Public Works
CUSTOMER SERVICE GUIDE

DIRECTORATE OF PUBLIC WORKS

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Fort Walker, VA 22427
(804) 633-8222

Updated 11 August 2020

Message from the Director

Dear Customer,

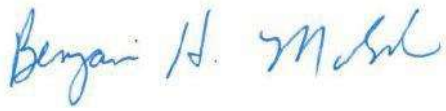
On behalf of all the professionals within the Directorate of Public Works, I would like to welcome you to our Customer Service Guide! Our Mission is to provide and maintain excellent infrastructure and services for the Fort Walker community and its customers. We do this by being customer-focused, quality driven, innovative, and responsive.

The Directorate of Public Works serves as the "City Engineer and Public Works Department" for Fort Walker. Our mission supports readiness and Warrior training while continuing to provide a top-quality environment in which Soldiers, their families and civilians live, work and train to meet the operational demands of our Nation. We are committed to protecting our environment and conserving natural and cultural resources for present and future generations.

We here at the DPW service all grounds, roads, utilities and many structures on the installation. We are responsible for providing continuous utilities operations, environmental and natural resources management, and pest control services throughout the installation.

We are proud of our people and are eager for you to meet our outstanding team of professionals.

This Customer Service Guide is meant to be a simplified set of instructions on how to conduct business with the DPW. The guidance is based on current Army Policy, U.S. Army Installation Management Command Policy, and Army Regulations, primarily AR 420-1, Army Facilities Management. These policies may change which will affect the guidance within this publication. The Directorate of Public Works strives to have the most current guidance available, however, there may be times when there is more recent guidance which will limit our abilities to serve our customers.



BENJAMIN H. MCBRIDE
Director of Public Works

Table of Contents

1. What is the Directorate of Public Works (DPW)? 1
   1.1 Our Mission 1
   1.2 Our Vision 1
   1.3 Our Organization 1
2. DPW Services 2
   2.1 Utility and Energy Management 2
   2.2 Facility Assignment 2
   2.3 Facility Clearance 2
   2.4 Geographical Information Systems (GIS) Office 3
   2.5 GIS Data Requests 3
   2.6 Environmental and Natural Resources Support 3
3. Non-DPW services 4
4. Customer Liabilities 5
   4.1 Modification to garrison property 5
   4.2 Self-help 5
   4.3 Personal Property 5
   4.4 Negligence or misuse 5
5. DPW Resource Limitations 6
6. Reimbursable Activities 6
7. Initiating DPW Support 6
   7.1 Setting up an Armymaintenance.com account 7
   7.2 Initiating a Service Request 7
      7.2.1 Service Request Prioritization 7
   7.3 Digging Permits (Excavation Permits) 8
   7.4 Facility Engineering Work Request (Work Request) 9
   7.5 Initiating a Work Request 9
      7.5.1 Work Request processing & preliminary scope / estimate 9
      7.5.2 Work Order execution 10
      7.5.3 Special consideration – exterior and interior signage request 10
8. Annual Work Plan (AWP) 11
9. Customer Feedback 11
10. DPW Contact Information 11
11. DPW Resources 11
12. DPW Contact Information 12
13. Definitions and Acronyms ..... 12 thru 14
14. Frequently Asked Questions 15

Appendix "A" - DPW Compound Map A-1
Appendix "B" – Facility Assignment and Clearance B-1
Appendix "C" – Key Issue Procedure ..... C-1 thru C-2

1. What is the Directorate of Public Works?

1.1 Our Mission

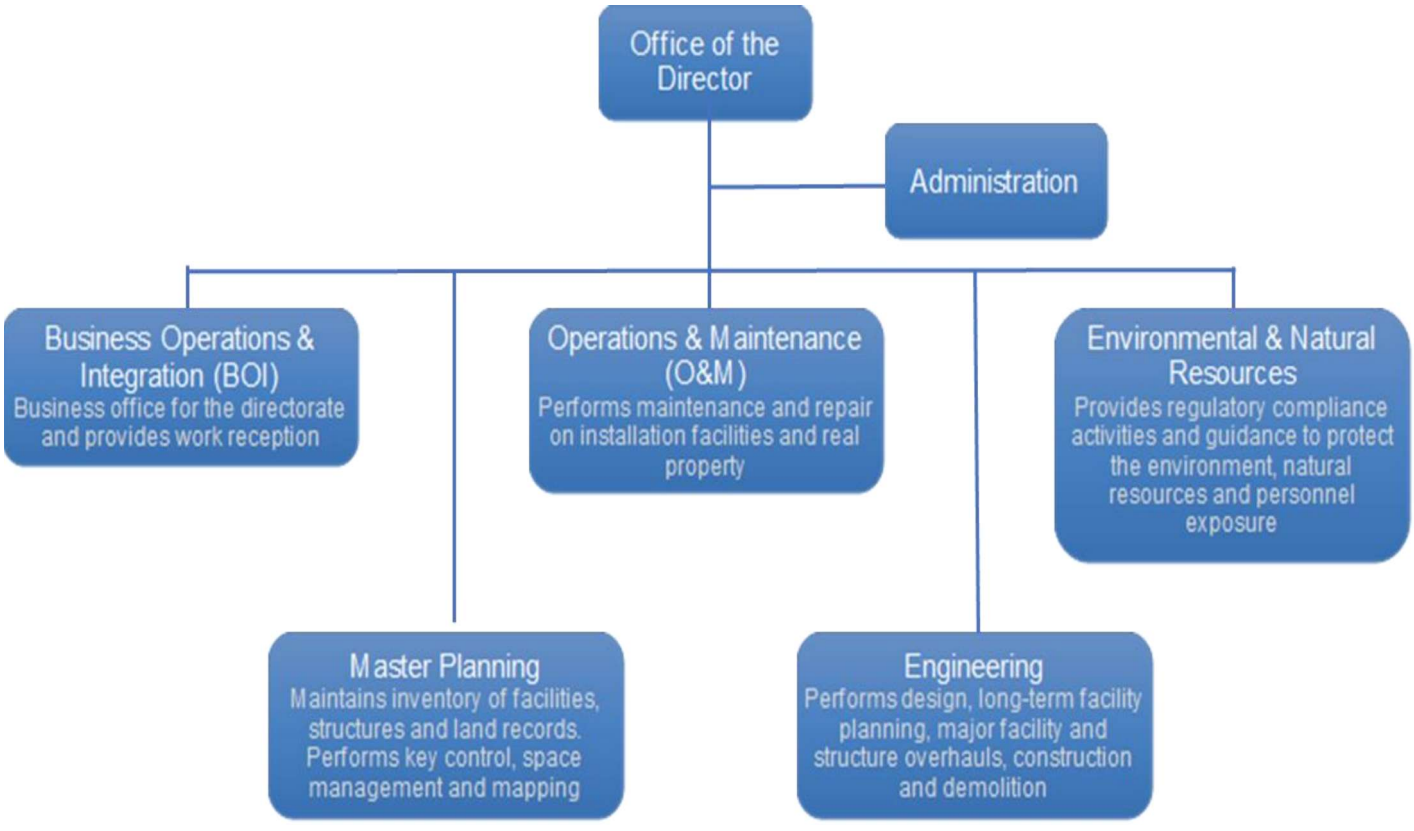
The Directorate of Public Works (DPW) provides facilities maintenance/grounds work, engineering and environmental services to support the mission of Fort Walker (FWVA). DPW is charged with: Sustainment, Restoration and Modernization of all facilities and infrastructure at FWVA; Engineering Design; Construction Management; Utilities and Energy Management; Master Planning and Real Property Accountability; Environmental Compliance; and Army Family Housing Services.

1.2 Our Vision

The DPW remains connected and responsible to our customers; within our area of cognizance, striving to provide the best infrastructure and environment possible to support the mission of the installation.

1.3 Our Organization

The DPW is organized into five divisions. Each division is listed below:



2. DPW Services

The DPW provides engineering support, real property planning, design, inspection, construction, maintenance and repair for the installation. In addition, The DPW provides entomology services for pest management, refuse collection and disposal services, grass cutting, custodial service, and repair and maintenance for authorized facilities. The DPW also offers a myriad of other services to our customers. They range from barracks management to disposal of hazardous waste to providing fresh drinking water to the garrison.

We provide these services using our own labor force or through service contracts. A few of these DPW contracted services require our customers to reimburse DPW based on the extent to which they use the service and the agreements made with the parties involved.

2.1 Utility and Energy Management

FWVA has privatized electricity, water and waste water services. Our water and waste water services are provided by American Water (AW). Rappahannock Electric Cooperative (REC) owns, operates and maintains all the installations power lines and distribution systems. When there is a utility requirement, DPW will coordinate the requirements with the provider. Some of the heating and cooling systems, lighting components, and other controls have components that are serviced by Constellation Energy Corporation. When a Service Request is called in on one of these systems, DPW staff will review the requirement and if it is a Constellation component, the Service Desk will contact them to facilitate repairs.

2.2 Facility Assignments

Existing directorates, tenants, and partners requiring facility space on FWVA will request additional needed space through the Real Property office. The DPW will assess the available space and recommend an assignment.

If available space is not immediately available, FWVA will utilize a Space Planning Board (SPB) for space assignment and utilization. This function is exercised by the DPW and applies to non-training barracks facilities. Assignment/utilization of National Guard facilities remains with the National Guard.

Relocating organizations already occupying space on FWVA from one location to another will require Space Planning Board recommendation and Real Property Planning Board (RPPB) approval. However, moves that have minimal impact on other organizations can be approved informally. More complicated moves will require analysis, working group meetings, and formal SPB approval.

Once an agreement has been made to assign space to an organization, Real Property will arrange to perform a walk-through of the facility utilizing the Facility Check-In & Clearance Sheet in accordance with (IAW) Appendix “B”. If the facility is agreeable to the parties, Real Property will formally assign the facility to the new user and issue keys IAW Appendix C.

2.3 Facility Clearance

If an organization finds that it will be reducing or vacating facilities either by relocating elsewhere on the installation, departing the installation, manpower reductions, or other, notify the Real Property Office at least 30 days in advance of the planned clearance. Real Property will schedule an initial walk-through with the user utilizing the Facility Check-In & Clearance Sheet to determine the facility’s condition and any corrective actions. A follow-on walk-through may be required if significant issues existed on the initial inspection.

In general, the following must be accomplished to formally clear the facility:

- Facility must be clean and serviceable (how you would expect it if moving in).
- All organizational furniture and/or equipment removed. These items can be left if another organization moving in accepts them; otherwise, personal property should be removed.
- Initiate DPW Support IAW Paragraph 7 for any non-serviceable item. If facility components are damaged due to negligence or misuse, a report should be initiated on an electronic Financial Liability Investigations of Property Loss (eFLIPL). Organizations (or individuals) may be held financially liable for items that appear to be damaged due to negligence or misuse.
- If “unauthorized” modifications (no DPW record of approved Self-help) have been made to the facility, the organization must restore the facility to its original configuration or initiate an eFLIPL. If the

modification enhances the facility for future users and were made in accordance with the applicable building codes, and the DPW agrees, the clearing user may make a request to the DPW that this requirement be waived.

- Terminate any special services (Dish TV, JSIIDS, etc.), and have that service provider remove their equipment unless a follow-on user agrees to assume responsibility.
- Coordinate with the Network Enterprise Center (NEC) or Directorate of Information Management (DOIM) for any of network requirements to change/terminate services.
- Turn in all keys. Missing keys should be addressed per Appendix "C" of this document.

Real Property will formally release the user from responsibility of the facility once all of the above requirements have been met. Disagreements on the definition of "Negligence or misuse" or other disagreements with the clearance requirements should be addressed to the Director of Public Works.

2.4 Geographical Information Systems (GIS) Office

The GIS office develops and provides installation maps, fulfills GIS data requests for garrison directorates/offices and external organizations involved with FWVA. The GIS office develops and maintains GIS data layers for infrastructure and utilities. Other support services include GIS software licenses and trouble-shooting, GPS data collection and software licenses, and large-format plotting.

The GIS Office operates under the DPW Master Planning Division. The GIS Manager is responsible for ensuring GIS data meets the requirements of Army IGI&S policy and standards. Standardized maps are updated annually and published to the FWVA Sharepoint for installation staff to view and download.

2.5 GIS Data Requests

The requestor is required to complete and sign the GIS Data Request. GIS Data Request Forms Can also be requested by contacting a GIS Technician. E-mail completed request forms to the GIS Manager. Upon approval, the GIS data will be sent to the requestor within 3 business days via AMRDEC online file transfer site.

Note: Custom maps are best requested over the phone or in-person in order for us to better understand the requirement. Custom maps are prioritized first-come-first- served as our workload allows.

2.6 Environmental and Natural Resources Support

FWVA is committed to being a leader in protecting the environment and sustainably managing our natural resources. Coordination with the Environmental and Natural Resources Division is required to ensure compliance with federal, state, and local environmental and conservation laws and regulations. Fort Walker Regulation 200-1 *installation Environmental Requirements,* describes the responsibilities, policies and procedures on FWVA, for compliance with environmental requirements in managing, protecting and restoring the quality of the environment. Detailed information about important environmental topics can be found at our office or by using our DPW resources. *See paragraph 10 & 11.*

FWVA Environmental and Natural Resource Division (ENRD) reviews all Facility Engineering Work Requests (Work Request) and some Service Requests. ENRD performs a comprehensive review of the proposed work/actions against multiple program areas including: asbestos containing materials; lead based paint; land disturbance; wetlands; cultural resources; threatened

and endangered species; wildlife; hazardous waste; solid waste; energy; water quality; and forestry. This review can be extensive depending on the proposed actions. Environmental surveys and Federal/State coordination will be initiated and scheduled as required.

At the end of the review process, a memorandum and National Environmental Policy Act (NEPA) documentation pertaining to the specific Work Request may be generated for the project manager with specific regulatory guidance. The environmental documents will then be given to the proponent or project manager to follow when developing a Statement of Work (SOW) or Performance Work Statement (PWS). This process ensures the proposed work/actions are in compliance current State, Federal Laws and Local regulations.

Energy and Water Conservation: Reduce energy use by using energy-efficient appliances and light bulbs, closing windows, using optimal thermostat settings, turning off unused lights and devices, and not leaving vehicles idling. Contact the Operations and Maintenance Department for suggested improvements.

Solid Waste Recycling: Office-generated recyclable solid waste materials such as paper products, glass and plastic bottles, and aluminum cans are collected in bins on-site and are picked up weekly by the ENRD staff. In addition to the above, FWVA requires recycling of the following common solid wastes: Cardboard, All Batteries, Light Bulbs and Ballasts, Electronics, Printer Cartridges.

Hazardous Materials Management: All newly procured hazardous materials (HM) must be pre-approved by a representative of ENRD prior to bringing on the installation. Return all unused hazardous material and empty containers to the DPW warehouse Bldg.1237. Do not dispose of potential hazardous materials in general trash dumpsters.

Land Disturbance and Tree Removal/Trimming: Any and all land disturbing activities, tree removal, tree trimming activities, regardless must be coordinated and approved by ENRD before any disturbance begins.

3. Non-DPW Services

Telephone/IT Connectivity: The DPW does not handle telephone services or connectivity of IT equipment in any way. Contact the Network Enterprise Center at 804-633-8140 and/or Directorate of Information Management for assistance with your telephone service requirements. Individuals must contact a local phone company for private telephone service in barracks or quarters.

Grounds Maintenance: If a reimbursable tenant desires to contract grounds maintenance around its own facilities, the tenant must fund the work. *See paragraph 6.*

Custodial: The basic custodial contract paid for by the installation provides a cleaning standard for authorized administrative facilities. If your facility is included in this contract and you desire cleaning of your administrative areas more frequently, you must pay for the increased frequency of services and project work via Government Purchase Card. Project work is inclusive of sweeping, mopping, vacuuming, cleaning and resupplying latrines and removing waste from latrines and common areas once per week.

Furniture and Used Appliances: To turn in furniture and used appliances please contact the Property Book Warehouse at 804- 633-8430. For issues concerning Barracks Furniture, please contact the Barracks Management. The DPW does not move furniture, appliances or other personal property. This is an office/unit requirement.

Other considerations: Portable latrines are often rented by various tenants. The DPW is not

involved with these rentals. Please contact the company associated with the portable latrine.

4. Customer Liabilities

In order to protect Real Property, our customers must understand the boundaries of liability and realize the effect of these boundaries as they pertain to resource management and consequences for abuse of real property. Damage to government property is a crime and subject to investigation by the DES LE Division. The DPW maintains the right to refuse work to real property regardless of execution method, the amount of work, or the source of funds.

4.1 Modifications to garrison property: All required, requested or self-help type work, and any other work that changes, upgrades, demolishes, or otherwise alters real property must be submitted in writing on a Work Request and approved by the DPW before design, work or construction may occur. All work must be approved and coordinated the DPW regardless of the source of funds or method of accomplishment. This ensures all maintenance, repair, and construction are IAW the installation's real property management plans. The DPW also ensures work accomplished does not violate federal or state laws; DOD or Army regulations; building and construction codes, standards, and criteria; installation facility standards; or exceeds any local utility infrastructure capabilities. *See paragraph 7.4.* Do not block access and egress routes to include doorways, hallways and windows. Any changes to the building that modify floor plans or change/remove windows and doorways require approval by the DES Fire Chief.

4.2 Self-Help: In accordance with AR 420-1, paragraph 5-31(b), *"Self-help is a voluntary program that uses military personnel and civilians to accomplish maintenance, repair, and minor construction to improve the livability and appearance of facilities."* Any DPW supplied materials must be initiated on a Service Request in order to pay for materials.

Common self-help activities are include but are not limited to painting, installing/Replacing window blinds, screens and common style light bulbs under 10-feet high. Work involving Personal Property does not require a Work Request on garrison property unless there is an impact to Real Property. When in doubt, obtain approval before beginning any work.

4.3 Personal property: There are instances where garrison tenants establish a need to purchase temporary structures or non-standard facility systems and components. These independent purchases provide functions that the DPW is unable to provide and maintain in a timely manner. Personal Property is the responsibility of the tenant, and where services are required and available by the DPW services, must be accomplished on a reimbursable basis.

When personal property is installed or placed it is considered modifications to garrison property and follow the process detailed in paragraph 4.1. The DPW will determine the boundaries and any corrective actions to negate potential hazard and liability to the garrison prior to approval of these purchases or services. There are three categories of personal property:

> **Fixed:** Consists of capital equipment and other equipment of a movable nature that has been fixed in place or attached to real property; but, may be severed or removed from buildings without destroying the usefulness of the facilities.
>
> **Movable:** Equipment that is movable and not affixed or installed as an integral party of the facility.
>
> **Temporary Structures:** Provide temporary shelter for equipment when the DPW is unable to provide facilities. The DPW regardless of the sources of funds, are considered personal property.

4.4 Negligence or misuse: Any damages that are due to negligence, non-accidental damage or misuse on the part of the user will be considered 100% reimbursable to the DPW, or may be handed over

to the tenant for repairs via non-DPW resources. If negligence or misuse is suspected, the tenant must initiate an eFLIPL before initiating a Work Request. The paperwork for the eFLIPL and the tenant's finance receipt of payment should be attached to a Work Request. This work will not be performed on a Service Request.

Examples of normal wear and tear include minor dings to drywall, paint fading/chipping, nail holes from pictures, etc. Negligence or misuse would include large gouges or holes, excessive tears in the drywall facing, removal or tampering of facility components, relocation of permanently installed components or unapproved modifications to facilities.

5. DPW Resource Limitations

The DPW has teams of in-house professionals who are the "subject matter experts" (SME) in determining how to best accomplish the work that you need to have done; However, we are limited to certain capabilities and directed levels of support by U.S. Army Installation Management Command (IMCOM) and various policies/regulations. These agencies, above garrison level, dictate the level of standard performance we are allowed to provide, such as, how many times a week we perform custodial services, and how funds are applied. Currently, preventive maintenance and life, health and safety take precedence over all other work, and any new work requires great scrutiny by IMCOM and at times the Assistance Chief of Staff for Installation Management (ACSIM).

If we cannot handle your Work Request with our own labor force, we will establish contracts to obtain outside assistance as applicable. Depending on the scope and complexity of the work, these contracts are administered by the local FWVA Mission and Installation Contracting Command (MICC) office, the Fort Belvoir MICC, or by various Corps of Engineers Offices. Our contract methods include: credit card, small contract, requirements contract, indefinite delivery/indefinite quantity (IDIQ) contract, Intergovernmental Support Agreement (IGSA) and conventional construction contract.

6. Reimbursable Activities

Real Property work for some tenants are reimbursable for services provided by the DPW. Depending on your status, Service Requests may be reimbursable. Guidance will be derived from Army Regulations, Inter-service Support Agreements or Memorandums of Agreements, Garrison Standard Operation Procedures, and higher headquarters guidance.

7. Initiating DPW Support

The Service Desk handles all customer support operations and is staffed from 7:00 AM to 4:30 PM Monday through Friday, except for federal holidays or base closures due to weather or emergency. After hours, holidays, and weekends, emergency phone calls are answered by the Desk Sergeant at PMO (DES). DES will only respond to true emergencies (life, health, safety). *See paragraph 10 for contact information.*

The DPW divides work requests into five categories based on the urgency, scope and complexity of the requested work.

- **Service Request:** Used for small maintenance or repair jobs that is less than 32 hours of labor to complete. These requests are submitted to the DPW Service Desk via Armymaintenance.com. (per *paragraph 7.1).* Service Requests may also be initiated if a piece of equipment covered by one of our service contracts. *See paragraph 7.2.*

- **Emergency Service Request:** An Emergency Service Request must be reported to the Service Desk by phone or in-person. The service desk phone number is 804-633-8286 and the physical

location is in the DPW Warehouse, building 1237. The address is 19806 EP4 Compound, Bowling Green VA 22427. *See paragraph 7.2.1 for prioritation guidance.*

- **Digging Permits:** Required prior to any digging or excavation work on FWVA grounds. A permit can take 10-14 days to process; please plan accordingly. *See paragraph 7.3 for instructions.*

- **Facilities Engineering Work Request (Work Request):** Required for new work, projects too large for a Service Request, large maintenance projects, repair, and construction requirements. *See paragraph 7.4.*

- **Keys and Locks:** See Appendix "C" for specific key issuance or key replacement guidance.

7.1 Setting up an Armymaintenance.com account

Armymaintenance.com (ArMA) is the DPW's Service Request portal. This website allows users to submit Service Requests and check the status of these requests 24 hours a day. In order to create an account in ArMA, you must first access the website and follow the steps below.

1) Enter Armymaintenance.com into your web browser.
2) Click "No CAC or not registered?"
3) Enter your army.mil E-mail or a personal E-mail address as preferred.
4) Enter your @army.mil E-mail as the "Army Sponsor Email Address".
5) Confirm your account by checking your sponsor E-mail.
6) Log back in (if needed) and confirm your information.

7.2 Initiating a Service Request

Be sure to have the following information ready:

- Category of request (example; Electrical, plumbing, pest control)
- Customer Name
- Location (example; Fort Walker/Walker/1340, where 1340 is the building number)
- Room Number or specific location identifier (if applicable)
- Short description (generic issue or service requested)
- Description (Long detailed description of the service requested or problem)

Log into ArMA, select "Maintenance Support". Then, select "Create a New Case". Enter the information from above into the required fields for the ticket and click "Submit". The Service Request is then "triaged" by the Service Desk following the Directorates guidelines and associated regulations. *See paragraph 7.2.1.*

After triage, the Service Desk assigns the ticket to the appropriate shop for action. The requestor will also receive notification the request based on user preferences set within ArMA. All Emergency Service Requests are triaged on the phone; and if truly an emergency, assigned to the applicable shop supervisor via telephone or radio. *See Paragraph 7.2.1.*

If you need the status of a Service Request, please login to ArMA before contacting the Service Desk directly.

7.2.1 Service Request Prioritization

The Service Desk will assess the level of urgency based on the information they receive from you, the directorates' guidelines and associated regulations of each Service Request. The Service Desk will act to expedite request of high priority. The priority categories we use are:

- Emergency (Priority 1)

Emergency Service Requests are initiated when reported conditions will cause an immediate threat to life, serious injury or significant deterioration to the facility if no immediate action is taken by the DPW. These Service Requests are used to prevent loss or significant damage to government property, ensure security to sensitive government property, restore critical facility or personnel service systems, respond to command emphasis/activity mission and provide basic human services in facilities where individuals sleep. The Service Desk will respond to Emergency Service Requests within one (1) hour of the request. Emergency requests are completed within twenty-four (24) hours unless the urgency of the work has been reduced to a Priority 2 or 3 during triage. Examples include but are not limited to flooding, fire, electrical arcing, etc.

- Urgent (Priority 2)

Urgent Service Requests are initiated when the failure in service does not immediately endanger personnel or property; but, would inconvenience or affect the systems and regulations involving personnel safety and security. Urgent requests are initiated to correct conditions which could affect emergency response, seriously affect morale or command emphasis/activity mission. These requests are to be completed within seven (7) business days from receipt, unless reduced to a Priority 3 during triage. Examples include but are not limited to clogged sink, interior light outage, fire alarm outage, etc.

- Routine (Priority 3)

Routine Service Requests are initiated for work that does not meet the criteria of emergency or urgent priority. They are utilized to correct situations that are productivity inhibitors that, if left uncorrected, will cause measurable discomfort or inconvenience to the customer or waste resources or create the need for additional minor repairs. Routine requests are to be responded to and completed within 30 calendar days of receipt. Examples include but are not limited to dripping faucets, cracked window glass, door misalignment, damaged flooring tiles, etc.

7.3 Digging Permits (Excavation Permits)

This is also referred to as an Excavation Permit. Prior to digging anywhere on post, you must obtain approval from the DPW by submitting a digging permit. Depending on your projects land disturbance requirements, additional coordination with the Environmental & Natural Resources Division (ENRD) may be required. Call ENRD to determine if additional environmental plans and permits are required. Units training at FWVA must submit all dig permit requests through DPTMS.

In order to begin processing a Dig Permit you must obtain a blank permit from DPW Customer Support Page on Sharepoint (paragraph 11). For the tenants that are unable to access these documents please contact The DPW Business Operations & Integration Division (BOID) via email or by phone.

Enter and fill in all known and relevant information. A map, drawing, or grid coordinates must accompany the permit. *See paragraph 2.5 for mapping support.*

Prior to submitting the permit, you must mark the location of the proposed excavation with

white paint, a stake or a flag and indicate as such on the permit prior to submission. This ensures the utility locators know the exact location and can mark any utility lines accordingly.

Once your markings are complete, email the DPW BOID Office with the dig permit and all supporting documents. All requests must be submitted by the DPW personnel, Contracting Officer Representatives or Directorate of Plan, Training, Mobilization and Security (DPTMS) personnel. Once reviews are completed, the appropriate POC's will be notified when the permit is ready.

7.4 Facility Engineering Work Request (Work Request)

A Facility Engineering Work Request (DA Form 4283), documents work to be done on or integrated with Real Property. Work Requests are more complex and resource intensive than a Service Request. As the responsible party for all Real Property at FWVA, the DPW reserves the right to choose the execution method for all Work Requests, regardless of funding source.

A Work Request may be initiated at any time and must be signed by an authorized requestor. Each directorate/office must provide the DPW with a list of these individuals on a Notice of Delegation of Authority (DD Form 577). Every Work Request received by the BOID is reviewed by our staff to ensure sufficient information has been provided and valid. The requestor will be provided a notification with the status of the work via E-mail.

Note: Submission of a Work Request does not mean the requested work will be accomplished immediately and may take several months to become executable.

7.5 Initiating a Work Request

Work Request DA Form 4283's may be obtained utilizing the DPW Resources listed in paragraph 11. For the tenants that are unable to access to this folder please contact BOID via email or by phone.

Please provide concise detail in the contacts and description blocks of the form at a minimum. Submit one request per facility. We recommend sending any supporting documentation and rough estimation values with this request. Submit your documents to the DPW BOID email.

7.5.1 Work Request processing & preliminary scope / estimate

The most important factor driving your Work Request is funding. Funds or a firm commitment by the customer to fund a project must be in hand before the project can be initiated for design, or packaged for construction.

All Work Requests placed under review are converted to a Work Order. Work Orders that are accepted are assigned a project number and added to the DPW Work Order Master List. The Master List is our prioritized project list that contains every Work Order. IMCOM requires the installation to focus our resources on preventative maintenance and projects related to life, health, and safety over all other projects.

Your DPW Project Manager will prepare the plans, technical specifications, government estimate and any other necessary instructions for potential contractors. Your project is now Ready-To-Advertise (RTA) and will be forwarded to the Contracting Command.

Depending upon customer requirements, the DPW may choose to execute through the MICC (Mission and Installation Contracting Command) or through a Corps of Engineers District Office (Huntsville, Norfolk, or Baltimore Districts). The construction solicitation may produce sealed bids, negotiated proposals, or responses to pre- priced construction items lists under an IDIQ Contract.

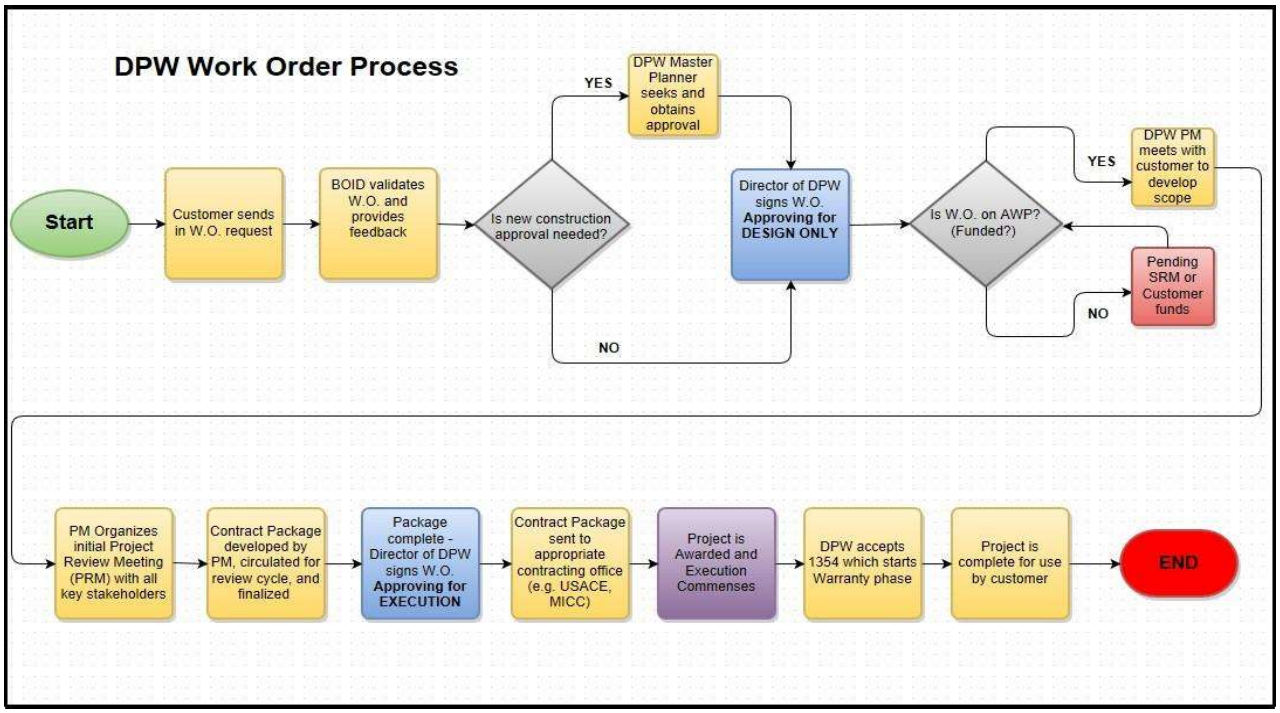


Table 1 – DPW Work Request Process

7.5.2 Work Order execution

The contracting agent will issue a notice to proceed once the contract has been awarded. The contracting agent and Project Manager (PM) will monitor the construction through the execution stage.

Once your Work Order is complete, there are usually two inspections prior to accepting the building. These inspections are the pre-final and final. You, your PM, the contractor's quality control staff, government quality assurance inspectors, government facility maintenance workers, and government real property managers attend the pre-final inspection. Any deficiency found is noted on a "punch list" that the contractor must correct before final acceptance of the project and payment.

Once the project passes final inspection, our Real Property manager accepts the new or renovated facility on behalf of FWVA. The facility is then added to the permanent real property records of the installation. Our real property staff then issues keys and turns the facility over to the customer's property book officer.

7.5.3 Special consideration - Exterior and interior signage requests

All requests for changing or adding signage should be submitted on a Work Request. Master Planning will assist in the development of installation exterior signage. The primary reference for exterior signage is *UFC 3-120-01 Design: Sign Standards* and provides more detail for signs at the lower organizational hierarchy (company, detachment, office, etc.). Interior signs provide directional and orientation signage and must be Antideficiency Act (ADA) conforming. Facilities utilized by the Directorate of Family, Morale, Welfare and Recreation (DFMWR) require a specific sign format on specific types of facilities to support their "brand." Sample MWR facility sign types can be found on the IMCOM MWR website under "Marketing."

8. Annual Work Plan (AWP)

During the summer of each year, the DPW gathers all new and delayed Work Requests from the previous year and reprioritize the projects for the new fiscal year. The DPW populates the list and the command staff takes those priorities and narrows the list further. A more detailed guide is available in DPW Resources. For the tenants that are unable to access to this folder please contact BOID via email or by phone. *See paragraph 10 & 11 for contact and resource information.*

9. Customer Feedback

If the service we provided falls short of your expectations, please let us know. We pride ourselves in listening to, working with, and learning from our customers. With the help of your constructive feedback, we will be able to generate meaningful improvements. If you have Work Order issues please express your concern to your assigned Project Manager (for Work Orders), our Service Desk (for Service Requests), or the appropriate service contract manager (for service contracts).

The Interactive Customer Evaluation (ICE) web site allows customers to rate products and services provided by the DPW. Your ICE comment(s) are used to evaluate our operation, find areas for improvement, and recognize employee performance. Use the follow address to Access the ICE portal: https://ice.disa.mil/index.cfm?fa=service_provider_list&site_id=357

10. DPW Contact Information

DPW Main Office address:

The DPW is located on the south side of the installation, near the EP-4 warehouse complex and adjacent to Range 3, Building 1220. There is a DPW Location Map at Appendix "A". Our address is: 19952 North Range Road, Fort Walker, Virginia.

Our Geolocation: 77 18'5.14" W 384'53.88" N

DPW Contacts:

Service Desk: (804) 633-8286
BOID Chief: (804) 633-8277
DPW Management Analyst: (804) 633-8497
Master Planning Office (Future prop.): (804) 633-8142
Real property Office (Existing prop.): (804) 633-8467
GIS Manager: (804) 633-8384
GIS Technician: (804) 633-8171
Operations & Maintenance Chief: (804) 633-8130
Barracks Management (Camp Managers): (804) 633-8688
Environmental Office: (804) 633-8255
Office of the Director: (804) 633-8215

11. DPW Resources

These resources furnish the primary DPW phone numbers, business practices, processes, forms, regulations and general guidance.

- Our Phone directory listing is located at: https://home.army.mil/aphill/index.php/contact/phonebook
- Our DPW SharePoint is located at: https://armyeitaas.sharepoint-mil.us/sites/IMCOM-ID-S-USAG-Walker/SitePages/The-Directorate-of-Public-Works.aspx,Select "Customer Service" for all DPW customer resources (forms, policy, etc).
- Armymaintenance.com/arma is the website used for non-emergency DPW service requests. Anyone who has a government sponsor (Army.mil E-mail) is able to setup an account for issues and requests base wide.
- DPW Service Desk: is the customer point of contact for the processing/initiation of all DPW work. Please use ArMA for initiation and follow-up on non-emergency service requests. You may call, or E-mail: mailto:usarmy.fort-walker.id-sustainment.list.dpw-boi@army.mil

12. Definitions and Acronyms

Antideficiency Act (ADA) - (Pub.L. 97–258, 96 Stat. 923) is legislation enacted by the United States Congress to prevent the incurring of obligations or the making of expenditures (outlays) in excess of amounts available in appropriations or funds.

Annual Work Plan (AWP) - FWVA's Annual Work Plan is a prioritized list of projects to be accomplished. The list consists of all Work Requests on a DA Form 4283 received which: have been reviewed and approved by the DPW; fit within the installation commander's facility priorities; and are funded for design or construction (or both) by either the customer or the DPW.

Architect-Engineer (A-E) - A-E firms are private architecture and engineering firms that provide contract project design and technical study services. Fort Walker A-E contracts are let and administered solely through the DPW.

Bill of Materials (BOM) - A BOM is simply a list of materials required to accomplish a construction, repair or maintenance project. Depending on the project, a BOM can be as simple as "one pound of 10d nails and three 8' 2"x4" pieces of lumber" or so complex that it fills a notebook.

Budget Office - The Budget Office is the resource management center for the DPW. This office manages our financial resources and prepares the annual command budget estimate.

Business Operations & Integration Division (BOID) – This division is responsible for the implementation of a 5-year investment plan to maintain and revitalize the critical infrastructure of the installation. In addition, the Business Operations Division also has oversight for the development and maintenance of the DPW Annual Work Plan (AWP), and coordination responsibility for DPW support to FWVA's many on-post activities, events and training exercises.

Constructive Changes - BEWARE! Constructive changes are usually unintentional informal changes to contracts that have the same effect as formal changes ordered by a contracting officer. They occur when a customer discusses completion time and/or work scope with a contractor on the work site and the contractor proceeds with a project change based on the informal discussion. The installation is liable for such changes. The customer may inadvertently lower the construction quality, delay project completion, or even violate regulations or law. Only the contracting officer or designated representative should ever discuss contract matters with a contractor.

Contract Methods – The size of our team limits our ability to respond to more than the emergency and short-notice requirements of the installation. Subsequently, we utilize contract vehicles to do much of what the DPW does for the Fort Walker community. We are fortunate to have the help of true contracting professionals, both from FWVA's Directorate of Contracting and from the U.S. Army Corps of Engineers. We also have a variety of contract methods, including credit cards, small contracts, requirements-style contracts, the Indefinite Delivery/Indefinite Quantity (IDIQ) contract, the Job Order Contract (JOC), and conventional construction contracts. While most of these contracting methods are self-explanatory, the IDIQ and the JOC are defined in more detail in, below.

Corps of Engineers - See District Engineer.

Customer-Funded Projects - Resources for projects are unequal to the requirements, and competed with the installation's projects that are Subject to the Availability of Funds (SAF). Customers can expedite their project by providing the funding. Customer-funded projects should include a memorandum stating the customer's intent to fund the design, construction, or both. Once the project cost estimate is complete, the DPW will ask the customer to send the necessary funding documents (MIPRs or cost transfers). When the project is funded by MIPR, the Budget Office will accept and fax it back to the customer. The customer's budget office cannot count the funds as obligated at the DPW until they receive this notice. When the project is funded by cost transfer, an appropriation code (APC) is assigned. The cost transfer is accepted and is faxed back to the customer.

DA Form 4283 - Is the Department of the Army's "Facility Engineer Work Request," more commonly known as a "Work Request". Work Requests are used by the DPW customers to request repairs or construction that exceed the dollar/labor thresholds of a Service Request. Work orders are submitted by the customer to the DPW BOID. An authorized activity representative must sign the work order. The name and phone number of a point of contact with knowledge of the project is essential.

Demand Maintenance Order (DMO) - A Demand Maintenance Order is a term used by our accounting system for the DPW Service Requests. It is normally 32hrs or less of labor or $2500 worth of contractor services.

Directorate of Emergency Services (DES) - Provides installation security and force protection through Law Enforcement Operations, Physical Security Support, and Fire Emergency Services while maintaining liaison with local, state, and federal agencies. As well as to provide a comprehensive and integrated emergency management system that coordinates community resources to protect lives, property, and the environment through mitigation, preparedness, response, and recovery from all natural and man-made hazards that may impact the Installation and local community.

Directorate of Plans Training Mobilization and Security (DPTMS) - DPTMS directs, coordinates, synchronizes, and integrates installation operations and training support activities, while providing force protection, reserve component training support, force modernization, operational planning, and emergency operations functions to provide a focused operating and training environment for the Senior Commander and tenant organizations. DPTMS services include Antiterrorism, Emergency Management, Security Management (PERSEC, OPSEC), and Plans & Operations, Range Control, Range Planning and Operations, ITAMS/LRAM, and Training Support Center support.

Directorate of Public Works (DPW) – The DPW is the organization responsible for planning, management, construction and maintenance of real property facilities at FWVA. On many U.S. Army posts, the corresponding organization is called the Directorate of Public Works (DPW) or Directorate of Public Works and Environment (DPWE); other past names include the Directorate of Engineering and Housing (DEH), Directorate of Facilities Engineering (DFE), Public Works Business Center (PWBC) or simply Post Engineer.

District Engineer - An agent of the U.S. Army Corps of Engineers, the District Engineer supervises major construction and repair projects within his or her assigned geographic area. FWVA's supporting Corps of Engineers district is the Norfolk District.

Engineering Division - The Engineering Division is the DPW division responsible for facility planning, facility assignment and other real property management, repair and construction project design, contract package preparation, and project inspection/acceptance. A Project Manager (PM) is assigned to each project and remains the DPW lead for the project throughout its life.

Environmental & Natural Resources Division (ENRD) – ENRD is the DPW division responsible for monitoring and managing FWVA's environment. It coordinates on the installation's behalf with local, state and federal environmental regulatory agencies. ENRD's areas of responsibility include: monitoring compliance with all environmental statutes and regulations, pollution prevention, and hazardous waste management.

General Fund Enterprise Business System (GFEBS) - GFEBS serves as the DPW work management and real property database system.

Indefinite Delivery/Indefinite Quantity (IDIQ) - Is a type of contract where the DPW can place orders for repair and construction projects without having to prepare full designs and contract solicitation packages. The base IDIQ does not specify a certain delivery timeframe or describe any particular type of construction work. This allows flexibility within the contract to include new projects as they are identified. The scope and completion time of each project is negotiated individually as that project is added to the IDIQ. The IDIQ contract method provides the DPW the ability to respond

more quickly to our customers' needs.

Installation Design Guide (IDG) - The IDG is a document prepared by the FWVA community and maintained by the DPW to provide specific guidance on exterior and interior facility siting and design. All real property construction, renovation and other improvements must comply with the IDG. The purpose of the IDG is to establish a pleasant and professional post-wide image that promotes orderliness and a sense of community to FWVA. Contact Master Planning at for access or an extract of the IDG.

Military Interdepartmental Purchase Request (MIPR) - A MIPR (DD Form 448) is a funding transfer method, a governmental form of a "check" for movement of funds between military organizations. It is a common means by which the DPW customers who wish to fund their own construction projects provide the finances for those projects.

Operations & Maintenance Division (O & M) – O & M is the DPW office responsible for the routine repair, maintenance and preventive maintenance of facilities on FWVA. This division is the first-responder for all Service Request calls, and is the heart of DPW response and restoration effort during and after natural disasters (hurricanes, blizzards, etc.).

For Approval Only Projects and Work Requests - Projects where an activity wishes to manage-fund and administer the project itself. DPW retains overall oversight and responsibility to ensure sound engineering practices are applied, FWVA and DA requirements and standards are met, and regulatory or statutory controls on military construction and real property management are maintained. Project documents (designs, sketches, plans, specifications, catalog cuts, etc.) must submitted and be reviewed by the DPW and approved before the project commences and before contract for work is solicited. Under normal circumstances, customer funds are processed through the DPW and not sent directly to the executing agent without prior approval. The customer and the DPW project manager will coordinate to define the level of quality assurance inspection services required.

Real Property - Real Property consists of land, buildings, facilities, including improvements, additions and the utilities that support them. It includes equipment built into the facility (such as heating systems), but not mobile equipment (such as mess hall equipment). In some legal senses and for specific purposes, even trees and other natural features of our reservation are considered Real Property. Real Property should be considered as those facilities, infrastructure, and natural infrastructure items that are currently existing or in the process to be acquired (nearing construction completion or transfer). Any work on Real Property should be preceded by a Work Request or a Service Request.

Subject to the Availability of Funds (SAF) - Projects which have been identified and defined but for which funding has not yet been found are carried as "SAF" by the DPW in its project management documents. Unfortunately, "SAF" is a fact of life in the very resource-constrained world of military construction.

Troop Construction - Troop construction projects are accomplished by engineer troop units at FWVA. They are submitted on a Work Request and must be reviewed and approved by the DPW prior to project execution.

Unfunded Requirement (UFR) - A requirement, such as a construction project, for which funds are not yet available.

Work Coordination System (WCS) - All work orders received by the DPW are recorded, processed for approval, managed, and tracked through the WCS. Project priority is assigned based on the customer's priorities (for customers with more than one work order submitted), the installation commander's intent, and the condition of the facility. The WCS provides a history of each project, identifies how the work will be accomplished (in-house, troop construction, contract, etc.), reflects the resources needed to execute the project, and provides real-time project status.

Work Order – This is the state of a Work Request that has been programmed for Divisional Review

by the DPW and will be serialized until completion of the project.

Work Request - This is short term used to define a Facility Engineering Work Request until the paperwork is programmed by DPW for further action.

Frequently Asked Questions

In addition to providing maintenance and repair of facilities, and the services listed in this handbook, the Directorate of Public Works (DPW) is asked about other work items. Below are some frequently asked questions.

Q. ***When is a dig permit needed?***

A. A dig permit is needed whenever any digging is going to be taking place. All dig permits need to be submitted by Garrison or Tenant Organizations 15 days prior to commencing operations. **THIS DOES NOT APPLY TO TRAINING UNITS COORDINATING THROUGH DPTMS.** Contact the Service desk at 804-633-8286 if any questions.

Q. ***Does DPW exchange used fire extinguishers?***

A. DPW does not. When a new building is turned over, all fire extinguishers are provided. It is the user's responsibility to ensure fire extinguishers are inspected and replaced as necessary.

Q. ***Who is responsible for building keys and locks?***

A. Key control is an organization responsibility. Organizations should have a sufficient number of keys signed out to users and one additional key in their key box. If keys need to be replaced or to obtain access to a locked door, a Service Request must be submitted. **DPW DOES NOT CONSIDER LOST/STOLEN KEYS AN EMERGENCY SERVICE REQUEST.**

Q. ***What happens in cases of neglect/abuse?***

A. Equipment or facilities damaged through neglect or abuse will be brought to the attention of the ORGANIZATION SENIOR LEADERSHIP. Perpetrators of neglect/abuse will be held financially responsible.

Q. ***Where are sign requests sent?***

A. All sign requests must be submitted on DA Form 4283 with a typed attachment showing the correct wording/spelling that is to appear on the sign. DPW is responsible for only Real Property signs (i.e. street signs, permanent directional signs, etc.)

Q. ***What if a smoke detector is damaged?***

A. DPW will remove all damaged/broken smoke detectors. Personnel are not authorized to remove smoke detectors on their own.

Q. ***Does DPW provide telephone service?***

A. DPW does not handle telephone services. For official government telephone services, contact the Telephone Control Officer (TCO) in your organization. Contact NEC at the following number (804) 633-8400.

Q. ***Who Pays?***

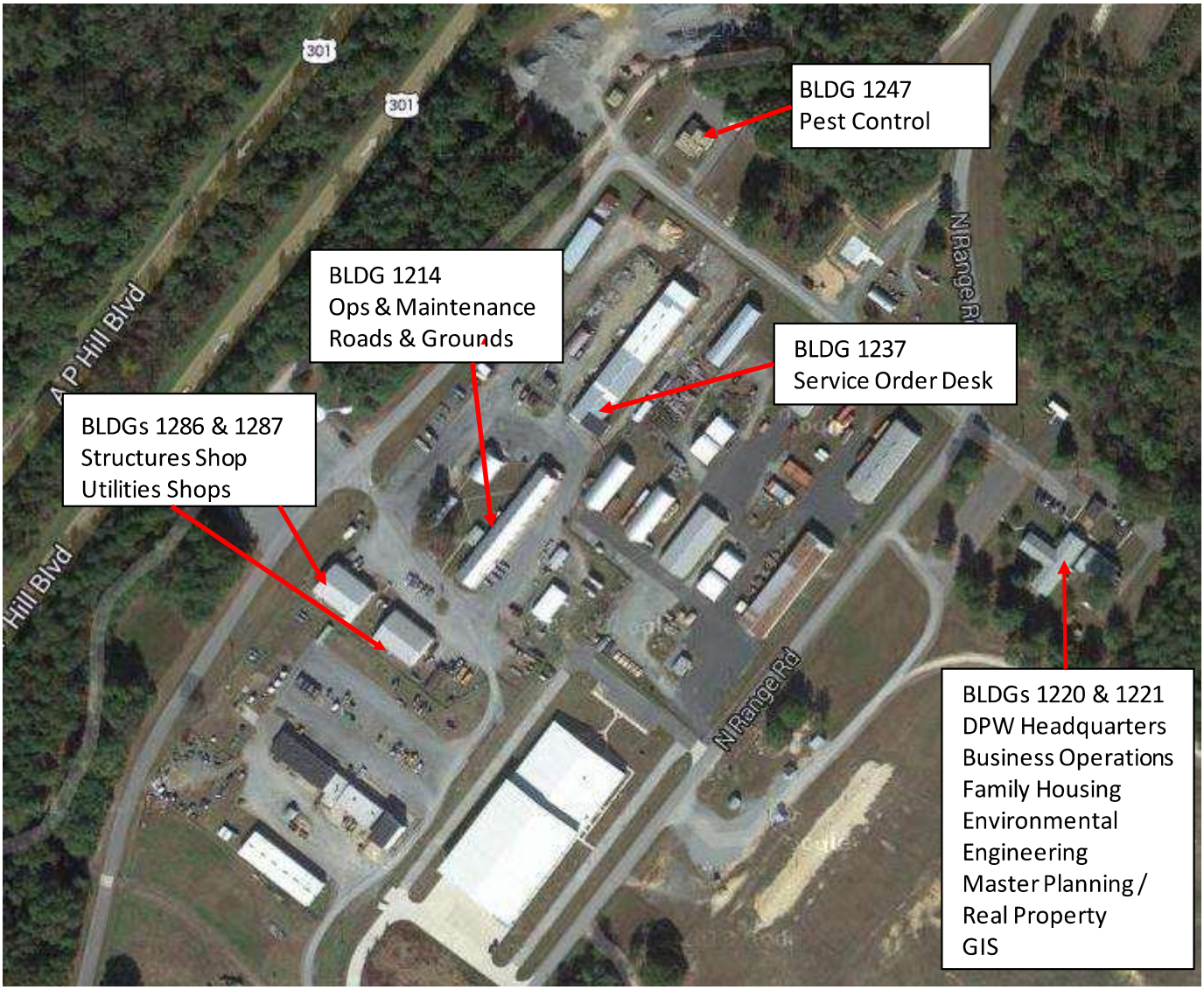
A. In the majority of cases, DPW is responsible for funding routine maintenance/repair for all FWVA assigned Real Property. However, there are exceptions to the rule, and must be addressed on a case by case basis.

Q. ***Does DPW do all of the maintenance/repair work on the Installation?***

A. There are certain things the DPW is not responsible for when providing maintenance/repair support. These items include equipment listed on hand receipts, exercise equipment, standalone safes, furniture, and vehicles.

Appendix "A"

DPW Compound Map



Appendix "B"

Facility Assignment and Clearance

This checklist will be used in assigning facilities to organization/user and clearing facilities for a departing organization/user.

Facility Check-In & Clearance Checklist (circle)

UNIT / ORG _____ BLDG# _____

POC INFO ON BACK.

* ITEMS CLASSIFIED AS "NON-FAIR WEAR AND TEAR" WILL BE CHARGED TO THE LOSING ORGANIZATION/UNIT
* ALL ITEMS WILL BE CORRECTED/REPORTED TO DPW PRIOR TO BEING CLEARED OF FACILITY, i.e. Service Order (DMO) or Work Order
* ALL KEYS WILL TURNED IN TO or ASSIGNED BY REAL PROPERTY via JOINT INVENTORY.

ITEM - INTERIOR	Pre-Inspect Date	Inspector Initials	Final Inspect Date	Inspector Initials
1 FURNITURE / EQUIPMENT - Remove unit furn / eqpt or Transfer.				
2 APPLIANCES - Clean, no mold and no contents				
3 FLOOR - Vacuum carpets.				
4 FLOOR /Stairwells - Sweep / mop hard surfaces.				
5 WALLS - Cove base intact. (wood, rubber, vinyl, ceramic).				
6 WALLS - Patch / repair / paint walls via DMO/4283 Dark walls will be painted / unit emblems removed .				
7 CEILING - Report damaged ceiling/missing tiles via DMO/4283.				
8 CEILING - Report all ceiling leaks to DPW on service order.				
9 ELECTRICAL - All light fixtures will have working bulbs (note ESPC)				
10 ELECTRICAL - All outlets in working order.				
11 PLUMBING - All toilets, showers and sinks clean and operational.				
12 DOORS - All locks operational with keys.				
13 DOORS - Properly installed, operational, not damaged.				
14 SAFETY / FIRE HAZARDS - Note issues for follow-up				
15 SERVICES - Terminate (IT, JSIIDS, cleaning, solvent bins, etc.)				
16 OTHER:				
ITEM - EXTERIOR				
17 EXTERIOR FINISHES - Good / Operable Condition or DMO/4283				
18 WINDOWS - Good / Operable Condition or DMO/4283				
19 ROOF - Good Condition or DMO/4283 (DPW action)				
20 GROUNDS - Will be clean around bldg(s). (N/A on mowing)				
21 LIGHTING - Will be in working condition or have Service Order.				
22 SHEDS / CONTAINERS - Emptied or relocated				
23 SIGNS - Unit Signs - Old Removed / New sign required?				
24 MISC - Timer control / Security System / Codes / etc.				
25 OTHER:				

Put additional Comments on Back.

Facility Check-In Clearance Checklist Revised 12 Dec 2019 Rev 1

Appendix "C"

Key Issue Procedure

C1. GENERAL

C1.1 The term "unit" will represent any specific individual office, i.e. a Directorate, Tenant, or Partner organization. This section does not apply to any type of keys related to Arms, Ammunition, and Explosives (AA&E), Security of Installation Gates, locks on personal property (hand receipt) items, or other locks that are not part of the security of Real Property Facilities. The exception to the AA&E requirement is the Ammunition Holding Area (AHA) adjacent to the installation's main Ammunition Supply Point (ASP). DPW maintains control of this padlock. Typical keys and locks covered by this section include building entry door keys and locks, interior office keys and locks, and padlocks that secure facilities in lieu of a door lock, to include fence padlocks. Keys/locks on personal property (i.e., garden sheds) and on fences – either internal to the installation or the installation's perimeter are not the responsibility of DPW.

C1.2 The DPW is responsible for the initial issuance of keys, issuance of additional keys, and orders the change of keys and/or locksets when there is a change of occupant for the Real Property asset/facility. DPW is not responsible for the physical security of the keys once issued or maintaining a "back-up" set except for specific DPW rooms/areas (i.e. mechanical rooms) except for specific units and facilities. The DPW Real Property Officer will perform as the key custodian for DPW facilities. Unit key custodian personnel will follow key control policy guidance established by FWVA Physical Security and the appropriate regulation.

C1.3 Units must designate a single point of contact identified by the unit director, supervisor, or chief on a signature card or letter for all key business related to Real Property. The DPW Real Property Officer will not be able to assist unless this person is identified.

C2. ISSUANCE OF KEYS.

In general, Real Property will issue keys under the following circumstances:

C2.1 MILCON/NEW CONSTRUCTION/RENOVATION.

DPW will issue keys for a completed MILCON or other new construction, building renovation, or newly occupied facilities to the new occupant.

C2.2 ADDITIONAL KEYS

Units may request additional keys due to additional personnel or other issues. Units cannot cut their own keys nor have a non-government entity (i.e., Home Depot) cut keys. All government/DPW issued keys will be stamped "DO NOT DUPLICATE."

- Authorized directorate/division/office/tenant head, or key custodian person will send memorandum to Real Property (804) 633-8142 requesting additional keys.
- Real Property will validate if the requestor is authorized. If valid, Real Property will initiate a demand maintenance order for the new key(s).
- Once keys are ready (up to 5 working days), Real Property will notify the unit key custodian/requester to sign for the key(s) on a DD Form 3161.

Appendix "C"
Key Issue Procedure

C2.3 CHANGE OF OCCUPANCY

Existing units may leave or vacate their assigned building or part of a building due to relocation of personnel, consolidation, or loss of mission. As a general rule, if the move/relocation is directed by installation or higher, DPW pays the cost of replacing lock cores and keys. Units are responsible for lock and key costs associated with internal moves.

- Facility POC notifies Real Property (804) 633-8467 that they will be vacating space in a facility or the entire facility by a certain day.
- Real Property conducts joint inventory/assessment of facility with current unit and tentatively identifies the number of keys on hand.
- Once move/relocation has been accomplished, all keys must be returned to Real Property for final inventory and to close hand receipts. Any key control documentation maintained by the POC user must be brought to the joint inventory. DO NOT GIVE KEYS TO NEW OCCUPANTS WITHOUT COORDINATING WITH REAL PROPERTY.
- Pending the outcome of any issues related to the joint facility inspection/assessment and status of keys, the clearing user is released from responsibility for the facility. Real Property signs final clearance of Facility Clearance & Check-In Form.

C3. LOST/MISSING KEYS.

Should an inventory reveal that keys are missing or that someone in the unit or organization has lost a key, they following procedures should be followed:

- Unit Key Custodian notifies unit director/head that a key or keys is missing.
- Unit director/head determines whether there is an impact to the physical security of the facility. If the impact is serious, unit director/head should involve installation Physical Security to see if additional investigation is needed.
- Unit director/head determines whether there is a fiscal impact. If impact is minor and the conditions of the loss are vague or unclear, the unit may pay for any labor or parts required to restore physical security integrity to the facility or a room. If the loss is due to negligence, the unit director/head should initiate a DD Form 200 – Financial Liability Investigation of Property Loss (FLIPL).
- Once the investigation has been initiated, the director/organization head/senior leader will submit a key replacement request signed by the unit director/head to Real Property (804) 633-8467. Real Property will then initiate a Service Request to cut new keys and replace the locksets if necessary.
- When keys are ready and locksets are scheduled for replacement, DPW Real Property will conduct a joint inventory of the new keys and issue them to the unit key custodian.

C4. SPECIAL REQUESTS.

Organizations may request special locksets to meet specific requirements (i.e., card reader locksets, push button, etc.). These locksets should be requested by the user on a DA Form 4283. Depending on necessity, the number required, and cost, the organization may have to pay for the locksets, the labor to install them, and future maintenance requirements.