QUANTITY: As required. **FREQUENCY**: As required.

Includes child development and care programs, youth services, Family Support Center activities, hobby shops, craft centers, theaters and thrift shops.

STANDARD SUPPORT LEVEL:

Any service provided outside the hours of operation is subject to reimbursement by the customer. For special occasions or private parties, arrangements can be made for exclusive use of a facility on a reimbursable basis.

ACAP PROGRAM: Provide transition assistance, service provider liaison and command advisory council for military, DA civilians and family members. Provide and coordinate military, federal, and local civilian community agency resources to empower transitioners with necessary information and means for successful transition into the civilian sector. Instruct and train transitioners in job search techniques. Schedule appointments, counsel clients, prepare transition plans and referrals. Monday, Wednesday, and Friday, 0800-1130, 1230-1530.

INSTALLATION VOLUNTEER COORDINATOR: Provide volunteer and training opportunity for soldiers and families. Provide soldier incentive programs and a 9-week business training program for volunteers. Provide installation-wide training for spouses on personal and professional development. College internship program through the local Education Center. Execute and provide training for the Army Family Team Building Program.

YOUTH SERVICES: Provide comprehensive youth recreational and leisure program. Youth sports includes baseball, softball, funball, tee ball, soccer, football, basketball, cheerleading, as well as individual sports and special sports programs. Youth Services operates six days a week and offers combined cultural, recreational, leisure and educational service. Youth services is available to exceptional family members and on post youth organizations.

CHILD DEVELOPMENT SERVICES: Provide center-based child care in two 303-child capacity centers. Eighty Family Child Care homes (FCC), Short Term Alternative Child Care, Volunteer Child Care in Unit Settings, etc. Staff are fully trained in all programs. Child care centers are open from 0530-1730/0600-1800, Monday-Friday. Family child care provider's hours are flexible and they may do extended care on a case by case basis. Central registration is open 0700-1700, Monday-Friday. A part-day preschool is available from 0830-1130, MWF, TTH, or M-F.

SCHOOL AGE SERVICES: Provide school age children, ages 6-12 with the opportunity to participate in a wide range of activities and adventures designed to facilitate personal growth, foster interaction, develop educational and recreational skills. Before and After School programs are located at Lincoln, Barkley, Jackson and Marshall Schools.

Program hours: 0530-0830 and 1430-1730, Monday-Friday. Full day, 0530-1730, is available on all school in-service days, spring and winter breaks, and summer. SAS Activity card programs are conducted at Taylor Youth Center and various MWR sites located on Host Installation. Transportation is available to all (4) Schools. Program hours: 1500-1745, Monday-Friday. Cards are purchased at Central Registration.

ARMY COMMUNITY SERVICES: Provide programs determined to be essential for soldiers and family members to include: Information & Referral, Family Member Employment Assistance, Outreach, Relocation, Consumer Affairs & Financial Planning, Army Emergency Relief, and Community Life. Conduct a community needs survey at least once every three years. Conducts all Level I tasks in each program prior to conducting Level II services. Brief all soldiers within 30 days of arrival. Family members encouraged to attend these briefings. Conduct information briefings to soldiers, family members and the community upon request. Conduct council meetings quarterly. Identify and forward family issues up through the levels of command annually or as required. Ensure that social services provided are effective and of high quality. Ensure that a family assistance plan is available to address deployment/mobilization and emergencies. Ensure that a marketing plan is available for the program(s). Conduct at least one volunteer orientation/training session monthly. Conduct at least one volunteer board meeting and staff meeting monthly. Conduct, as a minimum, one volunteer recognition ceremony in conjunction with National Volunteer Week.

BASIC PREVENTION EDUCATION PROGRAM: Conduct education briefings, classes and individual counseling on banking and services, budget development and record keeping, consumer rights and obligations, insurance, personal financial readiness, training and counseling.

FINANCIAL ASSISTANCE SERVICES: Conduct financial counseling for soldiers and family members.

PUBLIC INFORMATION: Implement a public information program to educate military consumers about budgeting, financial planning, insurance products, tips on buying, credit, methods of saving, home economy and consumer laws.

CONSUMER ADVOCACY PROGRAM: Serve as a consumer advocate for soldiers and family members by providing information to make educated decisions.

CONSUMER COMPLAINT RESOLUTION ASSISTANCE: Conduct and assist soldiers and family members in resolving consumer complaints.

CHECKWRITING AND FINANCIAL FITNESS CLASSES: These classes are conducted weekly.

VOLUNTEER INCOME TAX ASSISTANCE (VITA): Coordinate 70 volunteers to assist SJA with Tax Assistance Program.

EMERGENCY FINANCIAL ASSISTANCE: Conduct an annual AER Fund Campaign. Ensure implementation of procedures to provide

loans or grants to all individuals with a valid emergency. Ensure that information about AER's educational program is widely disseminated.

OUTREACH PROGRAM: Conduct visits to off-post trailer parks/apartments/complexes, to visit families and complex managers. Coordinate with other on-post agencies and develops and installation outreach plan annually. Conduct four on-site visits to unit senior leaders monthly. Schedule and accompany unit representatives visiting junior-enlisted off-post housing areas four times monthly. Speak at unit support meetings approximately three times monthly. Contact commanders or SGMs of battalion-size elements at least four times yearly to discuss outreach needs of that unit. Encourage dependents to participate in Army Family Team Building Program. Responsible for preparation of an annual outreach report, monthly statistical reports and outreach related tasking.

RELOCATION ASSISTANCE PROGRAM: Coordinate and chair the Relocation Assistance Task Force on quarterly basis. Provide relocation counseling/information to relocating families on a walk-in basis. Keep Host Installation's automated relocation related information updated. Conduct pre and post move briefings, orientations and workshops (approximately 10 times weekly). Coordinate and distribute approximately 500 welcome packets monthly. Maintain comprehensive information files on military installations world-wide through SITES. Develop and update quarterly, the automated relocation information on the Standard Installation Topic Exchange Service (SITES) Program. Provide support services to bicultural families and military families geographically separated from sponsors. Conduct two citizenship classes per quarter. Provide sponsorship training to unit sponsorship trainers following the "train the trainer" concept. Provide unit sponsorship training to individual units upon request. Responsible for monthly statistical reports, quarterly relocation reports, annual relocation report and relocation related taskings. Coordinate Unit Service Coordinators (USCs) Program to keep commanders aware of current sources of services for their soldiers and families members. Provide training to volunteers who support the Relocation Assistance and Information, Referral & Follow-up Programs. Lending Closet; provides items to military families to ease their transition period to and from the installation. Items such as beds, dishes, pans, child car seats, irons, and play pens are available to families.

INFORMATION, REFERRAL & FOLLOW-UP PROGRAM: Establish and maintain a resource file on available community resources. Provide I&R to customers on a walk-in/call-in basis. Perform a follow up of complex referrals to ensure that customer needs are met. Develop and distribute a community information directory for soldiers and families. Update directory annually. Responsible for monthly statistical reports, quarterly relocation reports, annual relocation reports, and relocation related tasking.

RECEIVER WILL: Obtain services on an individual basis as desired and comply with local policies.

QUANTITY: As required. **FREQUENCY:** As required.

12
CUSTODIAL SERVICES
Directorate of Public Works (DPW)

Includes janitorial and cleaning services for offices, common use areas, shops, and storage areas.

SUPPLIER WILL provide contractual custodial services performed on the installation; (including janitorial and cleaning services for offices, common use areas, and class rooms).

STANDARD SUPPORT LEVEL:

Provide custodial services for office, common use areas and classrooms on Host Installation according to specifications and frequencies of cleaning requested.

RECEIVER WILL request services. Provide "feed back" to Contracting Officer's Representative (COR) of DPW on the quality of service.

QUANTITY: As required. **FREQUENCY:** As required.

13
DISASTER PREPAREDNESS
(G3 DPTM - INSTL/MOB PLANS DIVISION)

Includes operation of disaster preparedness programs and related services, equipment, and facility support for emergencies and wartime operations. (Square footage of facilities)

SUPPLIER WILL provide or program for response to wartime and peacetime emergency situations in CONUS.

STANDARD SUPPORT LEVEL:

Contingency plans will support FORSCOM and First U.S. Army plans for disasters and domestic emergencies ranging from national-wide level down to and including local crises.

RECEIVER WILL comply with directives for disaster planning and support insofar as mission will permit.

QUANTITY: As required. **FREQUENCY:** As required.

Includes instruction, counseling, and testing.

Educational Services (DPCA):

SUPPLIER WILL provide assistance to authorized personnel in selection, planning, preparing and coordination programs, courses, curricula and instructions for off-duty/on-duty education that are or will be related directly to the performance of official duties. Provide academic and technical or occupational/educational opportunities to military personnel to include financial support with tuition assistance (TA) to eligible personnel. The sponsoring MACOM will be responsible for any tuition charges where applicable.

STANDARD SUPPORT LEVEL:

EDUCATION CENTER: Counsel all soldiers within 30 days of arrival. Mandatory veteran counseling for all transitioning soldiers/out-processing soldiers. Counseling should be available within 15 minutes of client's arrival at the Education Center. Enroll soldiers in on/off duty programs such as BSEP, ASEP, and college classes. Hours of service 0730-1600, Monday-Friday.

TUITION ASSISTANCE: Provide TA to eligible personnel within DA, MACOM, and Installation policies and budget constraints. TA forms will be prepared and issued to service members within 30 minutes of request with the education counselor.

BASIC SKILLS EDUCATION PROGRAM (BSEP): Eligible personnel will be enrolled within 30 days of request subject to the installation priority of need criteria.

ADVANCED SKILLS EDUCATION PROGRAM (ASEP): Eligible personnel will be enrolled upon approval of commander's request for enrollment of next available scheduled class.

ARMY LEARNING CENTER: Assist military, DA civilians, and family members in enrolling in military correspondence courses. Administrate soldiers in army apprenticeship programs. Assist soldiers in preparing for SDT's, GED/CLEP and other training/academic support. Hours of service 0730-1600, Monday-Friday.

TESTING CENTER: Provide individual and/or group controlled tests to eligible persons within five days of their initial visit. Tests scored locally will be completed within two working days of taking the test. Test results will be analyzed with the individual within two working days of receiving results. Military and education testing will be done at Army Testing Center. Hours of service 0730-1600, Monday - Friday.

RECEIVER WILL identify needs for on duty programs and encourage attendance. Appoint an Education Services Officer.

QUANTITY: As required. **FREQUENCY:** As required.

15
EQUAL EMPLOYMENT OPPORTUNITIES (EEO)

SUPPLIER WILL advise civilian employees, former employees, or applicants for employment, paid from appropriated and nonappropriated funds, on matters pertaining to Equal Employment Opportunities. Develop and monitor installation Affirmative Employment Plan. Process and initiate resolution efforts of EEO complaints. Develop and conduct training in Prevention of Sexual Harassment, Equal Employment Opportunity and Diversity. Direct special emphasis programs relating to Federal Women's Program, Black Employment, Hispanic Employment Program, etc.

STANDARD SUPPORT LEVEL:

Process EEO actions as prescribed by law and DA policies and regulations as required. Serve as subject matter expert and advisor to the Command Group, supervisors and managers on issues pertaining to the personnel management of a diverse workforce. Hours of Operation: 0730-1600, Monday through Friday (excluding holidays).

RECEIVER WILL request support as required.

QUANTITY: Number of employees ___. **FREQUENCY:** As required.

16
ENTOMOLOGY SERVICES
Directorate of Public Works (DPW)

Entomology Services (DPW):

SUPPLIER WILL provide abatement and control measures directed against insects, rodents, weeds, fungi, and other animals or plants that are determined to be undesirable to include buildings, grounds, equipment, as necessary. (CAM Reg 420-13)

STANDARD SUPPORT LEVEL:

Perform scheduled entomology services in dining facilities, vacant quarters, dependent schools, etc. Perform services as requested on service orders within time frames stated: Priority 1 within 5 days. Priority 2 within 18 days. Priority 3 within 30 days. Priority 4 within 35 days. Perform services on Standing Operation Orders for common areas.

RECEIVER WILL request appropriate pest control services from the Director of Public Works service order desk.

QUANTITY: As required. **FREQUENCY:** As required.

Includes provisions for training, compliance, prevention of pollution, and conservation of natural and cultural resources.

Environmental Quality Assurance and Training (Environmental Division):

SUPPLIER WILL administer programs which provide for compliance with state and federal laws, restoration from past pollution, prevention of pollution, and conservation of natural and cultural resources. Include tenants in the programs. Support provided by the Environmental Division of DPW.

STANDARD SUPPORT LEVEL:

Provide training classes for Environmental Quality Officers, on-site training sessions for large groups, provide advice of training requirements for compliance, provide advice on training for sound environmental management, maintain compliance required training records, provide scheduled information exchange sessions for the Environmental Quality Officers and Management and perform periodic visits to activities to evaluate the quality of the activities management program.

RECEIVER WILL provide a qualified Environmental Quality Officer, resource off-site training, provide records of training, provide facilities for on-site training, notify the Environmental Division of deficiencies, and ensure compliance, pollution prevention, and conservation measures are in place.

Compliance:

SUPPLIER WILL provide management skills and oversight to assist in assurance of compliance. (In accordance with State and Federal laws.)

STANDARD SUPPORT LEVEL:

Obtain and maintain permits and certificates, interface with regulatory agencies, provide advice, guidance, and review of environmental related documents.

RECEIVER WILL operate in accordance with permits and certificates, notify the supplier of plans of changes in operations and prepare environmental documentation for new activities.

Conservation:

SUPPLIER WILL establish and provide conservation programs directed toward preservation of natural and cultural resources.

STANDARD SUPPORT LEVEL:

Provide archeological, wetlands, historical, and endangered species investigations and guidance, sustain forests and lands, and interface with regulatory agencies.

RECEIVER WILL operate and train in accordance with regulations and guidance, notify of fires and disturbances, and protect and preserve natural and cultural resources.

QUANTITY: As required. **FREQUENCY:** As required.

18
ENVIRONMENTAL WASTE MANAGEMENT
(Hazardous Waste Disposal)
(DPW, Environmental Division)

Includes collection, clean-up, transportation, and disposal of hazardous material.

Pollution Prevention:

SUPPLIER WILL provide solid and hazardous waste and hazardous material management programs directed toward reduction of waste.

STANDARD SUPPORT LEVEL:

Collection of used oil, recyclable fuels, and hazardous waste, response to spills and releases, non-routine clean-up, chemical analysis of unknowns, guidance on solid waste disposal, and interface with regulatory agencies.

RECEIVER WILL store used oil, recyclable fuel, hazardous waste, hazardous materials in accordance with regulations, notify of spills, provide for routine cleanup, and dispose of solid waste and recyclable in accordance with guidelines.
(HM) HAZARDOUS MATERIAL: Hazardous material procedures require the receiver to cite their funds on turn-in documents.
(HW) HAZARDOUS WASTE: Activities funded by other than Forces Command Operation and Maintenance Appropriation (OMA) funds are required to provide a Military Interdepartmental Purchase Request (MIPR) to reimburse for disposal cost.

QUANTITY: As required. **FREQUENCY**: As required.

Includes maintenance, repair, and calibration of industrial equipment, construction equipment, laboratory equipment, office equipment, and other non-tactical equipment -- does not include vehicles.

Clothing and Textiles (Installation Maintenance Office):

SUPPLIER WILL provide for the maintenance and repair of organizational clothing, equipment, and other material suitable for wearing.

STANDARD SUPPORT LEVEL:

CIF equipment submitted under DA-2407 will be processed in accordance with the Urgency of Need Designator and Force Activity Designator priority system as defined in AR 750-1, AR 725-50, and DA Pam 738-750. Commercial contract services provided for equipment unable to be repaired in-house.

RECEIVER WILL submit DA Form 2407, as needed for repairs. Evacuate tentage directly to Installation Maintenance Division. (Automated 5504 may be used)

Communication Equipment and Components:

SUPPLIER WILL provide for the maintenance and repair of telecommunication equipment and their components either in-house or by contract.

STANDARD SUPPORT LEVEL:

Maintenance/repair service per applicable technical manuals and regulations available during normal duty hours (7:30AM - 4:00PM Mon-Fri). Repair parts provided through Standard Army Retail Supply System - Objective (SARSS-O). Equipment submitted under DA-2407 will be processed in accordance with the Urgency of Need Designator and Force Activity Designator priority system as defined in AR 750-1, AR 725-50, and DA Pam 738-750. On-site repair for selected items. Verbal status of equipment provided upon request. Computer print- out provided within four working hours of request, provided computers are operational. Commercial Contract Services provided for equipment unable to be repaired in-house. Coordinate for warranty service on tactical equipment. Perform coordination of Modification Work Orders (MWOs). Provide coordinated Logistical Support Program (CLSP) service. The maintenance and repair of unique commercial items, not within existing capabilities, will be negotiated between the user and Installation Maintenance Division.

RECEIVER WILL: submit DA Form 2407, as needed for repairs. Perform Organizational maintenance and evacuate equipment to Direct Support Unit (Automated 5504 may be used.)

Vehicles - (Direct Support Unit/Installation Maintenance Division) (IMD):

SUPPLIER WILL provide for the maintenance and repair of military vehicles. Direct Support (DS) maintenance will be provided by the Direct Support Unit (Direct Support Unit) with General Support (GS) maintenance provided by Installation Maintenance Division. Installation Maintenance Division will provide GS maintenance for all commodities for which Installation Maintenance Division has mission responsibility and provide DS maintenance for those pieces of equipment for which the Direct Support Unit does not have the authorized tools or personnel.

STANDARD SUPPORT LEVEL:

Maintenance/repair service per applicable technical manuals and regulations available during normal duty hours (7:30 AM 4:00 PM Monday - Friday). Repair parts provided through Standard Army Retail Supply System - Objective (SARSS-O). Equipment submitted under DA 2407 will be processed in accordance with Urgency of Need Designator and Force Activity Designator priority system as defined in AR 750-1, AR 725-50 and DA PAM 738-750. Provide assistance and access to equipment to units for organization level tire repair. Verbal status of equipment provided upon request. Computer print- out provided within four working hours of request, provided computers are operational. Commercial Contract Services provided for equipment unable to be repaired in-house. Coordinate for warranty service on tactical equipment. Perform coordination of Modification Work Orders (MWOs). The maintenance and repair of unique commercial items, not within existing capabilities, will be negotiated between the user and Installation Maintenance Division.

RECEIVER WILL be responsible for organizational maintenance of vehicles. Provide required DA Form 2407, work request, specifying problem area(s). Comply with established priority procedures. (Automated 5504 may be used)

Vehicular Equipment and Components (Direct Support Unit/Installation Maintenance Division):

SUPPLIER WILL provide for the maintenance and repair of vehicular equipment and components which are not an integral part of the vehicle. Direct Support Unit will provide Direct Support maintenance and organizational repair parts.

STANDARD SUPPORT LEVEL:

Maintenance/repair service per applicable technical manuals and regulations available during normal duty hours (7:30 AM - 4:00 PM Monday - Friday). Repair parts provided through Standard Army Retail Supply System - Objective (SARSS-O). Equipment submitted under DA-2407 will be processed in accordance with the Urgency of Need Designator and Force Activity Designator priority system as defined in AR 750-1, AR 725-50, and DA Pam 738-750. Provide assistance and access to equipment to units for organization level tire repair. Verbal status of equipment provided upon request. Computer print-out provided within four working hours of request, provided computers are operational. Commercial contract services provided for equipment unable to be repaired in-house. Coordinate for warranty service on tactical equipment. Perform coordination of Modification Work Orders (MWOs). The maintenance and repair of unique commercial items, not within existing capabilities, will be negotiated between the user and Installation Maintenance Division.

RECEIVER WILL submit DA Form 2407 as needed. Request will be processed in accordance with SOPs, policies, and procedures. (Automated 5504 may be used).

Construction Equipment and Components (Direct Support Unit/Installation Maintenance Division):

SUPPLIER WILL provide for the maintenance and repair of general or special purpose construction equipment and their components. The Direct Support Unit will provide Direct Support maintenance and organizational repair parts.

STANDARD SUPPORT LEVEL:

Maintenance/repair service per applicable technical manuals and regulations available during normal duty hours (7:30 AM - 4:00 PM Monday - Friday). Repair parts provided through Standard Army Retail Supply System - Objective (SARSS-O). Equipment submitted under DA-2407 will be processed in accordance with the Urgency of Need Designator and Force Activity Designator priority system as defined in AR 750-1, AR 725-50, and DA Pam 738-750. Provide assistance and access to equipment to units for organization level tire repair. Verbal status of equipment provided upon request. Computer print-out provided within four working hours of request, provided computers are operational. Commercial contract services provided for equipment unable to be repaired in-house. Coordinate for warranty service on tactical equipment. Perform coordination of Modification Work Orders (MWOs). The maintenance and repair of unique commercial items, not within existing capabilities, will be negotiated between the user and Installation Maintenance Office.

RECEIVER WILL submit DA Form 2407 as needed specifying problem area(s). Perform organizational maintenance and evacuate equipment to Direct Support Unit. (Automated 5504 may be used)

Materiel-Handling Equipment and Components (Direct Support Unit/Installation Maintenance Division):

SUPPLIER WILL provide for maintenance and repair of general or special purpose material-handling equipment and their components. Direct Support Unit will provide Direct Support maintenance and organizational repair parts.

STANDARD SUPPORT LEVEL:

Maintenance/repair service per applicable technical manuals and regulations available during normal duty hours (7:30 AM - 4:00 PM Monday - Friday). Repair parts provided through Standard Army Retail Supply System - Objective (SARSS-O). Equipment submitted under DA-2407 will be processed in accordance with the Urgency of Need Designator and Force Activity Designator priority system as defined in AR 750-1, AR 725-50, and DA Pam 738-750. Provide assistance and access to equipment to units for organization level tire repair. Verbal status of equipment provided upon request. Computer print-out provided within four working hours of request, provided computers are operational. Commercial contract services provided for equipment unable to be repaired in-house. Coordinate for warranty service on tactical equipment. Perform coordination of Modification Work Orders (MWOs). The maintenance and repair of unique commercial items, not within existing capabilities, will be negotiated between the user and the Installation Maintenance Division.

RECEIVER WILL submit DA Form 2407 specifying problem area(s). Deliver and pick up items. Perform organizational maintenance and evacuate MHE to the Direct Support Unit. (Automated 5504 may be used)

Electrical Equipment and Components:

SUPPLIER WILL provide for the maintenance and repair of general or special purpose equipment and their components. The unit will perform organizational maintenance. The Direct Support Unit will perform Direct Support maintenance.

STANDARD SUPPORT LEVEL:

Maintenance/repair service per applicable technical manuals and regulations available during normal duty hours (7:30 AM - 4:00 PM Monday - Friday). Repair parts provided through Standard Army Retail

Supply System - Objective (SARSS-O). Equipment submitted under DA-2407 will be processed in accordance with the Urgency of Need Designator and Force Activity Designator priority system as defined in AR 750-1, AR 725-50, and DA Pam 738-750. Verbal status of equipment provided upon request. Computer print-out provided within four working hours of request, provided computers are operational. Commercial contract services provided for equipment unable to be repaired in-house. Coordinate for warranty service on tactical equipment. Perform coordination of Modification Work Orders (MWOs). The maintenance and repair of unique commercial items, not within existing capabilities, will be negotiated between the user and the Installation Maintenance Division.

RECEIVER WILL submit DA Form 2407. Deliver and pick up items. Evacuate equipment to Direct Support Unit. (Automated 5504 may be used)

Electronic Equipment and Components:

SUPPLIER WILL provide for the maintenance and repair of general or special purpose electronic equipment and their components. The unit will perform organizational maintenance. The Direct Support Unit will perform Direct Support maintenance.

STANDARD SUPPORT LEVEL:

Maintenance/repair service per applicable technical manuals and regulations available during normal duty hours (7:30 AM - 4:00 PM Monday - Friday). Repair parts provided through Standard Army Retail Supply System - Objective (SARSS-O). Equipment submitted under DA-2407 will be processed in accordance with the Urgency of Need Designator and Force Activity Designator priority system as defined in AR 750-1, AR 725-50, and DA Pam 738-750. Verbal status of equipment provided upon request. Computer print-out provided within four working hours of request, provided computers are operational. Commercial contract services provided for equipment unable to be repaired in-house. Coordinate for warranty service on tactical equipment. Perform coordination of Modification Work Orders (MWOs). The maintenance and repair of unique commercial items, not within existing capabilities, will be negotiated between the user and Installation Maintenance Division.

RECEIVER WILL submit DA Form 2407 specifying problem area(s). Perform organizational maintenance and evacuate equipment to Direct Support Unit. (Automated 5504 may be use)

Housing and Office Appliances, Equipment and Furniture (Installation Maintenance Office):

SUPPLIER WILL provide for the maintenance/repair of government-owned furnishings, office type furniture, and office equipment such as adding machines, calculators, and typewriters. Repairs will be performed in-house or by a contractor. Furniture and furnishings with DA FM 2407 will be taken to CIPBO, Bldg 5214, for inspection. Office equipment will be taken to Installation Maintenance Division, Bldg 755, with DA FM 2407 or automated 5504.

STANDARD SUPPORT LEVEL:

Maintenance/repair service per applicable technical manuals and regulations available during normal duty hours (7:30 AM - 4:00 PM Monday - Friday). Repair parts provided through Standard Army Retail Supply System - Objective (SARSS-O). Equipment submitted under DA-2407 will be processed in accordance with the Urgency of Need Designator and Force Activity Designator priority system as defined in AR 750-1, AR 725-50, and DA Pam 738-750. On-site repair for selected items. Verbal status of equipment provided upon request. Computer print out provided within four working hours of request, provided computers are operational. Commercial contract services provided for equipment unable to be repaired in-house. Coordinate for warranty service on tactical equipment. Perform coordination of Modification Work Orders (MWOs). The maintenance and repair of unique commercial items, not within existing capabilities, will be negotiated between the user and Installation Maintenance Division.

RECEIVER WILL submit DA Form 2407 specifying problem area(s). (Automated 5504 may be used)

Ordnance Equipment and Components:

SUPPLIER WILL provide for the maintenance and repair of equipment and services as they relate to ordnance supplies, military weapons, combat vehicles and battle materiel. Also included are ordnance-related maintenance tools and equipment and explosive ordnance disposal services.

STANDARD SUPPORT LEVEL:

Maintenance/repair service per applicable Technical Manuals and regulations available during normal duty hours (7:30 AM - 4:00 PM Monday - Friday). Repair parts provided through Standard Army Retail Supply System - Objective (SARSS-O). Equipment submitted under DA-2407 will be processed in accordance with priority system defined in DA Pam 738-750. Verbal or computer print-out status of equipment provided upon request. Coordinate for warranty service on tactical equipment. Perform coordination of Modification Work Orders (MWOs). The maintenance and repair of unique commercial items, not within

Installation Maintenance Division's existing capabilities, will be negotiated between the user and Installation Maintenance Division.

RECEIVER WILL submit DA Form 2407 to Direct Support Unit or Installation Maintenance Division as required. Evacuate weapons to repair facility. (Automated 5504 may be used)

Photographic Equipment and Components:

SUPPLIER WILL provide for the maintenance and repair of equipment pertaining to photography, such as cameras, film cases, photo lights with stands and enlarging cameras.

STANDARD SUPPORT LEVEL:

Provide Commercial Contract Services for photographic equipment owned by units in Host Installation Support Area.

RECEIVER WILL submit DA Form 2407 as needed. (Automated 5504 may be used)

Petroleum, Oil Lubricants, and Chemicals:

SUPPLIER WILL provide for the maintenance and repair of equipment used for dispensing of Petroleum/Oil/Lubricants (POL) products. Evacuate equipment to the supporting Direct Support Unit for Direct Support level maintenance support.

STANDARD SUPPORT LEVEL:

Maintenance/repair service per applicable technical manuals and regulations available during normal duty hours (7:30 AM - 4:00 PM Monday - Friday). Repair parts provided through Standard Army Retail Supply System - Objective (SARSS-O). Equipment submitted under DA-2407 will be processed in accordance with the Urgency of Need Designator and Force Activity Designator priority system as defined in AR 750-1, AR 725-50, and DA Pam 738-750. On site repair for selected items. Verbal status of equipment provided upon request. Computer print-out provided within four working hours of request, provided computers are operational. Commercial contract services provided for equipment unable to be repaired in-house. Coordinate for warranty service on tactical equipment. Perform coordination of Modification Work Orders (MWOs). The maintenance and repair of unique commercial items, not within existing capabilities, will be negotiated between the user and Installation Maintenance Division.

RECEIVER WILL submit DA Form 2407 as needed. (Automated 5504 may be used)

AOAP (Installation Maintenance Division):

SUPPLIER WILL operate oil/fuel/grease analysis test program for assigned support area. Perform required oil/fuel analysis for aircraft and ground equipment/components.

STANDARD SUPPORT LEVEL:

Oil/fuel/grease analysis testing available during normal duty hours (7:30 AM - 4:00 PM, Monday - Friday) Campbell Army Airfield (CAAF) building 7137. Results communicated in accordance with applicable technical manuals and regulations. On-site tests of CAAF fuel tanks per applicable time duration and periods. Fuel tanks, systems and re-fuelers (trucks) sampled as required by Technical Order-42B-1-1 (USAF).

RECEIVER WILL: RECEIVER WILL: submit DA Form 2407, as needed for repairs. Perform Organizational maintenance and evacuate equipment to Direct Support Unit (Automated 5504 may be used.)

Life-Support Equipment:

SUPPLIER WILL provide for the maintenance and repair of equipment, either mechanical or manual, or substance designed to keep individual alive (i.e., aviation life support equipment, Night Vision Goggles)

STANDARD SUPPORT LEVEL:

Maintenance/repair service per applicable technical manuals and regulations available during normal duty hours (7:30 AM - 4:00 PM Monday - Friday). Repair parts provided through Standard Army Retail Supply System - Objective (SARSS-O). Equipment submitted under DA-2407 will be processed in accordance with the Urgency of Need Designator and Force Activity Designator priority system as defined in AR 750-1, AR 725-50, and DA Pam 738-750. Verbal status of equipment provided upon request. Computer print-out provided within 4 working hours of request, provided computers are operational. Commercial contract services provided for equipment unable to be repaired in-house. Coordinate for warranty service on tactical equipment. Perform coordination of Modification Work Orders (MWOs). The maintenance and repair of unique commercial items, not within existing capabilities, will be negotiated between the user and Installation Maintenance Division.

RECEIVER WILL submit DA Form 2407 as needed. (Automated 5504 may be used)

Industrial Plant Equipment:

SUPPLIER WILL repair parts by machining and welding operations for all commodities supported plus limited fabrication.

STANDARD SUPPORT LEVEL:

Machine shop work available during normal duty hours (7:30 AM - 4:00 PM, Monday - Friday). On-site repair on selected items. DA-2407's will be processed in accordance with the Urgency of Need Designator and Force Activity Designator priority system defined in AR 750-1, AR 725-50, and DA Pam 738-750. The maintenance and repair of unique commercial items, not within existing capabilities, will be negotiated between the user and Installation Maintenance Division.

RECEIVER WILL submit DA Form 2407 as needed. (Automated 5504 may be used)

Tent/Canvas Repair:

SUPPLIER WILL provide for the maintenance and repair of tent and canvas.

STANDARD SUPPORT LEVEL:

Maintenance/repair service per applicable technical manuals and regulations available during normal duty hours (7:30 AM - 4:00 PM Monday - Friday). Repair parts provided through Standard Army Retail Supply System - Objective (SARSS-O). Equipment submitted under DA-2407 will be processed in accordance with the Urgency of Need Designator and Force Activity Designator priority system as defined in AR 750-1, AR 725-50, and DA Pam 738-750. Verbal status of equipment provided upon request. Computer print-out provided within four working hours of request, provided computer are operational. Commercial contract services provided for equipment unable to be repaired in-house. Coordinate for warranty service on tactical equipment. Perform coordination of Modification Work Orders (MWOs). The maintenance and repair of unique commercial items, not within existing capabilities, will be negotiated between the user and Installation Maintenance Division.

RECEIVER WILL submit DA Form 2407 as needed. (Automated 5504 may be used)

Water/Fuel Drum Repair:

SUPPLIER WILL provide for maintenance, repair and testing of 55, 250 and 500 gallon water drums (rubber bladder type), 500 gallon fuel drums (rubber bladder type) and standard rubber air mattresses.

STANDARD SUPPORT LEVEL:

Maintenance/repair service per applicable technical manuals and regulations available during normal duty hours (7:30 AM - 4:00 PM Monday -Friday). Repair parts provided through Standard Army Retail Supply System - Objective (SARSS-O). Equipment submitted under DA-2407 will be processed in accordance with the Urgency of Need Designator and Force Activity Designator priority system as defined in AR 750-1, AR 725-50, and DA Pam 738-750. Verbal status of equipment provided upon request. Computer print-out provided within four working hours of request, provided computers are operational. Coordination for warranty service on tactical equipment. Perform coordination of Modification Work Orders (MWOs). The maintenance and repair of unique commercial items, not within existing capabilities, will be negotiated between the user and Installation Maintenance Division.

RECEIVER WILL submit DA Form 2407 as needed. (Automated 5504 may be used)

QUANTITY: As required. **FREQUENCY:** As required.

Aircraft Maintenance and Repair (ALMD):

SUPPLIER WILL provide for the maintenance and repair of aircraft and associated equipment to include armament, electronic and communication equipment, engine, and any other equipment that is an integral part of an aircraft.

STANDARD SUPPORT LEVEL: Aviation Unit Maintenance/Aviation Intermediate Maintenance and selected limited depot level repairs are available during normal duty hours of 0730-1600 Monday through Friday. A DA FM 5504 will be processed in accordance with DA Pam 738-751 and AR 750-1. Installation Maintenance Office is to provide limited back-up repair in machine shop work exhaust pipe welding and helicoil insert available during normal duty hours 7:30 AM - 4:00 PM Monday - Friday. DA-2407 Work Requests will be processed according to priority system defined in DA Pam 738-750.

RECEIVER WILL: Comply with established priority procedures. Submit request to Direct Support Unit as required. Reimburse for parts and/or labor VIA DA Form 448, MIPR.

Aircraft Engines:

SUPPLIER WILL provide for the maintenance and repair of aircraft engines that are not an integral part of the aircraft.

STANDARD SUPPORT LEVEL:

Aviation Unit Maintenance/Aviation Intermediate Maintenance and selected limited depot level repairs are available during normal duty hours of 0730-1600 Monday through Friday. A DA FM 5504 will be processed in accordance with DA Pam 738-751 and AR 750-1. Installation Maintenance Office is to provide limited back-up repair in machine shop work exhaust pipe welding and helicoil insert available during normal duty hours 7:30 AM - 4:00 PM Monday - Friday. DA-2407 Work Requests will be processed according to priority system defined in DA Pam 738-750.

RECEIVER WILL comply with established priority procedures. Submit request to Direct Support Unit as required.

METS:

SUPPLIER WILL operate and maintain the Modular Engine Test System (METS). Perform aircraft engine diagnostic and performance testing.

STANDARD SUPPORT LEVEL:

Aircraft engine diagnostic and performance testing in accordance with applicable technical manuals and regulations is available during normal duty hours (7:30 AM - 4:00 PM Monday - Friday) at Engine Test Cell, building 7176, Campbell Army Airfield (CAAF). Engines submitted under DA-2407 will be processed in accordance with priority system defined in DA Pam 738-750.

RECEIVER WILL submit a DA Form 2407 to the METS, Bldg 7176, requesting engine diagnostic and/or testing.

The designated Direct Support Unit (Direct Support Unit) will provide Direct Support (DS) level maintenance. Installation Maintenance Division (IMD) will provide General Support level maintenance. Aviation maintenance will be provided by the AVIM/AVUM units. The supporting activity will provide support to the receiver on an equitable level of base operations support. Support will be provided within the capability of the supporting activity either in-house or by contract.

Includes services and facilities for explosive ordnance storage, disposal, and training.

Ammunition:

SUPPLIER WILL provide for the supply of ammunition as forecasted, allocated, approved, and available. Inspect unit's ammunition basic load (ABL), as required. Provide storage for receiver's ABL at the Ammunition Supply Point, Bldg 7811, Clarksville Base.

STANDARD SUPPORT LEVEL:

Ammunition Supply Point is open from 0730-1330, Monday through Friday for receipt of ammunition and 0730-1500 for issue. Request for issue (DA FM 581) must be received three full working days prior to pickup date.

RECEIVER WILL provide a 12 month ammunition forecast to G3/Directorate of Plans, Training, and Mobilization (DPTM) each month no later than the 5th day of the month using DA Form 5514-R. The DA Form 581 will be used to request ammunition. The unit will prepare the DA Form 1687 and review quarterly. Only E7 and above will be authorized to sign request for pickup of ammunition. Comply with policies and procedures outlined in CAM Reg 700-2, Conventional Ammunition.

Ordnance Equipment:

SUPPLIER WILL provide for the supply of commercial or military design ordnance supplies, such as military weapons, ammunition, explosives, combat vehicles, and battle materiel. Also included are ordnance-related maintenance tools and equipment and explosives ordnance disposal services. Organizational repair parts will be ordered directly from Supply Support Activity (SSA).

STANDARD SUPPORT LEVEL:

Submit appropriate requisition, showing fund cite, if required, priority of need, etc., to Material Maintenance System (MMS) or Ammunition Supply Point (ASP), Installation Supply Services Division (ISSD), as appropriate.

RECEIVER WILL submit request as needed.

QUANTITY: As required. **FREQUENCY:** As required.

DFAS/DAO:
Includes expense, reimbursement, working fund, payroll and leave accounting. Also includes disbursing, voucher and invoice examination, financial reporting, and the development of accounting systems.

STANDARD SUPPORT LEVEL:
Service will conform with DFAS performance standards.

RECEIVER WILL comply with host regulation program, budget, and funds for reimbursable support under existing policies and procedures. Special funding requirements will be coordinated through Division Comptroller. Will comply with Host Installation regulations and coordinate requirements with DAO and Host Installation Support Agreement Manager.

SUPPLIER WILL provide civilian, military payroll, disbursing, leave accounting, temporary duty travel advances, voucher processing, and financial accounting and reporting.

QUANTITY: As required. **FREQUENCY:** As required.

(Note: ***DFAS reimbursements are transferred at Department level and not at installation level).***

Includes fire fighting, protection, and prevention program.

SUPPLIER WILL develop and monitor the fire prevention and protection program post-wide. Formulate installation regulations for reduction and elimination of fire hazards. Instruct and train personnel in the operation and maintenance of fire apparatus and systems. Respond to alarms and take prompt action and conduct investigation of fires. Conduct investigations of on-post fires in conjunction with the Provost Marshal.

STANDARD SUPPORT LEVEL:

Perform fire fighting responsibilities using recommended response times and procedures. Review work orders and projects involving fire and life safety issues. Conduct inspections as required by regulation. Remove hazardous materials using recognized procedures. Provide a monthly inspection of hangers at Campbell Army Airfield (CAAF) and Sabre Army Heliport and quarterly inspection of administrative/shop type facilities.

RECEIVER WILL ensure all precautions are taken in the prevention of fires. Conduct regular inspections and promote fire prevention programs.

Crash and Rescue Services:

SUPPLIER WILL provide crash and rescue service to air fields.

STANDARD SUPPORT LEVEL:

Performs crash and rescue responsibilities using recommended response times and procedures. Aircraft Rescue Fire Fighting (ARFF) will be provided to CAAF, Sabre Army Heliport, and the cantonment area. Aircraft Rescue Fire Fighting support for activities occurring off CAAF, Sabre Army Heliport, and the cantonment area in support of training exercises of tenant units is an enhanced level of service and will be provided on a reimbursable basis.

Provide crash and rescue support to Campbell Army Airfield (CAAF) 24 hours per day, 7 days per week.

Provide crash and rescue support to Sabre Army Heliport 24 hours per day, 7 days per week.

Provide crash and rescue support within the cantonment area of Host Installation 24 hours per day, 7 days per week.

An enhanced level of support may be provided, within current available resources, on a reimbursable basis, when requested by the customer.

RECEIVER WILL: Request support as required.

Fire Fighting Equipment and Components (Maintenance):

SUPPLIER WILL provide for the maintenance and repair of general or special purpose fire fighting equipment and their components.

STANDARD SUPPORT LEVEL:
Maintain and repair fire fighting equipment and components within available resources.

RECEIVER WILL request support from DPW as required.

Fire Fighting Equipment and Components (Supply):

SUPPLIER WILL provide for the supply of general or special purpose fire fighting equipment and their components. Equipment, i.e., fire extinguishers will be issued to the receiver on a hand receipt.

STANDARD SUPPORT LEVEL:
Provide for the supply of fire fighting equipment as required.

RECEIVER WILL request support as required.

QUANTITY: As required. **FREQUENCY:** As required.

Includes provisioning, preparation and serving of food to authorized personnel, and the operation of dining facilities.

Food Service Program:

SUPPLIER WILL provide dining facilities and rations at the level basis as for other installation personnel. (_____) Issue meal cards to authorized personnel residing in billets in accordance with AR 30-l. Provide such services to include in-flight box meals, Meals Ready to Eat (MREs) and meals to be consumed elsewhere.

STANDARD SUPPORT LEVEL:

Cooks, if authorized on unit's Table of Distribution and Allowances (TDA) may be used when unit is fed by a designated facility. Host Installation is under the electronic meal card issue procedures and unit must issue their own meal card or arrange with a host unit to issue meal cards. Food service assistance is provided to units by the Food Service Adviser. Requests for Contract Dining Facility Attendant (CDFA) services should reach Food Service Branch 90-days prior to the need. Emergency arrangements may be made.

RECEIVER WILL furnish required strength figures and comply with food service directives and unit SOP. All assigned and attached food service personnel will report to the supporting dining facility as their primary place of duty.

QUANTITY: As required. **FREQUENCY:** As required.

Subsistence (CLASS I), (ISSD/TISA), (STOCKFUND):

SUPPLIER WILL provide basic food supplies to support feeding activities. All subsistence issued will be at the standard price, on a reimbursable basis. Subsistence will be issued on a DA Fm 3161 prepared by the receiver.

STANDARD SUPPORT LEVEL:

The TISA is open Mon-Fri (0730-1600) to issue subsistence. Authorized recipients must have DD Form 577 (Signature Card) in their possession to receipt for subsistence.

RECEIVER WILL make requirements known. Reimburse for subsistence supplies provided by the supplier. Appropriate funding data will be cited by the requisitioner.

QUANTITY: As required. **FREQUENCY:** As required.

Includes furnishing of outpatient testing, treatment, rehabilitation and associated professional services and medical support; may also include inpatient services. Also includes environmental health inspections, quality assurance services and veterinarian services.

SUPPLIER WILL provide a complete health care program to authorized personnel. Includes but not limited to the furnishing of inpatient and outpatient treatment medical, nursing, veterinary and other professional services and medical support.

RECEIVER WILL obtain medical services on an individual basis.

Dental Services:

SUPPLIER WILL provide dental services on the same basis as provided to other authorized personnel.

RECEIVER WILL request services on an individual basis, as required.

Government Employees:

SUPPLIER WILL provide emergency treatment to government employees and annual testing and/or physicals when scheduled by Preventive Medicine.

RECEIVER WILL comply with policies and procedures for emergency treatment. Ensure employees make scheduled appointments for testing and/or physicals.

Eye Examinations:

SUPPLIER WILL provide eye examinations to authorized personnel as required.

RECEIVER WILL request services, as required.

Medical/Dental Supplies, Equipment and (USAH):

SUPPLIER WILL provide for the maintenance and repair of medical and dental suppliers, equipment, components, and accessories.

RECEIVER WILL submit request to Blanchfield Army Community Hospital. Reimburse as required.

Medical/Dental Equipment and Components (USAH):

SUPPLIER WILL provide consumable supplies less those items classified as controlled substances by the Bureau of Narcotics and Dangerous Drugs. Supplies issued will be subject to reimbursement.

RECEIVER WILL submit request for supplies to Blanchfield Army Community Hospital. Reimburse for cost of all supplies issued based on current prices.

Preventive Medicine Service:

SUPPLIER WILL provide a comprehensive program to protect the health and welfare of soldiers, family members and civilian workers.

RECEIVER WILL submit request for required services .

Veterinary Services:

SUPPLIER WILL provide a comprehensive veterinary support to all DoD agencies and activities with in assigned geographical are of responsibility. Includes veterinary animal health care and food hygiene and public health.

RECEIVER WILL request services, as required.

QUANTITY: As required. **FREQUENCY:** As required.

Includes accommodations and housing referral services for authorized personnel. Also includes the operation of Army Family Housing (AFH), bachelor officers quarters (BOQ), bachelor enlisted quarters (BEQ) and transient accommodations.

SUPPLIER WILL provide AFH, BOQ/BEQ and transient housing accommodations and support and housing referral services to authorized personnel. Provide self-help program for housing occupants.

BILLETING BRANCH: Manage and operate the BOQ/SEBQ, transient facilities and distinguished visitors (DV) quarters. Issue certificates of nonavailability of government quarters to permanent party and temporary duty personnel when quarters are not available.

STANDARD SUPPORT LEVEL:

Operate, maintain, and administer the Army Family Housing program. Provide unaccompanied personnel housing, quarters for temporary duty. Housing Office is open Monday thru Friday 0730 to 1500. When quarters are not available for TDY travelers, provide a statement of non-availability and local hotel referral. Billeting is open 24-hours a day, seven days a week.

RECEIVER WILL coordinate with host family housing officer to obtain off-post or on-post housing information. Request housing accommodations on an individual basis. Request billeting for temporary duty personnel as soon as the need is known.

QUANTITY: As required. **FREQUENCY:** As required.

Includes cleaning, storage, and insignia sewing service.

SUPPLIER WILL provide for a contract operated laundry and dry cleaning service. Dry cleaning will be provided on a cash basis. Provide for the laundry and dry cleaning of organizational equipment i.e., blankets, sheets, and pillowcases.

STANDARD SUPPORT LEVEL:

Laundry service is provided for organizational linens through Direct Exchange and/or 3-day (72 hour) service. Units are given specific days for exchange of linen or laundry service and must adhere to this schedule. Cash service is available to the soldier by Individual Piece Rate (IPR) or Soldier Cash bundle service on 72-hour turn around. One day service is also available with an added surcharge.

RECEIVER WILL: Individual laundry will be processed on a cash basis. Units will deliver and pickup organizational laundry. Hospital laundry is picked up and delivered by the contractor.

QUANTITY: As required. **FREQUENCY:** As required.

Insignia Sewing Service:

SUPPLIER WILL provide for free insignia and patch sewing service to enlisted personnel upon initial assignment to Host Installation, promoted, converted to a comparable grade or demoted.

STANDARD SUPPORT LEVEL:

Sewing service is provided authorized enlisted personnel as shown above. This service is performed Mon-Fri (0730-1530) daily.

RECEIVER WILL on an individual basis request services as needed.

QUANTITY: As required. **FREQUENCY:** As required.

Includes the provision of advice and services on all legal matters in accord with AR 27-1, pertaining to legal assistance, military justice, initial claims processing, environmental law, property utilization, administrative law, award and execution of procurement contracts, U.S. Magistrate Court, and personnel matters such as labor law issues, conflicts of interest, standards of conduct, and grievance hearings/reviews.

SUPPLIER WILL (The Office of the Staff Judge Advocate): Provide legal advice and services on all legal matters pertaining to legal assistance, military justice, claim and processing, property utilization, award and execution of procurement contracts, labor relations, environmental issues, operational law, standards of conduct, U.S. Magistrate Court, and administrative matters. These services include providing personal legal advice to individuals, commanders, and other leaders in their official capacity; teaching classes; providing training; presenting the government's case in administrative boards or hearings and court-martial proceedings; prosecuting cases in U.S. Magistrate Court and U.S. District Court; and preparing documents as required to provide these services.

STANDARD SUPPORT LEVEL:

LEGAL ASSISTANCE DIVISION: Provide attorney consultation. Screen clients and refer to other agencies or provide fact sheet within 15 minutes. Prepare will in office within 10 duty days of request. Provide will to patients at BACH within four hours of request. Prepare power of attorney within 15 minutes. Provide documents for name change or adoption within 10 duty days of request. Provide information regarding immigration and naturalization within 30 minutes. Provide Standard Readiness Procedures (SRP) as requested by commanders, at SRPs provide services to soldiers within 10 minutes. Prepare letters for or on behalf of client within three duty days. Make phone calls for or on behalf of client within one duty day. Prepare fact sheets for client use within seven duty days. Prepare federal income tax returns and electronically file within one duty day. Teach classes on Legal Assistance subjects. Provide briefings to family support groups. Provide other services as requested and as resources permit.

CRIMINAL LAW DIVISION: Provide legal advice to commanders in one duty day. Provide prepared Article 15 or chapter discharge packets in one to two duty days. Review Article 15 appeals in one duty day. Prepare and present cases at courts-martial. Prepare and present cases at administrative elimination and reduction boards. Process separation actions when the notification procedure is used under AR 635-200 within 15 duty days and when the administrative board procedure is used within 50 duty days. Provide training and instruction in military justice, law of war, rules of engagement, and other areas of command interest. Provide other services as requested and as resources permit

CLAIMS DIVISION: Take final action for payment on small personnel claims (less than $1,000) in a 3-day mean processing time. Take final action for payment on other personnel claims in a 15-day mean processing time. Take final

action for settlement of small tort claims (less than $25,000) in a 15-day mean processing time. Take final action for settlement or forwarding to the U.S. Army Claims Service within 5 days of that Service's request. Prepare tort litigation reports within Department of Justice time requirements. Initiate carrier recovery actions in a 30-day mean processing time from the date of payment of a claim. Initiate affirmative claim actions within 3 days of the notice of a claim. Review miscellaneous actions and respond to inquiries within 3 days. Provide other services as requested and resources permit.

CIVIL AND ADMINISTRATIVE LAW DIVISION: Contracts: Review invitations for bids, requests for proposals, claims, and business clearance memoranda within five duty days. Review contract awards in one duty day. Prepare litigation files within ten duty days. Prepare protest files within five duty days. Review justifications and authorizations within three duty days. Review routine requests for legal opinion within five duty days. Review option exercises within two duty days.

Administrative Law: Review private organization actions within five duty days. Draft/review special inquiries within three duty days. Brief AR 15-6, line of duty, report of survey, and collateral investigation officers within one duty day of request. Review AR 15-6 and collateral investigations and reports of survey within five duty days. Review Freedom of Information Act requests and respond within three duty days. Review adverse administrative personnel actions, including chapter elimination, memorandums of reprimand, and relief for cause within five duty days. Answer telephone request from commanders within one duty day. Review outgoing correspondence and actions from the Command Group/Garrison Commander within two duty days. Review outgoing correspondence and actions from commanders and directorates within three duty days. Review subpoena requests within one day.

Operational/Intelligence Law: Provide intelligence oversight by review of actions and conduct training within three duty days. Draft rules of engagement and legal annexes to Operations & Plans within three duty days. Conduct training within seven duty days.

Labor Law: Review notices of and proposed disciplinary action and decision letters within four duty days. Review third step of collective bargaining agreement grievance decisions within four duty days. Review notices of unacceptable performance and performance improvement period/plan within four duty days. Review formal EEO complaints (prior to acceptance) within five duty days. Review or draft settlement agreements within two duty days. Represent the government in labor and EEO administrative proceedings.

Environmental Law: Review environmental assessments within ten duty days. Review Environmental Compliance Assessment System Report within seven duty days. Represent the government in environmental law administrative proceedings. Provide other Administrative and Civil Law services as requested and as resources permit.

ETHICS COUNSELOR: Provide ethics opinions within three duty days. Conduct ethics training. Coordinate installation program for financial disclosure statement. Provide other Ethics Counselor services as requested and as resources permit.

RECEIVER WILL comply with regulatory guidelines. Submit requirements to Staff Judge Advocate (SJA) when authorized and required.

QUANTITY: As required. **FREQUENCY:** As required.

28
LIBRARIES
Directorate of Personnel and Community Activities (DPCA)

Includes recreational and general reference library services.

SUPPLIER WILL provide the military community effective, professionally directed library services, and adequate quantities of current retrospective, and authoritative multimedia materials in all subject fields. Extend service to active duty, retired military and their families, Reserve Components, and Department of Army civilians employed at Host Installation. Library materials include printed, audiovisual, electronic data base and microfilms.

STANDARD SUPPORT LEVEL:

Provide professional public library services to the Host Installation Community. Provide professional library services in support of on-post educational programs. Provide library service to the patients at Blanchfield Army Hospital. Provide units with on-line information in support of mission requirements. Provide paperback book support for maneuvers and exercises. Provide paperback book support to deploying units. Hours of Operation: Monday through Thursday, 1000-2100 hours Friday and Saturday, 0900-1800 hours Sunday, 1100-2000 hours. Provide paperback book kits to Reserve and National Guard units for maneuvers and exercises.

RECEIVE WILL obtain services on an individual basis as desired.

QUANTITY: As required. **FREQUENCY:** As required.

29
MAIL SERVICES
(DOIM - Distribution)

Includes collecting, accepting, sorting, routing, and delivery of official and personal mail on DoD installation.

SUPPLIER WILL provide for the acceptance, sorting, routing of official and personal mail. Provide postal locator services and conduct postal inspections in accordance with applicable regulations. Provide for the receipt and routing of incoming and outgoing official message/traffic and official correspondence

RECEIVER WILL:

STANDARD SUPPORT LEVEL:

Process all incoming and outgoing official mail within one workday of receipt. Process official distribution, to include pick up and delivery service within 3 workdays.

RECEIVER WILL adhere to all Army and US Postal Regulations governing official mail being dispatched or received. Pickup and drop off distribution daily at a designated location. Deliver mail to the Distribution Branch of DOIM. Appoint an Official Mail Control Officer.

QUANTITY: As required. **FREQUENCY**: As required.
:

30
MAIL POSTAGE SERVICE

Includes postage and fees for official and application thereof.

SUPPLIER WILL provide for the acceptance, sorting, routing of incoming and outgoing mail. Mail will be metered by DOIM. Tenant activities using $10,000 or more in postage are responsible for paying the entire amount used. Effective FY97, tenants receiving official mail support will be required to reimburse for all their postage.

STANDARD SUPPORT LEVEL:

Process all incoming and outgoing official mail within one workday of receipt.

RECEIVER WILL adhere to Army and US Postal Regulations governing official mail being dispatched or received. Pickup and drop off at a designated location. Deliver mail to the Distribution Branch of DOIM. Appoint an Official Mail Control Officer.

QUANTITY: As required. **FREQUENCY:** As required.

Includes passport, forces stamp, and other personal affairs services for military personnel. Also includes processing of retirement services, casualty operations, enlisted management, line of duty investigations, officer management, personnel accounting and strength reporting, reassignment processing, retention, sponsorship, survivor benefits, and transition processing, courts/boards, awards/decorations, MMRB, in processing, out processing, passport and visa processing, and non-combatant evacuation operations.

STANDARD SUPPORT LEVEL:

RETIREMENT SERVICES: Provide assistance to all retirees, widows, and widowers within AR 5-9 area of responsibility.

CASUALTY OPERATIONS: Provide support for casualty reporting of active and reserve components, retirees, and veterans within 24 hours of notification of death in AR 5-9 area of responsibility.

ENLISTED MANAGEMENT: Ensure distribution of enlisted soldiers with technical skills to meet the needs of all units supported at Host Installation.

ENLISTED TRANSFERS: Ensure the process of transferring enlisted soldiers is accomplished within five working days of the management decision.

LINE OF DUTY INVESTIGATIONS: Provide support for AR 5-9 area of responsibility and approve/forward to HQDA, Informal LODs will not exceed 40 days; formal LODs will not exceed 75 days.

OFFICER MANAGEMENT: Ensure distribution of officers with leadership and technical skills to meet the needs of all units supported at Host Installation.

OFFICER TRANSFERS: Ensure the process of transferring officers is accomplished within 10 working days of the management decision.

PERSONNEL ACCOUNTING: Monitor the personnel status of units to maximize and ensure unit readiness.

STRENGTH REPORTING: Operate the command and control strength reporting system to manage the personnel combat power of tactical units.

REASSIGNMENT PROCESSING: Provide reassignment processing within 30 days of the cycle date when assignment instructions are received for all soldiers departing Host Installation.

RECRUITING: Support all USAREC personnel procurement programs with facilities, equipment, and advertisements of Delta Force, Warrant Officer Recruiting, Old Guard and etc.

RETENTION: Provide career guidance to all soldiers, inspect retention programs at all levels quarterly, and initiate final career plan for all soldiers 12 months prior to ETS.

SPONSORSHIP: Assist incoming soldiers and family members by initiating the Sponsorship process for newly arriving soldiers.

SURVIVOR BENEFITS: Provide survivor benefit briefing to all soldiers retiring at this installation prior to issuance of clearance papers.

TRANSITION PROCESSING: Provide transition processing within 120 days of loss for soldiers departing military service from Host Installation.

COURTS/BOARDS: Provide the technical service required to initiate and process Chapters/boards/eliminations for all soldiers assigned/attached to Host Installation for support.

AWARDS/DECORATIONS: Provide technical service required to process awards/decorations for all soldiers assigned/attached to Host Installation for support.

MMRB: Process all involuntary reclassification actions for soldiers who attained permanent profiles, and inform commanders/soldiers of approving authority decision.

IN PROCESSING: In process all incoming soldiers assigned/attached to Host Installation within five working days of arrival.

OUT PROCESSING: Issue clearance papers to all soldiers out-processing Host Installation ten duty days prior to departure.

PASSPORT AND VISA PROCESSING: Process applications within three working days for passports and visas for military and DOD civilian personnel and family members requiring military directed movement.

NON-COMBATANT EVACUATION OPERATIONS: Provide necessary administrative support required to accomplish the tasking/mission within 24 hours of notification.

RECEIVER WILL request services and support by providing necessary request and/or documentation. Ensure unit is in compliance with all governing directives.

QUANTITY: As required. **FREQUENCY:** As required.

32
MILITARY PERSONNEL SUPPORT
(PSB)

Includes processing of identification cards, enlisted evaluations, enlisted promotions and reductions, flagging, military personal database management, officer evaluations, officer promotions, and battle field postal operations.

STANDARD SUPPORT LEVEL:

PROCESSING ID CARDS: Provide facility to issue ID cards to all active and reserve components, retirees, and family members within 1-hour time frame.

MILITARY PERSONNEL ACTIONS: Provide customer service for personnel actions with a goal of three working days for active and reserve component soldiers assigned/attached to installation.

MILITARY PERSONNEL RECORDS MAINTENANCE: Maintain personnel records with 95 percent accuracy for all active and reserve component soldiers assigned/attached to Host Installation.

DATA BASE MANAGEMENT: Maintain data base with 98 percent accuracy on all active and reserve component soldiers assigned/attached to Host Installation.

RETIREMENT APPLICATIONS: Process retirement applications within 3 days of requested date. Issue orders within 3 days once all documentation is approved and completed.

EVALUATIONS: Initiate, process and mail officer and enlisted Evaluation Reports.

SPRs: Lead agency for Division SRP Team. Provide support processing DD93 and SGLVs for external and internal SRPs.

PRE-BOARDS: Identify eligible officer and senior enlisted soldiers eligible to compete in all DA centralized boards and assist in the review and processing of personnel records in preparation for the board.

RECEIVER WILL request services and support by providing necessary request and/or documentation. Ensure unit is in compliance with all governing directives.

QUANTITY: As required. **FREQUENCY:** As required.

33
MOBILIZATION SUPPORT
(G3/DPTM, Instl Mob Plans)

Includes planning, provisioning and support for mobilization of active reserve, and guard forces.

SUPPLIER WILL plan and provide support for mobilization of USAR and ARNG Forces.

STANDARD SUPPORT LEVEL:

On an as required basis: Provide a unit mobilization packet for all units that mobilize at Host Installation. Chair the Host Installation Mobilization Issues Resolution Committee. Single point of contact for all mobilization matters for Host Installation. Receive and distribute mobilization planning data from RC units via the automated Mobilization Level Application System (MOBLAS). Coordinate the review of unit movement plans with Directorate of Logistics (DOL). Coordinate the unit ammunition basic load with DOL. Coordinate gate arrival times with Law Enforcement Command (LEC). Coordinate with DOL to provide to the unit the Mobilization Equipment Requirements Sheet. Coordinate and conduct unit commanders required mob station visits for new unit commanders. Host a Triennial Mobilization Conference for all units that mobilize at Host Installation, KY.

RECEIVER WILL comply with directives and request mobilization support as needed.

QUANTITY: As required. **FREQUENCY:** As required.

Includes theaters, parks, recreational centers, gyms, fitness centers, athletic fields, hobby shops, craft centers, and related services.

SUPPLIER WILL provide for Competitive Athletics: intramural sports program with leagues and championships in team sports of cross country, flag football, softball, basketball, and soccer, and individual sports of boxing, wrestling, tennis, golf, racquetball, and track and field. Provide management of outdoor athletic facilities and technical guidance for physical fitness centers.
Aquatics Section: Provides one indoor and three outdoor pools in support of military training. Coordinates classes to certify lifeguards and instructors for mission essential tasking. Provides recreational programs and instructional classes to meet the needs of patrons on an individual basis, and in support of interagency programs, i.e. Youth Services, ACS Exceptional Family Member Program, Dependent School System, and American Red Cross.

STANDARD SUPPORT LEVEL:

AQUATICS: Will operate six swimming pools, one indoor and five outdoor. The indoor pool operates year round and the outdoor pools operate seasonally. Military aquatic training is conducted to meet mission requirements. Classes, lap swimming, exercise groups, private parties and recreational swimming are provided. For scheduling information, hours of operation and locations, call 798-6304 or 798-6310.

WELLNESS CENTER:

SUPPLIER WILL provide programs for the Total Army Family to include fitness evaluations, centralized aerobic classes, volksmarching, incentive awards program, health fairs, civilian on-duty health promotion activities, nutrition analysis, and literature distribution.

STANDARD SUPPORT LEVEL:

Hours of operation are: Monday - Friday 0600-2000 hours, Saturday 0900-1600 hours, and Sunday 1200-1600 hours

RECEIVER WILL . comply with host governing directives and procedures. Services shall be obtained on an individual basis as desired.

OUTDOOR RECREATION:

SUPPLIER WILL provide shooting sports activities to include archery, 3 skeet NRA Clays, trap, survival games and hunting. Provide sport parachute training monthly and operations weekly. Provide equipment rental 5 days per week Monday-Friday, 1 Sep-31 Mar; 7 days per week, 1 Apr-31 Aug. Provide animal boarding and horse rental.

Provide camp sites and fishing sites 7 days a week. Provide outdoor education with annual clinics upon request.

RECEIVER WILL comply with host governing directives and procedures. Services shall be obtained on an individual basis as desired.

ENTERTAINMENT:

SUPPLIER WILL provide for the operation of drama centers, dinner theaters producing stage plays, musicals, variety shows, concerts, and other musical and theatrical activities.

STANDARD SUPPORT LEVEL:

RECEIVER WILL participate in available services on an individual basis.

INFORMATION TICKETS AND REGISTRATION:

SUPPLIER WILL provide for the development, staffing, equipping, supplying, administering, operation, supervising, and promotion of information, travel, and recreation programs to meet the travel needs of the active duty, family members, and authorized civilians.

GOLF: Provide meaningful opportunity in golf for the Total Army Family through quality service in course management, proshop sales, cart rental, driving ranges, lessons, and grill service. Conduct and schedule competitions for units and organizations in the community.

BOWLING: Two separate 24 lane centers provide full service bowling, intramural competitions, league bowling and dining services.

MULTICRAFTS: Depending upon customer demands, plan, develop, and direct activities for multicrafts, woodworking, and auto craft shops.

RECYCLING CENTER: Provide facilities that act as a collection point to enhance the recycling program for aluminum and paper products. Includes shredding and baling paper products which will reduce the landfill use.

STANDARD SUPPORT LEVEL:

GOLF: Summer schedule - Monday: 0800-1930, Tuesday-Friday: 0730-1930, and Saturday-Sunday - Holidays: 0700-1930.

RECREATION CENTER: Dale Wayrynen Community Recreation Center: Open 7 days a week Monday-Friday: 1130-2200, Saturday-Sunday and Holidays: 1300-2200.

INFORMATION TOURING AND REGISTRATION: Open Monday-Friday: 0900-1700, Saturdays: 0830-1430.

BOWLING CENTERS: Depending upon customer demands, bowling centers provide service from 5-7 days per week with all services provided on a pay-as you-go basis.

ARTS & CRAFTS; WOOD SHOP: Provide opportunities for Total Army community to pursue leisure activities at their own pace. Located in Bldg 89.

AUTO CRAFTS: Provide Total Army community the opportunity to service personally owned vehicles at their own pace. Pay as you go basis. Auto repairs are done by appointment; call 798-6317.

RECEIVER WILL participate in available services on an individual basis.

QUANTITY: As required. **FREQUENCY:** As required.

35
MORTUARY SERVICES
(G1/AG)

Includes all logistical functions related to the recovery, identification, care, and disposition of deceased personnel. Includes continental United States port, and overseas mortuary services.

SUPPLIER WILL provide for the recovery, identification, care, and disposition of deceased personnel in accordance with 600-8-1. (G1/AG, Mortuary Office)

STANDARD SUPPORT LEVEL:

Provided on an as required basis.

RECEIVER WILL make requirements known.

QUANTITY: As required. **FREQUENCY:** As required.

Includes operation of facilities and services to educate and train personnel as to the Army's way of life through exhibits and programs which are developed from collected military history and memorabilia.

SUPPLIER WILL provide historical support to the installation commanders and military through the operation of the installation museum. Identify and collect artifacts, history and documents, developing exhibits and briefings, teaching the history of Host Installation, and its home based units. Provide facilities and programs necessary to train and educate the military, their dependents, civilians and researchers the military history and the Army's way of life at Host Installation, Collect the history, photographs, slides, negatives, videos, and memorabilia pertinent to the units of Host Installation. Manage the historical program for Host Installation and its units. Operate within the museum the operations, exhibits, research, and collections management divisions. Collect, accession, catalog, photograph, clean, preserve, conserve, store and exhibit artifacts. Schedule training, facilities, classes, tours and briefings for a variety of educational programs. Publicize to the military/media/public to ensure a minimum of 63,500 visitors to the museum per year. Provide special traveling and temporary exhibits for special functions.

STANDARD SUPPORT LEVEL:

Operations of the museum and maintenance area is conducted 363 days per year. The main office is open Monday through Friday from 7:30 A.M. to 4:30 P.M. The history office is open Monday through Friday from 9:00 A.M. to 4:30 P.M. The main museum is open daily from 9:30 A.M. to 4:30 P.M. Newcomers in-briefings for personnel processing through the Replacement Command are provided Monday through Friday from 1:00 P.M. to 2:00 P.M.

RECEIVER WILL participate in the available services on an individual basis and provide feedback and donations on a voluntary basis.

QUANTITY: On a daily basis, as requested and as required.

FREQUENCY: On a daily basis, as requested and as required.

37
OCCUPATIONAL AND INDUSTRIAL HEALTH SERVICES
Blanchfield Army Community Hospital (BACH)

SUPPLIER WILL provide occupational health services to civilian employees as set forth in AR 40-S and HSC 40-30 to include but not limited to: treatment of civilian employees for occupational illness and injury sustained in the performance of official duties; minor treatments or services such as administering allergy treatments, monitoring blood pressure and minor first aid may be given if the condition is one for which the employee would not reasonably be expected to seek attention from a personal physician, or to reduce absenteeism by enabling the employee to complete the current work shift before consulting a personal physician.

STANDARD SUPPORT LEVEL:

Provide occupational health services to civilian government employees. Walk in will be taken on a first-come, first-serve basis Monday through Friday from 0730-1100 hrs. Appointments can be scheduled Monday through Friday 1200-1530.

RECEIVER WILL make requirements known.

QUANTITY: As required. **FREQUENCY:** As required.

Includes guards, security protection, maintenance of law and order, and crime prevention measures.

POLICE OPERATIONS SECTION:

SUPPLIER WILL plan and supervise all military police operations within the law enforcement command. Plan selective enforcement, traffic enforcement, and preventive enforcement for housing and unit areas. Provide copies of Military Police Reports and Military Police Traffic Accident Reports to personnel who require one, such as Commanders, Insurance Companies, Soldier for Claims, Claims Section and other authorized Law Enforcement Agencies. Provide clerical support to all Police Sections and Investigation Agencies. Maintain Military Police Reporting System and Filing System; Provide Quality Control on all police reports that are released to the public. Initiates all Bar Letters for confirmed criminal conduct and maintain installation Bar List. Maintain a trained computer operator, provide information to Operations Reporting System (ORS)-2, which maintains all statistical records on crime trends reported to police operations. Maintain all local files and records on all ADCs supporting the Police Desk Operations and Records Section. Maintain case files and records on all Commander Actions, Supervisors Report of Disciplinary Actions. Maintain records depository YAW AR 190-45. Provide, maintain and train selected personnel the National Criminal Information Center. Maintain all records entered into criminal records center for a period of two years. Provide Brady Bill information to Military Police, State, Local and Federal Law Enforcement agencies when requested.

STANDARD SUPPORT LEVEL:

Provide service from 0730 until 1700 Monday through Friday. All other services are provided upon request.

RECEIVER WILL comply with all Local, State, Military and Federal Rules and Regulations. Request for Military Police Reports, and Copy of Records will be submitted 10 days prior to release. Emergency requests will be approved on a case by case basis.

GAME WARDEN, GAME CONTROL SECTION:

SUPPLIER WILL enforce all Military Orders, Regulations, and Kentucky/Tennessee Laws dealing with Fish and Game. Enforce Environmental Impact issues; Patrol all non cantonment areas, approximately 105,000 acres for poaching of lumber, small game and

large game. Cooperate with Kentucky/Tennessee Fish and Game officials in official investigations. Provide search and rescue for lost hunters and soldiers. Man Military Police substation as direct information point and processing center. Provide check points, monitor and Patrol all main roads. Issue violation notices. Provide Military Police escorts for both local and federal agencies, (i.e. Ammo Trucks). Conduct Area Security checks of Skeet Range, Arms Room, Sportsman's Lodge and Sabre Army Heliport.

STANDARD SUPPORT LEVEL:

Provide services 7 days week, 24 hours a day. Additional support required and provided during peak Hunting/Fishing seasons.

RECEIVER WILL comply with host State and Military Regulations. Special Events and escorts can be scheduled upon request at the PMO. Search and rescue on emergency request only.

MILITARY POLICE DESK OPERATIONS:

SUPPLIER WILL provide 24 hour Police Desk Operations. Provide alarm monitoring for over 170 activities and establishments on Host Installation, 24 hours a day. Maintain positive control on all personnel who access or close the aforementioned activities. Provide secondary answering point for E-911 system. Provide supervision for Military Police Mobile and Walking Patrols. Provide dispatcher who assigns patrols to Patrol Area, Crime Calls, Assistance Calls. Initiates Military Police reporting system, dispatches patrols to accidents, incidents, reported crime scenes, fires, bomb threats, robberies, alarm activations, child abuses, assaults, house break-ins and all other offenses of the UCMJ and Tennessee/Kentucky codes. Provide Military Police Guard escorts when requested for large amount of funds. Operates pre/post trial temporary prisoner holding cells. Advises Commander on safety road conditions. Point of Contact/Information Post for all Military Police activities. Maintain liaison with all local, state, and federal law enforcement agencies concerning criminal activities in progress. Provide mutual Emergency Aid to all local, state, and other federal law enforcement agencies when requested. Maintain radio log which records all radio air traffic each day. Maintain a daily journal on all incidents, crimes, assistance rendered during each 24 hour shift. Maintain a daily chronicle record of all police criminal activities that occur in a 24 hour period (blotter). Provide and maintain supervision over MP substation located in the Host Installation training areas. Dispatches Game Wardens, K-9 Patrols. Provide and maintain liaison with Range Control for enforcement of Range and Army Regulations.

STANDARD SUPPORT LEVEL:

Provide 24 hour, 7 days a week Police Station operations. D-Cell operations must be requested, scheduled and approved prior to use.

RECEIVER WILL ensure all Local, State, Federal Rules and Laws are enforced and complied with. Will notify Police Station for assistance or report all criminal activities as soon as possible. Special Events, Escorts, and Temporary Confinement can be scheduled upon request.

AWOL/CIVILIAN LIAISON:

SUPPLIER WILL provide and process all AWOL/DFRs return to Military control. Maintain all files and records on soldiers arrested and or detained by civil authorities. Provide assistance to Commanders and local agencies in regards to repossessions and delinquent bills. Process all cases in Civil Court, Magistrate Court and Local Law Enforcement Activities within the Host Installation, reporting region which includes the state of Tennessee and 29 counties in Western Kentucky. Maintain case files on all AWOLs and Civil Cases resulting from DUI/Worthless Checks and personnel who fail to appear in court. Provide warrant service, serves civil papers for Montgomery County, Tennessee and Christian County, Kentucky Sheriff's Offices. Provide and maintain DD Form 460 provisional pass form which are controlled forms. Provide apprehension escorts for soldiers who are determined to be flight risks due to felony warrants and or military charges. Provide a verification service to all local law enforcement agencies on the status of soldiers whether AWOL or not.

STANDARD SUPPORT LEVEL:

Provides 5 day a week Monday through Friday 0900-1630. Emergency requests can be handled through the Military Police Desk Sergeant.

RECEIVER WILL comply with all Military, Local, and Federal Rules and Regulations. AWOL apprehension team escorts provided upon request. Local services scheduled upon request and approval.

TRAFFIC/ABANDONED VEHICLE, LOST AND FOUND PROPERTY SECTION:

SUPPLIER WILL enforce all Military Orders and Regulations, UCMJ, Kentucky and Tennessee Driving Laws and Rules. Provide Traffic Accident Investigations. Provide information for statistical input for the traffic surveys which provide input to the Traffic Plan for Host Installation. Provide Military Police reports and investigative information to the Magistrate Court, Unit Commanders, Insurance Companies and Local Law Enforcement Agencies when required. Provide Training and Certification on Radar Enforcement. Provide all new assigned Military Police personnel training on traffic patrol procedures and radar operations. Provide Traffic Control Posts (TCPs) for official functions, during emergency deployments, and any other natural or man made disasters. Provide personnel who reconstruct traffic

accident scenes when involving a fatality or excessive property damage both to Military and Civilian Agencies. Log and control all found and lost property and makes disposition of it; Issue Abandoned Vehicle Notices and locates owners, impounds abandoned or recovered stolen vehicles and vehicles held as evidence pertaining to a Felony or fatality; Dispose of abandoned vehicles through the DRMO. Maintains section records which involves investigative reports, notes, and findings; Patrol all areas of Host Installation to include the Range Areas and cantonment. Log and maintain all found property, disposes found property through DRMO or YAW Local SOPs.

STANDARD SUPPORT LEVEL:

Provide services 7 days a week, 24 hours a day.

RECEIVER WILL comply with local laws and regulations. Request services as required. Training is provided upon request.

K-9 SECTION:

SUPPLIER WILL provide Military Police Law Enforcement working dog support to Federal, State and Local authorities as well as the Host Installation Community. Provide Narcotic Trained Dog for use in US Customs Missions and with USDA. Provide Explosive Dog support to Federal, State and Local as well as Host Installation Law Enforcement Agencies; Assist and provide unit commanders, upon request, with Military Police Drug Detector Dogs for use in Health and Welfare Inspections. Support installation random vehicle inspection program for contraband and prohibited items. Provide training for Host Installation Drug and Alcohol Education Program. Maintain files and records on training, qualification and certification of all military police working dogs. Maintain investigative reports that contain notes, records, criminal information obtained while conducting patrol duties. Provide public relations displays and demonstrations dealing with K-9 support. Provide motor patrols of all areas and supports the community security plan with K-9 walking patrols in government housing areas. Respond to alarms and unsecured buildings. Provide assistance in clearing buildings for both VIPs and security reasons; Provide Bomb Dog support for all VIP missions. Responds to Bomb Threats. Support units in local training area in locating lost or stolen ammunition. Maintain kennels that contain 24 dog runs meeting all veterinary requirements, state and local rules and regulations. Maintain positive control over Narcotic Training Aides and Explosive Training Aides valued at over $250,000.

STANDARD SUPPORT LEVEL:

Provides services 7 days a week, 24 hours a day. Training provided upon request and approval. All off post requests must be scheduled and approved through the Provost Marshal.

RECEIVER WILL comply with local, state and federal laws. K-9 support will be scheduled and approved prior to commitment.

VEHICLE/WEAPONS REGISTRATION SECTION:

SUPPLIER WILL register all Active Duty, DODDs, Retired, DA Civilian, Contractors, AAFES and issue temporary visitor passes. (Approximately 200 vehicles are registered each day while 2-300 temporary passes are issued each day). Maintain and issue DA Form 1805s and DD Form 1408s to Military Police personnel and be the point of contact for the San Antonio Central Violations Bureau for tickets. Maintain records for traffic violation points, suspension/revocation of driving privileges and coordinate with local agencies when these areas affect them i.e. DUI, DWI. Process all reinstatements of driving privileges on Host Installation, and schedule remedial drivers training for persons who have revoked/suspended driving privileges. Provide positive vehicle identifications for all investigative agencies, i.e. CID, MPI, DST, Local Law Enforcement and all Federal Law Enforcement Agencies. Provide weapons registration of privately owned weapons either owned by soldiers or used by civilian hunters on post and disseminate that information to unit commanders upon request.

STANDARD SUPPORT LEVEL:

Vehicle and Weapon Registration provided 5 days a week, 0700-1700. Temporary visitors passes issued 24 hours a day, 7 days a week.

RECEIVER WILL comply with host State, Federal, US Codes, UCMJ, laws as required.

CRIME PREVENTION/EDUCATION SECTION:

SUPPLIER WILL conduct Crime Prevention briefings which are given to units upon request. Briefing covers trends and profiles or crimes committed on Host Installation, surrounding communities and ways to prevent it. Provide briefings on services offered by the Crime Prevention Section. Maintain the Vehicle Identification Program in which we etch the Vehicle Identification Number (VIN) the windows of designated vehicles for criminal deterrence. Operates the IDENT-A-CHILD fingerprinting program by providing parents individual packets, in the event their child is missing or lost. Provide Deployment Briefings, Newcomer's Briefings, Bicycle Safety Classes and Bicycle Rodeos. Provides Rape Prevention Classes which focus on rape awareness and general crime prevention. Maintains the neighborhood watch program which providing training for neighborhood watch volunteers. Techniques include observation and reporting critical information to Military Police. Provides different types of services to all youth groups upon request. Operates the Drug Abuse Resistance Education (D.A.R.E.) Program which provides instructors for four elementary schools and two middle

schools on Ft. Campbell. Educate children, grades Kindergarten thru 6th grade on recognizing problems relating to the illegal use of drugs, and interpersonal skills on how to avoid contact with drugs and peer pressure. Provide advisors to community leaders, school teachers and parents. Deals with gang violence, suicide prevention, family problems and child abuse. Provides instruction 2 days a week for 17 weeks (6th graders; 6 - 10 classes a week, 60 minutes a week). Visitation consists of the Kindergarten thru 4th grade program teaching an estimated two-hundred classes per school year involving 800 children. Conducts post wide bicycle registration. Provide McGruff appearances to all organizations on post and off post. In addition, operates the McGruff's safehouse program.

STANDARD SUPPORT LEVEL:

All programs and briefings must be scheduled. Provided five days a week (Monday - Friday) from 0900-2100. Weekends, evenings and DONSAs can be scheduled upon request and approval. Briefings must be scheduled 30 days in advance.

RECEIVER WILL comply with all Military, US Codes, Local, State and Federal Laws and Rules. Special events, briefings, and programs will be scheduled upon request and approval of the Provost Marshal.

CUSTOMS SERVICE:

SUPPLIER WILL provide on site trained inspectors to conduct Customs Inspections on all incoming International Air Flights landing at Host Installation Army Airfield. Services performed entail Agriculture and US Customs Inspections for up to 74 passengers. Provide Airfield security while Customs Inspections are conducted. Provide liaison with US Customs Service, US Department of Agriculture and all other Federal and Local Agencies. Provide training in Customs Inspections to selected Military Police personnel. Provide information to Host Installation community on customs regulations and procedures.

STANDARD SUPPORT LEVEL:

Comply with all US Customs and USDA Rules and Regulations inclusive of all Military, Local, State, and Federal Regulations. Service provided upon request only. Must be scheduled and approved.

RECEIVER WILL comply with all US Customs and USDA Rules and Regulations.

INSTALLATION/INTERIOR GUARD FORCE SUPERVISOR:

SUPPLIER WILL provide supervision of the Interior/Installation Guard Force, approximately 50 personnel. Provide Guard Briefings,

Briefings to Sergeants of the Guard, Commanders of Relief and Guard Commanders. Maintain accountability of all property assigned to the guard section. Conduct checks and inspects guards and guard posts; Provide information to Military Police. Maintains guard files, journals and other records. Coordinates all maintenance and work orders for guard posts and the main guard house. Supervise and provide Quick Reaction Force which provides emergency quick response in conjunction with the Military Police. Responsible for the implementation and update of CAM Reg 210-13. Provides main security for the Ammunition Storage Point. Provides on call security for the rail head, vehicle SAFE HAVEN, providing overnight security for special weapons or conventional ammunition movement vehicles. Provides on-call security for special weapons and ammunition of aircraft at Campbell Army Airfield keyhole.

STANDARD OF LEVEL OF SERVICE:

Maintain Installation Guard Force YAW CAM Reg 210-13. Guard force ensures service 24 hours a day and 7 days a week. During emergency deployments, natural and man made disasters, the guard force is subject to man power constraints. Supported agency to the Installation Support Plan.

RECEIVER WILL comply with CAM Reg 210-13, State and Local Laws, UCMJ, US Code, as required. Additional guard requests must be requested and approved 72 hours in advance through the Provost Marshal's Office, Physical Security Section. Emergency requests go through the Military Police Desk Sergeant.

MILITARY POLICE SUPPORT TO CAMPBELL ARMY AIRFIELD/SABRE ARMY HELIPORT:

SUPPLIER WILL provide Military Police support to the Host Installation Army Airfield on request, or when highly classified aircraft such as F117A, Stealth B-2 Bombers, NASA or Presidential Aircraft arrive. Provide and maintain security on the aforementioned aircraft. Control all personnel who enter the exclusion area. Provide Military Police Emergency support on call for aircraft crashes or in flight emergencies. Provide VIP security for all high ranking DOD civilians as well as military when requested. Provide all US Customs Services required. Provide additional support to Airfield during periods required due to aircraft realignment because of severe weather, Base MOI, see installation support plan. Aforementioned services are available to Sabre Heliport.

STANDARD SUPPORT LEVEL:

Provide on call Emergency Military Police support to the Campbell Army Airfield and Sabre Heliport when requested. Security or guard requirements when required are provided 24 hours a day, 7 days a week.

RECEIVER WILL comply with all FAA, Local, USDA, US Customs, DoD, US Air Force or Host Installation Regulations or Laws. For Military Police support, requests will be coordinated through the Provost Marshal's Office and the Army Airfield Manager's Office. All emergency requests will be through the Military Police Desk Sergeant, Phone #3-7111 or 3-COPS and the Campbell Airfield Flight Dispatcher Office, Phone #3-7146/7147. For Sabre Heliport contact flight operations at Phone #3-6120.

PATROL DIVISION:

SUPPLIER WILL provide Motor Patrols, Foot Patrols, Dog Patrols and Bike Patrols to the Host Installation and surrounding communities. Provide selective enforcement, traffic enforcement, routine preventive enforcement for Housing Areas, AAFES Facilities, Shoppettes, Gas Stations, On Post Schools, Local Clubs, Officer and NCO Clubs. Provide traffic control posts and conduct surveys. Provide personnel and money escorts, vehicle escorts and security for traffic accident scenes, aircraft crashes, and all crime scenes. Conduct investigations and handle all crime reports that are not investigated by Military Police Investigators or the Criminal Investigation Division; Also respond to all emergencies and provide emergency First Aid and assistance when required or requested. Conduct crowd control, search and rescue missions, school checks, Military ID checks, spot checks and field interviews. Issue DD Form 1408 and DA Form 1805 traffic tickets to violators. Enforce all Military Rules and regulations, the Uniform Code of Military Justice, US Code and all Host Installation Regulations as well as appropriate state laws. Respond to alarms, and stand static gate guard. Provide Bike patrols as security to special, social events, official military functions, all school events (middle and high schools football games). Provide Bike Patrols as a economical means of patrolling housing areas and high crime areas. Obtain intelligence from these personnel on criminal activity.

STANDARD SUPPORT LEVEL:

Patrols operate 24 hours a day, 7 days a week. Bike patrols patrol from 0600-2200. Special patrols can be requested through the Provost Marshals Office.

RECEIVER WILL comply with all Local, State, Federal, US Codes, UCMJ and Host Installation Rules and Regulations. Special patrols can be requested through the Provost Marshal Office. Special Events, Official Functions, Social Events should be requested and scheduled 30 days in advance and are subject to manpower constraints so that the Patrol Division can increase patrols as required. Patrols are subject to change due to Military Emergency Deployments, Natural Disasters or Man Made Disasters.

SPECIAL REACTION TEAM (SRT):

SUPPLIER WILL provide an extensively trained counter terrorism law enforcement team that has extensive training in combat in built-up areas (MOUT), marksmanship, rappelling, physical training, first aid, and the use of specialized equipment. The team is designed to neutralize or apprehend a barricaded offender with a minimum of danger to hostages, SRT
members, other police officer or bystanders. This team receives specialized training and is cross trained in each others duties. The SRT provides actions which are governed by thorough knowledge of the situation, a tactical plan and minimum use of deadly force. SRT provides services in evacuation of innocent bystanders. Rescues hostages, apprehend terrorists/criminals, attacks with riot-control agents pyrotechnics. Provides snipers and counter snipers and are trained in the use of helicopters. SRT provides protective service details to high ranking military officer, DoD Civilians, high risk civilians. Provide security to special events, official military functions and assistance to local Law Enforcement Agencies. The team is on call 24 hours a day. Provide covert support to MPI, Game Warden Section or CID.

STANDARD SUPPORT LEVEL:

The team has and provides 24 hour service, 7 days a week for emergency service. Team is deployed through the Provost Marshal. Team can be requested for training and demonstration through the Provost Marshal's Office. Special events, Official Functions, and Social Events scheduled are subject to manpower constraints. All special events must be scheduled and approved 30 days prior to the need.

RECEIVER WILL comply with all US Code, Host Installation Rules and Regulations, UCMJ and Applicable State Laws. Receiver will request all special events, official functions VIP security requests at least 30 days prior to need. Emergency details can be requested through the Provost Marshal Office Desk Sergeant 24 hours a day but are subject to the Provost Marshal's approval.

MILITARY POLICE INVESTIGATIONS:

SUPPLIER WILL provide Military Police Law Enforcement Investigators who conduct investigations into all crimes not covered by the Criminal Investigations Command (CID). Provide training to all new Military Police on crime activities, crime trends, and how to process or handle a crime scene investigation. Provide Juvenile Crime Investigations, General Crime Investigations, Pawn Shop Investigations (stolen items) and provide input into the Armed Forces Disciplinary Control Board (AFDCB). Check off post establishments to ensure that there are no unfair business practices. Provide Protective Service Personnel for high ranking civilian and military personnel. Maintain and provide evidence handling to include storage and expert testimony as to the legality of the evidence. Provide finger printing service and

background checks for DODDs, AAFES, DA Civilians and Military personnel for Security Clearances. Collect and disseminate police information to local and federal law enforcement agencies. Provide liaison for all investigative agencies when military personnel are involved. Assist Commanders when requested. Conduct surveillance and assist in processing evidence and crime scenes at unit Health and Welfare checks. Maintain records and files on all investigations and cases. Provide support to CID when approve by the Provost Marshal.

STANDARD SUPPORT LEVEL:

Comply with all Military, Local, and Federal Rules and Regulations. PSD, Surveillance, Health and Welfare check assistance are available upon request and must be scheduled and approved. Military Police Investigations provide support to the Host Installation and surrounding communities 24 hours a day, 7 days a week.

RECEIVER WILL comply with all US Codes, Host Installation Rules and Regulations, UCMJ and all applicable State Laws. Requests for MPI support will be requested, approved and scheduled 30 days prior to agency's needs. All MPI requests will be directed through the Provost Marshal's Office.

QUANTITY: As required. **FREQUENCY:** As required.

39
PRINTING AND REPRODUCTION
Defense Printing Service (DPS)

Includes the operation of centralized printing and duplication services.

STANDARD SUPPORT LEVEL:

Support provided by the Defense Printing Service (DPS) on an as required basis.

RECEIVER WILL furnish camera ready copy for reproduction. A DD Form 282, DoD Printing Requisition Order, with fund cite will be provided to the DPS for all printing and reproduction.

QUANTITY: As required. **FREQUENCY:** As required.

40
PUBLIC AFFAIRS
(Public Affairs Office)

Public Affairs (PAO): Includes activities aimed toward responding directly or through news media to the general public's right and need to know how DoD activities accomplish assigned tasks and missions. Also includes distribution of public and community relations information.

A) COMMAND INFORMATION:

SUPPLIER WILL provide such material as may be available and as required by receiver. Provide command information, guidance, and support as appropriate to conform with established goals and objectives of Department of Army, Forces Command, and Host Installation.

STANDARD SUPPORT LEVEL:

PRINT MEDIA: Conduct interviews. Write news, accident feature, and sports stories for publication. Localize news service material. Operate a 35mm camera and flash unit to gather visual records of news events. Produce a weekly division and post newspaper. Organize and operate a news gathering system. Establish and maintain newspaper archives. Conduct a readership survey as required. Prepare and publish annual area guide, telephone directory and map.

BROADCAST MEDIA: Operate television camera to gather visual information for broadcast. Prepare/perform television news inserts as required. Edit audio and videotape when necessary. Produce television news material for the post closed-circuit cable television system. Conduct an audience survey. Review and format community input for electronic bulletin board on channel 9.

RECEIVER WILL conduct command information programs to meet stated objectives and goals of Department of Army, Forces Command, and Host Installation.

B) PUBLIC INFORMATION:

SUPPLIER WILL provide public information support in accordance with public information release regulations and guidelines established by Department of Army, Forces Command, unit commanders, and Host Installation.

STANDARD SUPPORT LEVEL:

NEWS RELEASES: Research from appropriate sources all necessary information for release. Print draft release for coordination and approval from Chief of Staff. Distribute releases by FAX or mail to designated news media.

NEWS QUERIES: Determine in accordance with operational security guidance if information is releasable. Coordinate with appropriate command or staff sections to obtain information. As appropriate, coordinate with Staff Judge Advocate on all sensitive information (i.e. deaths, incidents being investigated by command or law enforcement officials).

PRESS CONFERENCES: Develop invitational news release for appropriate news media. Brief command representatives included in the conference on the Department of Army information guidelines. Prepare opening press conference statement. Develop possible Q's and A's for all who are addressing the media.

RECEIVER WILL comply with regulations and guidelines on release of information. Make requirements known.

QUANTITY: As required. **FREQUENCY:** As required.

Includes acquisition and contract administration services for procurement of property, equipment, services, and supplies. Also includes services for renting, leasing and long term maintenance of equipment and facilities.

SUPPLIER WILL provide acquisition support for the procurement of goods and services. DOC will train and appoint Ordering Officers to make purchases using SF44's or credit cards within delegated limitations.

ACQUISITION DIVISION: Assist customer in developing contract specifications, statements of work, evaluation factors, performance requirements summary, quality assurance surveillance plan, independent government estimate, and/or other documentation required to complete a solicitation package. Provide training and acquisition information to customers. Compile and administer Advance Acquisition Plan (AAP) and update as required or as requested. Prepare, issue, and evaluate solicitations; award contracts in accordance with regulations, policies and procedures.

Purchase supplies and services using simplified purchase procedures (i.e. DD1155's, credit cards or BPAs). Accomplish necessary modifications of orders awarded. Assist customers and vendors; operate a customer service center. Surveillance of goods/services purchased under Blanket Purchase Agreements (BPAs).

CONTRACT ADMINISTRATION DIVISION: Issue and administer delivery orders under locally established requirements contracts. Conduct pre-performance and pre-construction conferences after contract award. Perform quarterly surveillance/site visits for ongoing contracts. Conduct discussion of contract performance among contractor; customer; and Contracting Officer's representative (COR), as required. Negotiate and accomplish contract modifications as required. Assist customers in processing receiving reports. Surveillance of goods/services received under contract.

SUPPORT DIVISION: Initiate action to process unauthorized commitments within 120 days of customer notification of action. Train, appoint and maintain records for Ordering Officers and provide surveillance of their purchase actions. Train and appoint credit card holders and approving officials. Monitor credit card appointees and oversee credit card actions.

STANDARD SUPPORT LEVEL:

ACQUISITION DIVISION: Requests for assistance will have a response as soon as possible, customer will be advised if response will take longer than two days. Training and informing customers is an on going action. Specific requests for training will have a response as soon as possible and no later than five working days after need is identified.

Publish Advance Acquisition Plan (AAP) not later than September each fiscal year and update quarterly. Perform contract awards within Contract Administration Lead Time (CALT) as published in CAM Reg 715-1.

Complete simplified purchase actions within CALT. Complete order modifications as soon as possible and not later than 30 days, customer will be advised if extenuating circumstances will require more time. As a minimum, perform annual review of Blanket Purchase Agreements (BPA) files.

CONTRACT ADMINISTRATION DIVISION: Issue orders within three workdays of receipt of purchase request or as required to meet delivery dates. Training and informing customers is an on going action. Specific requests for training will have a response as soon as possible and no later than five working days after need is identified. Pre work conferences are conducted within 30 days of contract award or as required by performance terms. Arrange, conduct and document results of pre work discussions within three work days. Complete modification actions as soon as possible. Based on complexity of actions, difficulty of negotiating a price agreement, and approval level of documentation, actions may require from 1 to 180 days. Requests for assistance will be provided as soon as possible, customer will be advised if response will take longer than 2 days.

SUPPORT DIVISION: Appointment and briefing of ordering officers will be complete within time frame required for the particular mission. Contingency ordering officers will receive quarterly training. Long term ordering officers, to include credit card holders and approving officials will be trained and appointed within 30 days of request. Receipt of government purchase/credit card is dependent on actions by the customer's resource manager, which is usually away from Host Installation for satellite customers.

RECEIVER WILL submit request for purchase or other acquisition support through normal supply channels with any required documentation and justification. Budget and fund for the acquisition of goods and services.

QUANTITY: As required. **FREQUENCY:** As required.

42
REFUSE COLLECTION AND DISPOSAL
Directorate of Public Works (DPW)

Includes collection and disposal of trash and solid waste materials. Also includes operation of equipment intended for the transportation and disposal of solid waste materials.

SUPPLIER WILL provide for the collection and disposal of trash and solid waste materials. Also includes operation of equipment for the transportation and disposal of solid waste materials.

STANDARD SUPPORT LEVEL:

Provide complete refuse collection, handling, and disposal services on Host Installation.

RECEIVER WILL dispose of trash and waste materials in designated areas or containers provided by supplier. Ensure hazardous or toxic materials are not disposed in unauthorized areas or containers.

QUANTITY: As required. **FREQUENCY:** As required.

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RESOURCE MANAGEMENT
Directorate of Resource Management (DRM)

SUPPLIER WILL provide funds management, cost analysis services, formulation reporting and execution of operating budgets, management analysis, and manpower.
PROGRAM AND BUDGET: Involves the formulation and execution of the operating budgets and programs. Includes coordination, negotiation and management of inter/intraservice, interdepartmental, and Interagency Support Agreement Program and the processing of reimbursable orders.
MANAGEMENT ANALYSIS: Involves the management of installation programs, Army Suggestion Program, Management Control Program and productivity improvement control programs. This also involves providing management assistance to achieve effective and efficient operation.
MANPOWER: Includes activities such as planning, execution, and monitoring manpower management.
BUSINESS OPERATIONS: Provides assistance in interpreting and implementing DA, MACOM and installation accounting policies, procedures, and standard systems.
MISSION BRANCH: Develops, analyzes, evaluates, reviews, executes, program and budget, and resource management for active duty and reserve components. Computes estimates and processes all requests for temporary duty travel.
DIVISION COMPTROLLER: Establishes plans, policies, and procedures for the development and implementation of the Division's mission commitment budget.

STANDARD SUPPORT LEVEL:
Provide customers with complete resource management services as requested. Hours of operation are 0730 - 1600, Monday through Friday.

RECEIVER WILL comply with regulations and guidelines. Make requirements known.

QUANTITY: As required. **FREQUENCY:** As required.

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SAFETY
(Safety Branch)

Includes operation of safety programs, educational support, and promotional efforts. Manages the installation-wide safety program including ground, aviation and explosive safety functions.

SUPPLIER WILL provide safety services, to include identification of necessary special personnel protective clothing and equipment, request inspections and surveys, educational training and promotional materials. Advise and assist in implementing and conducting all safety program elements. Include receiver in all safety training and promotional programs provided to other installation elements. Coordinate US Army Safety Center (USASC) investigations of Class A accidents.

Off-post safety services such as inspections, training, etc. be provided on a reimbursable basis to include travel and per diem expenses.

STANDARD SUPPORT LEVEL:

Conduct safety surveys and inspections of facilities and/or operations within 90 days of request from customer. HIGH HAZARD AREAS not more than once annually; MODERATE HAZARD AREAS not more than bi-annually; LOW HAZARD AREAS not more than once every three years. Investigate notices of unsafe or unhealthy working conditions in accordance with 385-10. Include customer in all safety education, training, and promotion programs/services quotas provided on an as needed basis. HAZCOM TRAINER'S COURSE - quarterly; UNIT SAFETY OFFICER COURSE - monthly; MOTORCYCLE OPERATOR'S COURSE - bi-weekly; EXECUTIVE RISK MANAGEMENT - quarterly; OPERATIONAL PLANNER'S RISK MANAGEMENT - two per quarter.

Coordinate US Army Accident Investigations of Class A accidents on as needed basis. Provide technical assistance and guidance as requested. Comply with local directives.

RECEIVER WILL ensure conformance to Host Installation Safety regulations and policies. Notify the Installation Safety Director by the fastest means available of all class A and B accidents. Report all on-duty Class A and B accidents using DA Form 285, and all on-duty Class C and D accidents using DA Form 285-AB-R, Abbreviated ground Accident Report (AGAR) to major command with a courtesy copy provided to Host Installation Safety Office.

QUANTITY: As required. **FREQUENCY:** As required.

Automation Security (G2/DSEC):

SUPPLIER WILL provide advice and assistance in the areas of Information Systems Security and Control of Compromising Emanations (TEMPEST). Provide TEMPEST Preferred Products List, as available. Perform other functions of the TEMPEST Coordination Officer of the installation. Provide oversight and advise and assistance for the COMSEC and CCI security programs.

STANDARD SUPPORT LEVEL:

Provide advice and assistance regarding accreditations, in accordance with AR 380-19 and AR 25-1, within two days of request. Provide TEMPEST information and guidance as requested within two days or soon as information becomes available. Attend meetings for planning, design, IPR's, and inspections during Automated Information Systems (AIS) facility design and engineering phases. Coordinate with INSCOM for review, inspections, and final approval of facilities requiring TEMPEST approvals. Provide oversight of COMSEC incidents and security program. Provide oversight and manage security/inspection program for Controlled Cryptographic Items (CCI) Security.

RECEIVER WILL designate an Assistant Information Systems Security Manager (AISSM/TEMPEST), who will coordinate with the host Information Systems Security Manager (ISSM). The tenant's AISSM will provide all AIS accreditation information to the next higher headquarters and in turn provide Host Installation ISSM a copy of all accreditation documents, or inventories received form tenants higher headquarters. Prorated based on assigned personnel. Request AIS Security/TEMPEST/COMSEC/CCI assistance from host as required.

QUANTITY: As required. **FREQUENCY:** As required.

Information Security (G2/DSEC):

SUPPLIER WILL provide destruction facilities as needed or provide information on where to requisition approved destruction devices. Provide instructions on handling TOP SECRET documents. Review, inspect, and certify or assist customer in obtaining certification request for designation of "Restricted Areas" in accordance with AR 190-13. Conduct courtesy inspections and surveys at the request of the customer. Act as the final approval authority for request to hand carry classified material aboard commercial aircraft. Provide information concerning foreign visitors within the area to tenant unit(s) when appropriate. Process request for release of classified defense information to foreign

visitors during their visit, in accordance with AR 380-10. Provide needed security forms through the ASB Publication Branch. Assist and advise customer in preparing request for security containers and certification of areas for storage of classified material and exceptions to policy for security containers.

STANDARD SUPPORT LEVEL:

Installation shredder facility on Indiana Ave and 20th Street is available for destroying classified paper documents by calling for an appointment. Plastic and other non-paper classified material require burn permits obtained thru the Directorate of Public Works (DPW). Information on approved destruction is available by contacting G2/Directorate of Security. Instructions for handling TOP SECRET material are provided within 24 hours when requested by customer. In conjunction with Law Enforcement Command/Provost Marshal Office (LEC/PMO), act on customer request for "RESTRICTED AREA" designations within three working days. Courtesy inspections will be conducted within five working days of request. Requests for hand carry of classified material aboard commercial aircraft approved or disapproved within five working days from date of request. Tenant units notified of foreign visitors when appropriate within 48 hours after G2/DSEC is notified. Assist customer in preparation of request for release of classified information to foreign visitors and forwards for action within two working days. Upon request, provide information and assistance concerning security containers and storage of classified material. Proposed storage area or container will be inspected by G2/DSEC within three working days of request.

RECEIVER WILL execute command security program as established by the supplier. Destroy unneeded classified information up to and including SECRET, utilizing approved equipment/methods in accordance with regulatory guidance. Contact the post TOP SECRET Control Officer to obtain approval to destroy/reproduce TOP SECRET material on an approved destruction/reproduction device. A properly cleared disinterested officer will be appointed to witness destruction of TOP SECRET material and authenticate applicable forms. A copy will be provide to the post TOP SECRET Control Officer. Request appropriate areas be designated as restricted areas in accordance with AR 190-13. Provide necessary information to supplier for authorization to hand carry classified information on commercial aircraft. Notify G2/DSEC (Security Division) immediately of all possible compromises as they occur. Conduct preliminary inquiries and/or investigations.

QUANTITY: As required. **FREQUENCY:** As required.

PHYSICAL SECURITY/CRIME PREVENTION/CUSTOMS SERVICE SECTION:

PHYSICAL SECURITY: (LEC/PMO)

SUPPLIER WILL plan, develop, and coordinate all Physical Security requirements for the Host Installation. Be responsible for conducting Physical Security inspections as required in the Command Inspection Program, provides Physical Security training and briefings to units, as well as private organizations located on Host Installation. Provides security trainers to the Installation Security Managers Course. Provides Physical Security support to AAFES, 160th Special Operations Aviation Regiment and 5th Special Forces Group (Airborne). Responsible for the surveying and managing the JSIIDS Alarms System Program. Processes all work orders which deal with physical security requirements. Provides guidance to the Force Protection Program, controls the Force Protection Budget. Recommends and approves Force Protection Projects requested or required by tenet units on Host Installation. Principal section for the planning and installation of the ICIDS Alarm Program. Provides Risk Analysis in regards to security as requested. Conducts pre-unit deployment training and inspections to ensure all security rules and regulations are complied with. Principal coordinator for the Installation Physical Security Plan. Provides training and guidance in regards to the key control program. Maintains control and issues all installation JSIIDS Security Passes. Provides guidance and support to the Installation Mobilization Plan prior to and during crisis situations. Provides inspectors to eleven (11) Army Reserve Centers throughout Tennessee, providing training inspections and survey on each reserve center. Provide guidance and support to the Ammunition Storage Point. Provide special projects managers when required such as unit moves. Provides support guidance to the Installation Counter Terrorism Plan. Collect, maintain, and analyze crime data extracted from several diversified sources. Formulate crime data to determine crime trends on and off the installation. Provide FORSCOM, DA Form 2819, Law Enforcement and Discipline Report, in accordance with AR 190-45. Provide major and separate unit commanders in briefings, and quarterly crime trend briefs. Provides crime data to other installation activities as requested. Complete local background checks for requirements of DA Form 7281-R.

STANDARD SUPPORT LEVEL:

Provides physical security inspections as required or requested. Normal operating hours 0730 hours to 1600 hours Monday - Friday. Training and Briefings scheduled as requested. Provide after hours inspections and surveys as requested. Provides services on weekends or evenings when scheduled and approved by the Provost Marshal.

RECEIVER WILL reply, by endorsement, to all deficiencies noted on physical security Surveys or inspections in accordance with AR 190-13 and AR 190-51. Provide internal physical security from own resources and ensure that hose installation is aware of automated data

processing requirements. Comply with security requirements. Comply with security requirements of the host command.

QUANTITY: As required. **FREQUENCY:** As required.

SUPPLIER WILL provide services, assistance, or training to military/personnel on matters pertaining to alcohol and drug abuse, equal opportunity, family advocacy, risk reduction, violence and suicide prevention, and exceptional family members.

Social Action (DPCA):

SUPPLIER WILL provide services, assistance, or training to military/personnel on matters pertaining to alcohol and drug abuse, equal opportunity, family advocacy, risk reduction, violence and suicide prevention, and exceptional family members.

Alcohol and Drug Abuse:

SUPPLIER WILL provide urinalysis services, and preventive education and training to prevent and control the abuse of alcohol and other drugs. Collect 1.5 urine samples per soldier, per year. Provide employee assistance for civilian employees. Provide annual preventive education to all soldiers and civilian employees, and programs for youth as required. Services available 0700-1600, Monday through Friday.

RECEIVER WILL request support as required.

Equal Opportunity (EO):

SUPPLIER WILL advise and assist commanders in the development and implementation of the Equal Opportunity Program. Monitor complaint data on discrimination, sexual harassment, and unfair treatment. Conduct Equal Opportunity Leaders Course.

STANDARD SUPPORT LEVEL:

Recognize and assess indicators of institutional and individual discrimination. Recognize sexual harassment in both overt and subtle forms. Process and monitor complaints. Conduct follow-up 30 days after informing commander in accordance with AR 600-20. Conduct training on a monthly basis to include prevention of sexual harassment, discrimination, and planning of ethnic observances.

RECEIVER WILL request support as required.

Family Advocacy:

SUPPLIER WILL coordinate the prevention, direct services, administration, evaluation, and training efforts of the Family Advocacy

Plan (FAP). Be responsible for managing, contracting, reporting on appropriations, and requesting or programming for needed resources.

STANDARD SUPPORT LEVEL:

Conduct annual education for all military personnel on the family dynamics of spouse and child abuse, availability of treatment services, and the Army's policies regarding family violence. Provide services designed to prevent spouse and child abuse by improving family functioning, easing the kinds of stress that can aggravate or trigger patterns of abusive behavior, and creating a community that is supportive of families.

RECEIVER WILL request support as required.

Risk Reduction:

SUPPLIER WILL gather information on alcohol and drug offenses, traffic offenses, crimes against persons and property, injuries and accidents, bad checks, sexually transmitted diseases, spouse and child abuse, and AWOLs. Graph and present information to CG and major separate unit commanders quarterly. Deliver command consultation and preventive education.

STANDARD SUPPORT LEVEL:

Information on high-risk behaviors is received at Human Resources Division by the end of the second week following the end of the quarter; allowing information to be analyzed and graphed for presentation to CG and major and separate unit commanders by week six of the new quarter. Command consultations are conducted quarterly, and any time during the quarter, upon the commander's request. Program is adjusted as needed to be of more value to commanders.

RECEIVER WILL request support as required.

QUANTITY: As required **FREQUENCY:** As required

Storage and Warehousing:

Includes the storage and distribution of commodities

SUPPLIER WILL provide adequate and secure space for storage of equipment and supplies.

STANDARD SUPPORT LEVEL:

Receive and ready for issue to unit within one day all incoming supplies equipment.

RECEIVER WILL make requirements known.

Packing and Crating Installation Supply Services Division (ISSD):

SUPPLIER WILL provide packing and crating services for items of supply which need this type of service.

STANDARD SUPPORT LEVEL:

All work performed will be on an overtime basis and all cost of materials will be charged to the unit. Services can be provided within 24 hours, subject to overall workload requirements. The Packing and Crating Section is open 0730-1600, Monday - Friday.

RECEIVER WILL make requirements known.

QUANTITY: As required. **FREQUENCY:** As required.

SUPPLY SERVICES:

Includes the distribution of commodities, materiel, equipment and fuel. Also includes all operations from receipt of materiel and equipment into storage for issue and shipment of items from storage. Includes CIF, office of DOL, Reports of Survey, and Military Clothing Sales Store.

Aircraft:

SUPPLIER WILL provide for the supply of aircraft and associated equipment; to include armament, electronic, and communication equipment, engines, and other equipment that is an integral part of an aircraft. Provide supply requisition processing procedures through the supply system.

STANDARD SUPPORT LEVEL:

Funded requisitions forwarded to Installation Supply Services Division for aircraft equipment will be processed in accordance with regulatory procedures.

RECEIVER WILL make requirements known in accordance with supplier regulations.

Aircraft Engines:

SUPPLIER WILL provide for the supply of aircraft engines that are not an integral part of the aircraft.
STANDARD SUPPORT LEVEL: Funded requisitions forwarded to Installation Supply Services Division for aircraft engines will be processed in accordance with regulatory procedures.

RECEIVER WILL make requirements known in accordance with supplier regulations.

Clothing and Textiles: (CIF)

SUPPLIER WILL provide for the supply of organizational clothing, equipment, and other materials suitable for wearing, includes nuclear, biological and chemical (NBC) equipment. Authorized use of the Central Issue Facility (CIF) facilities for the purpose of providing military personnel required Organizational Clothing and Individual Equipment (OCIE).
STANDARD SUPPORT LEVEL:
Central Issue Facility (CIF) is open Monday-Friday, 0730-1100 for issues. Arrangements may be made with CIF for emergency issues outside these hours.

RECEIVER WILL submit request as needed. Requisitions will be processed through normal supply channels.

Communication Equipment and Components:

SUPPLIER WILL provide for the supply of telecommunication equipment and their components. Organizational repair parts will be ordered directly from supply support activity.
STANDARD SUPPORT LEVEL:
Operational Monday-Friday, 0730-1530 hours. Accounts must be established with Customer Assistance Unit and only authorized personnel authorized on DA FM 1687 will be authorized to receipt for material. Category managers are available during these hours to provide assistance to unit supply personnel.

RECEIVER WILL submit request as needed. Requisitions will be processed through normal supply channels.

Vehicular Equipment and Components:

SUPPLIER WILL provide for the supply of equipment related to military vehicles when they are not an integral part of the vehicle. Replacement parts common to the army supply system will be provided. The customer will reimburse for cost of replacement parts.
STANDARD SUPPORT LEVEL:

Operational Monday-Friday, 0730-1530 hours. Accounts must be established with Customer Assistance Unit and only authorized personnel authorized on DA FM 1687 will be authorized to receipt for material. Category managers are available during these hours to provide assistance to unit supply personnel.

RECEIVER WILL submit request as needed. Requisitions will be processed through normal supply channels. Request for which the receiver has funding responsibility, the receiver will quote a fund cite.

RX Program; Installation Supply Services Division (ISSD):

SUPPLIER WILL provide Repairable Exchange (RX) support for tactical vehicles, subject to reimbursement. Items repaired using stock funded repair parts are reimbursable using the average repair cost for stock fund repairs. TIRES - STOCK FUNDED: units will be billed for the cost of recapping tires exchanged through the RX program. BATTERIES: unit will process batteries through Direct Support Unit for washout and reorder through normal supply channels.

STANDARD SUPPORT LEVEL:

Operational Monday-Friday, 0830-1530 for RX items. Accounts must be established with Customer Assistance Unit and only authorized personnel authorized on DA FM 1687 will be authorized to receipt for material. Category managers are available during these hours to provide assistance to unit supply personnel.

RECEIVER WILL coordinate the turn-in or exchange of repairable exchange items with the Installation Supply Services Division. Reimburse Supplier as required.

Cannibalization Point:

SUPPLIER WILL provide repair parts through use of the Cannibalization Point, Bldg 5348.

STANDARD SUPPORT LEVEL:

Operational; Monday-Friday, 0730-1530 hours. Accounts must be established with Customer Assistance Unit and only personnel authorized on DA FM 1687 will be authorized to receipt for material. Category managers are available during these hours to provide assistance to unit representatives.

RECEIVER WILL coordinate requirements with Installation Supply Services Division. Provide requisitions for parts.

Construction Equipment and Components:

SUPPLIER WILL provide for the supply of general or special purpose construction equipment and their components. Organizational repair parts will be ordered directly from Supply Support Activity (SSA).

STANDARD SUPPORT LEVEL:

Accounts must be established with Customer Assistance Unit and only authorized personnel authorized on DA FM 1687 will be authorized to receipt for material. Category managers are available during these hours to provide assistance to unit supply personnel.

RECEIVER WILL make requirements known.

Materiel-Handling Equipment and Components:

SUPPLIER WILL provide for the supply of general or special purpose materiel-handling equipment and their components. Organizational repair parts will be ordered directly from Supply Support Activity (SSA).

STANDARD SUPPORT LEVEL:

Accounts must be established with Customer Assistance Unit and only authorized personnel authorized on DA FM 1687 will be authorized to receipt for material. Category managers are available during these hours to provide assistance to unit supply personnel.

RECEIVER WILL make requirements known.

Electrical Equipment and Components:

SUPPLIER WILL provide for the supply of general or special purpose electrical equipment and their components. Organizational repair parts will be ordered directly from Supply Support Activity (SSA).

STANDARD SUPPORT LEVEL:

Only personnel authorized on DA FM 1687 will be authorized to receipt for material. Category managers are available during these hours to provide assistance to unit supply personnel.

RECEIVER WILL submit requisitions through normal supply channels and pick up item when received.

Electronic Equipment:

SUPPLIER WILL provide for the supply of general or special purpose electronic equipment and their components. Organizational repair parts will be ordered directly from Supply Support Activity (SSA).

STANDARD SUPPORT LEVEL:

Accounts must be established with Customer Assistance Unit and only authorized personnel authorized on DA FM 1687 will be authorized to receipt for material. Category managers are available during these hours to provide assistance to unit supply personnel.

RECEIVER WILL submit requisitions through normal supply channels and pick up items when received.

Housing and Office Appliances Equipment and Furniture; Consolidated Installation Property Book Office (CIPBO):

SUPPLIER WILL provide for the supply of government-owned household appliances, furnishings, and office equipment such as adding machines, calculators, and typewriters based upon the availability of items.

STANDARD SUPPORT LEVEL:

CIPBO will issue/receipt from units during hours of 0730-1530, Monday through Friday. Units must establish accounts and designate authorized personnel to conduct that unit's business with CIPBO.

RECEIVER WILL submit requests as needed to the CIPBO. Process requisitions through normal supply channels.

Parachutes:

SUPPLIER WILL provide for the supply of parachutes.

STANDARD SUPPORT LEVEL:

Process requisitions in accordance with established regulatory procedures.

RECEIVER WILL:

Petroleum, Lubricants, and Chemicals:

SUPPLIER WILL provide for the supply of fuel, oils, lubricants, and chemicals on a reimbursable basis.

STANDARD SUPPORT LEVEL:

Requests should be forwarded or hand-carried through Customer Assistance Unit Installation Supply Services Division (ISSD), Material Management Section (MMS) and to the Issue Point (Monday - Friday, 0730-1600).

RECEIVER WILL budget and reimburse for Petroleum/Oil/Lubricants (POL) products as required.

Life-Support Equipment:

SUPPLIER WILL provide for the supply of any equipment either mechanical or manual, or substance, designed to keep individuals alive. (i.e., aviation life support equipment or night vision goggles).

STANDARD SUPPORT LEVEL:

Process requisitions in accordance with established supply procedures.

RECEIVER WILL submit requirements.

QUANTITY: As required. **FREQUENCY:** As required.

Office of the Director of Logistics (DOL):

Provides for the administration of the office of the Director of Logistics & Administers plans and operation for all DOL activities.

Reports of Survey (DOL):

SUPPLIER WILL assign report of survey number to all Report of Survey for installation property. Conduct Property Accountability briefing on management and accountability of government for all incoming commanders, battalion XOs and S4 officers.

RECEIVER WILL process Reports of Survey through chain of command.

QUANTITY: As required. **FREQUENCY:** As required.

Military Clothing Sales Store (AAFES):

AAFES WILL provide access to the Military Clothing Sales Store for customers authorized to purchase items.

STANDARD SUPPORT LEVEL:

Hours of operation Monday through Friday, 0800-1800 and Saturday 0900-1700.

RECEIVER WILL make requirements known.

QUANTITY: As required. **FREQUENCY:** As required.

Includes instructions and use of target ranges, simulators, and other training facilities.

SUPPLIER WILL provide training to personnel in planned, prepared, and coordinated programs, course curriculums, and instruction that are or will be directly related to the performance of official duties. Provide training facilities on the installation to include ranges, classrooms, transportation, and Class V on the same level as other installation units.

STANDARD SUPPORT LEVEL:

Definition of ATRRS is Army Training Requirements and Resource System

RECEIVER WILL submit a request for school; will ensure that all school prerequisites are met; will participate in the selected school.

Training Facilities:

SUPPLIER WILL provide training units on the installation with Class V. Coordinate, review, and consolidate unit annual training ammunition requirements in accordance with Annual Training Reserve Army Component (ATRAC), training plans and historical data. Suballocates training ammunition allocations based on stated need and fair share. Effect necessary redistribution, turnbacks, and ammunition authorization changes. Coordinate and consolidate unit monthly training ammunition forecasts. Manage training a ammunition in accordance with AR 5-13, based on unit submissions on DA Form 5514R and processing of DA Form 581.

STANDARD SUPPORT LEVEL:

RECEIVER WILL forecast ammunition on a yearly basis based on mission needs; fill out and turn-in DA Form 581 YAW required FTX amounts; monitor field holding areas, expenditures and turn-in of all expendable and unexpendable residue.

Ranges:

SUPPLIER WILL (Range Division) provide common support for training facility manage, range control, and target maintenance. Provide common support for training facility management, range control, and

target maintenance. Operate and maintain a Multi-Purpose Range Complex (MPRC), multi-purpose training range, five live fire maneuver ranges and three RETS qualification ranges. Provide center of expertise for range related staff actions as required. Provide coordinating agency for range related matters as required. Write and coordinate range safety regulations as required. Maintain targets on 45 live fire ranges. Provide quality control for range maintenance. Provide technical assistance as required. Provide target devices and equipment, fabricate targets and repair target devices and equipment as required. Acquire and install hard targets as necessary. Inspect ranges and provide results to responsible unit. Procure and issue material to units doing self-help range facility repairs. Provide a safe training environment by conducting safety briefings, installing safety signs, opening and closing of firing ranges, training areas, and drop zones. Schedule training facilities and provide a weekly list of training areas released for recreational use. Provide firing notice for Screaming Eagle Bulletin. Class V - AMMO.

STANDARD SUPPORT LEVEL:

The Multi Purpose Range Complex (MPRC), (Range 28), operations and maintenance is contracted for 270 days per year. Allocations are in accordance with CAM Reg 350-1. If Range 28 is scheduled by a unit but fails to cancel or train, the scheduling unit will be held responsible for the daily cost. If training is scheduled on a holiday, this will be equivalent to two allocated training days. The below listed ranges are rollon/rolloff (RO/RO) and require all operators. Ranges 28,36,9,10,51,52,53,54,55, and 42. Range 46 has an additional requirement for a four-man target detail to maintain the range during the summer AT period. Range Division provides target supplies for use only on the Host Installation. With the exception of C533, TPDS ammunition can not be used on the MPRC ranges.

CLASS V - AMMO: Reference CAM Reg 700-2 (Conventional Ammunition) dated 12 Apr 93. Reserve component units will submit annual ammunition requirements no later than 1 August for the following fiscal year. Changes to annual forecasts or special ammunition forecasts must be submitted no later than 90 days (120 days for "CALS" items) prior to anticipated ammunition pick-up date. Active component units will submit Training Ammunition Forecast no later than 5 working days each month to cover next 12 month period. With exception for C533 ammo, DPTS will not be used
on the MPRC.

RECEIVER WILL: comply with Host Installation regulations and directives applicable to training.

RCSD:

SUPPLIER WILL provide support to reserve and national guard units performing Annual Training and/or IDT at Host Installation.

STANDARD SUPPORT LEVEL:

Coordinate host unit and BASOPS logistics support to Army Reserve and National Guard units performing annual training (AT) and/or inactive duty training (IDT) at Host Installation. Coordinate host unit and BASOPS logistics support to ROTC and JROTC units training or conducting Army Orientation Visits (AOV) on Host Installation. Coordinate Active Component (AC) sponsor unit support of Active Component and Reserve Component (AC/RC) training program both on- and off-post, year-round. Includes AT evaluations, AT Assistance, Mobile Training Teams (MTT), Staff Assistance Visits (SAV) and equipment loans as required. Coordinate training of Individual Ready Reservists (IRR) Individual Mobilization Augmentees (IMA), and Key Personnel Upgrade Program (KPUP) personnel. Includes in- and out processing of individuals as required. Coordinate RC support of Host Installation and AC unit training, to include equipment loans from the US Army Reserve/Army National Guard as required. On partial mobilization/selective call-up, request activation of selected IRR/IMA, in-processing and supervise selected individuals until assignment to a unit. Request and coordinate individual Reservists for active duty for special work as require. Coordinate training requests for other reserve components (AFR, ANG,USNR,USMCR, etc.) as required.

RECEIVER WILL submit completed FC Form 2813 (IDT Support Request) or FC Form 2841 (AT Pre-Camp Checklist) and FC Form 253 (Range Requirements) in accordance with existing procedures and regulatory requirements. Provide fund cite(s) for reimbursable expenses. comply with suppliers policy and procedures.

Flight Simulators: (CAAF)

SUPPLIER WILL provide flight simulator training.

STANDARD SUPPORT LEVEL:

Provide services from 0400-2300, 6-days a week, using three types of simulators, AH-64, UH-60, and CH-47, to assigned and tenant units, plus installations throughout the southeastern US and Panama. AH-64 Simulator - Apache 0400-2300, Monday through Friday with one weekend per month scheduled as follows: 0400-2300 Saturday; 0600-1500 Sunday. UH-60 Simulator - Blackhawk 0700-1600 Monday through Friday, with one Saturday per month to support the NG/AR units. CH-47 Simulator - Chinook 0600-1830 Monday through Friday, Saturday to be scheduled as required.

FORSCOM Regulation 350-3, Annex F provides the normal schedule for NG/AR customers and other customers as assigned by FORSCOM. Service is provided on a equal basis to all regularly scheduled customers. Additional requirement for tasking must be submitted through FORSCOM. Once schedules are established, participating units must make every effort to ensure periods are used. Support installation should be notified of unit-generated cancellation not less than 72 hours in advance. Annually, each aviation unit desiring

simulator support must forecast simulator support requirements as part of its Flying Hour Program development and provide requirements to the supporting facility. Units must specify total hours required by type of simulator, by fiscal quarter, and potential dates when weekend or evening support is required.

RECEIVER WILL comply with Host Installation regulations and directives applicable to training.

QUANTITY: As required. **FREQUENCY:** As required.

Force Modernization (G3/DPTM):

SUPPLIER WILL plan, supervise, and provide coordination of actions, both logistical and operational, required to successfully field Force Modernization Systems.

STANDARD SUPPORT LEVEL:

Comply with supplier's policies and procedures. Notify supplier of any mission unique equipment requirements.

RECEIVER WILL make requirements known.

QUANTITY: As required. **FREQUENCY:** As required.

TAADS (G3/DPTM, Force Integration Division):

SUPPLIER WILL provide printed copies of Military Table of Expenditures (MTOE) from the Table of Allowance & Distribution |System (TAADS) data within 72 hours of notification.

STANDARD SUPPORT LEVEL:

Printed copies of divisional and non-divisional units can be obtained within 72 hours of notification. Extracts from the data base may be available for staff levels with prior coordination.

RECEIVER WILL submit request for printed data from the TAADs data base, giving a 72 hour notification.

QUANTITY: As required. **FREQUENCY:** As required.

Includes travel office services, and other transportation services related to both commercial and government owned transportation of personnel and materiel. Also includes shipment planning, packing and crating, post clearance, scheduling, processing of transportation documents, and provision of related transportation services for both personnel and personal property.

Traffic Management (ITO):

SUPPLIER WILL provide traffic management services to include the following: issuing of government bills of lading (GBL) and transportation requests (TR), shipping of household goods, obtaining passenger accommodations and assistance in the preparation of claims for the loss of damage to personal property.

STANDARD SUPPORT LEVEL:

Conduct traffic management activities to provide responsive, efficient transportation services between the hours of 0730-1600 Monday through Friday for units and individuals at Host Installation and residing in the surrounding communities.

RECEIVER WILL make requirements known.

Administrative Motor Vehicle Support (TMP):

SUPPLIER WILL provide administrative motor transportation services and dispatch of vehicles on an as needed basis within the capabilities of the Transportation Motor Pool.

STANDARD SUPPORT LEVEL:

Ensure maximum use of general dispatch fleet and monitor static dispatch vehicles to ensure efficient utilization. Dispatched vehicles will be operated within a 75 mile radius of Host Installation. Dispatch office hours are 0600-1730, Monday through Friday.

RECEIVER WILL make requirements known and provide a qualified vehicle operator. Pay for vehicle damage caused by negligence.

Materiel Movements:

SUPPLIER WILL coordinate transportation requirements necessary to effect materiel movement.

STANDARD SUPPORT LEVEL:

Coordinate with shipping activities to ensure responsive and efficient movement of freight. Determine most cost effective mode of transportation to meet shipment priorities. Equipment not requiring specialized services is provided within 72 hours of receipt of request for movement. Hours are 0730-1130, 1200-1600 Monday through Friday.

RECEIVER WILL make requirements known.

Personal Property:

SUPPLIER WILL provide counseling and shipment services for personal property.

STANDARD SUPPORT LEVEL:

Hours of operation 0730-1130, 1200-1530 Monday through Thursday and 0730-1130 on Friday. Provide appointments or walk-in service. Shipments are moved within 5-7 days of counseling or in accordance with customers request. Provide quality inspection services on personal property shipments based on available personnel assets.

RECEIVER WILL make requirements known.

Unit Movements:

SUPPLIER WILL coordinate requirements necessary to execute the movement of a unit. Provide Automated Unit Equipment Listing (AUEL) listing in accordance with governing directives and procedures.

STANDARD SUPPORT LEVEL:

Provide load planning assistance, guidance, instruction and AUEL listings for units subject to movement during training or contingency deployments. Coordinate with other headquarters and activities for supply of equipment to accomplish movement. AUEL listings are provided within 24 hours of request. Hours of operation 0730-1130, 1200-1600, Monday through Friday.

RECEIVER WILL make requirements known and submit corrections/comment to DOL, Transportation Div.

Passenger Services:

SUPPLIER WILL provide a full range of passenger services to include air, rail, and buss passenger accommodations and issuance of port calls for overseas movements.

STANDARD SUPPORT LEVEL:

Issue travel requests, meal tickets, and other related documents. Arranges for rental car use if requested. Provide assistance and information to travelers regarding schedules and accommodations. Hours of operation are 0730-1130, 1200-1545 Monday through Friday.

RECEIVER WILL make requirements known.

Railway Equipment and Components; Installation Transportation Office (ITO):

SUPPLIER WILL provide for the supply of locomotives, and railcars. Includes electrical equipment for locomotives and cars, motors, generators, wiring and on board communications and control equipment.
STANDARD SUPPORT LEVEL:

RECEIVER WILL submit requirements.

QUANTITY: As required. **FREQUENCY:** As required.

Includes the provision for the procurement, production and distribution of utilities, heating, and air conditioning. Also includes energy consumption and conservation programs.

SUPPLIER WILL provide for the procurement, production and distribution of water, sewage, electricity, heat, air conditioning and natural gas. Manage the installation energy consumption and conservation program. Provide contractual portable latrine service, cleaning grease traps, cleaning sewer lift stations, cleaning sump pumps, and cleaning septic tanks.

STANDARD SUPPORT LEVEL:

Operate utilities plant and system, sewage and waste disposal systems, purchase utilities service, provide effective energy conservation in fixed facilities with established energy conservation programs. Provide portable latrine service and cleaning of underground sewerage catch basins.

RECEIVER WILL coordinate requirements with Directorate of Public Works (DPW). Comply with governing policies and procedures and energy conservation measures.

QUANTITY: As required. **FREQUENCY:** As required.

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VEHICLE SUPPORT
(Installation Maintenance Division)

Includes maintenance and repair of non-tactical vehicles.

SUPPLIER WILL provide for the maintenance and repair of vehicles. DS maintenance will be provided by the owner with GS maintenance provided by IMD. IMD will provide GS maintenance for all commodities for which IMD has mission responsibility and provide DS maintenance for those pieces of equipment for which the DSU does not have the authorized tools or personnel.

STANDARD SUPPORT LEVEL:

Maintenance/Repair service per applicable Technical Manuals and regulations available during normal duty hours (7:30 AM - 4:00 PM, M-F). Repair Parts provided through SAILS. Equipment submitted under DA 2407 will be processed YAW UND and FAD priority system as defined in AR 750-1, AR 725-50 and DA PAM 738-750. Provide assistance and access to equipment to units for organization level tire repair. Verbal status of equipment provided upon request. Computer print are operational. Commercial Contract Services provided for equipment unable to be repaired in-house. Coordination for warranty service on tactical equipment. Coordination of Modification Work Orders (MWO's). The maintenance and repair of unique commercial items, not within IMD's existing capabilities, will be negotiated between the owner and IMD.

RECEIVER WILL be responsible for organizational maintenance of vehicles. Provide required DA Form 2407, work request, specifying problem area(s). Comply with established priority procedures. (Automated 5504 may be used)

QUANTITY: As required. **FREQUENCY:** As required.

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WEATHER SERVICES

Includes advising and providing timely notification of weather conditions that would affect planned activities.

STANDARD SUPPORT LEVEL:

RECEIVER WILL request information as required.

QUANTITY: As required. **FREQUENCY:** As required.

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OTHER SUPPORT

Includes services not related to any other support category.

Calibration of Precision Measuring (TMDE):

TMDE WILL provide inspections, maintenance, repair, calibration, and certification of precision measurement equipment (PME) and test measurement and diagnostics equipment to ensure performance established standards.

STANDARD SUPPORT LEVEL:
Provided by TMDE, Redstone Arsenal, AL.

RECEIVER WILL comply with local regulations and equipment requirements. Provide to supplier a list of all items requiring calibration.

Terminal Operations:

SUPPLIER WILL provide assistance in the loading and unloading of aircraft or land transportation conveyances.

STANDARD SUPPORT LEVEL:
Provided as required.

RECEIVER WILL make requirements known.

Logistical Air Support (G3/DPTM):

SUPPLIER WILL provide logistical air support for administrative and mission flights within host capabilities.

STANDARD SUPPORT LEVEL:
The ADAO coordinates with Aviation Brigade when assets are requested. The Aviation Brigade S3 and Flight Operation Section approve and schedule missions.

RECEIVER WILL coordinate all air support as required. Comply with host policies and procedures.

Search and Rescue:

SUPPLIER WILL provide aircraft and/or specialized rescue teams and equipment to search and rescue personnel distress.

STANDARD SUPPORT LEVEL:

No standing, specialized, search and rescue capability exists in the division. Missions of this nature are only conducted at the discretion and approval of the Division Commander on a case-by-case basis.

RECEIVER WILL:

Test and Evaluation:

SUPPLIER WILL provide for the testing of materiel, systems, or techniques under simulated or actual operational conditions to determine whether the specific military requirements or characteristics are satisfied.

STANDARD SUPPORT LEVEL:

RECEIVER WILL request support as required.

Airfield Operations; Campbell Army Air Field (CAAF):

SUPPLIER WILL provide services for preflight planning and flight plan processing, air and ground control for all aircraft traffic operating within the Campbell Army Air Field airspace.

STANDARD SUPPORT LEVEL:

MANAGEMENT: Provide flight dispatch service 24-hours, 7 days a week, to all assigned, tenant, Department of Defense (DOD), and civilian aircraft for Continental US (CONUS) and International flights world-wide, to include pilot briefings, aviator preflight, inflight, and postflight assistance. Operate and monitor the Federal Aviation Administration Service B Military Flight Data Telecommunications system. Initiate the Crash Rescue Alert Net and activate search and rescue operations.

AIRFIELD SERVICE CONTRACT: Provide aviation and ground fuel services 24 hours, 7 days a week, to include fuel storage and dispensing systems, bulk issues to army tankers, issues to aircraft, DOD and commercial, defueling service to DOD and commercial. Direct ground movement of aircraft, DOD and commercial, providing escort service to aircraft and ground vehicles. Provide arrival and departure services to include "follow-me" marshaling into and out of parking areas, replacement and removal of wheel chocks, personnel stair installation, removal, and storage. Ground services to include oil and hydraulic system service, deicing of aircraft, tying down of aircraft, etc. Upon conversion to JP-8 turbine fuel, CAAF will be central point of contact for the receipt, storage, and dispensing of all aviation and ground fuels.

AIR TRAFFIC CONTROL (ATC): The ATC Division consist of Campbell Army Radar Approach Control (ARAC), Eagle Army Flight Following Service, Campbell Control Tower, Sabre Control Tower, and ATC Maintenance. The ATC facilities located at CAAF provide ATC services to the installation, tenant and transient aircraft 24-hours a day, 7

days a week. ATC services include instrument, visual, and radar approaches, arrival, and departure clearances, flight following and procedural separation of all aircraft in the restricted areas, positive radar separation, and visual separation. The four ATC facilities provide ATC services to more than 550,000 civilian and military aircraft each year. ATC maintenance maintains 14 different navigational, radar, and radio equipment facilities. These facilities and their combined interaction enhance aviation safety at Host Installation and provide CAAF the capability to arrive and depart mission essential aircraft during extreme and marginal weather conditions.

RECEIVER WILL coordinate with the Campbell Army Airfield (CAAF) on all preflight planning and flight plan processing. Support all airfield operational procedures and safety requirements in accordance with established priorities and pertinent regulations.

DRMO:

DRMO WILL provide access to the Defense Reutilization and Marketing Office (DRMO) for the disposal of surplus property or to withdraw property from DRMO.

STANDARD SUPPORT LEVEL:

Support provided by Defense Reutilization and Marketing Office as required. Hours 0730-1600, Monday through Friday.

RECEIVER WILL request support as required.