



NAVFAC Southeast  
Public Works Department  
Gulfport



**Building Manager's  
Handbook**

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## FOREWORD

The NAVFAC Southeast Public Works Department (PWD) provides support to tenant commands and activities for the maintenance and operation of assigned facilities. The PWD is supported in this effort by Building Managers (BM) who are assigned by the tenant commands and station activities (referred to as “tenants”) to act as the local liaison for the maintenance and repair of those facilities.

PWD provides a broad range of services to include real property management, facility maintenance; facility support contracts such as grounds maintenance, refuse collection, and janitorial service, transportation support, utilities, construction, and environmental management.

PWD is committed to the support of tenant BM’s and providing a safe and efficient working environment for their activities. To this end, all requests for facility maintenance and service will be considered and prioritized in accordance with funding constraints, mission necessity, safety and command guidance. First consideration will be given based on Shore Infrastructure Planning Board (SIPB) criteria and Life/Safety/Health for present facilities. Requests that are considered to be solely for the purpose of comfort and convenience or purely for aesthetic reasons will generally be assigned a lower priority depending on the availability of funds or resources.

This handbook is designed to provide BM’s a desktop reference detailing support resources available from the PWD for the proper stewardship of Department of Defense (DOD) facilities. We hope BM’s find this handbook to be a valuable tool and resource.

Welcome to the PWD and the facilities support team!

**The Building Manager Handbook and all forms referenced in this document are available from the CNIC website for PWD Gulfport at:**  
[https://www.cnic.navy.mil/regions/cnrse/installations/ncbc\\_gulfport/om/public\\_works.html](https://www.cnic.navy.mil/regions/cnrse/installations/ncbc_gulfport/om/public_works.html)

**All changes to this document and updates to Points of Contact will be posted to the PWD website which will serve as the primary point of information dissemination to Building Managers and other command representatives.**

## CONGRATULATIONS! YOU ARE A BUILDING MANAGER!

The Building Manager (BM) or Building Manager Alternate (BMA) is the on-site representative the tenant(s) assigned to your building(s) by the Naval Construction Battalion Center (NCBC) Gulfport Installation Commanding Officer and the Public Works Officer (PWO).

The PWO is responsible for oversight of the Building Management Program and the PWD Facilities Management Assistant (FMA) is responsible for coordination of the program. In support of the BM, PWD has appointed a group of Facilities Management Specialists (FMS) to advise and support the BM's in the processing of service requests and tracking maintenance and repair efforts.

The BM is essential to maintaining the safety, structural integrity, and environmental compliance of their assigned facilities/assets. The BM's are also responsible for providing tenants the cleanest, safest, and most efficient working environment possible. As the interface between the tenants and the PWD, the BM is the critical link in the identification and reporting of safety, material, and environmental deficiencies.

## ROLES AND RESPONSIBILITIES

Management of buildings and infrastructure requires several people and organizations working together. Below are the responsibilities of each office for the BM's.

**Installation Commanding Officer (ICO):** Responsible for the upkeep and mission readiness of all facilities on the installation. The ICO is responsible for coordinating and overseeing matters of common interest to ensure the effective and efficient operation of the installation. In matters concerning the safeguarding or preservation of Navy owned or controlled property, and the security, safety and welfare of all individuals and families onboard the installation, the ICO may direct the actions of all tenant and visiting commands and individuals. This authority includes, but is not limited to, all matters related to force protection and emergency management.

**Public Works Officer (PWO):** Provides maintenance and planning of Real Property (land and buildings). Through the PWD staff, the PWO provides support to all Building Managers.

**Facilities Management Assistant (FMA)/Building Manager Coordinator (BMC):** The FMA coordinates, compiles, and administrates information in the PWD Requirements Branch. Some duties include maintaining the Maintenance Action Plan (MAP), Work Induction, liaison with the Regional Call Center (RCC), and maintaining the Authorized Caller List (ACL). The FMA serves as the Building Manager Coordinator for the PWD Building Manager Program.

**Facilities Management Specialist (FMS):** The FMS acts as the primary Point of Contact (POC) for the facilities assigned and will act as the NAVFAC representative for the Public Works Officer to their specific commands/tenants under his/her cognizance ensuring all facilities are professionally maintained at a level meeting all mission requirements.

**Regional Call Center (RCC):** Receives service requests for facility-related discrepancies and prioritizes them as routine or emergency. If requests are outside of routine or emergency service call scope, the RCC will redirect the caller to the respective FMS. The RCC is operated by NAVFAC Southeast and facilitates service calls for all installations at Navy Region Southeast.

**Alternate Regional Call Center:** In case of emergencies and loss of operations to the RCC in Jacksonville, Florida, an alternate RCC is established at NAS Pensacola, Florida. All contact information will rollover to new location automatically during emergencies. Under such conditions, the RCC may not accept routine service calls until normal operations are restored. The entire Continuity of Operations Plan (COOP) is available online at:

[https://www.cnic.navy.mil/regions/cnrse/installations/nbc\\_gulfport/om/public\\_works.html](https://www.cnic.navy.mil/regions/cnrse/installations/nbc_gulfport/om/public_works.html)

**Regional Dispatch Center (RDC):** The RDC is the Navy Region SE central 911 service for all Commander, Navy Installations Commands (CNIC). The RDC provides access to Fire, Police, Ambulance, and Emergency Medical Services. The RDC is separate and distinct from the RCC. Always use 911 for emergencies!

**Building Manager (BM) and Building Manager Alternate (BMA):** The BM and BMA are responsible to the tenant and the FMA for the upkeep and maintenance of the government facilities assigned to them. Within this capacity, the BM will coordinate with the respective FMS on Self-Help projects, Command Zone Inspections and health and safety inspections, and identify, document, and report deficiencies in the material condition of facilities to include fire and safety discrepancies. The BM often serves as the Fire Warden, initiates emergency service calls for situations involving potential loss of life or property, and notifies occupants of scheduled utility outages. In facilities occupied by multiple tenants, the BM for the primary tenant (as determined by the PWD) must provide access to all spaces or be able to coordinate that access. The BMA acts in the absence of the BM and shall stay current on all issues affecting their assigned facilities. For safety reasons, it is imperative that these functions be assumed by the BMA when the BM is not available.

**Tenants:** All DH's or CO's with oversight of government facilities are "tenants." Each tenant is responsible for ensuring upkeep of their assigned facilities to include reasonable care and cleanliness. Tenants designate in writing a BM and BMA that will oversee facilities under their cognizance and serve as the primary point of contact between the FMA, the FMS, and various command support entities. Letters of Designation must be provided to the FMA so that the BM and BMA can be added to the RCC's Authorized Caller List (ACL).

**Facilities Services Contract (FSC) Manager:** Services such as janitorial, refuse collection and grounds maintenance are provided by contract. The work performed by these contractors is governed by Performance Work Statements (PWS) or Statements of Work (SOW) divided into annexes which document quality standards and actions to correct non-compliance with those standards. The FSC Manager oversees service contracts, accepts, and responds to customer comments.

**Performance Assessment Representative (PAR):** PAR's report to the FSC Manager, provide day-to-day quality assurance and oversight of assigned service contracts, conduct random sampling of contractor performance, interview supported tenants, and act as the point of contact for service contract requirements and customer comments and/or concerns.

# APPOINTING A BUILDING MANAGER

## DESIGNATION LETTER

The first step in appointing a BM is the Designation Letter. The Designation Letter is originated by the tenant, signed by tenant CO, and identifies the BM and BMA and requests their addition to the Authorized Caller List (ACL). A sample Designation Letter is provided in Appendix D. Activities are authorized one (1) BM and up to two (2) BMAs depending on command size.

## AUTHORIZED CALLER LIST

The ACL identifies those individuals authorized to submit routine and urgent service calls for a facility and identify the BM as the facility Point of Contact (POC). The PWD updates and maintains the ACL. If a caller's name does not appear on the ACL for their activity, routine or urgent service requests will be denied and the caller referred to the BM or FMS.

**Anyone can submit an emergency service request regardless of status.**

**Additions/Deletions to the ACL:** Designation letters will place the BM and/or BMA on the ACL and remove any other person listed for that position.

**Periods of Absence:** For practical purposes, the BM and BMA should coordinate periods of absence to ensure continuous facilities coverage. However, during periods when both the BM and BMA must be absent, the tenant should provide a 72-hour notice to the FMA designating a temporary BMA for the ACL for the required duration.

## TRAINING

BM's must complete Building Manager Training semi-annually but should attend the next session after being appointed. The training includes Environmental Compliance, HAZMAT, Energy Management and Zone Inspection info as well as other training needed to successfully serve as a BM. Building Manager Training is given quarterly and a certificate is provided upon completion. The BM should maintain all certificates and letters of designation on file.

## COMMUNICATION

The BM is both a customer and a service provider responsible for not only identifying and tracking facility discrepancies but also communicating the discrepancy to the PWD and following-up on the status and completion of maintenance and repairs. In support of this, BM's must establish good communications with all building occupants. **Occupants must understand that all requests for facilities and environmental support are coordinated through the BM.** BM contact information must be readily available to all occupants. Tenants are the life-blood of the facility and are an asset in the identification of maintenance and safety problems before they become significant and expensive repairs.



## **BUILDING MANAGER SUPPORT NETWORK**

Building Managers rely upon two general groups for the maintenance of their facilities: Public Works Department (PWD) and Command Support Activities. The PWD encompasses specialized facility management, engineering, environmental, and contract support. Command Support Activities encompasses the other command entities such as Fire, Security, Safety, and Emergency Management that provide specialized network support to the Installation Commanding Officer (ICO).

## **PUBLICWORKSDEPARTMENT**

The PWD is the one-stop shop for the facility services, engineering, and contracting necessary to provide a safe and fully functional living and working environment for tenants. The PWD is responsible to the ICO to deliver services required to operate the base during normal and disaster conditions. The PWD provides several functions and services through contracted support, in-house forces, and regionalized support from CNRSE and NAVFAC Southeast. A list of these services includes, but is not limited to the following:

- Utilities and Energy Management
- Excavation Permits/Utility Outages
- Pest Control
- Exterior Signage
- Grounds, Janitorial, Elevator, HVAC, and Refuse Service
- Site Approvals
- Waste Stream Management
- Locksmith
- Space Management
- Transportation
- Maintenance, Repair, and Construction
- Environmental Support
- Facilities Engineering and Acquisition

A typical organizational chart for a Public Works Department is available in Appendix E.

## **UTILITIES AND ENERGY MANAGEMENT**

*Governance: NCBCGPTINST 4101.1(series)*

The PWD Utilities Energy Management (UEM) Branch administers the NCBC Gulfport Energy Management Program for the ICO with the assistance of the Building Energy Monitors (BEM). The BM is integral to the success of the Energy Program because the BM will also assume the duties of the BEM (will be the same person with both collateral duties) to ensure energy conservation goals are also met.

The President of the United States and the Secretary of the Navy has set a goal of reducing energy consumption under EO 13693. The BEM will identify energy inefficiencies and building improvements that will influence energy consumption. The BEM is responsible for removal of unauthorized items (space heaters, personal refrigerators, microwaves, and coffee pots). More information about energy management is available from the PWD UEM Commodity Manager at 871-2191.

## **EXCAVATION PERMITS/UTILITY OUTAGES**

An excavation is defined by any penetration of the ground of 6 inches or deeper. **Excavation (Dig) Permits are required prior to ANY form of excavation.** Failure to obtain an excavation permit will impact operational missions, damage government property, and could severely harm or kill personnel. BM's must ensure proper excavation permits are obtained prior to allowing any type of excavation in and around their facilities. Excavation permits require two weeks to approve. Excavation permits are handled locally at the PWD within the UEM Branch.

The UEM Branch also coordinates outages and the outage schedule for all NCBC facilities. Base-wide emails announce all outages with the date, time, and buildings affected. Contact the UEM Branch for concerns and requests.

## **PEST CONTROL**

*Governance: OPNAVINST 6250.4(series)*

The PWD provides pest control with in-house personnel. Service Requests for emergent problems such as additional requirements, animal removal, or one-time service are requested via the RCC.

## **EXTERIOR SIGNAGE**

*Governance: Installation Appearance Plan (IAP)*

Exterior signs, to include street and command signs and building identification, are required to meet the design criteria of the Installation Appearance Plan (IAP). Requests for exterior signage must be prepared on a Work Request Form (TF-1) and submitted to an FMS. Specific information regarding exterior signage may be obtained from the PWD FMS.

## **SERVICE CONTRACTS**

Grounds maintenance, janitorial service, refuse collection, HVAC (mechanical), elevator maintenance, and automatic doors are provided by a Multi-Function service contract. The service level provided is governed by Common Output Levels (COL) established by CNIC and establish the highest level of service authorized (periodicity, types of service, etc.). Requests for exceptions to the specified COL and/or requests for additional services must be submitted to CNIC (via the PWD) and fully funded by the requestor.

Grounds and Janitorial services are delivered on a regular schedule. HVAC, Elevators, Fuel System Repairs and Automatic Door repairs are submitted via the RCC per the prescribed process discussed later. The service contractor will follow-up with the PAR the following business day if unable to fulfill any service request.

The FSC Manager oversees service contracts and accepts customer comments. For any concerns with contractor performance, level of service, or scheduling, contact the respective PAR's listed on Appendix C.

## **ACCESS CONTROL / LOCKSMITH SERVICES**

A request for key or lock service must be submitted via email, using the Access Control Request form and/or Lock Repair/Service Request form, to the Security Office for review, approval/disapproval and signature. Once the BM receives the signed local form(s), they must forward local form(s) along with NAVFACSE RCC Service Request form to RCC for action, via email. The RCC will then create the work order and send it to the Gulfport Locksmith. The Access Control Request Form, Lock Repair/Service Request Form and NAVFACSE RCC Service Request Forms are all in Appendix D. All Key/Lock information is maintained by the Security.

**NOTE:** Submit all Access requests as Urgent service request. Most Access Control devices will be reimbursable to PWD for service(s) requested.

## **SITE APPROVAL (SAR)**

*Governance: NAVFACINST 11010.45(series) (Revised June, 2018)*

Site approval is required for all Navy projects and Non-Navy projects sited on Navy-Controlled land holdings regardless of funding source for any project that:

- Will have explosives safety criteria implications associated with ammunitions and explosives.
- Affects or is affected by airfield safety criteria.
- Creates or is proposed to be in an area of electromagnetic illumination or involves electromagnetic transmission.
- Proposes changing the use of a facility (new or addition to Property Record Card or changes a (Category Code) by altering the facility and function.
- Changes or has the potential to change the land use or physical layout of an area.
- Sites or moves a relocatable and or demolishes a facility

Site Approvals ensures that a repair and/or construction project does not violate environmental, cultural, and safety requirements and ensures the project is in unison with the base IAP. For site approvals, contact the respective FMS to start the process. Prior to the undertaking of any construction or repair project, large or small, the Site Approval must have PWO approval first.

## **SPACE MANAGEMENT**

*Governance: UFC 2-000-05N*

Moving to or within facilities is often the most misunderstood and often over-simplified (in perception) undertakings you may experience. Simply rearranging furniture may create significant changes that are not foreseen at the beginning of the move. The BM must adhere to several guidelines when conducting a move, and before supporting a tenant's request to move or rearrange furniture, must consider several things:

- Is the move within authorized space? If so, the move can be conducted without prior notification to the FMS as long as any costs associated with the move are borne by the tenant (space relocation directed by the host command will typically be funded by the host command).
- Is the move to another facility? To perform a move from one facility to another, the BM must submit a memorandum to the FMS requesting permission before planning the desired move. Asset Management will evaluate the request, determine the associated cost, and render a decision based on the functional use of the requested building space.
- Does the move require changing the facility in any way? Should the move require the movement of outlets, phones, LAN, HVAC, lights, doors, or other items, the BM must first notify the FMS for a cost estimate and approval.
- Is this a space expansion? Generally, space is allocated based on the Basic Facility Requirement (BFR) for the tenant activity. Tenants must submit a Space Request by Work Request Form (TF-1) to PWD to justify the need for the additional space requested.
- Is this a change in use? A change in the function of a specific space can affect the occupant load, the HVAC system, electrical system, fire code, emergency egress capacity, and other factors. Additionally, maintenance and repair funding is partially determined by the use of the facility. Changing the use of a space is a significant undertaking that may not always be apparent to the tenant. Therefore, the BM must notify the PWD of any proposed change of space function.

Once any of the above space changes are implemented, the FMS will notify the Real Property Accountability Officer (RPAO) in the PWD to accurately document the changes in the Property Records of the internet Naval Facilities Asset Database Store (iNFADS). If a change in use requires a change in utility charges, the FMS will notify UEM so the proper tenant is charged.

## TRANSPORTATION

*Governance: NAVFAC P-300*

Government vehicles are for official business only. All transportation support services will be requested and coordinated through your designated Transportation Coordinator and the PWD Transportation Branch.

Vehicle assignments are based on the following categories:

- *Class A - Continuing Assignments.* Defined as the full-time assignment of a specific nonstandard vehicle (i.e., midsize/large sedan or command and control vehicle) to an individual billet.
- *Class B - Recurring Dispatch Assignments.* The assignment of an automotive vehicle authorized in writing by the local Commander to an organizational unit of the Command or a tenant activity on a regular or continuous basis for the conduct of official business. Commanding Officers can restrict the use of a Class B assignment to an individual billet or expand its uses to meet changing requirements within the organization. Class B assignments should be considered only when requirements cannot be met by use of pool equipment (Class C assignment), other types of available transportation, or is shown to be

the most cost effective alternative. Certain exceptions may be made for unusual operating conditions; however, the exceptional conditions must be real and not merely so described to avoid the use of pool vehicles.

- *Class C - Pool Vehicles.* All DOD motor vehicles not designated as Class A or Class B assignments shall be pooled for performance of services on an on-call basis. Maximum pooling of vehicles at all levels within a Naval Activity is to be emphasized.

Changes to permanent vehicle support must be requested via the Inventory Objective (IO) Request Form and forwarded to the PWD Transportation Commodity Manager.

Requests for temporarily assigned vehicles must be submitted on the “C” pool request form to Transportation to ensure vehicles are available. Prior to performing travel outside the 100-mile “permissible operating distance” radius, an “out-of-bounds” request form must be completed and submitted to Transportation.

All forms are available from the Transportation points of contact listed in Appendix C.

**General vehicle requirements include:**

- Completion of the following and submission to PWD Transportation weekly:
- Daily Operator’s Inspection Guide and Trouble Report, and
- Vehicle Fuel Log.
- Maintain vehicle cleanliness (interior and exterior) monthly.
- No smoking in government vehicles.
- No cell phone use, to include texting, while operating government vehicles.
- Seat belts are required while operating government vehicles.
- Report maintenance problems and accidents to the Transportation office immediately.

In addition to transportation services, Transportation also provides crane and rigging support, down tree removal, demolition, and earthwork.

Additional information regarding Transportation policies, procedures, and available support and services may be obtained from the Transportation office (Bldg. 271) or by calling the Transportation Equipment Specialist at (228) 871-2349 or the Transportation Commodity Manager at (228) 871-2235.

## **MAINTENANCE, REPAIR, AND CONSTRUCTION**

*Governance: OPNAVINST 11010.20(series), NAVFAC P-1205*

All facility projects are distinguished by Classification of Work and Special Interest Codes. Work is classified into four categories based on regulatory and statutory requirements:

- *Maintenance:* Work to maintain an existing facility and existing facility components in their customary state of operating efficiency.
- *Repair:* Work to restore a real property facility, system, or component to such a condition that it may be effectively used for its designated functional purpose. (Reference 10 U.S.C.

Section 2811).

- *Construction*: Work to build or expand a new facility, add to an existing facility or alter an existing facility.
- *Equipment Installation*: Work to support the installation of an item of personal property in another than-new real property facility.

The Navy divides work into four Special Interest Codes (SIC) to support managerial and budgetary requirements:

- *Sustainment (ST)*: Maintenance and repair activities necessary to keep a typical inventory of facilities in good working order.
- *Restoration & Modernization (RM)*: Major renovation or reconstruction activities (including facility replacements) needed to keep existing facilities modern and relevant in an environment of changing standards and missions. Also known as *Recapitalization*.
- *New Footprint (NF)*: Construction that addresses facility requirement deficiencies.
- *Demolition (DE)*: Dismantling, disposal, and removal of a real property facility (either partially or in its entirety) and associated costs to close openings and secure utilities.

The Classification of Work and SIC determine the funding and approval thresholds for the project. Complete descriptions of these classifications and the funding approval limits are given in the Facilities Project Instruction (OPNAVINST 11010.20(series) and the Public Works Department Management Guide (NAVFAC P-1205).

CNIC provides maintenance and repair funding to the PWD for most facilities at NCBC Gulfport. Notable exceptions include, but are not limited to, Navy Exchange, Defense Commissary Agency (DeCA), and MWR Category “C” (revenue generating) programs which must provide funding. The PWD plans and prioritizes maintenance and repairs via Shore Infrastructure Planning Criteria along with Condition Based Maintenance Management (CBMM) that includes a backlog of unfunded requirements.

Facility costs to support new missions or mission changes are typically borne by the command that creates the requirement. Any tenant command is authorized to fund the PWD to perform approved facility repairs or improvements that are unfunded.

The PWD sorts all requested work to be accomplished into five categories:

1. *Emergency Service Calls*: Situations that require immediate action to prevent loss or damage to government facilities, restore essential services, eliminate hazards to personnel, or restore essential mission operational capabilities.
2. *Routine Service Calls*: Work that is relatively minor in scope, requires minimal amount of planning or processing, and is not of an emergent nature. Routine service calls require a maximum of 32 man-hours.
3. *Urgent Service Calls*: Request that does not immediately endanger personnel or property, but extended delays of repairs could result in damage to government property, or soon affect the security, health, or well-being of personnel or the continued operation of a service or system.

4. *Planned Work*: Work that is planned, estimated and scheduled, and requires more extensive planning and processing. Planned work requires more than 32 man-hours and can be more than 80 hours to complete.
5. *Recurring Work*: Work of a repetitive nature such as planned maintenance.

Most minor, specific, and recurring work is processed by the Work Induction Board (WIB) to determine the best method of execution.

## SERVICE CALLS

All service calls (emergency, urgent and routine) are requested via the RCC. **ANYONE CAN SUBMIT AN EMERGENCY SERVICE CALL.** Routine and Urgent service calls will only be accepted from BM's and anyone on the ACL during the hours of operation below. Routine and Urgent service calls from unauthorized callers will be rejected and redirected to their designated BM with a copy to the FMS.

To place a service request, the BM should **always** furnish the following information:

- Location (e.g. building and room number, left hallway, east or west corner)
- Description of problem (e.g. unable to secure faucet on sink). Describe the problem to be repaired—not the desired method for solution. The description of the problem is “**critical**” for the PWD to understand the scope of the problem and properly prioritize it. Describing the problem with specifics such as “making constant noises” or “heavily leaking” are more helpful than “not working properly.”
- Perceived priority of the call (routine or emergency).
- Additional information (e.g. water flow causing sink to overflow continuously).

**Emergency service calls are facility repairs required to prevent immediate danger to personnel and/or natural resources or restore of essential services, mission capabilities, and/or security.**

The following are examples of **valid** emergency service calls:

- Loss of electrical power to security facilities and magazines containing explosives,
- After hour building security issues,
- Natural gas leaks,
- Flooding and interior water leaks causing damage to government property (leaks in walls, ceilings, or carpeted areas),
- Safety hazards,
- Loss of electrical power to fire alarm systems or loss of water pressure to fire sprinkler systems,
- Loss of water or sewer service to Unaccompanied Housing
- Sewage spills and/or back-ups,
- Fuel/oil spills,
- Sinkholes or washouts on major roads, and

- Any situation that prevents mission critical operations.

All service calls are submitted to the RCC which is available per the following schedule:

<i>Time</i>	<i>Service Call</i>	<i>RCC Contact Information</i>
<i>Monday-Friday, 0700-1530</i>	<i>Routine, Urgent &amp; Emergency</i>	<i>855-462-8322 –or- DSN 942-5700</i> <a href="mailto:navfac_se_rcc.fct@navy.mil">navfac_se_rcc.fct@navy.mil</a>
<i>After hours and Saturday, Sunday, &amp; Holidays</i>	<i>Emergency Only</i>	<i>855-462-8322 –or- DSN: 942-5700</i>

HVAC (Heating, Ventilation, and Air Conditioning) service calls are **ALL** submitted as **URGENTS**. Buildings will be prioritized for repairs based on mission when multiple outages occur.

**Obtain Tracking Number.** The RCC provides a work order number specific to your service call that is automatically generated from the PWD work management program called MAXIMO.

**Tracking Service Requests.** The work order number simplifies obtaining the status of the service call from submission to completion. The BM should obtain MAXIMO view rights to keep up with all work order status.

**BMs must submit service requests properly and with adequate details well as keep track of all pending actions. Accurate record(s) will enable the BM to keep tenants informed and prevent unnecessary duplications of efforts.**

Minor, specific, and recurring works are requested with a Work Request Form (TF-1) via the PWD Work Induction Board (WIB).

### [Routine or Urgent Service Call Process](#)

Work that is relatively minor in scope, requires minimal amount of planning or processing, and is not of an emergent nature is a routine or urgent service call and processed as follows:

1. Building Managers/Authorized Callers will call in directly to the RCC at (855) 462-8322 or submit an e-mail to [navfac\\_se\\_rcc.fct@navy.mil](mailto:navfac_se_rcc.fct@navy.mil) for discrepancies within a facility, including pest control requests.
  - On the e-mail, insert in subject line “NCBC Gulfport” and the command that the call is originating from.
  - Attach the request to e-mail using the NAVFAC Southeast RCC Routine Service Request form provided in Appendix D.
  - Via the phone, the RCC attendant will prompt the caller for all the necessary



information required.

2. The RCC will enter the service call into the NAVFAC work management program called MAXIMO generating a work order for the PWD Shops. The PWD Shops Foreman and Production Controller will review work orders daily. If the scope of the work order requires less than 32 man-hours to complete, it is distributed to the PWD Shops Work Leaders via the TBD list.
3. The Work Leaders review all work orders, prioritize the work orders for each of their respective Work Center Trades, and distribute the service call.
4. The requestor receives automated e-mail notifications from MAXIMO each time the service request status changes.

Projects requiring more than 32 hours to complete are considered minor maintenance and beyond the scope of a routine service request. These work orders are cancelled and a new work order with the proper work classification is created. The BM should notify the FMS to properly induct the project for completion that may then be accomplished by the PWD Shops or by Contract as determined by the Work Induction Board.

**NOTE:** Warranty issues are initiated with a service call. The RCC compares the facility number to a current warranty list and, if still under warranty, notifies the PWD for action. If the warranty has expired, the RCC will process the request as a routine service call.

### Emergency Service Call Process

**Emergency Service calls are accepted from ANY person at ANY time.** Emergency service calls are intended to correct failures that immediately endanger personnel, property, or natural resources. The RCC is available 24-hours per day. Once an emergency service request is created and validated, the Shops will respond to the emergency service call within 1 hour (during normal work hours) and within 2 hours (if after normal work hours).

During working hours, the emergency service call process operates as follows:

1. Anyone discovering a facilities emergency will call the RCC and report the deficiency as accurately and thoroughly as possible.
2. The RCC will verify if the request meets the requirements of an emergency and enter the emergency service call into the NAVFAC PWD work management program (MAXIMO) to generate a work order for the PWD Shops.
3. The RCC will immediately telephone the PWD Shops Foreman or Work Leaders (whichever is first reached) to alert attention to and identify the emergency service call.
4. The Foreman or Work Leader evaluates the emergency service call to determine if the designation is appropriate and within scope.
  - If determined to be a valid emergency service call, the PWD Shops will respond and correct the deficiency until repaired or the emergency mitigated/arrested.
  - If the service call is determined to be routine, urgent or out of scope, the Shop's

Foreman or Work Leader will notify the respective FMS for proper Work Induction.

5. After completion, the PWD Shops will closeout the work order and create a routine service requestor minor if required to complete all permanent repairs.

**NOTE: Emergency Service Calls are to be submitted by phone only. Speak with an RCC attendant directly. DO NOT leave a voice mail or e-mail for emergency service calls.**

After hours, the process is similar except that the RCC will notify the PWD Stand-by Personnel directly, if they cannot reach the Stand-by Personnel, they will then call the Shops Foreman. The PWD provides a listing of Stand-by personnel to the RCC quarterly who will take necessary action to correct the deficiency in the event of an emergency.

Once the emergency is arrested with a temporary repair, the service call will be automatically converted into a minor or routine service call for permanent repairs to be accomplished. Permanent repairs will be completed within 30 calendar days via routine service call based on availability of materials and work force.

## **WORKREQUESTS**

The majority of the BM's time will be consumed by the submission and tracking of Service Calls submitted via the RCC; however, many facility repair, improvements or changes require much more than the 32-hours allocated to a service call.

Requests for minor, specific, and recurring work (see definitions above) are submitted directly to the PWD FMS on a Work Request Form (TF-1). These types of work provide a specific improvement to a facility or for a project that clearly exceeds the scope of a service call. Work requests, unlike service calls, are much more complex requiring significant planning and preparation, and are prioritized based upon the classification of work, special interest code, and available funding.

## **Work Induction Board**

The WIB receives incoming work requests for the PWD, validates the priority of work IAW the SIPB criteria and determines the best execution method (Shops/Contracts/Seabees) to support the requirement(s). The WIB meets bi-monthly at PWD B-322.

## **Self-Help with Preparation and Processing of Work Permits**

### *Self-Help Governance: CNRSEINST 11010.3*

Projects that are undertaken and accomplished by the tenants with their own personnel. Self-Help projects are maintenance, repairs, renovations, or changes to facilities that directly enhance the quality of life of the workforce, emphasize Facility Deficiency Database reduction or add aesthetic improvements to existing interior and exterior floors, walls, and ceilings. All Self-Help projects with a completed Work Permit must be approved by the WIB.

**NOTE: Coordinate all plans with your FMS before beginning ANY Self-Help project.**

## 2. Applicability

a. This instruction applies to all non-NAVFAC SE activities constructing new facilities or changing an existing facility footprint on CNRSE held Class I property (Land) or performing any work on CNRSE held Class II property (Facilities and Infrastructure). It also includes Class V property (Relocatables) that disturbs a real property asset or its components, including maintenance, repair, replacement, design, construction, installation, rehabilitation, alteration, addition, demolition, and / or expansion of any part of the building or installed equipment. Examples include, but are not limited to the following:

- (1) Door alterations;
- (2) Modifications to building structure and grounds;
- (3) Moving / penetrating walls;
- (4) Altering fire / emergency systems;
- (5) New additions to buildings;
- (6) New facility construction;
- (7) Construction of mezzanines;
- (8) Electrical installation;
- (9) Hard-wired equipment installations / modifications;
- (10) Plumbing modifications / installations;
- (11) Installations of items on roofs;
- (12) Painting;
- (13) Carpeting removal / installation;
- (14) Furniture electrical connections;
- (15) Systems / office furniture configuration changes;
- (16) Directional boring; and
- (17) Moving electrical equipment.

## ENVIRONMENTAL SUPPORT

*Governance: OPNAVINST 5090.1(series)*

The Navy's Environmental Readiness Program ensures the ability of the U.S. Navy to effectively operate worldwide in an environmentally responsible manner. The PWD Environmental Division is responsible for managing the wide range of environmental programs to achieve this goal and maintaining compliance with all federal, state, and local environmental regulations.

The PWD Environmental Division maintains permits for the following programs:

- Synthetic Minor Air Permit
- Small Municipal Separate Storm Sewer System (MS4) General Permit
- Drinking Water Community System Permit

All tenants are accountable to the ICO for complying with these permits that requires that all of their operations are properly registered and reported in accordance with permit requirements.

PWD Environmental ensures compliance with the following media programs:

- Environmental Management System
- National Environmental Policy Act (NEPA)
- Air Program
- Hazardous Waste Management Program
- Emergency Planning and Community Right-to-Know Act (EPCRA)
- Spill Prevention Control and Countermeasures (SPCC)
- Oil & Hazardous Substance (OHS) Spill Preparedness
- Tank Programs
- Water Program (drinking water, storm water, and waste water)
- Installation Restoration Program (IRP)
- Natural Resources
- Cultural Resources
- Solid Waste Program
- Pollution Prevention Program
- Pesticides Program

BM's must be familiar with the regulatory programs and consult with PWD Environmental as necessary to ensure compliance. This includes water conservation.

A significant threat to environmental compliance is the "Self-Help Program." In many cases, tenants, intent on doing the right thing, introduce hazardous substances or violate program requirements by not properly coordinating these actions with the PWD. This can include things such as purchasing hazardous materials outside of CHRIMP and introducing the regulated materials into their facilities without the proper documentation, and controls or even improperly controlling erosion and polluting storm water with sediment. Regardless of the action, BM's must obtain guidance for all facilities or environmentally related actions by contacting the

Environmental Division at 228-871-3228 (DSN 868-3228).

## Notices of Violation

Notices of Violation (NOV) are formal, written announcements by the Environmental Protection Agency (EPA), regional, state, or local regulatory agencies that a program is non-compliant. An NOV may hold the ICO personally responsible with potential fines and imprisonment. The PWD Environmental division shall be notified and provided a copy of all NOV's that are given to NCBC Gulfport or any tenant.

Below is the significant legislation that governs the environmental program:

NEPA	National Environmental Policy Act
OSHA	Occupational Safety & Health Act
CAA	Clean Air Act
CWA	Clean Water Act
SDWA	Safe Drinking Water Act
RCRA	Resource Conservation & Recovery Act
TSCA	Toxic Substance Control Act
CERCLA	Comprehensive Environmental Response, Compensation and Liability Act
OPA 90	Oil Pollution Control Act of 1990

## Environmental Quality Board (EQB)

The EQB is comprised of the ICO, department heads, tenant COs, Officers in Charge, and other stakeholders requiring feedback and participation in the base environmental program. The EQB meets at least twice a year, provides a forum for reporting compliance status, program requirements and initiatives, issues requiring support across the installation, and to develop and implement action to advance compliance efforts.

## EQB Subcommittee

The EQB Subcommittee meets not less than quarterly to conduct training, prepare for assessments, evaluate program status, conduct routine environmental inspections, and coordinate corrective actions. All tenants represented on the EQB will provide at least one representative for the EQB Subcommittee.

## Spills

Fuel, oil, or other hazardous waste spills are all reported as emergencies via 911. If a call is made to the RCC, the caller will be directed to call the Fire Department. After notifying the Fire Department, contact the PWD Environmental Division at 228-871-3228 (DSN 868-3228) or the personnel listed in Appendix C.

## Cultural and Natural Resources

Cultural and natural resources contribute significantly to the quality of life at our installations. The PWD Environmental Division implements the Integrated Natural Resources Management Plan (INRMP) and the Integrated Cultural Resources Management Plan (ICRMP) in an effort to inventory, manage, and protect these precious resources. BM's are the primary POC for protection and conservation of natural resources for tenant commands. Aside from regulations and requirements, knowledge of cultural and natural resources serves to enhance their protection while ensuring mission capability. For information regarding the management of cultural and natural resources, contact the PWD Environmental Division at 228-871-2026 (DSN 868-2026).

## **FACILITIES ENGINEERING AND ACQUISITION DIVISION**

The PWD Facilities Engineering and Acquisition Division (FEAD) provide contract support to deliver facility and installation products and services beyond the capability of the PWD Shops. The FEAD is organized into three branches:

**Project Management and Engineering (PM&E).** PM&E provides construction management, schedule with cost control, quality assurance and all closeout documentation.

**Acquisition Branch.** Acquisition procures and administers all contracted facility requirements in accordance with the Federal Acquisition Regulation (FAR), Defense Federal Acquisition Regulation Supplement (DFARS), NAVFAC Acquisition Supplement (NFAS) and other applicable guidance.

**Facilities Services Contracts Management (FSC) Branch.** The FSC Branch is responsible for implementing best practices to increase the efficiency and delivery of services meeting the installation requirements using service contracts. FSC oversees grounds, refuse, janitorial, elevator maintenance, automatic doors, fuel systems and HVAC contracts at NCBC Gulfport. FSC provides the Facility Support Contract Management (FSCM), performance assessment, and specification writing necessary to meet all requirements.

**Integrated Product Team (IPT).** The IPT provides CAT1/2 design services either by In-House PE's or through an A/E contract vehicle. These designs are beyond local capabilities and require typically FP funding for the design services. This is all part of the CIBL.

## UNAUTHORIZED COMMITMENTS

**Beware of violating the law by creating an Unauthorized Commitment.** Contracted work is defined and priced within the specification of the contract. Only the Contracting Officer and specifically designated personnel are authorized to direct contractors or change requirements and/or the contract. BM's are **NOT** specifically designated personnel.

BM's and/or those in military uniform have "apparent authority" and in meetings with contractors may unwittingly cause the contractor to act outside of the contract requirements. This is illegal and may jeopardize completion of the project.

## ANTI-DEFICIENCY ACT

An ADA violation is the authorizing of an expenditure of money in excess of the amount available or involving the government in an obligation for the payment of money before an appropriation is made, or accepting voluntary services or personal services not authorized. An unauthorized commitment may incur cost to the government which is not funded creating an Anti-Deficiency Act (ADA) violation. **The person responsible for an ADA violation may be held personally responsible with imprisonment and/or fined for the costs associated with the unauthorized commitment.**

## RECYCLING

PWD Gulfport operates a Qualified Recycling Program (QRP) that is managed by the FSC Manager. The QRP provides recycling services to meet three goals:

1. Reduce solid wastes placed in landfills to reduce disposal costs and the environmental impacts of the installation.
2. Recycle authorized materials using approved sales methods to recover funds to pay for the QRP.
3. Use funds in excess of the QRP operations costs to improve energy conservation, environmental, and MWR programs as authorized.

Paper, cardboard, aluminum, plastics, toner cartridges, and metals, are among the materials that are recycled by the NCBC Gulfport recycling program.

For information regarding recycling, discuss with FSC. Assistance may also be obtained by dialing (228) 323-3001 or the FSC Manager, (228) 871-3336.

## COMMAND SUPPORT ACTIVITIES

The PWD works with several Command Support Activities to support the welfare, safety, and security of our facilities, resources, and personnel.

### EMERGENCY MANAGEMENT

*Governance: NCBCGPTINST 3440.1(series)*

Emergency Management (EM) is responsible for preparing the installation for disaster and response. Tenants are responsible to the ICO for preparedness and readiness for emergencies, disasters, and security. More information and guidance regarding EM may be obtained by contacting the Emergency Management Officer (EMO) at 228-871-2123 (DSN 868-2123).

### FIRE DEPARTMENT

*Governance: NCBCGPTINST 11320.1(series)*

The Fire Department is responsible for fire protection and prevention at NCBC Gulfport. BM's maintain contact with fire inspectors as facilities are routinely inspected for potential fire

Hazards, dangerous practices that may become fire hazards, and code compliance for Life/Safety issues. The BM must ensure that all fire equipment is functional and inspected at regular intervals by the building Fire Warden.

BM's must verify that all exit signs and emergency strobes are functional, illuminate properly, and that all fire hoses and extinguishers are functional, tested and inspected in accordance with applicable guidelines. Service calls must be submitted for all alarm system failures. Questions regarding the inspection, testing, and maintenance of fire equipment may be directed to the Fire Prevention Branch at 228-871-3082 (DSN 868-3082).

### INDUSTRIAL HYGIENE

*Governance: OPNAVINST 5100.23(series)*

**Naval Hospital Pensacola is the local resource for Industrial Hygiene.** Industrial Hygiene (IH) responds at the request of the PWD, Safety Office, or Naval Branch Health Clinic (NBHC), and only when the concern is beyond the resources of those entities. Indoor Air Quality (IAQ) is the most common reason for IH involvement.

A significant contributor to IAQ is biological growth within a facility caused by improper temperature and humidity control(s) by the HVAC system. A proactive BM is vital to ensuring building systems are working properly and biological growth prevented.

Additional information about Industrial Hygiene may be obtained by contacting your facility Safety POC, the PWD, or by calling NH Pensacola at DSN 459-6740.

### SAFETY

*Governance: OPNAVINST 5100.23(series)*

The Safety Office is responsible for coordinating, implementing and managing the Naval



Occupational Safety and Health (NAVOSH) program at NCBC Gulfport. The Safety Office enforces safety and health regulations and works with the BM and facility safety POC to maintain a safe working environment and promote safety. Additional information and guidance may be obtained by contacting the Safety Office at 228-871-3801 (DSN 868-3801).

## **SECURITY PUBLIC SAFETY DEPARTMENT**

The Security Department is responsible for crime prevention and investigation, traffic safety, and base security at NCBC Gulfport. Should security issues arise, follow all direction provided by security personnel. Security information and guidance may be obtained from the Security Department at 228-871-4037 (DSN 868-4037) or 228-871-2104 (DSN 868-4037).

**Call 911 for ALL emergencies.**

## **HOUSING DEPARTMENT**

Housing at NCBC Gulfport is comprised of Unaccompanied Housing (UH), Family Housing (FH), and Navy Gateway Inns and Suites (NGIS). Each of these fulfills separate requirements at NCBC Gulfport as distinguished below.

### **Family Housing**

FH is operated in a Public Private Venture between CNIC and Balfour Beatty Communities. The NCBC Gulfport Housing Department is the local liaison with Balfour Beatty. All FH-related maintenance is performed by Balfour Beatty Communities. Routine, urgent, and emergency maintenance requests can be submitted at 228-284-1637. The PWD is responsible for roads, primary utilities and storm water management within the family housing areas.

### **Unaccompanied Housing & NGIS**

UH and NGIS encompass housing and barracks at NCBC Gulfport and the Lakeside Housing Area in Pascagoula. UH will receive full support from the PWD. NGIS (under the BSO realignment) will be reimbursable starting in FY20.

## **COMMUNICATIONS**

The BM's role in communications is limited primarily to ensuring that the infrastructure is secure and access granted only to authorize personnel. Support for telephones, computers, and internet is provided by a network of agencies with the two most important introduced below. The Base Communications Office, a subordinate of Naval Computer and Telecommunications Station (NCTS) New Orleans, provides support for telephones, legacy networks, and some fiber optic lines. The BCO can be contacted at DSN 942-8437 or [phone\\_support\\_glfp@navy.mil](mailto:phone_support_glfp@navy.mil).

The NCBC Gulfport IT Department supports CNIC tenants with application development, website support, and local telecommunications issues. The IT Department is also a liaison for the BCO and NMCI and can assist with service moves, additions, and changes.

BM's who receive any requests from within their facility for any telephone, computer, or internet support should direct the requester to the IT Department or the BCO.

## APPENDIX

### Appendix A: REFERENCES

The following references were used in the creation of this document or are valuable information for building management.

EM 385-1-1, US Army Corps of Engineers Safety and Health Requirements Manual  
NAVNETOPSCOMINST 2066.1C, Navy Base Communications Manual

NAVFAC P-300, Transportation Program

NAVFAC P-1205, Public Works Department Management Guide

NAVFACINST 11010.45, Regional Planning Instruction

NCBCGPTINST 3440.1, Emergency Management/Disaster Preparedness

NCBCGPTINST 4101.1, Energy Conservation Program NCBCGPTINST  
5541.1, NCBC Complex Physical Security Plan

NCBCGPTINST 11320.1, Fire Protection and Fire Prevention Regulations

OPNAVINST 5090.1C, Environmental Readiness Program

OPNAVINST 5100.23, Navy Occupational Safety and Health (NAVOSH) Program Manual

OPNAVINST 6250.4, Pest Management Program

Regional Call Center (RCC) Continuity of Operations Plan (COOP), [www.cnic.navy.mil](http://www.cnic.navy.mil)

UFC 2-000-05N, Unified Facilities Criteria

## APPENDIX B: GLOSSARY/DEFINITIONS

Authorized Caller List (ACL) – Determines who may call in Service Calls within a specified facility

Building Manager (BM) – Under the direction of the PWD Facilities Management Specialist and the tenant, responsible for the upkeep and maintenance of the government facilities assigned to them through the submission of Service Tickets, and required Work Requests

Building Manager Assistant (BMA) – Provide support and assistance to the BM in the performance of the duties and maintenance of the assigned facilities. Acts in the BM's absence during times of leave, illness or deployment

Building Manager Coordinator (BMC) – Responsible for the administrative oversight of the PWD Building Manager Program

Facilities Management Specialist (FMS) – Responsible for the guidance and support to building managers under the PWD. Also responsible for assisting the BM with the submission of Minor Work Authorizations and providing direction and approval to initiate the Work Request Process

Designation Letter – A letter identifying the BM and BMA to the BMC

MAXIMO or Tracking Number – A number assigned to all service calls by the RCC, which allows the BM to follow the status of a service call from initiation to completion

Primary Tenant – Command/Department who occupies the largest square footage within the same facility with multiple tenants. The Primary tenant/Command/Department will be determined by the PWD

Regional Call Center (RCC) – Service Call Department for all CNRSE and NAVFAC Southeast

Service Call – Also called a service request, submitted to the RCC to handle all maintenance calls submitted by the BM. Note: Service calls are either Routine, Urgent or Emergency. See page(s) 14 & 15, for service request definitions

Service Request – See “Service Call”

Work Order – A specific task and defined scope to be performed by the Public Works Department (via the Shops or Contract)

## APPENDIX C: GULFPORT PWD POINTS OF CONTACT

<b>Position</b>	<b>Phone</b>	<b>Cell</b>
Production Division Director	228-871-2045	N/A
Environmental Director	228-871-2485	228-323-1068
Facilities and Engineering Division Director	228-871-3020	N/A
Facility Management Division Requirements Branch Head	228-871-2190 228-871-4270	N/A
Facilities Management and Facilities Support (FSC) Manager	228-871-3336	228-323-9876
Facility Management Specialist (FMS)	228-871-2192	228-323-5276
Facility Management Specialist (FMS)	228-871-3983	228-323-5281
Facility Management Specialist (FMS)	228-822-5228	228-343-5721
Facility Management Specialist (FMS)	228-822-5129	228-323-1174
Facility Sustainment (FS) Commodity Manager	228-871-2197	228-323-0859
Shops Foreman	228-871-2171	228-323-1274
Work Leaders: 1. Electrical, High Voltage & Plumbing 2. Builders, Steelworkers, Alarms & Pest Control 3. Maintenance Workers	N/A	228-323-1623 228-323-1732 228-383-0373
Production Controller	228-871-2861	N/A
Utilities & Energy Management (UEM) UEM Commodity Manager UEM Management Support	228-871-2160 228-871-2191 228-871-2188	N/A
Transportation 1. Commodity Manager 2. Equipment Specialist/Dispatch	228-871-2235 228-871-2349	N/A 228-323-0329
Performance Assessment Representatives 1. HVAC & Elevators PAR 2. Janitorial/Grounds/Doors/Fuels PAR	228-871-2172 228-871-2943	228-596-0509 228-323-1641
Facilities Management Assistant (FMA)/ Building Manager Coordinator (BMC)	228-871-4288	N/A

## **APPENDIX D: FORMS/PROCESS GUIDANCE**

These forms are provided on the following pages:

1. Sample Designation Letter
2. NAVFAC Southeast Regional Call Center Routine Service Request Form
3. Access Control Request
4. Lock Repair Service Request
5. NAVFAC PWD Excavation Permit
6. Self-Help Preparation and Processing of Work Permits
7. Reimbursable Services (NOT CNIC Funded)

Forms are also available from the PWD Gulfport Requirements Branch, online at:

[https://www.cnic.navy.mil/regions/cnrse/installations/ncbc\\_gulfport/om/public\\_works.html](https://www.cnic.navy.mil/regions/cnrse/installations/ncbc_gulfport/om/public_works.html)

## SAMPLE DESIGNATION LETTER

### MEMORANDUM

Date: [Date]

From: [CO ]

To: PWD Building Manager Coordinator

Cc: Building Manager/Building Manager Alternate Nominee

Subj: BUILDING MANAGER LETTER OF DESIGNATION

Ref: PWD Building Manager Handbook

1. This Letter of Designation appoints [Nominee Name] as the [Building Manager/Building Manager Alternate] for [tenant activity name/building number(s)], effective [date]. Contact information for [Nominee Name] is [phone number] and [email]. [Nominee Name] is this command's point of contact for all facility and infrastructure issues and should be placed on the Authorized Caller List.
  
2. Please remove [Former Building Manager] as the [Building Manager/Building Manager Alternate] for [tenant activity name/building number(s)], effective [date], and remove him/her from the Authorized Caller List.

I. M. Commander  
CO, USN

Copy to:  
File



# NAVFAC

## Naval Facilities Engineering Command

### NAVFAC Southeast Regional Call Center Routine Service Request Form

**\*\*EMERGENCY and URGENT SERVICE REQUESTS MUST BE PHONED IN TO 1-855-4-NAVFAC (1-855-462-8322)\*\***

ROUTINE Service Requests must be emailed to [navfac\\_se\\_rcc.fct@navy.mil](mailto:navfac_se_rcc.fct@navy.mil)

Fill out the yellow shaded cells below

Click button at bottom to email Service Request Form to NAVFAC SE RCC

Date mm/dd/yyyy:	6/4/2018		JON/CLIN Number:	
Work Type:	Routine	← Drop Down Menu	MAXIMO Work Order Number:	
Installation:	NCBC Gulfport	← Drop Down Menu	Customer Reference Number:	
Special Area:				
Facility/ Building Number:	STREET SIGN DOWN DIRECTIONAL AND STOP SIGN.			
Detailed Location:	NORTH CORNER OF BUSSELL AND 9TH STREET.			
Submitted By (Authorized User):	BRATZLER, KURT	Telephone:	(228) 871-4270	
		Extension:		
On-Site Point of Contact (POC)	RICK RICKER	Telephone:	(228) 871-4288	
		Extension:	(228) 871-3983	
Service Requested:	REPLACE POLE AND RE-ATTACH ALL SIGNS.			
For Internal RCC Use Only				
Person Notified: (Emer/Urgent Only)		Time Notified:		DOWNGRADE EMERGENCY WORK ORDER TO:  URGENT    ROUTINE    N/A
<p>Click "Enable Content" in yellow Security Warning bar at top to activate email button.</p> <p style="text-align: center;"><a href="#">Click to Email Service Request Form to NAVFAC SE RCC</a></p>				COMLOG/PRINT TO SHOP (IF APPLICABLE):  COMLOG                    PRT TO SHOP

ACCESS CONTROL REQUEST		
FROM: (Shop or Activity)	TO: (Department Key Custodian)	DATE:
Number of Sample Keys	Number of Key/Cards to be Made	Job Order Number
Name of Requester	Title (Head of shop or activity)	
<p>1. These keys apply to an area under the department key control. Yes No</p> <p>2. This request is submitted:            To provide additional keys for a new lock cylinder/core/padlock.            To replace lost/missing key(s) for an existing lock.            To provide additional key(s) for an existing lock            To add/modify programming for an electronic keycard.</p> <p>3. The lock/padlock that this key/keycard operates is located in/at:            Building Number: _____ Room Number/Name: _____</p> <p>4. The area/room is used for (provide a brief description)</p>		
5. Identify the contents of the area/room that cause it to fall under the key control program		
REQUIRED APPROVAL (To be completed by persons authorizing work)		
Key Custodian:	Signature:	Date:
Dept Head/Bldg Manager (Print):	Signature:	Date:
Key Control Officer (Print:	Signature:	Date:

Methods of submitting:

- Send the request via email to [ncbc.security@navy.mil](mailto:ncbc.security@navy.mil)
- Fax to (228) 871-2164 [follow up with a phone call to (228) 871-3599]
- Hand-carry to Building 436 to Attn: Physical Security Officer



## LOCK REPAIR/SERVICE REQUEST

Requester:	Lock Serial No:
Date:	Job Order Number: <i>(PW Only)</i>
Point of Contact (if different from requester):	Phone Number:
Building Number:	Room Number:
Problem:	

### WORK DATA (To be filled out by person performing work)

Item	Time Used
Combination:	
Repair:	
Service:	
Modify:	
Remarks:	
Date Completed:	Completed By:

### REQUIRED APPROVAL (To be filled out by persons authorizing work)

Dept Head/Building Manager (print):	Signature:	Date:
Security Officer (print):	Signature:	Date:

Requester must fill out all of the boxes, except the shaded areas. Once the Dept Head/Building Manager signs the form, it can be sent via e-mail to [ncbc.security@navy.mil](mailto:ncbc.security@navy.mil) or hand carry to Security office at Bldg 436 for signature.

**Lock Repair/Service Request Form**



## NAVFAC PUBLIC WORKS DEPARTMENT GULFPORT EXCAVATION PERMIT



Rev. 25 Sept. 2020

1. DATE OF REQUEST: \_\_\_\_\_ 2. PLANNED START DATE: \_\_\_\_\_
3. MAXIMO SERVICE REQUEST #: \_\_\_\_\_ 4. CONTRACT #: \_\_\_\_\_
5. MISSISSIPPI ONE CALL #, CONTACT (800) 227-6477: \_\_\_\_\_
6. REQUESTING COMPANY / DEPARTMENT: \_\_\_\_\_
7. COMPANY ADDRESS: \_\_\_\_\_
8. REQUESTING POC: \_\_\_\_\_ EMAIL: \_\_\_\_\_ PHONE: \_\_\_\_\_
9. SITE LOCATION: \_\_\_\_\_
10. DESCRIPTION OF WORK: \_\_\_\_\_

11. PWD / FEAD LIAISON: \_\_\_\_\_ PHONE: \_\_\_\_\_

UTILITY	VERIFIED	MARKED	EXCAVATE	COMMENTS
IR SITE	-	-	-	
ELECTRICAL (PWD)	-	-	-	
WATER (PWD)	-	-	-	
SANITARY SEWER (PWD)	-	-	-	
STORM DRAIN (PWD)	-	-	-	
MISC. UTILITIES (PWD)	-	-	-	
TELEPHONE / NAVY (BCO)	-	-	-	
FIBER / NAVY (BCO)	-	-	-	
FIBER / NMCI (BCO)	-	-	-	
GAS / CENTERPOINT (MS811)	-	-	-	
CABLE / CABLEONE (MS811)	-	-	-	
TELEPHONE / ATT (MS811)	-	-	-	
TELEPHONE / SPRINT (MS811)	-	-	-	

12. AUTHORIZED BY: \_\_\_\_\_ TITLE: \_\_\_\_\_ DATE: \_\_\_\_\_



# NAVFAC PUBLIC WORKS DEPARTMENT GULFPORT EXCAVATION PERMIT



Rev. 25 Sept. 2020

## EXCAVATION PERMIT STANDARD OPERATING PROCEDURE:

- BLK-1, Date of Request: Date permit is submitted to NAVFAC Utility Department.
- BLK-2, Planned Start Date: Same as initial MS811 request, start dates, 48 hours after the initial call date.
- BLK-3, Maximo Service Request: Obtained by the Utility Department.
- BLK-4, Contract Number: Applicable if under contract.
- BLK-5, Mississippi One Call Number: Attach copy of MS811 sheet to Excavation Request.
- BLK-6, Requesting Company / Department: Same as the MS811 Excavation Request.
- BLK-7, Company Address: Same as the MS811 Excavation Request.
- BLK-8, Requesting POC: Same as the MS811 caller information.
- BLK-9, Site Location: Actual work site.
- BLK-10, Description of Work: Short detailed work description.
- BLK-11, Requesting PWD Representative: Public Works Department, FEAD Engineering Technician, PWD WL / WS.
- BLK-12, Utility Outage Authorized By: Signature from Production Officer or Designated Representative.

**Upon reviewing information type initials on corresponding lines to indicate your acknowledgment of the permit process:**

\_\_\_\_\_ NAVFAC Public Works Department / Naval Construction Battalion Center Gulfport requires all excavations / ground penetrations greater than 6 inches of depth to be approved. Installations under purview of the PWD Department are NCBC Gulfport, Woolmarket Range, and Lakeside Housing. Emergency / Urgent excavation requests are required to be cleared through Gulfport Public Works Utilities Department prior to excavation.  
**NO EXCAVATION WILL BEGIN WITHOUT AN APPROVED EXCAVATION PERMIT.**

\_\_\_\_\_ In accordance with Mississippi Law. Mississippi One Call Center (MS811) permits are valid for 14 work days from initial call date. Requester is responsible to renew the MS811 locate request prior to expiration. Requester shall ensure locate request is renewed with no lapse thereafter as long as the construction site remains an active / approved excavation site.

\_\_\_\_\_ Boundaries of excavation shall be clearly marked with painted white lines. In the event the requested excavation site boundaries are not clearly white lined permit will be rejected and returned to requester. An excavation permit is required for each excavation site area. Permit for multiple sites will not be accepted.

\_\_\_\_\_ Planned work start date shall be at a minimum of 10 working days from date that initial excavation permit is submitted to PWD Utilities Department.

\_\_\_\_\_ Upon release of the approved excavation permit by the PWD Utilities Department the construction site is considered under the control of the requester (within area of approved excavation boundaries). PWD permits are considered valid through the completion of the construction project, MS811 renewal requirements are 14 working days. Initial utility markings become the responsibility of the requester to maintain in the paint colors as outlined. Electric -- Red, Water -- Blue, Sewage -- Green, Storm Drainage -- Green, Gas -- Yellow, Communication -- Orange.

\_\_\_\_\_ Gulfport Base Communication Officer (BCO) performs utility locates for Navy communication cable. BCO provides positive notification regarding communication lines in area of excavation. BCO locate process is 10 working days from receipt of locate request from PWD Gulfport.

\_\_\_\_\_ Must have a PWD work permit to receive Excavation Permit. Contact a Facilities Management Specialist at (228) 871-2192 or (228) 871-2192 for info on work permit.

1. Submit fillable PDF Excavation Permit via email for approval.
2. Print site excavation area using an updated base map (recommend the use of Adobe Acrobat Professional).
3. Map of excavation site shall provide clearly defined details and be attached as an enclosure to the excavation permit.
4. MS811 Locate Request shall be attached to PDF Excavation permit as an enclosure to the excavation permit.
5. Further questions contact. Utilities and Energy Manager ET, Building 322, (228) 822-2993 or (228) 871-2188

I have read and understand the excavation permit requirements.

## Self-Help Preparation and Processing of Work Permits

- 1) Submit a TF-1 with the completed Self-Help Request and Work Permit Request forms via the FMS for the WIB. Work Permit “reviews” will be “as required” based on the nature of the work requested.
- 2) Requester/command must also provide applicable AUL’s for the work being performed for Environmental reviews.
- 3) The requestor is responsible for obtaining all responsible parties signatures, as applicable. Additional signatures may be required based upon the specific project. The PWD Facilities Management Specialist (FMS) will be the primary point of contact for the Activity/Command. The Installation Work Permit Approval Authority will determine if additional signatures are required. The FMS will determine if a review is; or, isn’t applicable based on the “nature” of the work requested. If the FMS determines that review is not applicable, they will mark “not required” and sign. Activity/Command should contact their assigned FMS for assistance as needed. If the Installation Work Permit Approval Authority rejects the request, reasons will be noted in the comments section below.”
- 4) Validate if there is a change of function within a space and need for SAR via FMS for AM
- 5) The FMS will meet with the customer at the project location to review and validate the requirement and material request and go over all aspects of the submitted Work Permit.
- 6) Customer will revise the Bill of Material as required.
- 7) FMS will inspect phases of work progress as well as all finished work for quality and code compliance.

## NAVFAC PUBLIC WORKS DEPARTMENT GULFPORT WORK PERMIT REQUEST

The requesting activity is responsible for completing this request and submitting it to the Installation Work Permit Approval Authority.

### PART I:

Requesting Activity/Command:

Project Title:

Building Number/Location:

Activity/Command POC:

POC Phone:

POC email:

**Description of proposed work:** (Sketches, job plans, or contractor proposals must be attached with this request. The Installation Work Permit Approval Authority must review and approve all alterations, demolition, construction, installations, repairs, maintenance, replacement, etc. prior to work execution. Design documents and specifications from a professional engineer (PE) and/or registered architect (RA) may be required. The requesting activity/command is responsible to fund NAVFAC SE design review, construction oversight, and other support stipulated by the Installation Work Permit Approval Authority.)

**Indicate organization to perform the work** (activity/command forces, activity/command-issued contract, self-help, etc.): (NAVFAC SE projects with moderate to greater safety or performance risk may require construction oversight by the Public Works Department (PWD). The requesting activity/command must fund this construction oversight.

**PART II:**

**Required:** The requestor is responsible for obtaining all responsible parties signatures (below), if applicable. Additional signatures may be required based upon the specific project. The PWD Facilities Management Specialist (FMS) will be the primary point of contact for the Activity/Command. The Installation Work Permit Approval Authority will determine if additional signatures are required. The reviewer will determine if a review is or is not applicable. If the reviewer determines that review is not applicable, they will mark "not required" and sign. Activity/Command should contact the assigned FMS for assistance as needed. If the Installation Work Permit Approval Authority rejects the request, reasons will be noted in the comments section below.

Space Coordination and Site Approval Review:

Design and Construction Review:

Asbestos Review:

Safety Review:

Environmental Review:

Fire Protection Review:

Utilities Review:

Dig Permit:

Shops/BOSC Facilities Utilities Maintenance Review:

Other Notes or Comments:

Signature of Installation Work Permit Approval Authority:

## **SOUTHEAST REGION ENGINEER AUTHORIZED WORK PERMIT**

Permit required for all work executed at the installation that is not administered by NAVFAC SE.

Location:

Description of Work:

Expected Duration of Work:

Signature of Authorizing Official:

\_\_\_\_\_  
Installation Work Permit Approval Authority

\_\_\_\_\_  
Date

Requesting activity/command is responsible for code compliance, construction safety, and funding for this project including all change orders resulting from unforeseen conditions. If project is expected to extend more than 14 days past the Expected Duration, this permit must be renewed.

## NAVFAC PWD Reimbursable Services

- If you submit a service request for the below services PWD Gulfport is assuming we are the service provider. A 20-series JON is required to be established with your FM and our PA for the below services (via your respective NAVFAC FMS).
- NOTE: This is NOT an all-inclusive list of reimbursable services.

### 1. All Class-3 Items

- a. Safes, Vaults, SIPR
- b. Appliances
- c. Ice Machines
- d. A/V Equipment and Video Cameras
- e. ATFP Barriers and all Associated Equipment
- f. Mag Locks
- g. Storage Racks and Shelving (Not built-in)
- h. UPS
- i. Food Service Equipment
- j. Simulators/Trainers

### 2. Access Control Devices

- a. Card Readers
- b. Swipe Card
- c. New Access Cards
- d. Card Pin Re-Sets
- e. IDS-Duress
- f. IDS Containers

### 3. Security Alarms

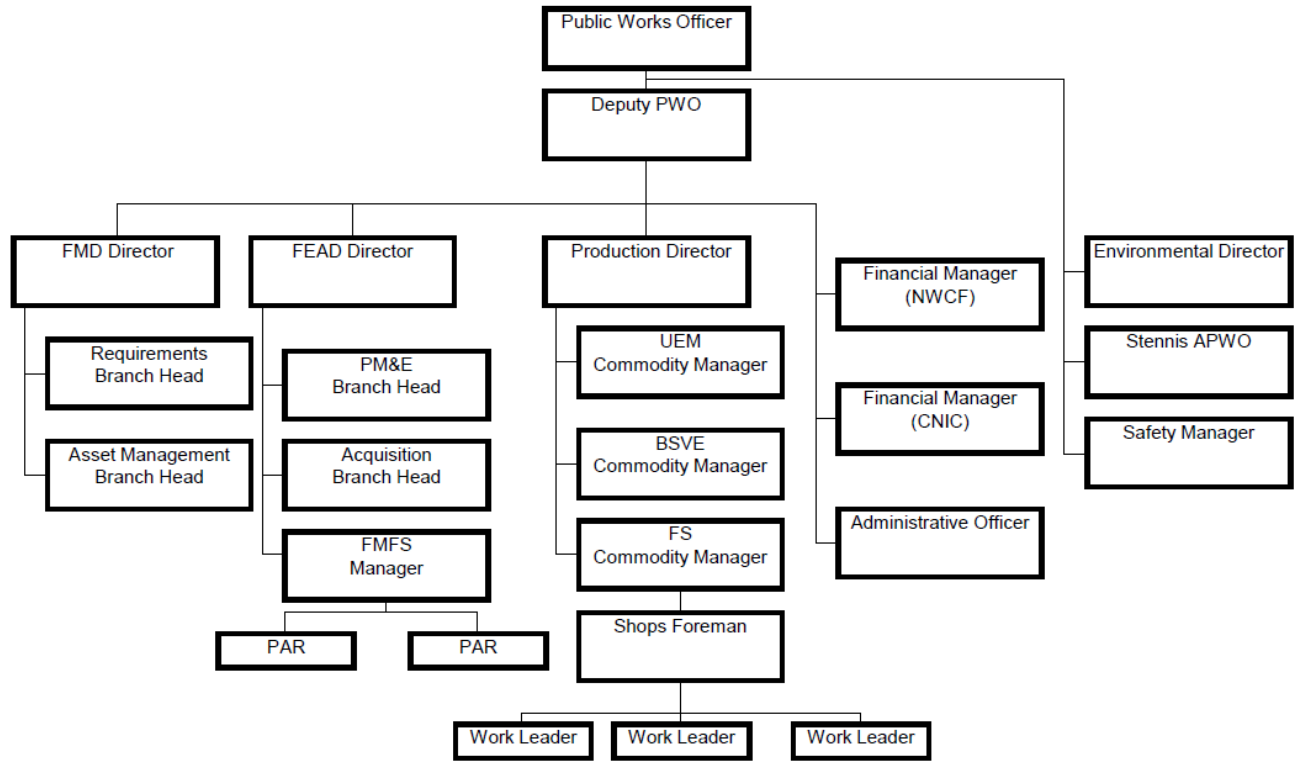
- a. All Access Control Building Alarms (Intrusion Alarms)
- b. Explosive Detection Systems
- c. Sound Masking Equipment (SCIF's)

## Facility Damage Deemed Negligent

**NOTE:** Anything deemed negligent (damage to a CNIC facility) shall be charged to the tenant for services and repairs.



**APPENDIX E: PUBLIC WORKS DEPARTMENT ORG CHART (TYPICAL)**



## APPENDIX F: ACRONYMS

The following acronyms are used within this manual or frequently used in Public Works and facilities support:

ACL	Authorized Caller List	EQB	Environmental Quality Board
ADA	Anti-Deficiency Act	FAR	Federal Acquisition Regulation
AE	Asset Evaluation	FEAD	Facilities Engineering and Acquisition Division
AM	Asset Management	FH	Family Housing
ATFP	Anti-Terrorism/Force Protection	FMA	Facilities Management Assistant
BCO	Base Communications Office	FMD	Facilities Management Division
BFR	Basic Facility Requirement	FMFS	Facility Management and Facility Services
BM	Building Manager	FMS	Facilities Management Specialist
BMA	Building Manager Alternate	FP	Fire Protection
BMC	Building Manager Coordinator	FS	Facility Sustainment
CERCLA	Comprehensive Environmental Response, Compensation, and Liability Act	FSC	Facility Support Contract
CHRIMP	Consolidated Hazardous Material Reutilization and Inventory Management Program	FSCM	Facilities Support Contracts Management
CAA	Clean Air Act	HAZMAT	Hazardous Material
CM	Commodity Manager	HM	Hazardous Material
CM	Construction Manager	HVAC	Heating, Ventilation, and Air Conditioning
CNIC	Commander, Navy Installations Command	HW	Hazardous Waste
CNRSE	Commander, Navy Region Southeast	IAP	Installation Appearance Plan
CO	Commanding Officer	IAQ	Indoor Air Quality
COLS	Common Output Level	ICO	Installation Commanding Officer
COOP	Continuity of Operations Plan	ICRMP	Installation Cultural Resources Management Plan
CWA	Clean Water Act	IH	Industrial Hygiene
DE	Demolition	iNFADS	internet Navy Facilities Database Store
DeCA	Defense Commissary Agency	INRMP	Installation Natural Resources Management Plan
DFARS	Defense Federal Acquisition Regulation Supplement	IO	Inventory Objective
DOD	Department of Defense	IRP	Installation Restoration Program
DPWO	Deputy Public Works Officer	IT	Information Technology
EM	Emergency Management	LAN	Local Area Network
EMO	Emergency Management Officer	MAP	Maintenance Action Plan
EPA	Environmental Protection Agency	MDEQ	Mississippi Department of Environmental Quality
EPCRA	Emergency Planning and Community Right-to-Know Act	MS4	Municipal Separate Storm Sewer System
		MSDH	Mississippi Department of Health
		MWR	Morale, Welfare, and Recreation Program
		NFAS	NAVFAC Acquisition Supplement
		NAVFAC	Naval Facilities Engineering Command
		NAVFACSE	Naval Facilities Engineering Command Southeast
		NAVOSH	Navy Occupational Safety and Health

	Program	UFC	Unified Facilities Criteria
NAVSUP	Naval Supply Systems Command	UH	Unaccompanied Housing
NCBC	Naval Construction Battalion Center	WIB	Work Induction Board
NBHC	Naval Branch Health Clinic	WIS	Work Induction System
NCTS	Naval Computer and Telecommunications Station	WL	Work Leader
NEPA	National Environmental Policy Act	WR	Work Request
NEX	Navy Exchange	XO	Executive Officer
NEXCOM	Navy Exchange Command		
NF	New Footprint		
NGIS	Navy Gateway Inns and Suites		
NMCI	Navy and Marine Corps Internet		
NRSE	Navy Region Southeast		
NOSC	Navy Operational Support Center		
NOV	Notice of Violation		
OHS	Oil and Hazardous Substance		
OIC	Officer in Charge		
OLF	Outlying Field		
OPA	Oil Pollution Control Act		
OSHA	Occupational Safety and Health Act		
PAR	Performance Assessment Representative		
PM&E	Project Management and Engineering		
POC	Point of Contact		
PPV	Public Private Venture		
PWD	Public Works Department		
PWO	Public Works Officer		
PWS	Performance Work Statement		
QRP	Qualified Recycling Program		
RCC	Regional Call Center		
RCRA	Resource Conservation and Recovery Act		
RDC	Regional Dispatch Center		
RM	Restoration and Modernization		
RPAO	Real Property Accountability Officer		
SA	Site Approval		
SC	Service Call		
SDWA	Safe Drinking Water Act SIC Special Interest Code		
SOW	Statement of Work		
SPCC	Spill Prevention Control and Countermeasures		
ST	Sustainment		
TBD	Too Be Determined		
TSCA	Toxic Substance Control Act		
UEM	Utilities and Energy Management		

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