

**INSTALLATION MANAGEMENT COMMAND
(IMCOM)**

**FACILITIES MAINTENANCE
INSTRUCTION**



Table of Contents

PREFACE	1
1.0 FACILITIES MAINTENANCE AND REPAIR	2
2.0 DEFINITIONS	2
3.0 SCHEDULED TASKS	5
3.1 Preventive Maintenance (PM)	5
3.1.1 Preventive Maintenance Orders (PMO).....	5
3.2 Operational Work Orders (OWO).....	6
4.0 UNSCHEDULED TASKS	6
4.1 Demand Maintenance Orders (DMO)	6
4.1.1 DMO Performance Requirements	7
4.1.2 DMO Labor Limit.....	8
4.2 Project Work Orders (PWO).....	8
5.0 QUICK REFERENCE CHARTS	9
Table 1: Crosswalk between AR 420-1 and GFEBS terms.....	9
Figure 1. Task Categorization	10
Figure 2. Task Decision Tree	11
Figure 3. Task Categorization Example.....	12
Task Examples	13
6.0 FREQUENTLY ASKED QUESTIONS (FAQs)	15
7.0 ACRONYMS	16

Preface

This Instruction addresses Directorate of Public Works (DPW) work management and the documents required to perform the work on real property facilities. This Instruction details the Standard Operating Procedures (SOP) for Maintenance and Repair, or Sustainment, Restoration, and Modernization (SRM) requirements and clarifies the definitions between Army Regulation (AR) 420-1, *Army Facilities Management* (2008), Department of the Army Pamphlet (DA PAM) 420-06, *Directorate of Public Works Resource Management System*, and the General Fund Enterprise Business System (GFEBS).

The Installation Management Command (IMCOM) operates a program of Common Levels of Support (CLS) under which performance levels are selected based on available resources and mission requirements. The Contractor will not usually be involved in approving the required work, but will be tasked to perform all work requirements as stated in the Performance Work Statement. There will be some requirements that will necessitate coordination with the Contracting Officer (KO) and/or Contracting Officer Representative (COR) or Alternate Contracting Officer Representative (ACOR), and the DPW. The CLS program defines different performance requirements and work schedules for the various facility groups.

Although multiple sources reference Facilities and Infrastructure Maintenance and Repair, including *AR 420-1*, current organizational processes are not clearly conveyed to address member concerns, roles, and responsibilities.

This Instruction is **not** intended to cover construction or A&E design.

1.0 Facilities Maintenance and Repair

Maintenance and repair are performed on either a scheduled or unscheduled basis to preserve and maintain a facility in such a condition that it may be used effectively for its designated functional purpose. Scheduled services are documented through Preventive Maintenance Orders (PMO) and Operational Work Orders (OWO). Unscheduled services include work that is either corrective in nature (e.g., repairs, modifications, installations, and replacements) or not generally considered to be a maintenance activity. Demand Maintenance Orders (DMO) are unscheduled and are categorized by priority: Emergency, Urgent, or Routine. Project Work Orders (PWO) are used for unscheduled work exceeding the scope of a DMO. Maintenance and repair includes, but is not limited to, the maintenance and repair of facilities, structures, transportation infrastructure of roads, parking areas, sidewalks, and the storm water management system. The Base Operations Support Contractor performs new work, urgent or routine, as directed by the Directorate of Public Works (DPW) through PWOs.

2.0 Definitions

Demand Maintenance Order (DMO): *Known in AR 420-1 as Service Order (SO).* A work authorization document used for work that is either corrective in nature (e.g., repairs, modifications, and replacements) or not generally considered to be a recurring maintenance activity. DMOs, therefore, are unscheduled and not known in advance. Examples include minor electrical, carpentry, and plumbing repairs, or locating utility lines. DMOs may be initiated by the Government, customer, or Contractor upon identification of a need requiring corrective action.

General Fund Enterprise Business System (GFEBs): The Government is required to use GFEBs for budgeting, managing, cost accounting and financial reporting of Garrison Operations, including DPW services. The Contractor is tasked by GFEBs Order Documents and is responsible to input all DMO project status and labor confirmations. The Government will utilize GFEBs for preparation of most required status reporting and for monitoring Contractor performance in timeliness and accuracy of data input. GFEBs documents DPW Work Management and Reporting of DMOs PMOs, OWOs, and PWOs. GFEBs is the Government's system of record.

Individual Job Order (IJO): *Known in GFEBs as a PWO.* Directive for maintenance and repair which exceed SO or DMO criteria. The term is used in AR 420-1, but in GFEBs the execution work document is referred to as a *Project Work Order (PWO)*.

Maintenance: Work required to preserve and maintain a real property facility in such condition that it may be used effectively for its designated functional purpose. Maintenance includes work done to prevent damage which would be more costly to restore than to prevent. Maintenance includes work to sustain components. Examples include renewal of disposable filters, painting, caulking, refastening loose siding, and sealing bituminous pavements.

New Work: Work that results in the creation or addition to an existing facility or a building component, irrespective of whether the work is funded from a construction or an operation and maintenance (O&M) account. New work that exceeds \$150,000 shall be accomplished through a separate contractual vehicle, e.g., separate task order or contract.

Operational Work Order (OWO): Covers services that are recurring, provide CLS, and do not fall into PM.

Preventive Maintenance (PM): Routine, recurring sustainment work performed on all real property facilities (RPF). PM is systematic inspection, care, and servicing of equipment, utility plants and systems, buildings, structures, and grounds facilities performed to detect and correct incipient failures and accomplishing minor maintenance. PM is executed by a Preventive Maintenance Order (PMO) in support of a preventive maintenance plan.

Preventive Maintenance Order (PMO): *Known in AR 420-1 as Preventive Maintenance.* A PMO is the work authorization document for recurring maintenance work that is performed on a scheduled basis (also referred to as Preventive Maintenance (PM)). All Preventive Maintenance plans will be entered into GFEBs; this is required in order to generate the PMO at the frequency required. PMO tasks include, but are not limited to, annual inspection of sump pumps, grounding point testing, maintenance of Dining Facility (DFAC) equipment, and annual cleaning of cooling towers. PMOs will be approved and issued on DA Form 4283, *Facilities Engineering Work Request*, or equivalent computer-produced facsimile or printout. The Government will identify applicable wage determinations (Service Contract Labor Standards, formerly Service Contract Act or Wage Rate Requirements, formerly Davis Bacon Act) for each PMO prior to issuing to the Contractor. Contractor execution of PMOs will be pre-approved by the Government following the review of Contractor work plans and schedules. Any changes in scheduled workload will be negotiated and incorporated into the contract by modification. Frequency requirements for scheduled tasks are presented at the FA level, as applicable.

Project Work Order (PWO): *Known in AR 420-1 as IJO.* A work authorization document used for unscheduled work, including project-oriented work such as repairs, modifications, replacements, or installations that exceed the thresholds for a DMO, customer reimbursable work, and new work. PWOs can vary significantly in nature, scope, expertise, and location. Each PWO will be fixed priced based on the negotiated proposals required to accomplish the scope of work.

Repair: Repair is one of the following:

- a. Restoration of a real property facility (RPF) to such condition that it may be used effectively for its designated functional purpose.
- b. Correction of deficiencies in failed or failing components of existing facilities or systems to meet current Army standards and codes where such work, for reasons

of economy, should be done concurrently with restoration of failed or failing components.*

*In addition to condition-based failure, a utility system or component of the system may be considered “failing” if it is energy inefficient or technologically obsolete.

Scheduled Maintenance: Also referred to as *preventive maintenance (PM)*. Routine, recurring sustainment work performed on all real property facilities to detect and correct incipient failures and accomplishing needed minor maintenance. Systematic and cyclic check, inspection, servicing, and repair of deficiencies of utility plants and systems, buildings, structures, and grounds facilities. These repairs may also include replacement of parts or components necessary to keep equipment and/or systems operating effectively. Scheduled work requires the preplanning of resources resulting from a known requirement and encompasses the scheduling and execution of specific tasks. Scheduled work is planned such that Government operations are not disrupted and the work is executed efficiently without delays due to availability of labor, parts, material, and equipment. Scheduled work is performed through the issuance of PMOs and OWOs.

Service Order (SO): Also referred to as *DMO*. A service order is used for minor maintenance and repair or for emergency work, such as broken plumbing or electrical failures. Service orders represent the least controllable and most reactive work performed by the DPW. Service orders have the highest level of customer visibility of any work performed by the DPW.

Standing Operating Order (SOO): Also referred to as *Base Operation Support (BOS)*. A service-driven requirement captured on a DA Form 4283. The work execution document for execution of the service to be performed is an OWO. This work is operational in nature that is performed on a recurring basis, such as scheduled grounds maintenance, plant operation, operator maintenance, refuse collection, custodial services, and pest management. Scheduled work requires the preplanning of resources on the basis of a known requirement and encompasses the scheduling and execution of specific tasks. Prior to the creation of an OWO; an approved DA Form 4283 will be required. From the approved DA Form 4283, an OWO or equivalent computer-produced facsimile or printout will be issued when the work is ready for execution. Contractor execution of OWOs will be pre-approved by the Government following the review of Contractor work plans and schedules. Any changes in scheduled workload will be negotiated and incorporated into the contract by modification.

Unscheduled Maintenance: *Non-recurring maintenance or unscheduled repair*. Work required to preserve and sustain a real property facility or its components due to unforeseen occurrences. The work is corrective in nature and not generally used for recurring tasks. Unscheduled maintenance is performed through the issuance of DMOs (less than the 32 work-hours threshold) and PWOs (above the 32 work-hours threshold). Sometimes a DMO is referred to as a SO, a work authorization document used for small-scale maintenance and repair on Government-owned or –leased facilities and equipment. The purpose of a DMO is to provide the Government with a means of remedying

unplanned work up to a defined hourly threshold of 32 work-hours, per DFARS 222.402-70, for work requirements occurring outside of the normal recurring work. A DMO exceeding 32 onsite work-hours becomes a PWO and is subject to construction wage rates.

The Contractor shall utilize DMOs to accomplish any work up to the 32 work-hours threshold at the discretion of the COR/ACOR. The Government will combine multiple repair requirements received for the same trade in the same building or structure at the same time into one DMO, as long as the hourly threshold is not exceeded.

Work Order: *Also referred to as a work request.* The DA Form 4283 is used to capture the requirements for Individual Job Orders (IJOs), Standing Operating Orders (SOOs), Preventive Maintenance (PM), etc. Local procedures are used to capture the requirements for a DMO. There are 4 work authorization document types. The work authorization document types are as follows: DMO for Service Order, PMO for PM, OWO for Standing Operating Order, and PWO for Individual Job Orders.

Order Types:

- DMO – SRM; small maintenance and repair on real property assets; sometimes referred to an SO.
- PMO – Recurring maintenance on real property assets
- PWO – IJO, maintenance and repair that exceeds work-hours of a DMO
- OWO – Base Operating Support (BOS), service driven work (custodial, grounds maintenance, pest control, refuse removal)

3.0 Scheduled Tasks

3.1 Preventive Maintenance (PM)

The systematic inspection, servicing and care of equipment, utility systems, buildings, structures and grounds facilities for the purpose of detecting and correcting incipient failures and accomplishing routine maintenance tasks. Scheduled and correctly performed PM is recognized as an effective means of managing costs of facilities operations by reducing unexpected system failures and emergency repair costs. It contributes to sustainment of mission capabilities and reliability by enabling the scheduling of maintenance downtime in coordination with operational mission requirements. Scheduled PM maintains Energy efficiency of installed systems. The Contractor, in coordination with the Government, shall develop, implement, and input into GFEBs a comprehensive PM program for facilities, property, installed equipment, infrastructure and utilities IAW *AR 420-1* and U.S. Army Corps of Engineers, Technical Manual (TM) 5-610, *Preventive Maintenance, Facilities Engineering Buildings and Structures* (1979). Guidance on operating procedures, organization and frequency of preventive maintenance services is contained in *TM 5-600* series.

3.1.1 Preventive Maintenance Orders (PMO)

The Contractor shall include fixed prices for each of the Government identified PMOs with

a summary of the work scope for each and description of the schedule for their performance. The Contractor may propose additional PMOs, including the work descriptions, schedule, itemized prices and justification for the added PMOs. Prices shall be itemized by labor, equipment, and subcontractor costs. Material costs cannot be set or determined at the time of award. Materials shall be charged to the Government at the time of invoice after the execution of the work. Costs for management of the PM program shall be spread across all PMOs. The Contractor shall submit documentation for each PMO for Government approval, not later than (NLT) thirty (30) calendar days prior to start of the performance period. The PM program documentation shall expand on the details for each PMO and include frequencies and task lists in accordance with maintenance requirements specified in applicable regulations, TMs and manufacturer's recommended maintenance instructions. For PMOs with work in multiple facilities, the documentation shall state the portion of the total PMO price applied to each facility, so that individual facility maintenance costs are identified. The Contractor shall revise schedules and PMOs as directed by DPW. The Contractor shall review and update all PMO schedules quarterly and submit proposed changes for Government approval. The Contractor shall submit a complete current set of PMOs and proposed PMO schedule annually.

3.2 Operational Work Orders (OWO)

OWOs cover services that are recurring, provide CLS, and do not fall into PM. This includes scheduled work orders for facilities services such as seasonal HVAC system changes, real property surveys and records maintenance, real property condition inspections, mission capability status reporting support, scheduled grounds maintenance, scheduled transportation infrastructure maintenance, storm water system maintenance, scheduled special events support, and maintenance of portable toilet facilities. The work is generally predictable, recurring work completed at the same place(s) and same frequency. Some OWOs are used for services that cannot be scheduled far in advance, but can be planned and priced in advance, to be issued when needed. These include services such as snow and ice removal, support of unscheduled special events, contingency and emergency management, and additional grounds maintenance services. OWOs can vary significantly in nature, scope, location and may involve multiple crafts and subcontractors.

4.0 Unscheduled Tasks

4.1 Demand Maintenance Orders (DMO)

Demand maintenance work is tasked by a DMO and is categorized as Emergency, Urgent, or Routine. Demand work is typically performed in response to a customer request for service. This type of work is usually for lower cost events that consist of a single task performed at a single facility or on an individual infrastructure component. Timeframes for commencing and completing demand work are key elements of Contractor performance measurement. DMOs will be issued only for maintenance and repair. Tasking for work that is solely new work exceeding the prescribed labor limit of thirty-two (32) onsite work-hours will be issued only by PWOs as scheduled work. DMOs are subject to provisions of the Department of Labor Service Contract Labor Standard or Wage Rate

Requirements' wage determinations depending on the nature of the work. All DMOs received by the Contractor are initially classified as Service Contract Labor Standard work, with the exception of the following Government predetermined tasks:

- a. Repair of roads, streets, highways, runways, taxiways, alleys, and parking lots – Wage Rate Requirements Highway wage determination is applicable.
- b. Painting work of 200 square feet or more – Wage Rate Requirements Building wage determination is applicable.
- c. Projects that are not properly classified as either “building or highway” – Wage Rate Requirements Heavy wage determination is applicable.

In the event the Contractor determines a task is not subject to Service Contract labor Standard based on the work requirement and is not included in the above predetermined tasks, the Contractor shall request a determination from the KO as soon as practicable. Verbal notification and request may be made initially based on DMO priority followed by formal written notification and request. If determination is made the task is subject to Wage Rate Requirements provisions, the Contractor shall annotate such determination on the DMO document in the General Fund Enterprise Business System (GFEBs).

If the number of work-hours required is expected to exceed the 32 work-hours threshold, the task must be reclassified as a PWO.

4.1.1 DMO Performance Requirements

A DMO can involve multiple crafts such as both electrical and carpentry work and more than one related task at a common work site. Upon receipt of a DMO, the Contractor shall informally estimate the work-hours of labor and materials cost of the repair. If the estimated labor is expected to exceed 32 onsite work-hours, completion of the repair must be approved, in writing, by DPW. As determined by DPW, requests for repair work estimated to exceed this limit work must be converted to a PWO and the DMO will be cancelled, referencing the PWO number in the notes.

There are 3 priorities for DMOs. They are classified in *AR 420-1* as Emergency, Urgent, or Routine. The Government will determine DMO types and priorities according to set criteria, and reserves the right to reclassify DMO priorities as it deems necessary.

4.1.1.1 Emergency/Critical (Priority 1) DMO

DMOs are classified as Emergency (Priority 1) when immediate action is required to eliminate life threatening or serious injury hazards to personnel. These DMOs are responded to as soon as possible and NLT one (1) hour after the request. Emergency/Critical DMOs are completed within twenty-four (24) hours of the request, unless the urgency of the work has been reduced to a Priority 2 or 3. Emergency/Critical (Priority 1) DMOs are used to prevent loss or damage to Government property, ensure security to sensitive Government property, restore essential services, correct a condition to prevent it from becoming an emergency, respond to command emphasis, provide basic human services in facilities where individuals sleep, or aid an activity in accomplishing its mission.

4.1.1.2 Urgent (Priority 2) DMO

DMOs are classified as Urgent (Priority 2) when the failure in service does not immediately endanger personnel or property, but would soon inconvenience or affect the security, health, or well-being of personnel. Urgent DMOs are to correct conditions which could become an emergency, could seriously affect morale or have command emphasis. These DMOs are responded within two (2) hour and to be completed within seven (7) calendar days from receipt, unless reduced to a Priority 3. Examples include, but are not limited to: unstopping a sink drain where there are backup sinks, replacing overhead office lighting that significantly inhibits productivity, and unscheduled fuel deliveries, etc.

4.1.1.3 Routine (Priority 3) DMO

Routine DMOs are for work that does not meet the criteria of emergency/critical or urgent priority. They are utilized to correct situations that are productivity inhibitors that, if left uncorrected, will cause measurable discomfort or inconvenience to the customer or waste resources or create the need for additional minor repairs. Routine DMOs are to be responded to within 2 days and completed within thirty (30) calendar days of receipt. Examples include, but are not limited to: dripping faucets, cracked window glass, repairs to door and window hardware and screening, replacement of broken or missing tiles, minor roof leaks, minor repairs to mechanical equipment, air conditioning, etc.

4.1.2 DMO Labor Limit

A few DMOs will approach the prescribed labor limit of thirty-two (32) onsite work-hours and may require some hours in excess of the limit to complete the work. The 32 work-hours limit will only apply to the hours worked on location and excludes commute time. DMOs exceeding 32 work-hours shall be requested to COR/ACOR and DPW for KO approval, before exceeding the 32-hour threshold. The DPW may request, through the KO, that the work on the DMO be stopped at some point of partial completion. However, the Government desires to avoid unnecessary disruption to repair work and will authorize the Contractor to proceed with the work to completion when this can be accomplished within a total of work-hours requested by the Contractor and accepted by the KO and DPW.

4.2 Project Work Orders (PWO)

Project Work Orders are normally for individual, non-recurring major repair, maintenance, renovation, alteration, new work, or services "projects." Individual project price approval limits are found in *AR 420-1*, where they are referred to as *IJOs*. Project planning, approvals, design, and permitting requirements are performed by the Government in most cases, unless specified in the individual project proposal request. PWOs are initiated by the Government, customers or the Contractor and are requested on a DA Form 4283. The Contractor shall perform some PWOs with employee wage minimums specified by the Service Contract labor Standards and others with wage minimums specified by Wage Rate Requirements, as directed by the Government and determined by law and the nature of the work. PWOs cannot exceed \$150,000.

5.0 Quick Reference Charts

Table 1: Crosswalk between AR 420-1 and GFEBS terms.

Definition	AR 420-1 Term	GFEBS Term
Unscheduled work used for services, maintenance, and repairs in response to customer requests	Service Order (SO)	Demand Maintenance Order (DMO)
Recurring maintenance; scheduled work	Preventive Maintenance (PM)	Preventive Maintenance Order (PMO)
Recurring services other than preventive maintenance; mostly scheduled work	Standing Operating Order (SOO)	Operational Work Order (OWO)
Unscheduled repair work that exceeds scope of SO/DMO	Individual Job Order (IJO)	Project Work Order (PWO)

Task Categorization

DMO
(SO)

- Demand Maintenance Order
- Known as Service Order (SO) in AR 420-1
- Unscheduled/Unplanned
- Used for Services/ Maintenance/ Repairs in response to customer request
- Orders requiring 32 hours become PWO and are subject to construction wages (per DFARS)
- 3 levels of Priority*

P1—Emergency /Critical :

responded to ASAP and no later than one hour of the request; completed within 24 hours of request unless urgency has been reduced to Urgent

P2 – Urgent: Respond within 2 hrs complete in 7 calendar days

P3 – Routine: Respond within 2 days complete in 30 calendar days

OWO
(SOO)

- Operational Work Order
- Mostly scheduled work; predictable
- **Recurring services** other than preventive maintenance in same place(s) and at same frequency
- Can vary significantly in nature, scope, location
- May involve multiple crafts and subcontractors
- Any changes in scheduled workload will be incorporated into contract by modification
- Requires DA Form 4283

PMO
(PM)

- Preventive Maintenance Order
- Known as Preventive Maintenance
- Scheduled work
- **Recurring maintenance**
- Requires DA Form 4283
- Fixed prices for each job

PWO
(IJO)

- Project Work Order
- Known as Individual Job Order (IJO) in AR 420-1
- Unscheduled work
- Exceeds scope of DMO
- Individual, non -recurring
- Used for major repair, preventive maintenance, renovation, and/or alteration
- Used for minor construction or services “projects”
- NOT used for A+E design
- Must be Competed
- Threshold of \$150,000 per project
- Requires DA Form 4283 -1

*** Levels of Priority:**

Priority 1 - Emergency/Critical
Priority 2 - Urgent
Priority 3 - Routine

Task Decision Tree

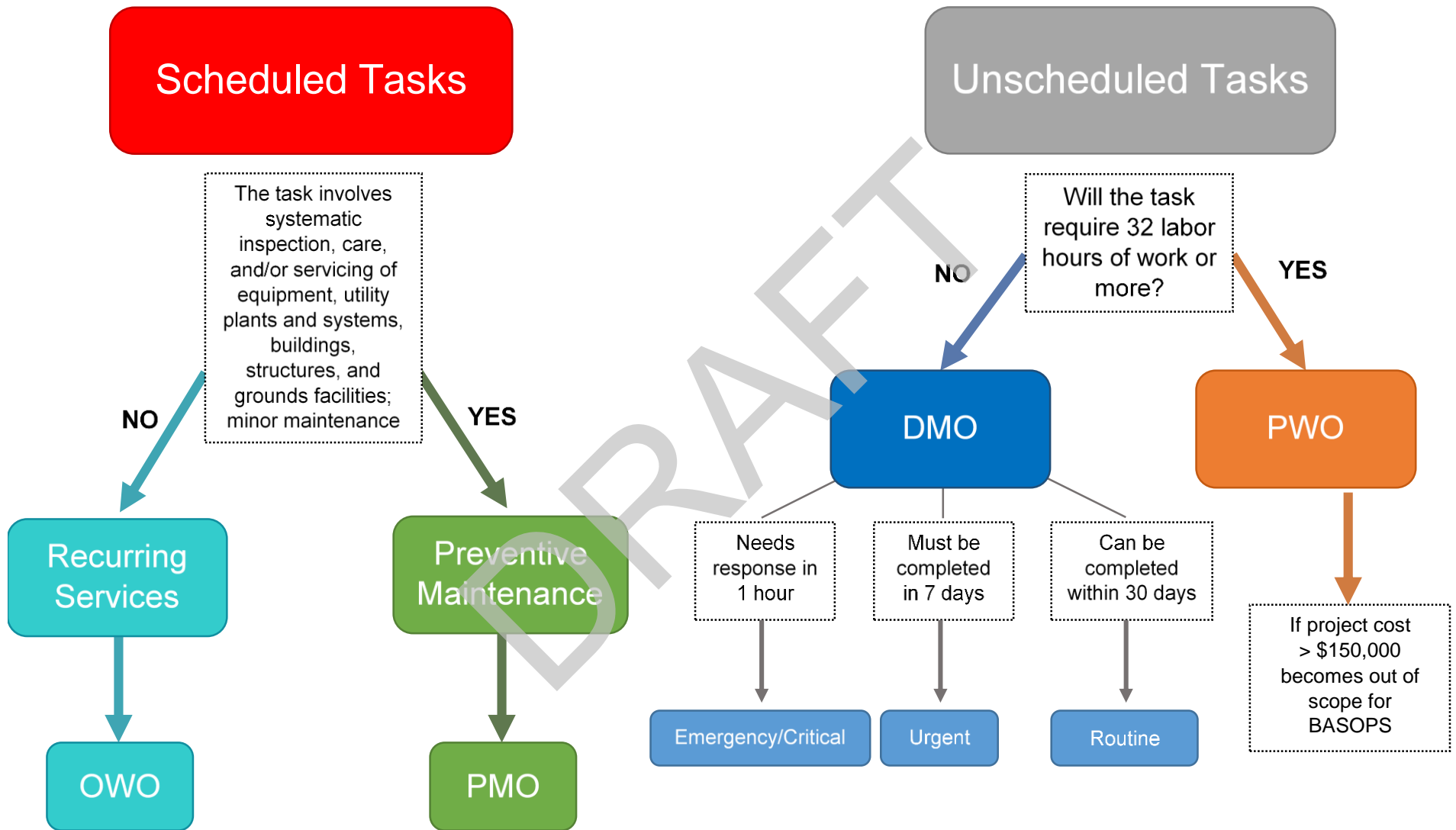


Figure 2. Task Decision Tree.

Example for BASOPS Contract

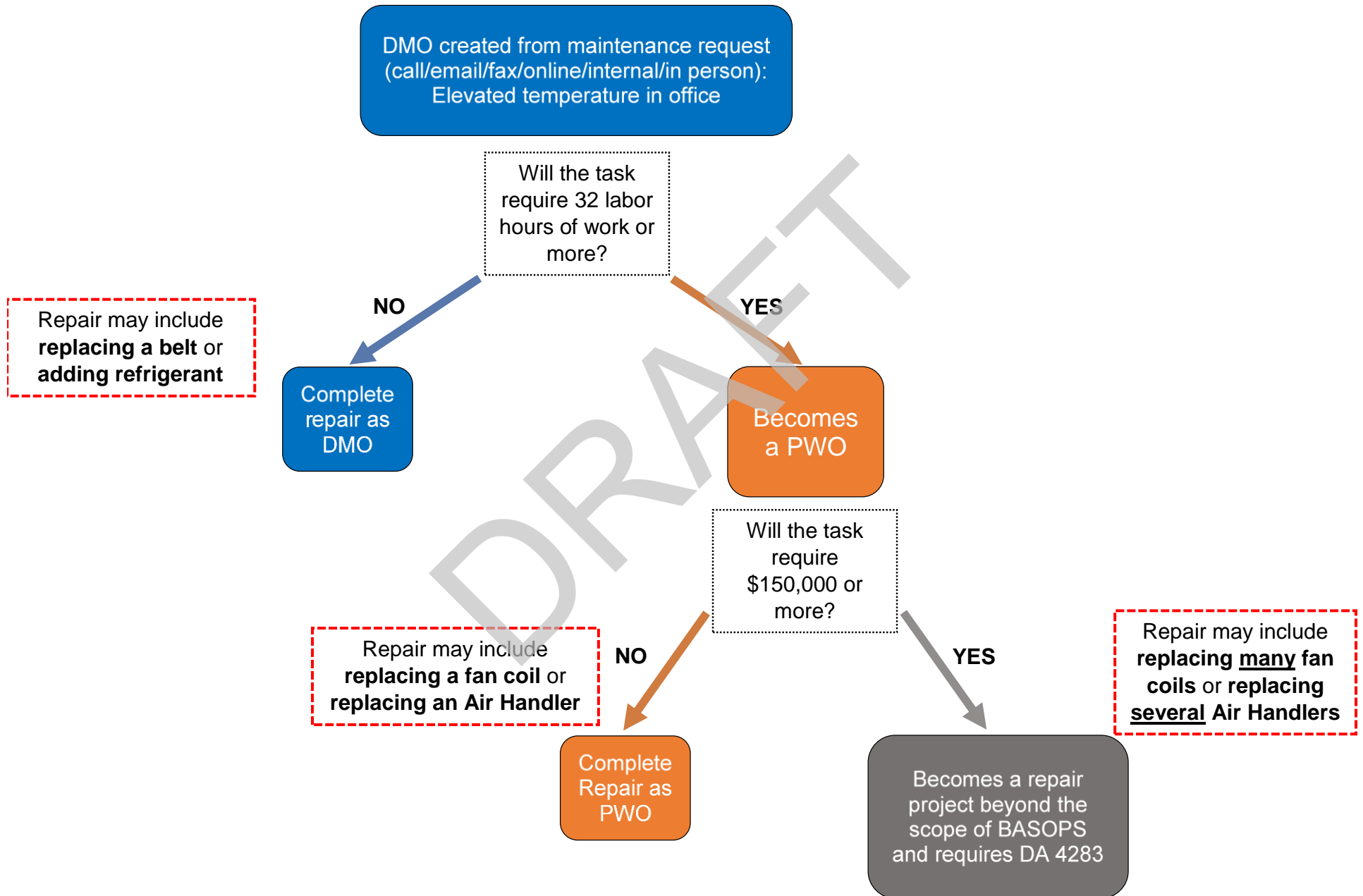


Figure 3. Task Categorization Example.

Task Examples

DMO

Demand Maintenance Orders

Priority 1

Emergency/Critical

- Gas, oil, and steam leaks
- Building floods
- No water, hot water, or steam in medical or dining facilities
- Safe and Secure Alarms/Doors, etc.
- Sewage backing up into building
- Total power outage in a building
- Downed high voltage powerline
- No heat or air conditioning in soldier living quarters
- Loss of heat during periods of cold weather
- Locksmithing
- Pest Extermination
- Natural Disasters

Priority 2

Urgent

- Inoperative emergency or exit lighting
- No air conditioning if temperature is over 80°F in buildings other than soldier living quarters
- Broken floor decking, stairs, docks, etc.
- Continuously running water (toilets, faucets)
- Inoperability of plumbing fixtures and drain lines when other facilities are available in the same building

Priority 3

Routine

- Replace broken windows
- Repair plumbing fixtures when other fixtures are available and not causing damage to the facility
- Repair sticking door or window
- Repair a pothole
- Roof leaks
- Pest Control
- Chemical toilet requests and maintenance
- Washer/dryer repair

PWO

Project Work Orders

- Repair/Replace air handlers
- Install handicap ramp
- Painting exterior of large building
- Repair/Replace fire escape

OWO

Operational Work Orders

- Yearly Christmas tree lighting
- Seasonal HVAC system changes
- Scheduled grounds maintenance – grass cutting, street sweeping, snow plowing
- Pest Management services
- Refuse removal
- Snow removal

PMO

Preventive Maintenance Orders

- Daily boiler plant operations, sewage plant operations
- Daily testing of water
- Monthly inspections of lift stations
- Annual cleaning of cooling towers
- Annual inspection of sump pumps
- Grounding point testing
- Preventive maintenance of HVAC units (e.g., filter replacements)
- Fire/Security alarm troubleshooting
- Fertilization and Herbicide
- Asbestos inspection/reports
- Lead containing paint surveys and reports

6.0 Frequently Asked Questions (FAQs)

What happened to IJOs? SOs? SOOs?

According to AR 420-1, three (3) classifications for facilities operation, maintenance, and repair tasks exist: Service Orders (SO), Individual Job Orders (IJO), and Standing Operating Orders (SOO). These terms have since been replaced in GFEBs with Demand Maintenance Orders (DMO), Project Work Orders (PWO), and/or Preventive Maintenance Orders (PMOs) and Operational Work Orders (OWO), respectively. DMOs are used for any unscheduled task that is either corrective in nature (e.g., repairs, modifications, and replacements) or not generally considered to be a routine maintenance activity. PWOs are used for non-recurring major repair or work exceeding the DMO work-hours limit. PMOs are used for recurring maintenance work that is performed on a scheduled basis, i.e., preventive maintenance. OWOs are used for work of an operational nature that is performed on a recurring basis. Both PMOs and OWOs are used for scheduled tasks, requiring the preplanning of resources on the basis of a known requirement, and the scheduling and execution of specific tasks.

How is a DMO changed to a PWO?

If the Contractor anticipates that the 32 work-hours threshold will be reached during initial response and review or during work performance on a DMO, the Contractor shall notify the Government to determine if a PWO is required. Notification shall be made through the PWO Estimating and Approval process, providing an estimated start and completion date. In the event of emergency conditions (Priority 1) which prohibit normal notification process, the Contractor shall verbally notify the Government if the anticipated work to mitigate the emergency will exceed the hourly threshold. Upon Government review and approval, the DMO must be converted to a PWO. The original DMO will be canceled with annotation of the conversion. All hours and costs originally charged to the DMO as well as any additional hours and costs shall be charged to the established PWO.

When do I use a (DMO/PWO/OWO/PMO)?

DMOs and PWOs are used for Unscheduled Tasks that may or may not exceed 32 work-hours and are corrective in nature. For tasks requiring 32 work-hours or more, a PWO shall be used. Scheduled Tasks are ordered through PMOs and OWOs. For tasks involving the systematic inspection, care, and/or servicing of equipment, utility plants and systems, buildings, structures, and grounds facilities, a PMO is used. All other Scheduled Tasks that are not preventive maintenance are completed through an OWO.

Why 32 work-hours for the DMO-PWO cutoff?

DFARS 222.402-70 states that 32 work-hours is the cut-off for Service Contract Labor Standards wage rates. Projects must comply with Wage Rate Requirements once the 32 work-hours are exceeded. DMOs are subject to provisions of the Department of Labor wage determinations.

What if there are changes to PWOs?

When unforeseen conditions will increase the cost of the PWO, the Contractor shall stop work on the PWO and inform the Government immediately. One example of unforeseen

conditions is the discovery of deficiencies within walls and ceilings that could not be known to the Contractor initially. The Contractor shall, at the direction of the Government, estimate the amount of additional labor, material, and equipment required to complete the work. The Contractor shall provide the estimate to the Government and shall do no further work on the PWO until directed to do so by the Government. In the case of an emergency situation (life threatening, damage to Government property), approval to continue work may be given verbally by the KO. The Government may, at its discretion, concur or non-concur with the estimate of additional work.

When additional work is approved, the original amount of the PWO shall be revised accordingly. Once the change is approved, the Contractor shall resume work on the PWO immediately or as directed by the Government.

What are the priorities of DMOs?

DMOs are classified in AR 420-1 as either Emergency/Critical (Priority 1), Urgent (Priority 2), or Routine (Priority 3).

- Priority 1: Emergency/Critical — to be responded to no later than one (1) hour after receipt of request and completed within twenty-four (24) hours
- Priority 2: Urgent — to be responded to within twenty-four (24) hours and completed within seven (7) duty days
- Priority 3: Routine — to be responded to and completed within thirty (30) calendar days

7.0 Acronyms

ACOR	Alternate Contracting Representative
AR	Army Regulation
CLS	Common Levels of Support
COR	Contracting Officer's Representative
DFAR	Defense Federal Acquisition Regulation
DFAC	Dining Facility
DMO	Demand Maintenance Order (<i>GFEBs term</i>)
DPW	Directorate of Public Works
GFEBs	General Fund Enterprise Business System
IJO	Individual Job Order
IMCOM	Installation Management Command
KO	Contracting Officer
OWO	Operational Work Order (<i>GFEBs term</i>)
PM	Preventive Maintenance
PMO	Preventive Maintenance Order (<i>GFEBs term</i>)
PWO	Project Work Order (<i>GFEBs term</i>)
SO	Service Order
SOO	Standing Operating Order
SOP	Standard Operating Procedures