



DEPARTMENT OF DEFENSE  
Defense Commissary Agency  
Fort Lee, VA 23801-1800

# MANUAL

## Manager's Guide to Reviewing Support Agreements

DeCAM 70-12.1  
August 22, 2014

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Resource Management  
OPR: DeCA/CORBS

- 1. POLICY.** This Manual implements policy as defined in Defense Commissary Agency Directive (DeCAD) 70-12, "Interservice and Intragovernmental Support Agreements (ISA)" (Reference (a)), and Department of Defense Instruction (DoDI) 4000.19, "Interservice and Intragovernmental Support" (Reference (b)) in compliance with references listed within this document. In order to meet the requirements of Reference (a) and the process for reviewing and approving Support Agreements requires an agency-wide standardized approach.
- 2. PURPOSE.** This Manual establishes administrative procedures and channels to process Interservice/Intragovernmental Support Agreements.
- 3. APPLICABILITY.** This Manual applies to all DeCA activities in accordance with (IAW) Department of Defense (DoD) Directive 5105.55, "Defense Commissary Agency (DeCA)" (Reference (c)).
- 4. MANAGEMENT CONTROL SYSTEM.** This Manual contains internal management control provisions that are **not** subject to evaluation, testing, and other requirements of Reference (a), DeCAD 70-2, "Internal Control Program" (Reference (d)) and as specified by the Federal Managers' Financial Integrity Act.
- 5. RELEASABILITY – Cleared for public release.** This Manual is located on DeCA's Internet Website, [www.commissaries.com](http://www.commissaries.com).
- 6. EFFECTIVE DATE.** This directive:

  - a. Is effective August 22, 2014.

b. Will expire effective August 22, 2024, if it hasn't been reissued or cancelled before this date and be removed from the DeCA Issuances Website.

A handwritten signature in black ink, appearing to read "Lauren P. Bands, Jr.", written in a cursive style.

Lauren P. Bands, Jr.  
Chief Financial Officer

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**REFERENCES**

- (a) DeCA Directive 70-12, “Interservice and Intragovernmental Support Agreements (ISA),” August 22, 2014
- (b) DoD Instruction 4000.19, “Interservice and Intragovernmental Support” Apr 25, 2013
- (c) DoD Directive 5105.55, “Defense Commissary Agency (DeCA),” Mar 12, 2008
- (d) DeCA Directive 70-2, “Internal Control Program,” Dec 17, 2007
- (e) DoD Instruction 5025.1, “DoD Directives System,” Jun 6, 2014

## **Chapter 1**

### **Introduction and Responsibilities**

#### **1. Introduction.**

a. Implementation of a world-wide support agreement program requires a standardized format to ensure continuity of support is provided throughout DeCA locations. The ISA process has been streamlined to ensure efficiency and effectiveness throughout the process. All support agreements received within DeCA, with the exception of DeCA Europe Area locations, must be forwarded to the DeCA Headquarters (HQ) Support Agreement Manager (SAM) and the DeCA HQ Agency Support Agreement Manager (ASAM) for processing. DeCA Europe will process Europe Area agreements using the same procedures as the DeCA HQ SAM up to the point of processing for signature and approval. Once the agreement is ready for signature and approval by the Executive Director of Store Operations and the Chief Financial Officer (CFO), the agreement and all supporting documentation will be sent to the DeCA SAM for final processing, signature and approval.

b. Appendix A reflects the road map for processing support agreements within DeCA, from receipt of the agreement through the review and approval process. Each step in the agreement process will be explained in this Manual. The steps for processing the agreement include:

- (1) Receiving.
- (2) Reviewing.
- (3) Processing for signature and approval.
- (4) ISA Documentation and Processing in Task Management System (TMS).

#### **2. Management Responsibilities.**

a. Agency ASAM serves as the DeCA central single point of contact for all policy, coordination and promotional matters concerning Interservice and Intragovernmental support.

b. The SAMs are responsible for receiving/logging, reviewing, coordinating, negotiating and processing all support agreements for signature and approval.

c. DoD program managers must ensure program operations are efficient, effective and that resources used to support the programs are used efficiently and effectively to achieve desired objectives. Programs must operate and resources must be consistent with the missions, in compliance with laws and regulations, and with minimal potential for waste, fraud, and mismanagement.

### **3. Procedures.**

a. General. This Directive outlines guidance for DeCA activities (RECEIVER) obtaining base operation support from DoD Components, other Federal Government Departments or Agencies (SUPPLIER) through ISAs. It outlines steps to be taken in the decision process and delineates procedures for the actual preparation, review and distribution of DD Form 1144, Support Agreement (Appendix E) including the required support documentation.

#### b. Establishing Support Agreements.

(1) When it is mutually agreed that Interservice support is the most economical means of obtaining the required base operation support, and when that support is available, the SUPPLIER and RECEIVER (DeCA) shall enter into a support agreement after coordinating with the commissary officer, as appropriate.

(2) A draft support agreement or memorandum outlining requirements shall be initiated by the RECEIVER, with input from the commissary officer, when necessary, and submitted to the SUPPLIER activity. Estimated reimbursable incremental cost figures based upon historical data shall be mutually agreed upon during negotiations.

#### c. Conducting Negotiations.

(1) Negotiations shall be directed toward obtaining quality service support and dollar savings, adhering to DoD policy and guidelines.

(2) When a DeCA activity is providing support to the installation on which it is located, or to another RECEIVER, or activity, such as an embassy, a separate agreement shall be negotiated identifying the DeCA activity as the SUPPLIER.

(3) Any verbal agreements involved shall be incorporated into a formal support agreement using DD Form 1144, Support Agreement, a Memorandum of Understanding (MOU) or Memorandum of Agreement (MOA).

(4) When a mutual understanding cannot be achieved on required support, the agreement shall be prepared, excluding the area of disagreement. The details of the specific situation shall be documented as an impasse statement in the agreement. When a final decision on handling the area of disagreement is reached, the initial agreement will be revised or reaccomplished to include the provisions of the decision.

(5) Estimated incremental cost shall be used as the basis for negotiating the support agreement and actual incremental costs for determining the amount of reimbursement.

(6) Estimated reimbursable incremental costs expended by the SUPPLIER for each category of support will be accounted for in blocks 7c of DD Form 1144.

(7) Legal Services: The specific approval of the DeCA General Counsel (GC) is required before legal services may be used from any non-DeCA source, unless the issue has been addressed in another written format, which has DoD GC or the DeCA GC approval. Currently, legal services in overseas areas are rendered pursuant to HQ DeCA written approval and ISAs. Tort claims and personal property claims are handled by the local installations pursuant to a DoD MOA. Legal assistance (wills, powers of attorney, etc.) is a service rendered by the Military Services to personnel authorized by their regulations and is not governed by this Directive.

d. Review Support Agreement. DeCA HQ SAM receiving or providing support, will review the support agreement using checklist (Enclosure 2) to ensure the following critical areas are complete, and if incomplete, return to the SUPPLIER for completion.

- (1) Ensure complete mailing address of both SUPPLIER and RECEIVER is listed.
- (2) Both SUPPLIER and RECEIVER major commands are listed.
- (3) Each required category of support is listed.
- (4) Basis for reimbursement entered.
- (5) Ensure all estimated annual incremental costs for each category of required support incurred by the SUPPLIER are listed.
- (6) Ensure the attachment of Specific Provisions is present.
- (7) Ensure the attachment clearly define the terms and conditions of the agreement.
- (8) Ensure both SUPPLIER and RECEIVER has signed the agreement in all of the appropriate blocks.
- (9) Ensure the building and parking lot been identified as sole/common use.
- (10) Ensure the funding annex is attached and is the total reimbursement dollars identified on the annex the same as in block 7(c) on the DD Form 1144.

e. Funding and Reimbursement Procedures: The funding and reimbursement procedures (Enclosure 3) shall be provided to the RECEIVER by the DeCA SAM and attached to the agreement when DeCA is the SUPPLIER. When DeCA is the RECEIVER, the installation SUPPLIER provides the funding and reimbursement procedures.

f. Authentication/Approval.

(1) DeCA Executive Directors will review and make recommendation on requests for new or revised installation/base support agreements. DeCA Executive Directors will complete blocks 9c (1) - (5) on DD Form 1144, as appropriate, and forward to HQ DeCA, ATTN: DeCA HQ ASAM.

(2) The DeCA SAM will audit, coordinate, and make recommendations on requests for new or revised installation/base support agreements.

(3) The DeCA CFO will review and approve the support agreement by completing blocks 9a, and 9b, on DD Form 1144, as appropriate.

g. DeCA Distribution.

1 - RECEIVER/SUPPLIER (As Appropriate)

1 - Share Point/DeCA's Public Documents/ISA

h. DeCA Repository of Agreements: The SAM will maintain a record of all active support agreements and related MOAs and MOUs, and ensure their continued accuracy.

## Chapter 2

### Support Agreement Processing

#### 1. Receiving.

a. To administer the Support Agreement Program effectively, all ISAs, MOUs, and MOAs must be provided to the DeCA SAM and the ASAM for review and processing prior to any agreement being released for signature or approval.

b. Support agreements must be processed through the DeCA SAM and should be recorded in the Support Agreement Log. The log will help ensure where the agreement is in the overall process and also ensure continued visibility of the agreements throughout the review process. Below is a snap shot of the Support Agreement Log.

REC'D	COMMISSAR	Coord	Comments to	Installation POC	Comments
DATE		Thur H	Installation	E-Mail	
3/12/12	Bangor ME	5/8/2012	5/18/12	<a href="mailto:andrea.garland@ang.af.mil">andrea.garland@ang.af.mil</a>	Issue w/pest control verbiage; in legal for their comments
10/11/12	Dugway	10/11/12	1/16/13	<a href="mailto:peggy.r.proctor.civ@mail.mil">peggy.r.proctor.civ@mail.mil</a>	Sent requested changes 1/16/13
3/8/12	Fairchild AFB	3/8/12		<a href="mailto:jordan.allen.3@us.af.mil">jordan.allen.3@us.af.mil</a>	Sent to SME's for Review - due 3/22/13
8/20/12	Fort Belvoir	10/10/12	12/13/12	<a href="mailto:wagdy.m.nakhla.civ@mail.mil">wagdy.m.nakhla.civ@mail.mil</a>	Requested update 1/16/13
3/14/12	Fort Carson	4/18/2012	5/2/12	<a href="mailto:dorothy.james.@us.army.mil">dorothy.james.@us.army.mil</a>	Requested update 7/10/12
4/26/12	Fort Detrick Dunbar		5/11/12	<a href="mailto:roger.knepper@us.army.mil">roger.knepper@us.army.mil</a>	Requested update 7/10/12
9/18/12	Fort Leonardwood	9/19/2012		<a href="mailto:kaiwana.l.edwards.civ@mail.mil">kaiwana.l.edwards.civ@mail.mil</a>	Ask for update 1/15/13
2/29/12	Hanscoms AFB	2/29/2012	4/2/10	<a href="mailto:kevin.krieger@hanscom.af.mil">kevin.krieger@hanscom.af.mil</a>	Awaiting response from SAM - 1/14/13
6/27/12	Holloman	6/27/2012	7/17/12	<a href="mailto:kristina.adams@holloman.af.mil">kristina.adams@holloman.af.mil</a>	Sent request for update 1/14/13
4/6/12	Kingsville NAS	4/7/2012	7/10/12	<a href="mailto:kevin.aquilar-ferrar@navy.mil">kevin.aquilar-ferrar@navy.mil</a>	Sent requested changes to SAM 7/10/12
3/5/12	Memphis CNIC	3/5/2012	4/19/12	<a href="mailto:james.hicks@navy.mil">james.hicks@navy.mil</a>	Requested updated 1/16/13
3/23/12	Parris Island	4/2/12	6/12/12	<a href="mailto:antwone.gifford@usmc.mil">antwone.gifford@usmc.mil</a>	Ready to load in TM; need one answer on funding annex
3/28/12	Patrick AFB	4/12/12		<a href="mailto:elizabeth.scully@patrick.af.mil">elizabeth.scully@patrick.af.mil</a>	
11/27/12	Richards Gebaur	12/4/2012		<a href="mailto:karmann.wimmer@navy.mil">karmann.wimmer@navy.mil</a>	Sent out in TM for concurrence/Approval/Signature 12/4/2012
3/9/12	Tyndall AFB	3/14/2012	5/21/12	<a href="mailto:raquel.lampkin@tyndall.af.mil">raquel.lampkin@tyndall.af.mil</a>	Requested updated 7/10/12
10/10/12	Vance	10/11/2012	1/24/13	<a href="mailto:kathy.burqe@vance.af.mil">kathy.burqe@vance.af.mil</a>	Sent comments to SAM 1/24/13
3/28/12	Yokota	3/28/2012	7/10/12	<a href="mailto:brenda.baker.2@us.af.mil">brenda.baker.2@us.af.mil</a>	Requested update 7/26/12

c. The required information for logging the agreement into the Support Agreement Log will be the date the agreement was received, the location supported by the agreement, the date the agreement is submitted for coordination through the HQs Subject Matter Experts (SME), the date comments went back to the installation, the email address for the installation SAM or point of contact (POC) and the comments column which should provide a brief description of where the agreement is at in the overall process.

#### 2. Reviewing.

a. Once the agreement is received and recorded in the Support Agreement Log the SAM will email the agreement and supporting documents to each of the DeCA SMEs asking for their review, comments, and concurrence. The DeCA SMEs include the following: Engineering Directorate, Logistics Directorate, Health and Safety Directorate, Acquisition Management Directorate, Information Technology Directorate, and the Office of Inspector General. The suspense date for review from the DeCA SME's is 14 days from the date the email is sent to

them. Each SME will review their area of expertise and provide comments or concurrence back to the SAM by the suspense date.

b. The DeCA SAM will review the DD Form 1144 to ensure it is in compliance with the DeCAD 70-12 Support Agreement Checklist outlined below and will use the ISA Template, (Enclosure 3) to ensure the ISA content is acceptable.

**Support Agreement Checklist**

<b><u>ITEM</u></b>	<b><u>YES</u></b>	<b><u>NO</u></b>
<b>Block 1:</b> Is the agreement number listed?	___	___
<b>Block 2:</b> If there was a previous agreement, and is the previous agreement referenced?	___	___
<b>Block 3:</b> Is effective date listed (YYMMDD)?	___	___
<b>Block 4:</b> Is expiration date listed? (Not to exceed 9 Years)	___	___
<b>Block 5a:</b> Is the complete mailing address of the SUPPLIER listed?	___	___
<b>Block 5b:</b> Is the Major Command of the supplying activity listed?	___	___
<b>Block 6a:</b> Is the complete mailing address of the RECEIVER listed?	___	___
<b>Block 6b:</b> Is the Major Command of the receiving activity listed?	___	___
<b>Block 7a:</b> Is the support required by the RECEIVER clearly defined (terms and conditions)?	___	___
<b>Block 7b:</b> Is the methodology for computing the incremental reimbursement cost listed or provided in the funding annex?	___	___
<b>Block 7c:</b> Are all annual estimated incremental costs incurred by SUPPLIER entered?	___	___
<b>Blocks 8a, 8b, 8c, 8c(1) thru 8c(5):</b> Has the supplying component completed?	___	___

<b>Blocks 9a and 9b:</b> Has DeCA/SAM completed?	___	___
<b>Blocks 9c(1) thru 9c(5):</b> Has Executive Director of Store Operations completed?	___	___
<b>Block 11b:</b> Is this entry the appropriate organization name and office symbol of the support agreement coordinator for the receiving activity?	___	___
<b>Block 11c:</b> Is this entry the appropriate organization name and office symbol of the servicing finance and accounting office?	___	___
<b>Block 12:</b> If required, does the Specific Provisions clearly define the unique requirements?	___	___
<b>Block 12:</b> Are the specific identifiers for the DeCA RECEIVER facility clearly defined (i.e., Building #, square footage, common/sole use of building and/or parking lot, population, and POC)?	___	___
Does the ISA contain a Funding Annex? Does the annex include a cost basis for each reimbursable service provided?	___	___

c. As the SAM/ASAM receives email comments/concurrence from the DeCA SMEs, the responses should be saved into the SAM/ASAM’s email under the commissary store folder for consolidation and processing later once all SME comments have been received. The SAM/ASAM will review the funding annex costs. DeCA SAM will contact the base SAM for an explanation if the cost is greater than or less than 10 percent of the preceding fiscal year costs.

d. When the DeCA SAM/ASAM receives all of the SME responses, the responses will be consolidated and requested agreement changes will be sent back to the base SAM for review and concurrence by the base SME. During the review and negotiation process it may be necessary to set up a conference call between the base SAM and the DeCA SAM/ASAM to include base and DeCA SMEs so they can negotiate directly with their counterpart SMEs to reach agreement for the levels of support required and the supportable requirements that the base can accommodate. Numerous emails between SAM and SMEs will accumulate during the negotiation process. The emails should be saved by the DeCA SAM/ASAM in their commissary store folders to document the process and for future reference.

e. Should DeCA and the installation not be able to agree on the level of support, in order to move forward with approval/signature of the agreement, we may enter into an impasse. An impasse statement should be included in DD1144 Support Agreement, Section 12, and Specific Provision. The impasse statement should identify the support category, what cannot be agreed upon and that negotiations for the support will continue until resolved.

f. If an installation can no longer provide a support service they once provided, they must provide the DeCA SAM/ASAM with a 180-day termination of services letter IAW the current ISA. If the support provided by the installation was for Entomology services they must also provide the DeCA SAM/ASAM with written authorization to seek Entomology services through a contracted service provider. Once the DeCA SAM/ASAM receives notification that the installation cannot provide support, the DeCA SAM/ASAM will email the store director and the supply technician informing them to submit an Electronic Defense Automated Requisition Tracking System (EDART) request for the required services. The email will also include the HQ DeCA contracting POC in the email carbon copy (CC) line to provide them a heads up that an EDART request for the services will be coming their way for processing.

g. Once the DeCA SAM/ASAM receives the requested changes back from the installation SAM, the ISA package will be emailed to the DeCA SMEs for their final review and concurrence.

**3. Processing for Signature and Approval.** Upon receipt of concurrences from all SMEs, the DD Form 1144, the Specific Provisions document, SMEs concurrences, and the funding annex, a cover memorandum will be forwarded for review by the Chief of Store Execution Branch, the Director, Budget and Manpower Division, Logistics Directorate, DeCA GC, and for signatures and approval by the Executive Director of Store Operations and the CFO.

#### **4. ISA Documentation and Processing.**

a. After the last office reviews and returns the ISA package to the DeCA SAM/ASAM, the completed ISA package will be loaded into SharePoint under DeCA's Public Documents/ISA and the store name. The DeCA SAM/ASAM will send out an email to the store director, supply technician, and the budget analysts advising them that the ISA package is available for their use. The SAM/ASAM will provide the DeCA signed/approve ISA package to the installation SAM for their final review/approval and signatures. The email sent to the installation SAM will request they provide a fully signed ISA package to the DeCA SAM/ASAM after they have processed for signature/approval.

b. When the DeCA SAM/ASAM receives the fully signed agreement from the installation SAM, it will be loaded into SharePoint under DeCA's Public Documents/ISA and the store name.

**ENCLOSURE 1**

**Acronyms**

<b>AC/S</b>	Assistant Chief of Staff
<b>AFI</b>	Air Force Instruction
<b>ASAM</b>	Agency Support Agreement Manager
<b>ASCR</b>	Armed Services Commissary Regulation
<b>AT</b>	Anti-Terrorism
<b>ATO</b>	Authority to Operate
<b>CBRNE</b>	Chemical, Biological, Radiological, Nuclear, and High yield Explosive
<b>CC</b>	carbon copy
<b>CFO</b>	Chief Financial Officer
<b>COCOM</b>	Combatant Command
<b>CONUS</b>	Continental of the United States
<b>CORBS</b>	Resource Management Dir/Budget& Manpower Div/Store Execution Br
<b>DeCA</b>	Defense Commissary Agency
<b>DeCAD</b>	Defense Commissary Agency directive
<b>DeCAM</b>	Defense Commissary Agency manual
<b>DENR</b>	Department of Environment and Natural Resources
<b>DFAS-CO</b>	Defense Finance and Accounting Service-Columbus
<b>DISA</b>	Defense Information Systems Agency
<b>DISN</b>	Defense Information Systems Network
<b>DITCO</b>	Defense Information Technology Contracting Organization
<b>DMS</b>	Defense Messaging System
<b>DoD</b>	Department of Defense
<b>DODI</b>	Department of Defense Instruction
<b>DRMO</b>	Defense Reutilization and Marketing Office
<b>DSN</b>	Defense Switched Network
<b>DWCF</b>	Defense Working Capital Funds
<b>EDART</b>	Electronic Defense Automated Requisition Tracking System
<b>EMC</b>	Emergency Medical Care
<b>EPA</b>	Environmental Protection Agency
<b>ERR</b>	Eastern Recruiting Region
<b>ETRO</b>	Estimated Time of Return to Operations
<b>FB Form</b>	Fort Bragg Form
<b>FMR</b>	Financial Management Regulations
<b>FP</b>	Force Protection
<b>FPCONS</b>	Force Protection Conditions
<b>FTS</b>	Federal Telecommunications System
<b>gal</b>	US gallon

<b>GC</b>	General Counsel
<b>GIG</b>	Global Information Grid
<b>GSA</b>	General Services Administration
<b>HAZMAT</b>	hazardous materials
<b>HQ</b>	Headquarters
<b>HVAC</b>	Heating, Ventilation and Air Conditioning
<b>IA</b>	information assurance
<b>IATO</b>	interim approval to operate
<b>IAW</b>	in accordance with
<b>IG</b>	Inspector General
<b>IPM</b>	Integrated Pest Management
<b>IRAC</b>	Internal Review and Audit Compliance
<b>ISA</b>	Interservice and Intragovernmental Support Agreement
<b>ISDN</b>	Integrated Services Digital Network
<b>kcf</b>	thousands of cubic feet
<b>kgal</b>	thousands of US gallons
<b>kWh</b>	kilowatt hours
<b>MBTU</b>	millions of British Thermal Units
<b>MCRD</b>	Marine Corps Recruit Depot
<b>MIPR</b>	Military Interdepartmental Purchase Request
<b>MOA</b>	Memorandum of Agreement
<b>MORD</b>	Miscellaneous Obligation Reimbursement Documents
<b>MOU</b>	Memorandum of Understanding
<b>NCNEPA</b>	National Environmental Policy Act
<b>OPLAN</b>	Operations Plan
<b>OPLOC</b>	Operations Location
<b>OPR</b>	Office of Primary Responsibility
<b>OPSEC</b>	Operations Security
<b>O&amp;M</b>	Operations and Maintenance
<b>OSHA</b>	Safety and Occupational Health Program
<b>PAO</b>	Public Affairs Office
<b>POC</b>	Point of contact
<b>PTP</b>	point to point
<b>PWBC</b>	Public Works Business Center
<b>REA</b>	Resources Evaluation and Analysis
<b>RCRA</b>	Resource Conservation and Recovery Act
<b>RM</b>	Resource Management Directorate
<b>RMBS</b>	Resource Management Directorate/Store Execution Branch

<b>RPUID</b>	Real Property Site Unique ID
<b>RSUID</b>	Real Property Unique ID
<b>SAM</b>	Support Agreement Manager
<b>SBIT</b>	Start-up Built-in-Test Rate
<b>SDP</b>	service delivery point
<b>SF</b>	standard form
<b>sf</b>	square foot
<b>SLA</b>	Service Level Agreement
<b>SME</b>	Subject Matter Expert
<b>SOH</b>	Safety and Occupational Health
<b>SDP</b>	service delivery point
<b>TBO</b>	Transaction by Others
<b>TFO</b>	Transaction for Others
<b>TMP</b>	Transportation Motor Pool
<b>TMS</b>	Task Management System
<b>TSO</b>	Telecommunications Service Order
<b>TSR</b>	Telecommunications Service Request
<b>TWG</b>	Threat Working Group
<b>UFC</b>	Uniform Facilities Criteria
<b>U.S.</b>	United States
<b>U.S.C.</b>	United States Code
<b>USNORTHCOM</b>	United States Northern Command
<b>UII</b>	Utility Use Index
<b>VON</b>	Voice over Network
<b>WAN</b>	Wide Area Network

## ENCLOSURE 2

### Definitions

**Agency Support Agreement Manager** - The person at the Agency who oversees the Support Agreement Program. The ASAM is the central POC for all policy, coordination and promotional matters concerning Interservice and Intragovernmental support.

**Chief Financial Officer** - A financial manager or other official designated to certify the availability of funds and approval of funding arrangement contained in an agreement.

**Interservice Support** - Support provided by one Federal agency or subdivision thereof to another Federal agency or subdivision thereof when at least one of the participating agencies or subdivisions is the DoD or a DoD Component.

**Incremental Cost** - Cost directly attributable to RECEIVER (DeCA) using the service. By using the service, DeCA increases the direct cost to the SUPPLIER and this increase is identifiable and measurable.

**Support Agreement Manager** - The person at the SUPPLIER and RECEIVER who is responsible for preparing and administering support agreements and related MOAs and MOUs. Preparation includes collecting all information needed to draft agreements and facilitate related negotiations, coordination's, approvals, and implementation. Administering includes maintaining a record of active agreements, ensuring their continued accuracy, and facilitating agreement on modifications and terminations, when appropriate.

**Measurable** - Providing organization can discreetly measure both the amount of support provided and the direct cost associated with the amount of support provided.

**Memorandum of Agreement or Understanding** - The documentation of mutually agreed upon statement of facts, intentions, procedures, parameters, and policies for future actions and matters of coordination.

**RECEIVER or Receiving Activity** - An activity that obtains support from another activity.

**Reimbursable Support** - Support performed, obtained, or arranged by one activity for another activity for which payment is required from the activity receiving the support.

**SUPPLIER or Supplying Activity** - The party offering or providing support to the RECEIVER.

**ENCLOSURE 3**  
(Sample Template to reflect official form DD 1144)

**ISA Template**

<b>1. AGREEMENT NUMBER</b> <i>(Provided by SUPPLIER)</i> 000000-YYMMDD-000		<b>2. SUPERSEDED AGREE NO.</b> <i>(If this replaces another agreement)</i>		<b>3. EFFECTIVE DATE:</b> (YYYYMMDD)		<b>4. EXPIRATION DATE:</b> <i>(May be "Indefinite")</i>	
<b>5. SUPPLYING ACTIVITY</b>				<b>6. RECEIVING ACTIVITY</b>			
a. NAME AND ADDRESS Complete mailing address of the Supplying SAM.  POC: Commercial Telephone: DSN:				a. NAME AND ADDRESS Defense Commissary Agency _____ Commissary City, State, ZIP Code  POCs: Paul Reoch or Joyce Johnson Commercial Telephone: (804)734-8000 Extension: 48761/52818 DSN 687			
b. MAJOR COMMAND Spell Out				b. MAJOR COMMAND Defense Commissary Agency (DeCA)			
<b>7. SUPPORT PROVIDED BY SUPPLIER</b>							
a. SUPPORT <i>(Specify what, when, where, and how much)</i> See Attachment 1, page 3  All funds in support of this agreement are subject to availability of funds.  TOTAL REIMBURSEMENT DOLLARS				b. BASIS FOR REIMBURSEMENT  <input type="checkbox"/> NO		c. ESTIMATED REIMBURSEMENT  TOTAL: \$0.00	
<b>8. SUPPLYING COMPONENT</b>				<b>9. RECEIVING COMPONENT</b>			
a. COMPTROLLER SIGNATURE:  Type in Comptroller's Name		b. DATE SIGNED		a. COMPTROLLER SIGNATURE: Lauren P. Bands, Jr. Chief Financial Officer		b. DATE SIGNED	
<b>c. APPROVING AUTHORITY</b>				<b>c. APPROVING AUTHORITY</b>			
(1) TYPED NAME Approving Authority or Designated Individual				(1) TYPED NAME Keith C. Hagenbuch, Executive Director, Store Operations			
(2) ORGANIZATION		(3) TELEPHONE NUMBER		(2) ORGANIZATION		(3) TELEPHONE NUMBER DSN 687-8000	
(4) SIGNATURE		(5) DATE SIGNED		(4) SIGNATURE		(5) DATE SIGNED	
<b>10. TERMINATION</b> <i>(Complete only when agreement is terminated prior to scheduled expiration date.)</i>							
a. APPROVING AUTHORITY SIGNATURE		b. DATE SIGNED		c. APPROVING AUTHORITY SIGNATURE		d. DATE SIGNED	

**11. GENERAL PROVISIONS** (Complete blank spaces and add additional general provisions as appropriate: e.g., exceptions to printed provisions, additional parties to this agreement, billing and reimbursement instructions.)

- a. The receiving components will provide the supplying component projections of requested support. (Significant changes in the receiving component's support requirements should be submitted to the supplying component in a manner that will permit timely modification of resource requirements.)
- b. It is the responsibility of the supplying component to bring any required or requested change in support to the attention of **DeCA, ATTN: RMBS, ISA Program Manager, ISA@DeCA.mil, (804) 765-2797/2818, DSN 539** prior to changing or canceling support.
- c. The component providing reimbursable support in this agreement will submit statements of costs to: **DeCA, ATTN: RMBS, 1300 E. Avenue, Fort Lee, VA 23801-1800, Phone: (804)765-2774, DSN 539, Fax-2774, FinSvc-Accounting@DeCA.mil**.
- d. All rates expressing the unit of services provided in this agreement are based on current rates which may be subject to change for uncontrollable reasons, such as legislation, DoD directives, and commercial utility rate increases. The RECEIVER will be notified immediately of such rate changes that must be passed through to the support RECEIVERS.
- e. This agreement may be cancelled at any time by mutual consent of the parties concerned. This agreement may also be cancelled by either party upon giving at least 180 days written notice to the other party. **This agreement shall be effective upon formal acceptance by both parties and approval by responsible organizational components. This agreement is subject to a triennial review to evaluate its effectiveness and to determine the need for modifications. Modifications will be signed, dated, and attached to the basic ISSA document and will be in effect upon the last signature date. Each party shall conduct periodic reviews of this agreement to evaluate its effectiveness and determine if any modifications are needed. When practical, support agreement modifications and terminations should be made bilaterally and with sufficient advance notification to permit appropriate resource adjustments to be made during the budget formulation process. Both parties must agree upon modifications determined to be mutually acceptable and practical. Modifications desired by either party are to be requested, in writing at least 120 days in advance of proposed effective date.**
- f. In case of mobilization or other emergency, this agreement will remain in force only within SUPPLIER's capabilities.
- g. **Attachments:**
  - (1) Attachment 1, (Continuation of Support Provided by SUPPLIER, Block 7) page 3.
  - (2) Attachment 2, (Continuation of General Provisions, Block 11), pages 4 thru 5.
  - (3) Attachment 3, (Continuation of Specific Provisions, Block 12), pages 6 thru 26.
  - (4) Attachment 4, (Funding Annex), page 27.
  - (5) Attachment 5, (Service Level Agreement), page 38
  - (6) Attachment 6, (Funding and Reimbursement Procedures, page 40

**12. SPECIFIC PROVISIONS** (As appropriate: e.g., unique SUPPLIER and RECEIVER responsibilities, conditions, requirements, quality standards, and criteria for measurement/reimbursement of unique requirements.)

See Attachment 3, pages \_\_\_\_\_.

ADDITIONAL SPECIFIC PROVISIONS ATTACHED:  YES  NO

**000000-yymmdd-000**  
**Continuation of Support Provided by SUPPLIER, Block 7**  
**Attachment 1 for Enclosure 3**

**7. SUPPORT PROVIDED BY SUPPLIER (Continued)**

a. <b>SUPPORT</b> <i>(Specify what, when, where and how much)</i>	b. <b>BASIS FOR REIMBURSEMENT</b>	c. <b>ESTIMATED REIMBURSEMENT</b>
		\$
07. Command Support & Community Relations	NON REIMBURSABLE	
08. Common Use Facility Construction, Operations, Maintenance, Repair	NON REIMBURSABLE	
09. Communication Services	SBIT Rate	\$
13. Disaster Preparedness	NON REIMBURSABLE	
16. Entomology and Pest Control Services	Actual costs	\$
17. Environmental Cleanup	Actual cost	\$
18. Environmental Compliance	Actual Costs	\$
21. Major Construction and Major Repair	Actual Costs	\$
22. Facility Maintenance and Minor Repair	Actual Costs	\$
23. Fire Protection	NON REIMBURSABLE	
31. Mail Postage Service	Metered Mail	\$
38. Occupational and Industrial Health Services	NON REIMBURSABLE	
39. Police Services	NON REIMBURSABLE	
42. Refuse Collection and Disposal	Per dumpster/pickup frequency and or tonnage	\$
46. Safety	NON REIMBURSABLE	
47. Security Services	NON REIMBURSABLE	
55. Utilities		
Electricity	KW/H	\$
Water	KGAL	\$
Sewage	KGAL	\$
Natural Gas	KCF	\$
Fuel Oil	Gallons	\$
Steam/Hot Water	MBTU	\$
Propane	Gallons	\$
TOTAL		\$
Vehicular Support	Per Vehicle	\$
<b>TOTAL REIMBURSABLE AMOUNT</b>		<b>\$</b>

**F000000-yymmdd-000**  
**Continuation of General Provisions, Block 11**  
**Attachment 2 for Enclosure 3**

a. RECEIVER's Mission: Deliver a vital benefit of the military pay system that sells grocery items at cost while enhancing quality of life and readiness.

b. Manning Strength: Civilians: \_\_\_\_\_ Contractors \_\_\_\_\_

c. Facility Info: Real Property Site Unique ID (RSUID): \_\_\_\_\_;  
Building Number: \_\_\_\_\_;  
Real Property Unique ID# (RPUID): \_\_\_\_\_;  
Square Footage: \_\_\_\_\_  
Category Code: \_\_\_\_\_  
Parking Lot/Grounds Use (Sole/Common): \_\_\_\_\_

d. Method of Payment: Billing related to Defense Working Capital Funds (DWCF) supplies and materials will be processed IAW the automated inter-fund billing system. For all other support, the Budget Office for each support provider will bill monthly in arrears for reimbursable support provided. Upon receipt of this support agreement, the RECEIVER's Budget Office will forward/fax DD Form(s) 448, Military Interdepartmental Purchase Request (MIPR), reflecting this support agreement number, to cover the cost of support, to the respective support provider's Budget Office:

Installation POCs.

Name, phone, email address:

e. Frequency of Payment: Monthly

f. Although the DoDI requires costs to be reviewed annually to ensure continued accuracy of estimated reimbursement, limiting factors may preclude accomplishment. In these cases, inflation rates designated in the DoD Comptroller's Annual Inflation Guidance rates are applicable to all services and recognized in congressional budget justification. Minor changes, which do not exceed plus or minus 5 percent of estimated costs, are permissible without additional approval as long as change does not significantly alter the existing agreement. Petroleum expenditures within 2 percent of current market pricing at the time of purchase will not require renegotiation of this agreement.

g. References:

- Department of Defense Instructions (DODI) 4000.19, Interservice and Intragovernmental Support
- Department of the Army: AR 5-9, Area Support Responsibilities
- Department of the Navy: OPNAVINST 4000.84B, Interservice and Intragovernmental Support Program

- Department of the Air Force: AFI 25-201, Support Agreements Procedures
- 31 U.S.C. 1535 (Economy Act)

h. Required Signatures. The signatures below indicate that the certifying officials have reviewed this document and that there is no impact to the SUPPLIER to support this agreement.

1. \_\_\_\_\_ (Date)  
Director, Manpower Operations
2. \_\_\_\_\_ (Date)  
Director, Environmental Operations
3. \_\_\_\_\_ (Date)  
Chief, Legal Operations
4. \_\_\_\_\_ (Date)  
Director, Safety & Force Protection Office

**Continuation of Specific Provisions, Block 12  
Attachment 3 for Enclosure 3**

**01. COMMAND SUPPORT.** Includes oversight and management provided by the installation commander and the command element office staff

**Command Element**

**SUPPLIER WILL:** Provide all command activities and responsibilities necessary to the accomplishment of mandatory reimbursable support services.

**RECEIVER WILL:** Comply with installation policies and directives.

**Inspector General (IG) Services**

**SUPPLIER WILL:** Accept and process those non-commissary related complaints or requests for assistance presented by DeCA personnel.

**RECEIVER WILL:** Inform all personnel of the availability of the IG services.

**BASIS FOR COST COMPUTATIONS:** Non-reimbursable

**Internal Review and Audit Compliance (IRAC)**

**SUPPLIER WILL:** Conduct audits and surveys as they pertain to installation matters. Serve as focal point for all actions related to audits and reviews performed by external audit agencies, and will conduct follow-up audits of all external and internal audit reports.

**RECEIVER WILL:** Provide audit topic with brief description of objectives.

**BASIS FOR COST COMPUTATIONS:** Non-reimbursable.

**02. COMMON USE FACILITY CONSTRUCTION, OPERATIONS, MAINTENANCE, AND REPAIR.** Includes construction, alteration, operation, maintenance and repair of common use infrastructure (e.g., roads, grounds, surfaced areas, parking lots, structures, real property, and installed equipment classified as real property). Also includes common benefit signs, energy consumption, snow removal, street cleaning, and installation beautification projects.

**SUPPLIER WILL:**

**Snow and Sand Removal:** Remove snow, sleet, ice, sand, silt, etc., from areas that require such service to ensure adequate installation operations and to maintain safety. Provide emergency (primary) and routine (secondary) removal services. Does not include removal of snow and ice from steps, walks, landings and similar areas directly adjacent to the building.

**RECEIVER WILL:** Request support services from Public Works Section for common areas. Provide feedback on quality of service.

**QUANTITY:** As required.  
**FREQUENCY:** As required.  
**COST BASIS:** **Non-reimbursable.**

**03. COMMUNICATION SERVICES:** Includes dedicated communications services and telephone equipment. May also include leasing of communication equipment, lines, and special communications-electronics equipment services.

**SUPPLIER WILL:**

a. Provide 'best value' voice, data, and video network transport services, including but not limited to, Defense Information Systems Agency/Defense Messaging System (DISN/DMS), Frame Relay, point to point (PTP), ISDN, telephone service, telephone trunk lines, toll free numbers, Defense Switched Network (DSN), FTS 2001 [or equivalent], VON, commercial calls, local calls, telephone operator services for directory or operator assistance, special use circuits, etc., through a combination of commercially leased or government owned assets and services.

b. Coordinate with the RECEIVER's Headquarters Network Infrastructure or Construction Group, and if warranted, Defense Information Technology Contracting Organization (DITCO), in the planning, engineering, acquiring, testing, fielding, and supporting of SUPPLIER supported telecommunication services.

c. Provide carrier and cable access for tail circuits. Assist circuit implementation coordinators, government and commercial telecommunications, transport service installation and/or maintenance personnel by coordinating the assignment of cable pairs or channels on SUPPLIER telecommunications transport/carrier systems, as requested.

d. Provide support to the RECEIVER, which may or may not be located on the installation, including tail circuits (leased or otherwise) between the SUPPLIER local connection node and the RECEIVER's service delivery point (SDP). The SUPPLIER will ensure that commercial telecommunications transport service (telephone company) installers are provided access, and as appropriate, escort to the SUPPLIER infrastructure locations and the RECEIVER SDP.

e. Provide administration and management of SUPPLIER supported telecommunication services, including SUPPLIER-owned communication cable facilities, and common-user infrastructure, for all services provided to the RECEIVER.

f. Develop a support Service Level Agreement (SLA) (Enclosure 3) in coordination with the RECEIVER's servicing headquarters within 60-days after signing this ISA. The SLA shall include, as approved by the RECEIVER's Headquarters:

- (1) Provisions to ensure 24-hour, 7 days-per-week continuous operation of the provided services and/or SDP node(s).
  - (2) Procedures for submitting work orders as well as requesting moves, adds, and changes for telephone service.
  - (3) Procedures for reporting unscheduled outages and ensuring response within 2-hours of reported outages or degradations of service.
  - (4) Provisions for SUPPLIER support services at the SDP in case of node and/or service degradation or outages.
  - (5) Escalation procedures up to and including the Base/Post Commander, for problem resolution of SUPPLIER supported services.
  - (6) Procedures for coordinating with and advising the RECEIVER of all scheduled and unscheduled outages via DeCA HQ Help-Desk.
  - (7) Definition of normal service hours (Monday - Friday, 0730 - 1600) and procedures for reporting problems and obtaining after-hours support.
  - (8) A service delivery matrix defining SUPPLIER service delivery times for all SUPPLIER provided support services.
- g. Serve as the focal point for SUPPLIER site operations and maintain applicable documentation issued by DISA, DITCO, local providers, etc. (i.e. Telecommunications Service Request's (TSR's), Telecommunications Service Order's (TSO's), detailed billings, etc.).
  - h. Submit all telecommunication detail billing to the RECEIVER, and their Headquarters Circuit Provisioning Office.
  - i. Comply with all Federal and DoD directives, instructions memorandums, and public laws.
  - j. The SUPPLIER (local host installations) will support and comply with Information Assurance (IA) requirements for locally hosted DSN connectivity requirements. The SUPPLIER will keep the RECEIVER and their Headquarters Network Infrastructure or Construction Group informed during all phases of a host telephone system Interim Authority to Operate (IATO) / Authority to Operate (ATO) certification process if the RECEIVER phone system connects to the SUPPLIER phone system, or directly uses the SUPPLIER phone system.
  - k. The SUPPLIER will keep the RECEIVER and their headquarters provisioning branch informed during all phases of transport service/network IATO ATO certification process if the RECEIVER uses their service.

**RECEIVER WILL:**

- a. Submit requirements for telecommunications needs through their Agency Headquarters Network Infrastructure Group (when the Host Installation cannot support the requirement), and if appropriate, DITCO, for supporting the planning, programming, implementing, and operating of telecommunication services that are provided to Service delivery points.
- b. Identify operational needs and concepts, in sufficient detail, to allow development of a satisfactory engineering design solution by the SUPPLIER through the RECEIVER's Headquarters Network Infrastructure Group.
- c. Obtain approval from the SUPPLIER before attaching any telecommunication items to the installation cable/information infrastructure. Establish and fund an account for SUPPLIER's use in requisitioning repair parts.
- d. Comply with procedures for submitting telecommunication requests through DITCO except when authorized otherwise.
- e. Ensure the proper forms are completed based on SUPPLIER requirements for support of telecommunication requirements.
- f. Provide documentation to the SUPPLIER detailing connectivity requirements of all specialized/unique networks currently operated or maintained by the RECEIVER.
- g. Provide a list of equipment to be installed and connected to the DISN and/or DSN networks.
- h. Comply with the Major Command/Major Claimant IA instructions, and host IA policy and instructions when operating on the Global Information Grid (GIG).
- i. Reimburse for FTS 2000/2001 (and follow on) service, toll calls and for out-of-scope requirements.

**QUANTITIES:** As required.

**FREQUENCY:** As required.

**BASIS FOR COST COMPUTATIONS:** Service Based Information Technology Rate Schedule.

**04. DISASTER PREPAREDNESS.** Includes operation of disaster preparedness programs and related services, equipment, and facility support for emergencies and wartime operations.

**SUPPLIER WILL:** Provide and program for response to wartime and peacetime emergency situations.

**RECEIVER WILL:** Comply with directives for disaster planning and support insofar as capabilities will permit.

**QUANTITY:** As required.

**FREQUENCY:** As required.

**BASIS FOR COST COMPUTATIONS:** **Non-reimbursable.**

## **05. ENTOMOLOGY SERVICES.**

### **SUPPLIER WILL:**

a. Establish and maintain safe, effective, and environmentally sound Integrated Pest Management (IPM) programs to prevent or control pests and disease vectors that may adversely impact readiness or military operations by affecting the health of personnel or damaging structures, materiel, or property.

b. Incorporate sustainable IPM philosophy, strategies, and techniques in all aspects of DoD and Component vector control and pest management planning, training, and operations including installation pest management plans and other written guidance to reduce pesticide risk and prevent pollution.

c. Implement pest management programs approved by pest management consultants and performed by certified pesticide applicators IAW the pest management plan.

d. Have a Pest Management Plan. Professional pest management personnel or certified pesticide applicators shall manage these programs.

e. Use IPM with scheduled monitoring to determine if and when treatments are needed and employ physical, mechanical, cultural, biological, genetic, regulatory chemical, and educational tactics to keep pest numbers low enough to prevent unacceptable damage or impacts.

f. Use pest management contracts when cost-effective or when advantageous for non-routine, large-scale, or emergency services.

### **MINIMUM REQUIREMENTS:**

a. Include the commissary in the Installation Pest Management Plan.

b. Conduct initial inspection and monitoring visits weekly. Once a quality history is developed the frequency of inspection visits can be reduced to every two weeks.

c. Implement control measures to include the use of pesticides when inspection or monitoring warrants.

d. Conduct follow-up visits to verify effectiveness of control measures.

e. Facility Exterior: Inspection, monitoring, and control will provided during each visit. Including rodent bait stations and other devices necessary to monitor the population of rodents around the exterior of the facility.

f. Facility Interior: Inspection, monitoring, and control will be provided during each visit. All areas (with special emphasis on voided areas, basements, and maintenance rooms) will be reviewed. Include monitoring and control devices such as glue boards, tin cats, snap traps, where appropriate/authorized. Chemical control methods must be discussed with DeCA Public Health.

g. Sign In/Out Log. The pest control operator will sign in and out at each visit on a log.

h. Provide a site schematics identifying all inspection/monitoring devices. These should be appropriately identified both on the store diagram and on the device.

i. Threshold established for increased control methods. Incorporate from the DeCA Statement of Work.

- (1) Rodents - 0 tolerances
- (2) Cockroach - 3
- (3) Spiders - 2
- (4) Birds - 0
- (5) Squirrels - 0

j. A sighting log will be used to maximize inspection/monitoring/control efforts reporting the pest type and location of the sighting. Identify zones as detailed in item #02.

**RECEIVER WILL:**

a. Comply with recommendations made by Installation regarding their IPM plan established for that installation.

b. Follow the guidelines provided by DoD Instruction 4150.7

**QUANTITY:** As required.

**FREQUENCY:** As required.

**BASIS FOR COST COMPUTATIONS:** Actual costs

**06. ENVIRONMENTAL CLEANUP.** Includes collection, cleanup, transportation and disposal of hazardous materials (HAZMAT) and hazardous wastes. Excludes first response to a HAZMAT spill, which is a Public Safety Business Center mission.

**SUPPLIER WILL:**

a. As requested, provide contractor disposal of regulated hazardous waste through the Defense Reutilization and Marketing Office (DRMO). Sign all Resource Conservation and Recovery Act (RCRA) hazardous waste manifests for SUPPLIER provided contractor disposal. Billings shall be IAW the installation hazardous waste contract. Provide contracted analytical services for determining hazardous waste characteristics of unknown waste streams.

b. Provide guidance on clean up and remediation of contaminated sites and sites of spills (not mission unique or due to out-of-the-ordinary facility use) as described in general narrative above, commensurate with the levels provide to garrison activities and within the available resource provided by the Installation Commander. In cases of negligence or non-fair wear and tear, this service is reimbursable.

**RECEIVER WILL:**

a. Request services and comply with environmental guidance, regulations, and laws, as instructed. Provide feedback on quality of service.

b. Provide packaging and transportation for all hazardous waste to be disposed of through the DRMO or by individual contract. Reimburse for services received IAW bill provided by Public Works Business Center (PWBC). Reimburse for analytical services for user provided samples. Reimburse for service provided.

**QUANTITY:** As required.

**FREQUENCY:** As required.

**BASIS FOR COST COMPUTATIONS:** Labor/equipment hours consumed, contract cost, and/or supply cost, based on actual costs.

**07. ENVIRONMENTAL COMPLIANCE.** Includes recycling and resource recovery programs, pollution prevention, environmental compliance, and programs aimed at management and control of hazardous materials - does not include cleanup and disposal of hazardous materials. Perform Emergency Medical Services (EMS) audits to the commissary and provide copy of findings to DeCA Headquarters and the commissary.

**SUPPLIER WILL:**

**a. Conservation Programs:** Provide conservation and preservation of natural and historic resources. Conservation focuses on responsibly managing installation to ensure long-term natural resources productivity. Preservation focuses on limited use of natural resource to ensure future integrity of valuable natural resources such as wetlands, endangered species habitat, and historic and cultural sites.

**b. Compliance Programs:** Development, implementation, and maintenance of installation policies, plans, and programs related to environmental issues. Includes compliance inspections,

program management, National Environmental Policy Act (NEPA) compliance and pollution abatement, and environmental engineering studies.

**c. Pollution Prevention Programs:** Conduct programs to reduce the impact on the environment through the reduction or elimination of wastes, more efficient use of raw materials or energy and/or reduced emissions of toxic and other undesirable materials to the environment.

**RECEIVER WILL:** Comply with installation polices/directives and operate IAW existing permits. Reimburse for costs associated with permit modifications generated by RECEIVER requested changes to operating condition/procedures. Reimburse the SUPPLIER for any fines received from Environmental Protection Agency (EPA) or North Carolina Department of Environment and Natural Resources (NC DENR), which are attributable to RECEIVER errors. May dispose of recycled material through the installation or by individual contract depends on cost effectiveness for DeCA.

**QUANTITY:** As required.

**FREQUENCY:** As required.

**BASIS FOR COST COMPUTATIONS:** Labor/equipment hours consumed, contract cost and/or supply cost, based on actual costs.

**08. FACILITY CONSTRUCTION AND MAJOR REPAIR:** Includes minor construction, alterations, additions and major repairs required to modernize, replace, expand, or restore real property. Also, includes related planning and design.

**SUPPLIER WILL:**

**a. Minor Construction:** Manage all activities associated with new construction/ modification (erection, installation, or assembly) of a new real property facility; the addition, expansion, extension, alteration, conversion, replacement, or the relocation of a real property facility. Does not include O&M maintenance and repair and military construction financed projects, when requested.

**b. Facilities Engineering Services Management:** Administer Public Works Directorate. Provide general engineering services. Maintain engineer management systems, business management systems, and databases. Provide design services, construction management, inspection, and contract inspection and management services, when requested.

**c. Master Planning:** Integrate and analyze the installation plan for managing and developing the installation's real property and facility requirements. Includes all reporting, briefings, etc., performed in association with master plan development. Establish and maintain the master plan, land use plan, and mobilization plan. Ensure liaison with the local community. Establish and maintain an installation design guide. Ensure that an environmental assessment of the master plan is established and maintained. Establish the use of supporting automated master planning tools. Establish long range plan for construction and coordinate design of facilities.

**d. Real Estate/Real Property Administration:** Administer DoD real estate. Ensure real property accountability. Maintain real estate instruments. Conduct space management for real property.

**e. Real Estate Leases:** Lease space as required to support the installation mission. Includes direct and reimbursable costs for real estate leases.

**f. Real Property Demolition:** Establish demolition master plan. Demolish installation facilities and structures and dispose of residual materials.

**RECEIVER WILL:** Request minor construction (new work) project on DD Form 4283. Enough detail and justification shall be given to explain work that is requested. Provide feedback on quality of service. RECEIVER will not change the functional use, sub-hand receipt, alter, or otherwise use a facility for purposes other than what it was originally assigned to them for, without coordinating with Real Property Planning. RECEIVER will fund any customer unique services and additional requirements outside of the in-house capability. RECEIVER will fund any customer unique services and additional requirements outside of the in-house capability.

**QUANTITY:** As required.

**FREQUENCY:** As required.

**BASIS FOR COST COMPUTATIONS:** Cost of construction project (normally reimbursable).

**09. FACILITY MAINTENANCE AND MINOR REPAIR.** Includes routine and cyclical preventive maintenance and minor repairs required to preserve or restore real property so it may be used for its designated purpose. The RECEIVER may choose to use the installation services for this or use an individual contract depending on cost effectiveness for DeCA.

### **Routine and Cyclic Preventive Maintenance and Minor Repairs**

**SUPPLIER WILL:** Provide emergency services/work based upon safety, life, and protection of property. Emergency work is considered an emergency if there is an interruption of utilities, immediate danger to human life, or there is a possibility of damage to the facility's infrastructure.

**RECEIVER WILL:** Maintain a facility maintenance contact. Reimburse for emergency support provided.

### **Grounds Maintenance**

**SUPPLIER WILL:** Provide services on a reimbursable basis, if sole use of RECEIVER, as requested by the RECEIVER. This includes street sweeping and landscaping. This does not include grass cutting/landscaping maintenance and policing of area which will be the

responsibility of the RECEIVER, up to 5 feet from the commissary or to some designated boundary such as a curb, sidewalk, or tree line.

**RECEIVER WILL:** Responsible for all grounds maintenance within 5 feet of the commissary or to some designated boundary such as a curb, sidewalk, or tree line. These areas are not considered common use because they exist solely to support the commissary mission. The commissary facility manager will be responsible for policing all areas assigned by the Installation Commander. Items listed under the chapter on area police include cutting the grass and maintaining all new and existing landscape. Reimburse for requested services.

**10. FIRE PROTECTION.** Includes all normal services related to fire protection and fighting operations, alert service, and rescue operations. Also includes inspections for fire hazards, servicing of portable extinguishers, and related training programs.

**SUPPLIER WILL:**

- a. Provide to RECEIVER the same level of services, such as fire prevention and fire extinguisher training, hazardous material spill response, fire prevention inspection, and fire extinguisher servicing/maintenance, as provided to host activities.
- b. Inspect, test, maintain, and repair installed fire suppression, detection and alarm systems. Provide RECEIVER with copies of fire reports and fire inspection reports, as required.

**RECEIVER WILL:**

- a. Comply with DoDI 6055.06 (Fire and Emergency Services), DeCAM 30-17.1 (Safety and Occupational Health Program Manual), and local fire protection/prevention and life safety criteria.
- b. Cooperate with SUPPLIER's fire protection and prevention program and reply to SUPPLIER's inspection reports, as instructed.
- c. Notify the SUPPLIER fire prevention office on planned hot work permits.

**11. MAIL POSTAGE SERVICE.** Includes postage and fees for official mail and application thereof.

**SUPPLIER WILL:** Provide for the acceptance, sorting, and metering of outgoing official mail.

**RECEIVER WILL:** Comply with Army, DoD, U.S. Postal Regulations, and local guidance governing dispatch of official government mail. Present completed Fort Bragg Form 2083 with request for special mail services.

**QUANTITY:** As required.

**FREQUENCY:** As required.

**BASIS FOR COST COMPUTATIONS:** Actual cost of postage.

**15. OCCUPATIONAL AND INDUSTRIAL HEALTH.** Includes worker and work place health screening programs, and industrial hygiene surveillance of the occupational environment. Also includes physical examinations and worker compensation evaluations.

**SUPPLIER WILL:**

- a. Provide worker and work place health screening programs and industrial hygiene surveillance of the occupational environment.
- b. Provide for periodic occupational physical examinations as determined by the industrial hygiene survey.

**RECEIVER WILL:**

- a. Comply with DoDI 6055.05 (Industrial Hygiene and Occupational Health), DoDI 6055.12 (Hearing Conservation Program), DeCAM 30-17.1 (Safety and Occupational Health Program Manual), OSHA, and SUPPLIER's instructions and regulations.
- b. Request occupational health services needed and make employees available for requested examinations and training, as appropriate.
- c. Respond to SUPPLIER reports of occupational health services performed, as required.
- d. Notify SUPPLIER of any changes in the work environment/equipment which may impact any occupational health programs provided (e.g., receipt of new meat cutting equipment requires an updated hazardous noise survey).

**22. POLICE SERVICES.** Includes maintaining typical law and order service/support (e.g., enforcement of traffic laws, accident investigation and criminal investigations, traffic management, vehicle decals, as appropriate, alarm monitoring/response, etc.).

**SUPPLIER WILL:**

- a. Respond, when necessary, to assist in protection of RECEIVER resources.
- b. Provide appropriate vehicle registration and entry/access control credential services.

**RECEIVER WILL:** Comply with DoD, U.S. Northern Command (USNORTHCOM) (or appropriate Combatant Command (COCOM) if outside Continental of the United States (CONUS), Service, DeCA, and SUPPLIERs directives, governing resource protection, law

enforcement, and security. Should there be a conflict between protection standards the more stringent requirement will apply.

**QUANTITY:** As required.

**FREQUENCY:** As required.

**BASIS FOR COST COMPUTATIONS:** Non-reimbursable.

### **COMMISSARY SPECIFIC**

#### **Police Escort/Funds Escort**

**SUPPLIER WILL:** Provide security forces escort service for the appropriated/ government funds, generated/maintained by the commissary, as required by Service directives, local supplements, DeCA directives, and DoD FMR 7000.14-R. Should there be a conflict between protection standards, the more stringent requirement will apply. Inability to provide funds escort will be based on a risk managed decision made by the Installation Commander (IAW the DoD /Financial Management Regulation (FMR) or his designated signature authority.

**12. PUBLIC AFFAIRS/COMMUNITY RELATIONS.** Includes activities aimed toward responding directly or through news media to the general public's right and need-to-know how DoD activities accomplish assigned tasks and missions. Also includes distribution of public and community relations information.

#### **Public Affairs Office (PAO)**

**SUPPLIER WILL:** Provide support in the areas of command information, public information, and community relations.

**RECEIVER WILL:** Comply with appropriate regulations and directives. Make requirements known.

#### **Command Information**

**SUPPLIER WILL:** Provide such material as may be available, and as required by RECEIVER. Provide command information guidance and support, as appropriate, to conform with established goals and objectives of DoD, DeCA, and host installation.

**RECEIVER WILL:** Conduct command information programs to meet stated objectives and goals of DoD, DeCA, and host installation.

#### **Public Information**

**SUPPLIER WILL:** Provide public information support on the same basis as for the other installation units and activities IAW public information release regulations and guidelines

established by DoD, DeCA, and host installation. Provide security review and release clearance support.

**RECEIVER WILL:** Comply with regulations and guidelines on the release of information. Make requirements known. Inform SUPPLIER of all such requests made directly to RECEIVER. Coordinate all queries received directly with SUPPLIER. Release specific information once coordination is made.

### **Community Relations**

**SUPPLIER WILL:** As appropriate, incorporate RECEIVER into installation community relations activities. Act as liaison for requests for local participation of the RECEIVER.

**RECEIVER WILL:** Support SUPPLIER community relations endeavors in conformance with appropriate regulations/directives of RECEIVER, SUPPLIER and parent command.

**BASIS FOR COST COMPUTATIONS:** Non-reimbursable.

**13. REFUSE COLLECTION AND DISPOSAL.** Includes collection and disposal of solid waste, and non-hazardous waste materials. Also includes operation of equipment intended for the transportation and disposal of solid waste materials.

#### **SUPPLIER WILL:**

a. Provide for the collection and management of solid waste and non-hazardous waste materials, handling, and disposal services IAW state, Federal, and local laws and ordinances of the host installation.

b. Provide solid waste management services IAW DeCA's Solid Waste Management Policy 500-23, which includes but not limited to:

(1) Place and maintain the number and type of containers for refuse, as specified in DeCA's Solid Waste Policy, in a serviceable condition.

(2) Check containers as directed in the contract.

(3) Empty containers when over 80 percent full.

(4) Clean containers, as directed in the contract.

(5) Transport solid waste to the designated location, IAW the contract.

(6) Perform various inspections and laboratory tests required by state and Federal regulations to ensure that unauthorized waste does not enter the landfill and contaminants do not migrate out of the site.

(7) Manage all collection and management services and maintain numerous records required by local, state, Federal laws, and by the waste management contract.

**RECEIVER WILL:** Manage IAW SUPPLIER policy. Dispose of solid waste and non-hazardous materials in designated areas or containers provided by SUPPLIER. Ensure hazardous or toxic materials are not disposed in unauthorized areas or containers. RECEIVER will provide SUPPLIER the requirements (quantity and frequency) of service IAW DeCA Policy 500-38. Refuse will be managed IAW the solid waste manage contract. Hazardous and Universal wastes will be managed IAW section 17 and 18 of this document.

**QUANTITY:** As required.

**FREQUENCY:** As required.

**BASIS FOR COST COMPUTATIONS:** Based on actual cost from the number of pickups, dumpsters, and the size of the dumpsters. Reimbursable.

**14. SAFETY.** Includes operations of safety programs, education support, and promotional efforts.

**SUPPLIER WILL:**

- a. Conduct an annual safety inspection of host's facilities, occupied by the RECEIVER.
- b. Conduct spot inspections and follow-up inspections, as needed.
- c. Provide a copy of inspection reports to the RECEIVER.
- d. Invite RECEIVER to join membership on the installation Safety and Health Council.

**RECEIVER WILL:**

- a. Comply with DoDI 6055.01 (DoD Safety and Occupational Health (SOH) Programs), DeCAM 30-17.1, OSHA, and local safety regulations -- except those regulations and programs that are unique solely to the SUPPLIER.
- b. Provide to the SUPPLIER a POC for the RECEIVER's additional duty safety representative.
- c. Answer the SUPPLIER's report of safety evaluation.
- d. Request SUPPLIER assistance with investigation of Class A, B, or C accidents, if needed.
- e. Identify and schedule with SUPPLIER personnel who require safety education training.

**16. SECURITY SERVICES.** Includes security inspections, controlling entry and egress and protecting official and personal resources at DoD-owned or DoD-operated facilities.

**Installation Security Program Management Support**

**SUPPLIER WILL:**

a. As the Installation Security Manager, provide advice, assistance, and services in security management functions, to include security safeguards for classified information, inspections and surveys, classification management, classified destruction, foreign disclosure, industrial security, and security support to anti-terrorism/force protection and operations security.

b. Provide RECEIVER with host POC contact information for the support, assistance, training, and guidance on the handling, storage and/or transportation of classified information, as needed.

c. Provide and operate classified material destruction facilities and/or equipment to destroy classified and/or sensitive waste.

**RECEIVER WILL:**

a. Comply with DoD, USNORTHCOM (or appropriate COCOM guidance), Service, DeCA, and SUPPLIERS directives. Should there be a conflict between protection standards the more stringent requirement will apply.

b. Appoint a facility/activity Security Manager who will serve as liaison with the Host and perform routine security functions.

c. Provide SUPPLIER with tenant Operations Security (OPSEC) POC, and actively participate in Host OPSEC Program.

**QUANTITY:** As required

**FREQUENCY:** As required

**BASIS FOR COST COMPUTATIONS:** Non-reimbursable.

**Anti-Terrorism/Force Protection (AT/FP)**

**SUPPLIER WILL:**

a. Provide appropriate threat information to locally cleared DeCA management officials.

b. Conduct an annual local vulnerability assessment on Tenant (or include tenant in Installation annual vulnerability assessment), and provide HQ DeCA/Security Office, 1300 E Avenue, Fort Lee, VA 23801-1800, a copy of the Tenant specific results.

c. Include Tenant in the Host's Anti -Terrorism/Operations Plan (AT/OPLAN), to include the Barrier Plan, specific measures to be taken during Force Protection Conditions (FPCONS),

and for appropriate Chemical, Biological, Radiological, Nuclear, and High Yield Explosive (CBRNE) protection.

d. Include Tenant in Host Anti-Terrorism/Force Protection (AT/FP) related training and exercises.

**RECEIVER WILL:**

a. Comply with DoDI 2000.12; DoDI 2000.16; USNORTHCOM FP Mission, AT Program (NC Instruction 10-222 (or appropriate COCOM guidance), and Host AT OPLAN. Should conflicts arise; the COCOM requirements will take precedence.

b. Participate in the host's Antiterrorism programs, to include the Random Antiterrorism Measures.

c. Provide appropriate cleared individuals to participate as needed in the Host's Threat Working Group (TWG), or similarly named assembly.

d. Provide the Host a copy of all DeCA conducted Higher Headquarters Assessments specific to the Tenant.

e. Implement appropriate Host FPCON Measures in addition to those established by DoD and DeCA as coordinated with the Host.

**QUANTITY:** As required

**FREQUENCY:** As required

**BASIS FOR COST COMPUTATIONS:** Non reimbursable.

**Physical Security**

**SUPPLIER WILL:**

a. Provide physical security advice and assistance, conduct physical security inspections and surveys, conduct risk analysis for installation facilities and assets, and conduct security engineering assessments of new construction and renovation plans. Conduct a cyclic (12 - 18 month), resource protection/physical security assessment of the RECEIVER facility. Provide HQ DeCA/Security Office, 1300 E Ave, Fort Lee, VA 23801-1800, a copy of the results.

b. Upon request provide crime prevention surveys and recommendations.

**RECEIVER WILL:** Comply with DoD, USNORTHCOM, (or appropriate COCOM guidance) DeCA, Service and SUPPLIERS physical security policies and directives. Should there be conflict between protection standards the more stringent requirement will apply. Request physical security advice and assistance, as required.

**QUANTITY:** As required

**FREQUENCY:** As required.

**BASIS FOR COST COMPUTATIONS:** Non reimbursable.

**17. UTILITIES.** Includes water, sewage, electricity, natural gas, steam, and fuel oil services. Also includes central generation and distribution of steam, chilled water, and compressed air.

**SUPPLIER WILL:**

**a. Heating/Cooling Services:** Provide heating/cooling services throughout the installation including housing. Includes installation maintenance and repair of distribution system and the cost of producing or purchasing heating/cooling services.

**b. Water Services:** Provide water service throughout the installation including housing. Includes installation maintenance and repair of distribution system and the cost of producing or purchasing water.

**c. Waste Water Services** Provide waste water service throughout the installation including housing. Includes installation maintenance and repair of distribution system and the cost of processing or disposing of wastewater.

**d. Electrical Services:** Provide electric service throughout the installation including housing. Includes installation maintenance and repair of distribution system and the cost of producing or purchasing electricity.

**e. Other Utility Services:** Provide other utility services to the installation including housing not specified as a specific utility.

**SUPPLIER:** Responsible for establishing utility rates IAW the Military Department regulations, monthly billing, and provide required information so DeCA can report annual energy consumption to the Deputy Under Secretary of Defense (Installations & Environment).

**RECEIVER WILL:** Coordinate requirements with Public Works Business Center (PWBC). Comply with governing policies and procedures. Provide meter and connection. Provide feedback on quality of service.

a. Reimburse the SUPPLIER for actual cost of utilities provided, based upon activity rates, and meter readings, or engineered estimate, as applicable, on DD Form 448 Military Interdepartmental Purchase Request.

b. Reimburse the SUPPLIER for actual cost of meter maintenance, repair, and calibration as requested by the RECIEVER.

c. Reimburse the SUPPLIER for the actual cost of installing utility meters, as requested by the RECIEVER.

**QUANTITY:** As required.

**FREQUENCY:** As required.

**BASIS FOR COST COMPUTATIONS:** Reimburse for actual cost.

d. Energy usage shall be based on actual monthly meter readings. If meter(s) are not available, the engineering estimating methods stated below are acceptable.

e. Provide the RECEIVER monthly, a statement of utilities consumption and costs, based upon activity rates, meter readings, or engineering estimate, as applicable. Because DeCA is mandated to report energy consumption information to the Deputy Under Secretary of Defense (Installations & Environment) SUPPLIER must provide consumption information along with units of measure. Charging per square foot without consumption data is not acceptable.

f. Recommend that utilities consumed is billed in the following units:

- Electricity** - kilowatt-hours (kWh)
- Natural Gas** - thousands of cubic feet (kcf)
- Fuel Oil** – U.S. gallons (gal)
- Steam/Hot Water** - millions of British Thermal Units (MBTU)
- Propane** – U.S. gallons (gal)
- Water** - thousands of U.S. gallons (kgal)
- Sewer** - thousands of U.S. gallons (kgal)

g. All engineering estimates for monthly utilities consumption shall be based upon the RECEIVER facility floor area as shown in the Real Property Inventory Record and applying either of the two following methods:

(1) The criteria documented in Uniform Facilities Criteria (UFC) 3-401-05N Estimating Energy and Water Consumption for Shore Facilities and Cold Iron Support for Ships which has been cancelled but still provides an adequate estimate of utilities for DeCA Facilities or

(2) The following estimates are based on utility meter data collected from 200+ DeCA commissaries worldwide:

Estimated consumption for commissaries shall equal the DeCA Utility Use Index (UUI) multiplied by the RECEIVER commissary floor area square foot (sf). This is not to be used for estimating warehouse, cold storage, or other types of buildings/facilities.

Utility	DeCA UUI
Electricity:	2.93 kWh/sf/mo
Heating:	0.0025 MBTU/sf/mo
Water	0.0013 kgal/sf/mo
Sewer	0.0011 kgal/sf/mo

**Monthly cost shall equal the monthly consumption, multiplied by the current month installation rate, and listed for each utility separately.**

**18. VEHICLE SUPPORT.** Includes maintenance and repair of customer vehicles and the supply, maintenance and repair of vehicles provided for a customer's use. Also includes

chartered transportation services. Non-tactical vehicles are supplied to the installation by General Services Administration (GSA). Maintenance is provided by a GSA on-site contractor.

**Administrative Motor Vehicle Support (Transportation Motor Pool-TMP):**

**SUPPLIER WILL:** Provide administrative motor transportation services and dispatch of vehicles on an as needed basis for official purposes only within the capabilities of the Transportation Motor Pool.

**RECEIVER WILL:** Make requirements known and provide a qualified vehicle operator. Users will pay for damages incurred to vehicles due to driver abuse/neglect or accident/incident. This individual will be responsible for the proper use of the vehicle, ensuring preventative maintenance customer service is performed, reporting accidents, etc.

**QUANTITY:** As required.

**FREQUENCY:** As required.

**BASIS FOR COST COMPUTATIONS:** Number of vehicles and cost of damage paid by the customer. Tenants pay for lease and cost per mile for vehicles.

**00000-yymmdd-000  
Funding Annex  
Attachment 4 for Enclosure 3  
SAMPLE**

<b>Support Category</b>	<b>Unit Cost</b>	<b>x</b>	<b>Cost Factors</b>	<b>x</b>	<b>Quantity</b>	<b>Cost Inputs</b>	<b>=</b>	<b>Annual Cost</b>
<b>COMM</b>								\$
Voice	\$ 10.00		Rate per month		30	Monthly service cost		\$
Data	\$10.00		Rate per month		30	Monthly service cost		\$
<b>Entomology</b>	\$44.35		Rate per hour		8	Total number of hours		\$
<b>Environmental Cleanup</b>	\$50.00		Rate per hour		8	Total number of violations		\$
<b>Facility Maintenance</b>	\$22.50		Rate per hour		55	Total # of Service Work orders		\$
<b>Refuse MAIL Service</b>	\$8000.00		Per Dumpster/year		4	Total number of Dumpsters		\$
<b>Utilities</b>								\$
Electricity	\$.10		KWH			Total number of KWH consumed		\$
Water	\$2.10		KGAL			Total number of Gallons consumed		\$
Gas	\$3.13		KCF			Total number of Gas consumed		\$
Propane	\$1.23		GAL			Total number of propane consumed		\$
Sewage	\$2.00		KGAL			Total number of gallons of sewage		\$

**GRAND TOTAL        \$**

**Attachment 5 for Enclosure 3  
Service Level Agreement (SLA)**

<b>SUPPLIER/Base Commissary Support Requirements/Performance Metrics</b>				
<b>Priority</b>	<b>Store Event Types</b>	<b>Acknowledgement</b>	<b>Escalations</b>	<b>Notifications/Reporting</b>
<b>Priority 1</b>	<b>WAN/Telephone Connectivity (24x7 support)</b> 1. All WAN circuits down. <b>OR</b> 2. Phone system failure, partial or complete. 3. Telephone system firewall problem.	SUPPLIER to acknowledge outage report by RECEIVER within 15 minutes of problem notification; provide ticket # and POC #. Provide ETRO as soon as possible.	4-hour repair target.  After 1 hour, escalate to senior support tech.	At 2 hours, initiate SUPPLIER escalation process.  Provide HQ Help Desk two-hour updates until resolved.
<b>Priority 2</b>	<b>Working under limited conditions (24x7 support)</b> One of two WAN circuits down or seriously degraded.	SUPPLIER to acknowledge problem report by RECEIVER within 4 hours.	12-hour repair target.  After 2 hours, escalate to senior support tech.	At 6 hours, initiate SUPPLIER escalation process.  Provide HQ Help Desk 4-hour updates until resolved.
<b>Priority 3</b>	<b>Routine request (normal business hours)</b> 1. Typical daily request. 2. Phone system-moves, adds, and deletes. 3. Information requests. 4. Scheduled outages.	1. SUPPLIER to acknowledge ticket by phone call to HQ Help Desk within 1 business day. 2. SUPPLIER to notify HQ Help Desk, by phone call, when support tech starts working ticket. Provide ticket #, ETRO, and POC #. 3. SUPPLIER to notify RECEIVER (HQ Help Desk) by e-mail NLT 14 calendar days prior to scheduled outage.	5-business day completion target.  After 3 days, escalate to senior support tech.	At 4-days, initiate SUPPLIER escalation process.  Provide HQ Help Desk 12-hour updates until resolved.

SUPPLIER to provide contact procedures for 7-day-a-week, 24-hour-a-day support during and outside normal business hours.

SUPPLIER procedures to include escalation contacts, diagram of circuits through SUPPLIER infrastructure, and identity of all cable pairs used/assigned.

Normal business hours (local site) for the SUPPLIER: SUPPLIER defined

SUPPLIER Help Desk phone during business hours:                      outside business hours:

Escalation POCs:

1<sup>st</sup> Escalation Supervisor POC: name, grade, position, phone number, e-mail address

2<sup>nd</sup> Escalation Manger POC: name, grade, position, phone number, e-mail

ETRO: Estimated Time of Return to Operations

**HQ Help Desk Phone: 1-877-DeCA HQ1, 1-877-332-2471**

**Funding and Reimbursement Procedures**

**Attachment 6 for Enclosure 3**

**DeCA uses 2 types of funds: Trust Revolving Funds and Defense Working Capital Funds**

**1. TRUST REVOLVING FUNDS.**

a. **DeCA** will issue Military Interdepartmental Purchase Requests (MIPRs), DD Form 448, or Miscellaneous Obligation Reimbursement Documents (MORDs), to the servicing installation for **Surcharge Collections** funded services provided to the DeCA commissary. These services are: Equipment Maintenance and Repair; Facility Maintenance and Minor Repairs, Facility Construction and Major Repairs, Leases, Heating, Ventilation and Air conditioning (HVAC), Leases.

b. The **supplying activity** will forward an Acceptance of MIPR, DD Form 448-2, to DeCA, ATTN: RMBS, 1300 E. Ave, Fort Lee VA 23801-1800.

c. The **servicing Defense Finance and Accounting Service (DFAS) Operations Location (OPLOC)** will prepare the Standard Form (SF) 1080 bill by Interservice Support Agreement (ISA) category code, based on documentation reflecting the amount of reimbursements earned for actual services provided the DeCA commissary. **Use of Transaction for Others (TFO) and/or Transaction by Others (TBO) to make disbursements or collections is not authorized. Cross disbursement is strictly prohibited.**

d. The **servicing DFAS OPLOC** will forward the SF 1080, with supporting backup documentation, to the DeCA commissary officer for verification and certification of receipt of services. **Any SF 1080 received without required supporting backup documentation will be returned without action.**

**2. DEFENSE WORKING CAPITAL FUND (DWCF) COSTS**

a. **DeCA** will issue MIPRs, DD Form 448, to the servicing installation for **DWCF** funded services provided to the DeCA commissary. These services are other categories and specific exceptions not identified under **Surcharge Costs above**.

b. The **supplying activity** will forward an Acceptance of MIPR, DD Form 448-2, to DeCA, ATTN: RMBS, 1300 E. Ave, Fort Lee VA 23801-1800.

The **servicing DFAS OPLOC** will prepare the Standard Form (SF) 1080 bill by Interservice Support Agreement (ISA) category, based on documentation reflecting the amount of reimbursements earned, for actual services provided the DeCA commissary. **Use of TFO and/or TBO to make disbursements or collections is not authorized. Cross disbursement is strictly prohibited.**

The servicing DFAS OPLOC will forward the SF 1080, with supporting backup documentation, to the DeCA commissary officer for verification and certification of receipt of services. **Any SF 1080 received without required supporting backup documentation attached will be returned without action.**

**NOTE: WHEN THIS ISA IS SIGNED BY BOTH SUPPLIER AND RECEIVER ISA ESTIMATES EXHIBITED WILL REMAIN VALID FOR THE ENTIRE FISCAL YEAR. 180-DAY WRITTEN NOTIFICATION OF COST INCREASES MUST BE PROVIDED TO DeCA RMBS, 180 DAYS PRIOR TO CHANGE EFFECTIVE DATE.**

**ENCLOSURE 4**

**Sample Completed ISA Package**



IN REPLY  
REFER TO

DEFENSE COMMISSARY AGENCY  
HEADQUARTERS  
1300 E AVENUE  
FORT LEE, VIRGINIA 23801-1800

RMBS

MEMORANDUM FOR COMMANDING OFFICER, QUANTICO  
(ATTN: JOHN KIERSMA)

SUBJECT: Interservice Support Agreement (ISA) for Parris Island Commissary

Attached is the ISA for the Parris Island Commissary. The ISA has been coordinated and signed at this level and is forwarded for further processing.

For additional information or assistance, please contact Joyce Johnson at DSN 687-8000 or (804) 734-8000, extension 5-2818, or [joyce.johnson@deca.mil](mailto:joyce.johnson@deca.mil).

Lauren P. Bands, Jr.  
Chief Financial Executive

Attachment:  
As stated

<b>SUPPORT AGREEMENT</b>			
<b>1. AGREEMENT NUMBER</b> (Provided by SUPPLIER)  M32000-10012-001-	<b>2. SUPERSEDED AGREEMENT NO.</b>  M32000-95009-001	<b>3. EFFECTIVE DATE</b>  Upon date of last signature	<b>4. EXPIRATION DATE</b> (May be "indefinite")  Indefinite
<b>5. SUPPLYING ACTIVITY</b>		<b>6. RECEIVING ACTIVITY</b>	
<b>a. NAME AND ADDRESS</b>  Commanding General Attention: AC/S Comptroller (REA) MCRD PO Box 19630 Parris Island, SC 29905-9630		<b>a. NAME AND ADDRESS</b> Defense Commissary Agency Attn: RMBS/Joyce Johnson/Paul Reoch 1300 E Avenue Fort Lee, VA 23801-1800 <a href="mailto:Joyce.johnson@deca.mil">Joyce.johnson@deca.mil</a> <a href="mailto:Paul.reoch@deca.mil">Paul.reoch@deca.mil</a>	
<b>b. MAJOR COMMAND</b>  M32000		<b>b. MAJOR COMMAND</b>  HQCAA	
<b>7. SUPPORT PROVIDED BY SUPPLIER</b>			
<b>a. SUPPORT</b> ( <i>Specify what, when, where, and how much</i> )		<b>b. BASIS FOR REIMBURSEMENT</b>	<b>c. ESTIMATED REIMBURSEMENT</b>
See Attached: Appendix I: Financial Annex Appendix II: General Provisions Appendix III: Specific Provision Appendix IV: Funding and Reimbursement			
<b>8. SUPPLYING COMPONENT</b>		<b>9. RECEIVING COMPONENT</b>	
<b>a. COMPTROLLER SIGNATURE</b>  K. W. BASS	<b>b. DATE SIGNED</b>	<b>a. COMPTROLLER SIGNATURE</b>  <i>Lauren P. Bands, Jr.</i> Chief Financial Officer	<b>b. DATE SIGNED</b>
<b>c. APPROVING AUTHORITY</b>		<b>c. APPROVING AUTHORITY</b>	
<b>(1) Typed Name</b> R. L GRABOWSKI, COL USMC, CHIEF OF STAFF		<b>(1) Typed Name</b> Keith C. Hagenbuch, SES Executive Director, Store Operations	
<b>(2) Organization</b>  MCRD	<b>(3) Telephone Number</b> DSN: 335-2809	<b>(2) Organization</b>	<b>(3) Telephone Number</b> DSN: 687-8000
<b>(4) Signature</b>	<b>(5) Date Signed</b>	<b>(4) Signature</b>	<b>(5) Date Signed</b>
<b>10. TERMINATION</b> ( <i>Complete only when agreement is terminated prior to scheduled expiration date.</i> )			
<b>a. APPROVING AUTHORITY SIGNATURE</b>	<b>b. DATE SIGNED</b>	<b>c. APPROVING AUTHORITY SIGNATURE</b>	<b>c. DATE SIGNED</b>

DD FORM 1144, MAR 92 (EF)

11. GENERAL PROVISIONS (Complete blank spaces and add additional general provisions as appropriate: e.g., exceptions to printed provisions, additional parties to this agreement, billing and reimbursement instructions.)

- a. The receiving activity will provide the supplying activity with projects of requested support. (Significant changes in the receiving activity's support requirements should be submitted to the supplying activity at the address provided in section 11.g, below, of this agreement, in a manner that will permit timely modification of resource requirements.)
- b. It is the responsibility of the supplying activity to bring any required or requested change in support to the attention of the receiving activity, at the address provided in section 11.g. below, prior to changing or canceling support.
- c. The activity providing reimbursable support in this agreement will submit statements of costs to: The applicable address provided in section 11.g.
- d. All rates expressing the unit cost of services provided in this agreement are based on current rates which may be subject to change for uncontrollable reasons, such as legislation, DoD directives, and commercial utility rate increases. The receiving activity will be notified immediately of such rate changes that must be passed through to the support RECEIVERS.
- e. This agreement may be cancelled at any time by mutual consent of the parties concerned. This agreement may also be cancelled by either party upon giving at least 180 days written notice to the other party. This agreement shall be effective upon formal acceptance by both parties and approval by responsible organizational components. This agreement is subject to a triennial review to evaluate its effectiveness and to determine the need for modifications. Modifications will be signed, dated, and attached to the basic ISSA document and will be in effect upon the last signature date. Each party shall conduct periodic reviews of this agreement to evaluate its effectiveness and determine if any modifications are needed. When practical, support agreement modifications and terminations should be made bilaterally and with sufficient advance notification to permit appropriate resource adjustments to be made during the budget formulation process. Both parties must agree upon modifications determined to be mutually acceptable and practical. Modifications desired by either party are to be requested, in writing at least 120 days in advance of proposed effective date.
- f. In case of mobilization or other emergency, this agreement will remain in force only within the supplying activity's capabilities.
- g. Inquiries regarding this agreement should be addressed to:

HOST/SUPPLYING ACTIVITY

Commanding General  
Marine Corps Parris Island/Eastern Recruiting Region  
ATTN: AC/S Comptroller (REA)  
P.O. Box 19630  
Parris Island, SC 29905-9630  
DSN: 335-2545  
Comm: (843) 228-2545  
FAX (843) 228-4918

TENANT/RECEIVING ACTIVITY

Defense Commissary Agency  
ATTN: Joyce Johnson  
1300 E Avenue  
Fort Lee, VA 23801-1800  
Comm: (804) 765-2797/2818  
Fax: (804) 765-2796

ADDITIONAL GENERAL PROVISIONS ATTACHED:  YES  NO

SPECIFIC PROVISIONS (As appropriate: e.g., location and size of occupied facilities, unique SUPPLIER and RECEIVER responsibilities, conditions, requirements, quality standards, and criteria for measurement/reimbursement of unique requirements.)

APPENDIX III - Specific Provisions

ADDITIONAL SPECIFIC PROVISIONS ATTACHED:  YES  NO

## Funding Annex

No.	DESCRIPTION	Basis	REIMBURSABLE
1	COMMAND SUPPORT		NON-REIMBURSABLE
2	COMMON USE FACILITY CONSTRUCTION, OPERATIONS, MAINTENANCE, AND REPAIR		NON-REIMBURSABLE
3	COMMUNICATION SERVICES		ACTUAL
4	DISASTER PREPAREDNESS		NON-REIMBURSABLE
5	ENTOMOLOGY SERVICES		ACTUAL
6	ENVIRONMENTAL CLEANUP		ACTUAL
7	ENVIRONMENTAL COMPLIANCE		ACTUAL
8	FACILITY CONSTRUCTION AND MAJOR REPAIR		ACTUAL
9	FACILITY MAINTENANCE AND MINOR REPAIR		ACTUAL
10	FIRE PROTECTION		NON-REIMBURSABLE
11	MAIL POSTAGE SERVICE		ACTUAL
12	PUBLIC AFFAIRS/COMMUNITY RELATIONS		NON-REIMBURSABLE
13	REFUSE COLLECTION AND DISPOSAL		ACTUAL
14	SAFETY		NON-REIMBURSABLE
15	OCCUPATIONAL AND INDUSTRIAL HEALTH SERVICE		NON-REIMBURSABLE
16	SECURITY SERVICES		NON-REIMBURSABLE
17	UTILITIES		ACTUAL
18	VEHICLE SUPPORT		ACTUAL
		<b>TOTAL SUPPORT REQUIRED</b>	

## **FUNDING AND REIMBURSEMENT**

1. Funding for required reimbursable support will be accomplished by the RECEIVER placing an authorization to receive charges in the form of DD-448 on file with the SUPPLIER in the amount estimated to be sufficient to cover the quarterly requirement. RECEIVER will forward a single DD-448 for the estimated quarterly amount and fund for additional work by amendments to the basic document. Additional support will be negotiated and funded separately as described in paragraph 5 below.
  
2. Reimbursement for support provided by the SUPPLIER will be made quarterly, based on submission of SF 1080.
  
3. Funding for work to be performed by contract shall be provided by the RECEIVER on a request for contractual procurement (DD-448) to the appropriate Contracting Officer (Contracting Office of the Public Works Office).
  
4. Billings will be based on actual cost and supported by a recapitulation of obligations for requested work or services. The SUPPLIER shall provide a detailed list of costs to support charges and identify job order numbers.
  
5. To the extent that costs of the SUPPLIER are increased as a result of reimbursable support provided to the RECEIVER, such costs will be borne by the RECEIVER. Specifically, when overtime work is required to meet the schedule of the RECEIVER, such costs will be borne by the RECEIVER. The SUPPLIER will determine the amount of out-of-pocket costs incurred by the SUPPLIER in furnishing support to the RECEIVER prior to the start of the work. The RECEIVER will furnish SUPPLIER with an amendment to the quarterly reimbursable DD-448 in the amount negotiated and agreed upon by the SUPPLIER and RECEIVER for specific support items, as they may arise.

## FACILITIES LIST

1. This Agreement between the SUPPLIER and the RECEIVER provides for the use of facilities on the SUPPLIER's installation by the RECEIVER, in connection with the RECEIVER's Mission.
2. RECEIVER use and occupation of said facilities will be under the general supervision and subject to the approval of the Commanding General, Marine Corps Recruit Depot, Parris Island, who has immediate jurisdiction over the activity, and subject to the rules and regulations he/she may prescribe.
3. Real property accounting will be IAW existing procedures, under the cognizance of the SUPPLIER. The facilities used by the RECEIVER, and subsequent improvements thereto, will be carried on the SUPPLIER's real property inventory.
4. Prior to the initiation of any major structural changes in a building and/or demolition of a structure, RECEIVER will obtain written authorization from SUPPLIER. Permanent structural changes, additions or installations accomplished and financed by the RECEIVER during occupancy, will remain in place (and left in a condition comparable to the rest of the building or structure). Temporary structural changes, additions, alterations of installations may be removed by RECEIVER, at the RECEIVER's option, after giving notice of intent, provided that, if removal is accomplished the building or structure will be returned to its original condition, unless otherwise directed by the SUPPLIER.
5. RECEIVER shall have exclusive use of portions of building number 407. RECEIVER may also have occupancy of another facility yet to be determined.
6. In addition to the exclusive use noted, the RECEIVER will have the right to use in common with the SUPPLIER and other tenants certain normally accepted common-use facilities in varying degrees, including but not limited to:
  - a. Vehicular roadways and parking areas.
  - b. Pedestrian walks.
  - c. Utility systems.
  - d. Fire and other alarm systems.
7. The RECEIVER will not reassign RECEIVER space to other activities / units or permit joint-use. The RECEIVER will not construct any structures, permanent or temporary, without formal approval of the SUPPLIER.

**SME Concurrence**

From: Wicker, Christopher E CIV (US) DeCA HQ MPH  
Sent: Tuesday, November 06, 2012 8:41 AM  
To: Johnson, Joyce D CIV (US) DeCA HQ RMBS  
Subject: RE: Final Coord - Parris Island ISA - Suspense: 8 November 2012  
Joyce:

I concur as written. No comments.

Chris

From: Ellis, Sylvia CIV (US) DeCA HQ LEEP  
Sent: Monday, November 05, 2012 11:54 AM  
To: Johnson, Joyce D CIV (US) DeCA HQ RMBS  
Subject: RE: Final Coord - Parris Island ISA - Suspense: 8 November 2012

Concur.

Sylvia H. Ellis  
Management Analyst, CDFM  
Environmental Division, LS LELR  
PHONE: 804-734-8000 ext. 48736  
FAX: 804-734-8009 ext. 78736

From: Sargeant, Roy L CIV (US) DeCA HQ CCI  
Sent: Monday, November 05, 2012 12:00 PM  
To: Johnson, Joyce D CIV (US) DeCA HQ RMBS  
Subject: RE: Final Coord - Parris Island ISA - Suspense: 8 November 2012

Ms. Johnson,

Based on past reviews and documents; DeCA Security Branch concurs as written.

Thank you,

Roy

From: Jackson, Rhonda N CIV (US) DeCA HQ LEAP  
Sent: Monday, November 05, 2012 11:12 AM  
To: Johnson, Joyce D CIV (US) DeCA HQ RMBS  
Cc: Reoch, Paul CIV (US) DeCA HQ CORBS  
Subject: RE: Final Coord - Parris Island  
Signed By: rhonda.jackson@deca.mil

Joyce,

LE concurs with the final ISA for Parris Island.

Rhonda N. Jackson

From: Corley, .R. Michael CIV (US) DeCA HQ MPHS  
Sent: Monday, November 05, 2012 11:51 AM  
To: Johnson, Joyce D CIV (US) DeCA HQ RMBS  
Subject: RE: Final Coord - Parris Island ISA - Suspense: 8 November 2012

Attachments: Safety Input to Parris Island ISA.docx

Hi Joyce.

Concur

Mike

-----Original Message-----

From: Johnson, Joyce D CIV (US) DeCA HQ RMBS  
Sent: Monday, November 05, 2012 10:45 AM  
To: Sargeant, Roy L CIV (US) DeCA HQ CCIQS; Wicker, Christopher E CIV (US) DeCA HQ MPHF; Ellis, Sylvia CIV (US) DeCA HQ LEEP; Jackson, Rhonda N CIV (US) DeCA HQ LEAP; Corley, R. Michael CIV (US) DeCA HQ MPHS  
Cc: Wyand, Gloria CIV (US) DeCA HQ MPH; Young, Anna M CIV (US) DeCA HQ LEAA  
Subject: Final Coord - Parris Island ISA - Suspense: 8 November 2012  
Importance: High

Please review and provide comments no later than 8 November 2012.

Thank you, Joyce