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HEADQUARTERS, UNITED STATES MILITARY ENTRANCE PROCESSING COMMAND
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Facilities Engineering
USMEPCOM REPAIR, MAINTENANCE, AND ALTERATION PAMPHLET

FOR THE COMMANDER:

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DISTRIBUTION:

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Summary. For use of this pamphlet, see United States Military Entrance Processing Command (USMEPCOM) Regulation 420-3 (USMEPCOM Facilities Management), chapter 6. The repair, maintenance, and alteration (RMA) of a military entrance processing station (MEPS) is an activity in which the MEPS commander is instrumental. This pamphlet is a working tool to assist the MEPS commander in maintaining a professional facility in function and appearance. This is the "How To" book that incorporates the regulatory guidance Headquarters, United States Military Entrance Processing Command (HQ USMEPCOM) must adhere to.

Applicability. This pamphlet applies to sectors and MEPSs.

Suggested improvements. The proponent agency of this pamphlet is HQ USMEPCOM, J-4 (Facilities) (J-4/MFA). Users are invited to send comments and suggested improvements on Department of the Army (DA) Form 2028 (Recommended Changes to Publications and Blank Forms), or memorandum, to HQ USMEPCOM, ATTN: J-4/MFA, 2834 Green Bay Road, North Chicago, IL 60064-3094.

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Chapter 1

Commander's Overview

1-1. Purpose

The purpose of this pamphlet is to assist the MEPS commander in maintaining a professional facility in function and appearance. It is to be used in coordination with USMEPCOM Regulation 420-3 (USMEPCOM Facilities Management).

1-2 Background

a. Maintenance of a facility is a never-ending cycle necessary to maintain your facility in an acceptable appearance and functioning properly. MEPS are located in General Services Administration (GSA) areas Federal buildings, GSA-leased space, and on military installations. Details on repair, maintenance, and alteration (RMA) requests for each type of facility are located in chapters 3 through 5 below. MEPSs located on military installations will confer with the Director of Engineering and Housing (DEH), base civil engineer (BCE) or public works center (PWC) for the specific procedures unique to their installation.

b. The Headquarters, United States Military Entrance Processing Command (HQ USMEPCOM), J-4 (Facilities) (J-4/MFA) staff cannot visit all the facilities and must rely on the MEPS commander or other USMEPCOM staff for input on RMA requests. It is recommended that the MEPS commander establish the Senior Enlisted as the principle project coordinator for facility issues. From the beginning of the process, commanders will be involved, informed, and approve space alterations.

c. MEPS located in Federal buildings or GSA-leased space have a GSA building manager. It is important for the MEPS Principle Project Coordinator to establish a rapport with the GSA Building Manager as this person is the point of contact (POC) for RMAs, custodial, and utility services. MEPS on military installations have the DEH, BCE, or PWC to provide necessary services for a MEPS. In a GSA-leased facility, there is a manager who represents the owner. This individual will take care of the day-to-day requirements as determined in the lease. The GSA building manager must contract through the owner's representative for services above and beyond the lease requirements.

1-3. Definitions

The definition of "alteration" in the Title 41, Code of Federal Regulation (41 CFR) makes no distinction between repairs, maintenance and alterations. CFR 41, chapter 101-19,003-1 defines alterations as: "Repairing, remodeling, improving, extending or otherwise changing a public building. The term includes preliminary planning, engineering, architectural, legal, fiscal and economic designs, plans, working drawings, specifications, procedures and other similar actions necessary for the alteration of a public building." USMEPCOM defines RMA separately as a means to establish work priorities.

a. Repair. Repair means fixing something that is broken. Repairs require quick fixes and are generally associated with safety, health, or other hazards that, if not fixed quickly, will cause more extensive damage to the facility.

b. Maintenance. Maintenance refers to the replacement of an item due to wear-and-tear. Interior finishes generally fall into this category.

c. Alteration. Alteration denotes the physical movement of structural items of the facility to modify a room's use.

d. Tenant. An agency that rents or occupies a building for an established period of time. All MEPS are tenants.

e. Structural. Structural denotes the installation or removal of walls, doors, windows or plumbing fixtures. These items result in charges to the Government and may result in an increased cost to the lease.

1-4. Required forms

a. USMEPCOM Form 420-3-1-R-E. The MEPS will submit USMEPCOM Form 420-3-1-R-E (Facility Work Request) through sector to HQ USMEPCOM, J-4/MFA, for any RMA. USMEPCOM Form 420-3-1-R-E is available on the MEPNET (<https://mepnet.mepcom.army.mil>).

b. GSA Form 2957. GSA Form 2957 (Reimbursable Work Authorization) is used by HQ USMEPCOM to request work from GSA and pay for the work once completed. Instructions for completion of GSA Form 2957 are located on the back of the form. All reimbursable work authorizations (RWAs) funding facility work request (FWR) projects are generated at the HQ USMEPCOM level.

Note: Local building managers will also be of assistance.

c. DD Form 448. DD Form 448 (Military Interdepartmental Purchase Requests) is used by MEPS on military installations to pay for required work. The Department of Public Works (DPW), BCE, PWC or U.S. Army Corps of Engineers (COE) representative will provide instructions for completing this form. All military interdepartmental purchase requests (MIPRs) funding FWR projects are generated at the HQ USMEPCOM level.

d. DD Form 448-2. DD Form 448-2 (Acceptance of MIPR) accompanies DD Form 448 to the DPW, BCE, PWC or COE and is signed by the representative and returned to HQ USMEPCOM, J-4/MFA and J-8/MRM, signifying acceptance of the funds.

1-5. Self help

Self help projects fix small problems within the MEPS and are encouraged. However, you must check with your GSA building manager, DPW, PWC, BCE or COE and receive approval. Some GSA, DPW, PWC, and BCE representatives or lessors will not permit self help type projects and will bill for the work. Obtain permission in writing to avoid disputes that may result in the work being unauthorized.

Chapter 2

Dollar Limitations for RMA Projects

2-1. Background

J-4/MFA internally developed funding limitations for RMA projects in order to manage and control the project's priority, execution, and funding through completion. The restriction for MEPS credit card funding through Field Support and reimbursed by J-4/MFA is \$2,500. The GSA building manager's approved level is \$100,000, and all work exceeding \$100,000 that is approved by HQ USMEPCOM.

2-2. Limitations

a. Category 1: \$1 - \$2,500

(1) The MEPS commander submits a FWR through sector, upon J-4/MFA approval. Field Support notifies the MEPS to fund the work using their credit card. The \$2,500 limit may go toward one project or several distinct unrelated projects. Completing a project in stages is prohibited if the total cost for that project exceeds \$2,500.

(2) Any structural changes must be approved, in writing, by J-4/MFA prior to obligation of funds.

(3) If the total project estimate exceeds \$2,500, the MEPS commander will submit the project through sector to HQ USMEPCOM, J-4/MFA, for approval and funding.

(4) Under no circumstances can the total cost of a project forwarded through the credit card exceed \$2,500.

b. Category 2: \$2,501 - \$100,000

(1) J-4/MFA selected this range as exceeding the limit requires the GSA building manager to contact the GSA Regional Office for approval.

(2) The MEPS commander completes the FWR to initiate action on these projects. Projects are funded according to the order in which they arrive at sectors and HQ USMEPCOM, J-4/MFA, and according to priority. Projects that are complex in nature are funded upon completion of design, review, and approval.

c. Category 3: \$100,001 and up. Projects are added to the AWP and prioritized by sector. The projects are funded in an approved order subject to the availability of funds. If not funded in one fiscal year, they are revalidated and moved to the next year. These projects generally require GSA or the military installation contracting office to contract an architectural and engineering (AE) firm to complete the designs. Scheduled completion time for these projects can be 6 months to 2 years from the date funded.

2-3. Relocation task

This section describes network cabling, moving the networks and all associated hardware and software of the U.S. Military Entrance Processing Command Integrated Resource System (USMIRS), Computer Adaptive Testing - Armed Services Vocational Aptitude Battery, the wide area network (WAN) and the recruiting services network (RSN) in a MEPS when relocating or expanding into a new location.

a. The J-6/MIT, HQ USMEPCOM representative will coordinate with J-4/MFA on building construction documents. The J-6/MIT representative will participate in a building survey to ascertain site conditions, and equipment locations and to document essential, expansion, and mobilization cable drops. J-4/MFA and J-6/MIT will coordinate on a case-by-case basis on who will contract and fund for the

actual USMIRS, WINCAT, WAN and RSN network installations that will be performed during the final construction phase. This will include overhead mounts for projectors. Every attempt will be made to coordinate with the telephone network installation.

b. Moving a MEPS with no disruption to applicant processing is the goal. Experience dictates that a MEPS will only lose a Friday processing day with the majority of a move taking place over a weekend. The contracting officer's technical representative will remove the USMIRS, WINCAT, WAN and RSN equipment cabling and modems while the move is in progress. As the MEPS is set up in the new location, the contracting officer's technical representative will install, fully test, and verify all components and install the USMIRS, WINCAT, WAN and RSN equipment in the locations designated by the J-6/MIT and MEPS coordinators. When all equipment is installed, tested, and operational, all networks will be brought up and fully validated by an information technology representative.

2-4. Unique maintenance situations

a. Heating, ventilation and cooling systems

(1) Title 10, United States Code, prescribes temperature ranges for Federal and Government-leased buildings. These ranges are 65-70 degrees Fahrenheit for heating and 76-80 Fahrenheit degrees for cooling, with the exception of medical areas where the temperatures can range to 75 degrees Fahrenheit. If the temperature falls within these ranges and people are uncomfortable, the MEPS commander will inform the GSA building manager or installation support activity (ISA) to raise or lower the temperature to the high or low end of the range.

(2) When the MEPS commander believes the temperature exceeds the ranges, contact the GSA or ISA. If the GSA building manager agrees with the commander, the building manager can solve the problem for Federal buildings or through the lessor for leased facilities. If the problem isn't solved, request that the GSA or ISA set up temperature-reading equipment within the MEPS to verify temperatures. The equipment measures temperatures generally over a week-long period and provides a hard copy readout. If GSA or COE is unwilling to monitor the temperatures, contact HQ USMEPCOM, J-4/MFA. In the meantime, take readings on your own using a thermometer placed about four feet above the floor, in the center of the rooms, log when temperatures exceed ranges. Keep a log for a week before contacting J-4/MFA. J-4/MFA will contact the appropriate agency and will inform the MEPS commander and sector of any progress.

b. WINCAT, WAN, and RSN systems. Operating problems may arise if the temperature exceeds 80 degrees Fahrenheit within the rooms. Maintain temperatures below 80 degrees Fahrenheit to ensure systems will function normally. Contact J-4/MFA if temperatures constantly exceed the limits.

Chapter 3**Category 1: \$1 - \$2,500 RMA Projects****3-1. Purpose**

The purpose of this funding range is to provide the MEPS commander with the authority to perform limited minor RMA within the station. HQ USMEPCOM, J-4/MFA, placed the additional restriction upon the MEPS commanders of obtaining written approval for this type project. This restriction is for safety and lease provisions. Structural changes impact other building assemblies or systems thus adding unforeseen additional costs.

3-2. Actions required

- a. An RMA project is identified, the MEPS commander decides to fund using a credit card as the total costs do not exceed \$2,500.
- b. The MEPS commander or representative prepares a description of the project and submits the FWR and associated information through sector to HQ USMEPCOM, J-4/MFA, for approval and possible funding. If project is approved, J-4/MFA will notify Field Support and the MEPS authorizing approval and credit card funding for the project. HQ USMEPCOM, J-4/MFA, will reimburse the MEPS.
- c. If the estimate exceeds the \$2,500 limit, the project estimate must be forwarded through sector to HQ USMEPCOM, J-4/MFA, with a FWR.

3-3. Lessons learned

- a. When the final bill for a project exceeds the \$2,500 estimate, the MEPS commander will send a memorandum to HQ USMEPCOM, J-4/MFA, requesting an exception to policy. J-4/MFA will review the circumstances and, if procedures were properly followed, issue the exception by memorandum so that an audit trail is established for the record.

Chapter 4**Category 2: \$2,501 - \$100,000, RMA Projects****4-1. Purpose**

This RMA dollar range is designed to accomplish RMA projects that correct minor deficiencies within a MEPS. HQ USMEPCOM, J-4/MFA, allocates a certain percentage of its annual budget to accomplish projects that fall within the \$2,501 - \$100,000 range. Projects are funded based on the justification category, the order received, dollar amount, and the date the project is validated and approved.

4-2. Actions required

a. The MEPS prepares USMEPCOM Form 420-3-R-E and forwards it through the sector deputy commander to HQ USMEPCOM, J-4/MFA.

b. Upon receipt of the FWR memorandum, J-4/MFA logs the date and assigns a project number and project manager. A copy of the memorandum will be sent to the MEPS acknowledging receipt and initial status.

c. The FWR is validated per HQ USMEPCOM Space Allocation Standards, HQ USMEPCOM Requirements Package, leasing documents, current floor plans, and in consultation with appropriate HQ USMEPCOM directorates. If the project is valid, it is approved and funded pending availability of funds. If the project is not approved or requires additional information, the J-4/MFA project manager will coordinate with the POC and/or the MEPS commander.

d. If a project is disapproved, the original FWR will be returned with the reason for disapproval. The FWR will be sent back to the MEPS commander through the deputy or sector commander.

e. J-4/MFA will prepare the scope of work (SOW), the funding and construction documents for a project, and forward the information to GSA, DPW, BCE or COE. Once a project is funded, the Government contracting agency and the MEPS commander will coordinate the dates the work will be performed. The majority of these projects are small in scope thus the MEPS commander is the quality assurance representative for HQ USMEPCOM. A representative from J-4/MFA will not inspect the project unless requested by the MEPS commander or the project scope is complex.

4-3. Lessons learned

a. If the problem or objective is not clearly identified on the FWR, results in wasted time and effort, the MEPS commanders, or their representatives, will carefully analyze the problem. J-4/MFA uses a set of standards for design and if the MEPS commander's requests are within those guidelines, the project will be approved. J-4/MFA will recommend alternate solutions if the request is not in line with current standards.

b. If personnel within the MEPS did not participate in project development, and are not pleased with the finished project, J-4/MFA will attempt to staff design with those personnel in the MEPS who will be affected. If site visits are impractical, the MEPS commander must staff the design internally. Often, those people working in the areas affected have ideas and are pleased with the plan if they participate.

c. An accurate, complete, and current government cost estimate must be submitted with the FWR. A government cost estimate includes all charges for Administration and Supervision fees, that must be known to ensure a correct RWA or MIPR total. Incorrect cost estimates can jeopardize the funding of a RMA project.

Chapter 5

Category 3: \$100,001 and Up, RMA Projects

5-1. Purpose

Projects in this dollar range are incorporated into the HQ USMEPCOM AWP. Category 3 projects take a long time to accomplish as they are beyond the scope of the local GSA building manager and must be sent to the GSA Regional Office for AE services. In developing these projects a J-4/MFA project manager will visit the MEPS and develop the SOW with the MEPS commander. During the construction document development phase, scheduled reviews with all appropriate offices and Directorates will ensure a complete and accurate set of documents. Once the construction contract is awarded, J-4/MFA will attend the pre-construction meeting. This meeting defines the roles of each individual (contractor, GSA, DPW, BCE, PWC, COE, J-4/MFA, MEPS commander), their responsibilities, the project schedule, administrative duties, and how the project will be managed.

Note: These projects are beyond the scope of the in-house DPW, PWC, BCE or COE AE services, hence, must be contracted to a civilian firm.

5-2. Actions required

a. A project at the MEPS is estimated to cost above \$100,001. The MEPS submits a FWR (USMEPCOM Form 420-3-1-R-E) memorandum through sector headquarters to HQ USMEPCOM, J-4/MFA.

b. The project is validated and developed in coordination with the MEPS commander. The project is added to the AWP and the funding priority is established and approved by the commander during scheduled Senior Program Budget Advisory Committee meetings.

c. Once the construction begins, J-4/MFA will visit the site periodically to inspect. The MEPS commander will voice any concerns or questions to HQ USMEPCOM, J-4/MFA. J-4/MFA will resolve the problems with the Government contracting officer's representative (COR).

d. Upon completion of the project, J-4/MFA may participate in the final inspection with the COR depending upon the scope of the project. The MEPS commander will participate in the final inspection and identify any deficiencies to HQ USMEPCOM, J-4/MFA.

5-3. Lessons learned

a. Detailed coordination between the MEPS commander, J-4/MFA, and the AE designing the project is essential. The MEPS commander will have all principle staff members look at the plans and provide input.

b. If you are not familiar with construction drawings or floor plans ask J-4/MFA or the AE questions. It is difficult to visualize a three-dimensional room from a two-dimensional drawing. Every symbol or note on the drawings means something; make certain you know what they mean.

c. Review the design early and thoroughly with J-4/MFA and AE. It does not cost HQ USMEPCOM anything except the J-4/MFA-AE's time. Once construction starts, changes become cost prohibitive and the COR, in most cases, is reluctant to issue change orders due to of the high costs of renegotiation.

Chapter 6

Reporting Procedures

6-1. Purpose

The purpose of the required reports is to provide information between HQ USMEPCOM, J-4/MFA; sectors; and MEPS. The reports also provide an internal management system for J-4/MFA and HQ USMEPCOM to identify maintenance trends within the Command, establish an audit trail, provide updated information to our database, and verify compliance with policy.

6-2. Actions required

J-4/MFA will provide project update and RMA status reports, and will publish updated reports weekly. Facilities Matrix slides indicating the status of all RMA projects will also be published weekly. The Project Matrix may be found on the MEPNET, J-4/MFA, Links & Resources, Project Matrix slides.ppt.

Appendix A References

Section I (The publications needed to comply with this regulation.)
Required Publications

USMEPCOM Regulation 420-3

USMEPCOM Facilities Management. Cited in the “Summary” paragraph.
(MEPNET users: <https://mepnet.mepcom.army.mil/hqs/hq/mcea/forms/>)
(Internet users: <http://www.mepcom.army.mil/>)

Section II (These publications are a source of additional information. Users may read them to better understand the subject, but do not have to read them to comply with this regulation.)
Related Publications

Title 10, United States Code
(<http://uscode.house.gov/>)

41 CFR

Title 41, Code of Federal Regulation, Public Contracts and Property Management
(http://ecfr.gpoaccess.gov/cgi/t/text/text-idx?&c=ecfr&tpl=/ecfrbrowse/Title41/41tab_02.tpl)

Section III (Publications prescribed by this regulation.)
Prescribed Publications

None

Section IV (The forms needed to comply with this regulation.)
Required Forms

DA Form 2028

Recommended Changes to Publications and Blank Forms. Cited in “Suggested improvements” paragraph.
(<http://www.apd.army.mil/pub/eforms/pdf/a2028.pdf>)

DD Form 448

Military Interdepartmental Purchase Request. Cited in paragraph 1-3c.
(<http://www.dtic.mil/whs/directives/infomgt/forms/eforms/dd0448.pdf>)

DD Form 448-2

Acceptance of MIPR. Cited in paragraph 1-3d.
(<http://www.dtic.mil/whs/directives/infomgt/forms/eforms/dd0448-2.pdf>)

GSA Form 2957

Reimbursable Work Authorization. Cited in paragraph 1-3b.
([http://contacts.gsa.gov/webforms.nsf/0/B1E5B17F58D8589D85256A2B0063FD34/\\$file/gs2957.pdf](http://contacts.gsa.gov/webforms.nsf/0/B1E5B17F58D8589D85256A2B0063FD34/$file/gs2957.pdf))

Section V (The forms prescribed by this regulation.)
Prescribed Forms

USMEPCOM Form 420-3-1-R-E

Facility Work Request. Cited in paragraph 1-3a.
(MEPNET users: <https://mepnet.mepcom.army.mil/hqs/hq/mcea/forms/>)
(Internet users: <http://www.mepcom.army.mil/pubs/>)

Section VI (The file numbers this regulation prescribes for the user to file specific documents.)
Required Record Numbers

None

Appendix B

Instructions for Completing USMEPCOM Form 420-3-1-R-E

B-1. Purpose

The facility work request (FWR) is initiated by the MEPS to request repairs, maintenance, or alteration of their facility. The FWR is designed to provide J-4/MFA with all the information required to validate, prioritize, and execute the request.

B-2. Completion instructions. The following is the step-by-step procedure for requesting any alteration, maintenance, or repair facility project for all MEPS regardless of cost. If any of the below items are not included in the request package, the project will not be funded until J-4/MFA receives all the information.

1. Fill out a USMEPCOM Form 420-3-1-R-E as completely as possible (include room names and numbers, drawings, sketches, and/or exact description of work).
2. Contact the Government Building Manager and request a government cost estimate with a date on it (these are typically good for 90 days, some longer, hence the reason for the date).
3. Provide the name, address, phone number, fax number, and e-mail for both the Technical and Budget contacts of the PWC, DPW, GSA, or BCE Government POC (these must be contacts who are **not** MEPS personnel).
4. Send all of the above items **THRU** the Eastern or Western Sector HQ and **TO** HQ USMEPCOM, Facilities Directorate (J-4-MFA). This packet must go thru the sector first as sending it to HQ USMEPCOM first will slow down the process and delay project funding.
5. If the requested project cost is \$1 to \$2,500, the project can be funded through field support dollars. In this case, follow steps #1, #2, and #4 above. Work with your government building representative to ensure legality. Contractor/local vendor cost estimate is acceptable if the government building management/maintenance representative has approved the work.

Glossary

AE

architectural and engineering

AWP

annual work plan

BCE

base civil engineer

COE

U.S. Army Corps of Engineers

COR

contracting officer's representative

DEH

Director of Engineering and Housing

DPW

Department of Public Works

FWR

facility work request

GSA

General Services Administration

HQ USMEPCOM

Headquarters, United States Military Entrance Processing Command

ISA

installation support activity

MIPR

military interdepartmental purchase request

POC

point of contact

PWC

public works center

RSN

recruiting services network

RMA*

repair, maintenance, and alteration

*USMEPCOM-unique acronym

RWA

reimbursable work authorization

SOW

scope of work

USMIRS

U.S. Military Entrance Processing Command Interactive Resources System

WAN

wide area network