



Building Manager Program October 10th 2024

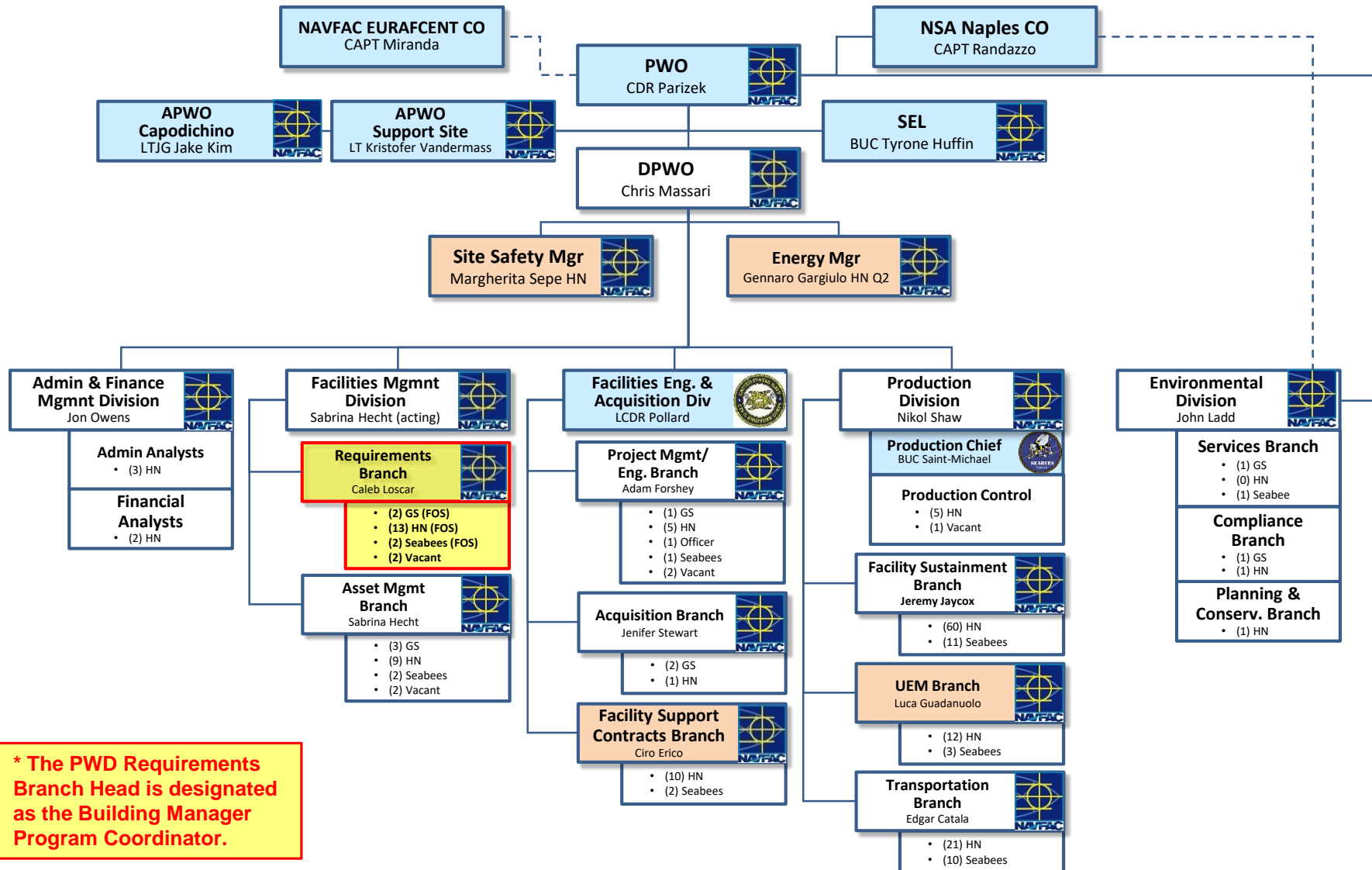
Agenda



- PWD Organizational Chart
- Building Manager (BM) / Facility Coordinator (FC) overview
- BM/FC Roles & Responsibilities
- PWD Processes
- Energy conservation & efficiency
- Updated email address - PWDNaplesTroubleDesk@us.navy.mil

COMMUNICATION IS KEY!

PWD Organization Chart



*** The PWD Requirements Branch Head is designated as the Building Manager Program Coordinator.**

BM / FC Program



Building Manager (BM) / Facility Coordinator (FC):

- **BM is the title used to describe a person that manages multiple facilities or a large single. In multi-tenant facilities, the preponderant command within the facility is to assign the BM.**
- **FC is the title used to describe a person that manages a minor tenant's space within a large facility. Multiple FCs may coordinate with a single BM in multi-tenant facilities.**
- **BM & FC plays a vital role as your Department or Command's primary link to the Public Works Department (PWD) to help ensure your maintenance, repair, and facility service needs are properly addressed.**
- **All tenant commands must institute a Building Manager Program consistent with this instruction by assigning BMs and FCs with clearly defined areas of responsibility for each facility used in support of their respective mission.**
- **The PWD will support and assist the BMs/FCs in the execution of their duties by ensuring that each BM/FC are provided with updated contact information for their assigned FOS. FOSs will engage regularly and proactively with BMs/FCs to ensure facility needs are being addressed.**

BM / FC Program cont.



Building Manager (BM) / Facility Coordinator (FC):

- Each BM will ensure enclosure (2) is posted at every building entrance and includes the name and telephone number of primary and alternate BMs.

BUILDING MANAGER
FOR BUILDING ### ISSUES, CALL:

BUILDING
MANAGER'S
NAME

ALTERNATE'S
NAME



Tel: 555 555 5555

ANYONE CAN SUBMIT AN EMERGENCY SERVICE CALL.

BM / FC Program cont.



Building Manager (BM) / Facility Coordinator (FC):

- Tenant commands will initiate and manage the BM program as described in published **NAVSUPPACTNAPLESINST 11000.1F (dated 17 Feb 2023)** instruction, listed as follows:
 - For multi-tenant facilities, the command with the majority presence, as identified by PWD, will appoint the BM. Other commands utilizing space within the same facility may appoint an FC. The BM/FC must be military E5 or above or civilian GS-09/WG-10/equivalent local national grade or above. The BM/FC must have the authority to enforce environmental compliance, energy conservation, and building operations policies and procedures. The BM/FC must have a security clearance level commensurate with the access requirements within their facility.
 - Designate BMs/FCs to the PWD using enclosure (1), and annually re-designate BMs/FCs. Provide a new BM/FC designation within 30 days in case of vacancy.
 - Ensure BMs/FCs attend initial and follow up training provided by the PWD.
 - Ensure BMs/FCs maintain awareness of all regular inspections in their facility.
 - Submit facility repair, construction, and maintenance requests to the BM/FC as outlined in referenced instruction.
 - The BM/FC will perform duties as outlined in referenced instruction.

PWD Products and Services



PWD supports 3 basic facility maintenance products:

- **Custodial Services:**
 - i.e. clean the toilet, cut the grass.
 - Contact your **PAR**.
- **Facility Maintenance and Repair:**
 - i.e. repair the toilet, replace broken door handle.
 - Contact the **Service Desk**.
- **Service Requests (Projects):**
 - i.e. replace window, renovate office spaces.
 - Usually either work beyond a Service Call level or Contracting
 - Usually requires TF-1.
 - Contact your **FOS**.

Two ways to Request Service



Service Call - Capodichino

- **There are three types of Service Calls**
 - **EMERGENCY (Facility and Utility)**
 - Any facility deficiency that immediately compromises the life, health, safety, or mission.
 - Always includes: failure of any utility, fire protection, environmental control, or security alarm systems.
 - PWD will respond within **1 hour** and complete within **24 hours** (including weekends and holidays). Work will continue without interruption until the emergency is resolved.
 - Emergency Service calls must call the PWD Service desk (626-4981) to enable a rapid response.
 - **Urgent (Facility and Utility)**
 - Any facility deficiency that does not immediately endanger personnel or property, but extended delays of repairs could result in damage to Government property, or soon affect the security, health, or well-being of personnel or the continued operation of a service or system.
 - Urgent calls will be completed in **5 work days**.
 - **Routine (Facility and Utility)**
 - Any deficiency that does not qualify as emergency or urgent, but is needed to maintain good working order of the facility.
 - Routine calls will be completed in **30 calendar days**.

When signing for service calls please print and date next to your signature. This helps us provide quality control.

Two ways to Request Service



Service Call – Support Site

- **There are three types of Service Calls**
 - **EMERGENCY (Facility and Utility)**
 - Any facility deficiency that immediately compromises the life, health, safety, or mission.
 - Always includes: failure of any utility, fire protection, environmental control, or security alarm systems.
 - PWD will ensure response within **30 minutes (1 hour for DoDEA)**. Work will continue without interruption until the emergency is resolved.
 - (including weekends and holidays). Emergency Service calls must call the PWD Service desk (626-4981) to enable a rapid response.
 - **Urgent (Facility and Utility)**
 - Any facility deficiency that does not immediately endanger personnel or property, but extended delays of repairs could result in damage to Government property, or soon affect the security, health, or well-being of personnel or the continued operation of a service or system.
 - PWD will ensure response within 4 hours and work until completed (5 working days for housing).
 - **Routine (Facility and Utility)**
 - Any deficiency that does not qualify as emergency or urgent, but is needed to maintain good working order of the facility.
 - Routine calls are required to be complete in **5 working days (28 days for housing)**

When signing for service calls please print and date next to your signature. This helps us provide quality control.

Types of Work for Requests



- **There are two types of work when referring to funding:**
 - **NON-REIMBURSABLE**
 - Facility or Utility related work that maintains normal operating conditions of assets.
 - Renovation/repairs to damages caused by “failed” assets:
 - Roof leak causing ceiling damages.
 - Mold caused by failed HVAC.
 - Facility Equipment replacement due to failure or updated standards.
 - **REIMBURSABLE (work that requires funding)**
 - Locksmith services to include, but not limited to key replacement or duplication, specialized lock installation, combo type locks (XO#-series, keypad, etc...), work on safe, etc...
 - Equipment (non-facility) replacement/repair
 - Hanging items (picture, specialized command sign)
 - Non-facility related signs
 - Any other work that is not facility related but can be executed by shops (water blasting side walks, removing storm debris, etc...)
 - Alterations, improvement, modernization or renovation work.
 - New construction projects.
 - Replacement of facility asset within life cycle (not deteriorated).

Who can call it in?



Service Call

➤ Work can be called in by following:

• EMERGENCY

- **MUST BE CALLED IN TO SERVICE DESK - NO IMMEDIATE EMAIL SUBMISSION.**
- **Anyone** can call-in an emergency:
 - ✓ Always inform the BM and your chain of command IOT prevent duplicate requests.
 - ✓ BMs should always track this work and any follow-up in their Service Log.
- If Reimbursable, BMs should follow-up with email to provide work approval to Service desk.
 - ✓ Email with additional information (photos, etc.) to help expedite the process.
 - ✓ Approval response to Service Desk provided email (i.e., "Approved, please proceed").

• Urgent

- **RECOMMEND CALLING-IN TO SERVICE DESK IF HIGH PRIORITY/HIGH VISIBILITY.**
- BM/FC or higher authority depending on command
 - ✓ Non-reimbursable customers – BM/FC, OIC, Department Head.
 - ✓ Reimbursable customers – BM, Facility Manager, CO, OIC (Case-by-case).
 - ✓ BM / FC should always track work in their Service Log.
- Can be called-in (special cases only), emailed or, if available, submitted via Maximo directly.

• Routine

- BM/FC or higher authority depending on command (see urgent above).
- Emailed or, if available, submitted via Maximo directly. If called-in, will be directed to submit via email (please note that no action will be taken).

NOTE: When signing for service calls please inspect job, print your name and date next to your signature. This will help us provide quality control and ensure job is completed correctly.



Why do we format Service Call e-mails?

- Simplify Service Desk process of inputting information into Maximo as quickly and accurately as possible.
 - ✓ Service Desk submits up to 12,000 work orders a year, not including PMs and Projects.
- Reduce wasting labor hours caused by inaccurate information (wrong location, wrong trade for work, cannot find location, etc.)
- **Be advised that incomplete, inaccurate or improperly formatted emails will be returned with no action.**

Service Call required e-mail format



SUBJECT: {Title of Work – see below for format}

PWD Help Desk,

The following is a (**Emergency**/Routine/Urgent) Service Call

Location: Capodichino Base/Support Site/Lago Patria/Carney Park

Building: 407

Floor: Ground, 1st, 2nd Basement level

Room: 160, G41

Title of Work (same as subject of email): {Brief description of work, include room and building number within the description – Should also be the Subject of the email}

(Sample: Ground Floor - Room 160 - Repair broken door handle on room entrance door)

Description of work Requested: {provide additional identifying information to help PWD personnel pinpoint location of work}

POC Name/Email/Phone: LT John Doe /John.Doe@Eu.Navy.Mil/626-XXXX

(Please note that correct POC information is critical for receiving automatic updates from Maximo whenever **Work Order** status changes).

**** Service calls not in this format will be returned with no action ****

Example Service Call Log



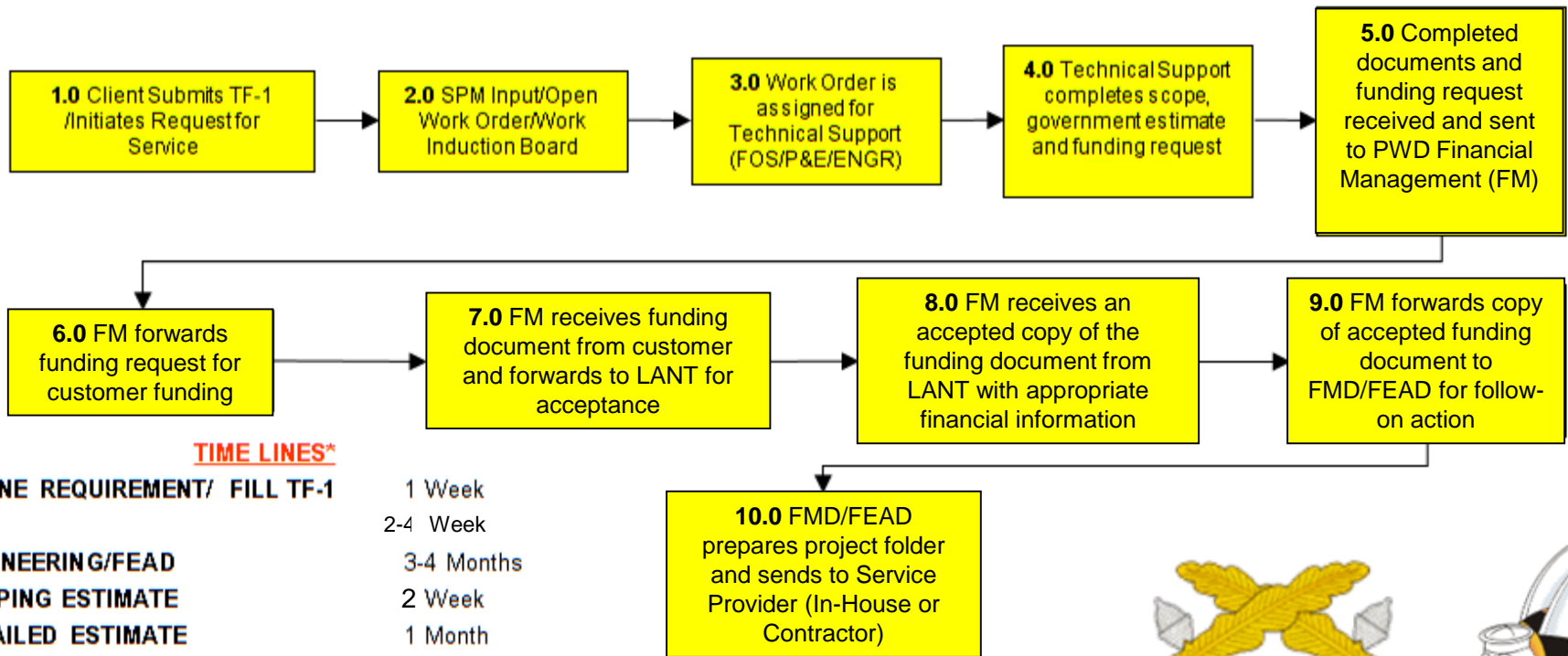
Service Call Number	Description	Date	Type (E/U/R)

Two ways to Request Service



Request for Service

- Commands can request construction, alteration, janitorial services, repairs, and any project **beyond service call scope** using a Service Request form or TF-1 (shown on the next page). **Your FMS will help you start this process.**



TIME LINES*

DEFINE REQUIREMENT/ FILL TF-1	1 Week
WIB	2-4 Week
ENGINEERING/FEAD	3-4 Months
SCOPING ESTIMATE	2 Week
DETAILED ESTIMATE	1 Month
FUNDING REQUEST/RECEIPT	Customer Driven
CONTRACT AWARD	4-6 Weeks

*Level of complexity will determine actual time.



Two ways to Request Service



Request for Service

Page 1 to be completed by customer

PWD Naples Customer Service Request TF-1 Form Rev. 2 dated 20 NOV 2019			
Customer Reference Number		Service Request Number	
SECTION A - GENERAL INFORMATION			
1. Submittal Date:	2. Requesting Command:	3. Installation/Site: Select from Drop Down Box	4. Facility Number:
5. Customer POC Name / Position:		6. POC Phone Number:	7. POC Email Address:
SECTION B - SERVICE REQUEST INFORMATION			
1. Title: <small>(include facility name / number)</small>			
2. Requirement Description: <small>(include all details included)</small>			
3. Cited Requirement: <small>(cite documented deficiency, survey, report, or instruction)</small>			
4. Impact if Not Provided:			
SECTION C - FUNDING & DESIRED SCHEDULING INFORMATION <small>(check if the funding is in will be available and the requirement for this service request has been validated)</small>			
1. Estimated Cost:	2. Funding Source:	3. Plan Execution: XXXX XX	4. Approving Official and Sign:
Select from Drop Down Box			

TF-1 Form Rev. 2 dated 20 NOV 2019 Page 1 of 2

Page 2 to be filled by NAVFAC ONLY

SECTION D - REQUIREMENTS VALIDATION			
1. Work Classification:			
<input type="radio"/> CAT III:	Programmatic: Multi-Discipline or Tailored Design	<input checked="" type="radio"/> CAT III/IV:	Scoping: Limited or No Design Required
<input type="checkbox"/> PROJECT:	Project: based on schedule, budget, and rate; may require planning, engineering, coordination or multiple trades; may be simple or complex.	<input type="checkbox"/> OTHER:	
2. Types of Work:		3. Potential Impact:	
<input type="checkbox"/> New Construction/Addition	<input type="checkbox"/> Temp Heating/Cooling	<input type="checkbox"/> Environmental (NEPA/SHPO)	<input type="checkbox"/> Eng. Services Req. (N20)
<input type="checkbox"/> Change of Use	<input type="checkbox"/> New Utility Requirement	<input type="checkbox"/> Site Approval/MXC Approval	<input checked="" type="checkbox"/> A&E Services/Study (N20)
<input type="checkbox"/> Restoration/Modernization	<input type="checkbox"/> Altering Utilities	<input type="checkbox"/> Work / Dig Permit	<input checked="" type="checkbox"/> FEAD Design (E2)
<input type="checkbox"/> Repair by Replacement	<input type="checkbox"/> Utility Outage / Excavation	<input type="checkbox"/> Space Planning	<input type="checkbox"/> A/E Project Development (E2)
<input type="checkbox"/> Preventative Repair	<input type="checkbox"/> Road / Parking Closures	<input type="checkbox"/> Basic Fac. Req.	<input type="checkbox"/> Contract Mod.
<input type="checkbox"/> Life / Health / Safety	<input type="checkbox"/> Sprinkler Modification	<input type="checkbox"/> Asset Evaluation	<input type="checkbox"/> FMFS Development (H84U7)
<input type="checkbox"/> Quality of Life/Aesthetics	<input type="checkbox"/> Comm/T Requirements	<input checked="" type="checkbox"/> AM Action (DD138, DD1354)	<input type="checkbox"/> FMD Development (H75A15)
<input type="checkbox"/> Demolition	<input type="checkbox"/> Security/ECP / Cyber Sec	<input checked="" type="checkbox"/> Real Estate Action (H7N72)	<input type="checkbox"/> Construction Mgmt
<input type="checkbox"/> Other:	<input type="checkbox"/> Other:	<input type="checkbox"/> Other:	<input type="checkbox"/> Other:
5. Facility Criticality Metrics			
A. What is the Facility Criticality [Mission Dependency Index (MDI)] rating?			
B. What is the current facility/component Condition Index (CI)?			
C. What is the System Criticality of the facility?			
6. Specific Requirements for Work Requested: <small>(conditions are preloaded but editable)</small>			
A. Is the requested work associated with a new platform or mission requirement?			
B. Is the requested work compliant with the most recent available Master Plan?			
C. Does the requested work need to be added to the most recent O&M, MEP, MAP, or LRMP?			
D. Will projects already planned or projects under construction adversely affect this work?			
E. Does the requested work address long term infrastructure sustainability?			
F. Are there any budget or time constraints associated with this requirement?			
G. Is phasing required for this project? If so, how many phases and why?			
H. Will tenants require relocation? Would this be temporary relocation?			
I. Are there any specialized work or special permits/inspections required?			
J. Is a facility clearance required for access? Are employees impacted?			
K. Work to be performed during normal work hours (work hours are 7am to 4pm)			
L. Are after hours work permitted in this area? Night work will incur additional costs.			
M. Is weekend work permitted in this area? Weekend work will incur additional costs.			
N. Are there any other specific requirements for this work? If so what are they?			
SECTION E - CONCURRENCE & RECOMMENDATION			
1. Work Induction Board (WIB) Concurrence:			
Select Value	Facilities Management Division (FMD)	Non-concur	Facilities Engineering & ACQ Division (FEAD)
Select Value	Assistant Public Works Officer (APWO)	Select Value	Project Mgmt. & Engineering Branch (PMEB)
Select Value	Requirements (REQ) Branch	Select Value	FMFS (BOS & Service Contracts)
Select Value	Asset Management (AM) Branch	Select Value	Acquisition (ACQ) Branch
Select Value	Environmental Division (ENV)	Select Value	Financial Management
Select Value	Production Division	Select Value	Safety Officer
Select Value	Utilities & Energy Mgmt. (UEM) Branch	Select Value	Other
2. Work Induction Board (WIB) Recommendation: Select Value		3. RBH Signature Endorsement or PWO By Exception:	
Provide detail recommendation here.		I certify that funding is in will be available and that the requirement for this service request has been validated.	
		N20 not required; work induction directly to E2.	

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Site Approvals



- **Be advised, Site Approvals may be required for your projects.**

Examples include:

- Any project that changes or has the potential to change the land use or physical layout of an area.
- Any project that proposes changing the use of a facility.
- Any project that affects or is affected by airfield safety criteria.

- **Site approvals are initiated via the TF-1 through your FOS.**

- Site Approvals can sometimes take several weeks to complete as they route to the installation CO approval and signature

- **For more information regarding site approvals, contact your FOS**

Base Operation Support Service Contracts



➤ FMS and PAR roles managing BOS contracts

PAR

- Contact your PAR for the following reasons:
 - For any questions concerning the execution or scope of the contract services.
 - For any complaints for unsatisfactory services received.
 - For any work scheduling issue.
 - For any other issues that arise under the execution of these contracts.

FOS

- Contact your FOS for the following reasons:
 - If a problem still continues even after the PAR has been notified of a complaint.
 - If you need to submit a TF-1 so to modify one or more services received on a routine basis under the existing contract.
 - In case you need to order a one-time service, in addition to the regular services received.

Environmental Services



NSA Naples Top 4 Environmental Management System Goals

- **WASTE MANAGEMENT:**
 - Increase solid waste recycling,
 - Decrease hazardous waste generated
 - Decrease medical waste generated
- **POLLUTION PREVENTION:** Spill prevention
- **UTILITIES CONSERVATION:** Energy & Water
 - Reduce energy
 - Reduce water consumption
- **WASTE WATER:** Ensure WW meets discharge limits.



Comply with the Rules

Always Improve

Reduce Waste

Eliminate Pollution

Summary



- **There are two ways to request service from Public Works:**
 - Service call:
 - Capo: Emergency: Immediate Urgent: 5 business days Routine: 30 calendar days.
 - Support Site: Emergency: Immediate Urgent: 4 hours Routine: 5 business days.
 - Request for Service: Your FMS will help you!
 - Fill out a Project Request (TF-1) and know that the minimum time to project award is **75 days**.
- **Base Operating Support contract:**
 - Ask your PAR for clarification of services and for temporary changes.
 - For permanent changes to services contact your FMS.
- **Contracting:**
 - **Do**
 - Use you commands Government purchase card to meet your requirements under the micro-purchase threshold limit \$3500 USD.
 - **Don't**
 - Give any directions to contractors.
 - Use DOD FEDMALL to regularly schedule services
- **Environmental:**
 - For spill response call 081.568.6911 For Hazardous Waste call 626-6642 or 626-5877
- **Transportation:**
 - For transportation requests call 626-5636 during business hours or 337-127-4659 after hours
- **You are responsible for your spaces! We need you to be our eyes and ears so we can adequately maintain your spaces.**

**Next date for BM/FC
training - November 14th
On Microsoft Teams @
10:00 am**



**Call your FOS
if you have further
questions!**