DEPARTMENT OF THE NAVY
U.S. NAVAL SUPPORT ACTIVITY
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NAVSUPPACT NAPLES INST 11000.1E
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NAVSUPPACT NAPLES INSTRUCTION 11000.1E

From: Commanding Officer, U.S. Naval Support Activity, Naples, Italy

Subj: SUBMISSION AND PROCESSING OF REQUESTS FOR WORK TO BE ACCOMPLISHED BY THE PUBLIC WORKS DEPARTMENT (PWD)

Ref: (a) OPNAVINST 11000.16 (Series)
(b) NAVFAC Business Management System (BMS) B-15
(c) OPNAVINST 11010.20 (Series)

Encl: (1) Sample Maintenance Service Representative Designation Memorandum
(2) Customer Request (TF-1)

1. Purpose. To establish procedures for submitting and processing requests for work or services to be accomplished by PWD in order to insure the most effective use of available manpower and funds.

2. Cancellation. NAVSUPPACT NAPLES INST 11000.1D.

3. Background. The Commanding Officer holds Class I (land) and Class II (structure) plant accounts and, in accordance with reference (a), is responsible for the material condition of the grounds, structures and utility systems that comprise the U.S. Naval Support Activity (NAVSUPPACT), Naples, Italy. The authority to establish programs, procedures and controls to effectively and efficiently operate, maintain, repair and improve these structures, grounds and utilities within established Navy guidelines is delegated to the Public Works Officer. References (a) and (b) establish policies and objectives for management of the maintenance and operations of Navy shore facilities and public utilities. These include ensuring maximum return for manpower and funds invested. Increased labor and material costs and a declining budget require that most manpower and financial resources be directed toward required maintenance and repair work, as opposed to minor construction and alterations. Submission, processing and priority rating procedures have been established to enhance the PWD's capability for accomplishing essential work.

4. Definitions and Policy. The NAVSUPPACT Naples PWD provides maintenance and repair to real property in the Naples and Gaeta area. No work will be performed on any NAVSUPPACT Naples facility, whether occupied by NAVSUPPACT Naples personnel or a tenant command, without NAVSUPPACT Naples PWD approval. Definitions of work types (maintenance, repair, equipment installation, construction, conversion and alteration) are contained in reference (c). Per reference (a), it is Navy policy to limit expenditures on minor construction (including conversions and alterations) to 10 percent or less of funds appropriated for the maintenance and repair of real property; accordingly, maintenance and repair work will generally be given a higher priority for NAVSUPPACT Naples funding and execution than construction, conversion or alterations. The following additional definitions and policies apply:

a. Non-Reimbursable Customer. A customer that is not normally charged for the services PWD provides. Non-reimbursable customers include NAVSUPPACT Naples departments as well as tenant commands within the Commander Navy Region Europe, Africa, Southwest Asia (CNREURAFSWA) claimancy for whom an Intra/Inter-Service Support Agreement (ISSA) specifies non reimbursable Public Works support. Work performed for these customers is referred to as direct-funded work. PWD will prioritize, plan and execute work for these customers as funds allow. Some of these organizations may also receive funds designated for special purposes (e.g., Security Department) or have the capability to generate revenue (e.g., Morale, Welfare and Recreation Department) and may submit work that is considered reimbursable. The details of each case, as well as any special appropriation or ISSA language, should be examined.

b. Reimbursable Customer. An organization, normally outside the CNREURAFSWA claimancy, for whom an ISSA specifies payment for Public Works support. These organizations budget and pay NAVSUPPACT Naples for PWD services. Work performed for these customers is referred to as reimbursable work.

c. Facility Emergency Trouble Call. Situations which require immediate action to eliminate hazard to personnel; prevent loss or damage to government property; restore essential services that have been disrupted; or restore essential mission operational capability.

d. Facility Service Trouble Call: Work that is relatively minor in scope; requires minimal amount of planning or processing; is not of an emergent nature. A Service Trouble Call is measured as a work order with a maximum of 32 estimated man-hours.

e. Recurring Work. Work of a repetitive nature, may be of either estimated or un-estimated nature.

f. Specific Work. Work that is planned, estimated and scheduled; requires more extensive planning or processing. A Specific Work is measured as a work order with greater than 80 estimated man-hours.

g. Minor Work. Work that is planned, estimated and scheduled, of a smaller scope than Specific Work; requires more extensive planning or processing than a trouble call. A Minor Work is measured as a work order with a maximum of 80 estimated man-hours.

h. Special Project. A single undertaking which exceeds the NAVSUPPACT Commanding Officer's funding thresholds as defined in reference (c). Such work must be described in a special project format, then subsequently approved and funded by the requestor's major claimant. The Public Works Department prepares special project submissions.

i. Military Construction, Navy (MCON) Project. A project that exceeds a major claimant's funding authority as defined in appropriation law. These projects are submitted through the major claimant and are specifically approved by Congress.

j. Engineering Service. A request for concept development, space planning, cost estimate, special project or MCON project documentation, or engineering and architectural analysis.

k. Environmental Service. A request for investigation or concept development associated with environmental compliance. (Work to correct environmental deficiencies falls under the definitions of emergency, service or specific work; or special or MCON projects provided above.)

l. Personnel Support Equipment (PSE). Furnishings that support workers in the performance of their duties, such as desks, cabinets, furniture, podiums, etc.

PSE is outside the cognizance of the PWD and is not funded with maintenance and repair of real property funds.

5. Action.

a. Designation of Maintenance Service Representatives (MSRs). Department Heads and Commanding Officers/Officers-in-Charge of tenant activities shall provide the PWD Full Service Desk with the names of one primary and one alternate MSR who are authorized to submit work requests and service calls. Names may be forwarded by memorandum containing sample signatures; see enclosures (1). Some departments may have more than one primary MSR if they occupy multiple facilities (e.g., the Supply Department has an MSR for the port, Building 401, Building 412 etc.). These names should be submitted annually or as required due to personnel rotation. MSRs shall perform the following work:

(1) Act as the single coordinator and contact point with the PWD.

(2) Receive, screen, consolidate, record, and forward to the PWD all requests from the department or command.

(3) Obtain and log service call numbers from the PWD Full Service Desk.

(4) Review outstanding work requests (provided monthly by the Facility Management Specialist (FMS)) for possible cancellation due to changing requirements or circumstances that may have eliminated the need for the requested work.

b. Method of Requesting Service. Depending on the urgency and scope of work required, MSRs may request PWD services by submitting a work request form TF1 in writing or electronically, to the FMS or by contacting the PWD Full Service Desk via telephone. See Figure 1 for a list of contact information.

(1) Emergency trouble calls must be made by telephone to the PWD Full Service Desk during working hours and to the PWD Duty Seabee during non-working hours, weekends or holidays (See Figure 1). **Any person cognizant of an emergency situation may place the call.**

(2) Service work may be submitted to the PWD Full Service Desk via telephone or e-mail during working hours (See Figure 1).

(3) Requests for specific work will be submitted to the Facility Management Specialist on form TF1 (enclosure (2)). Paper or electronic copies will be accepted. "Block 1 Priority" will be assigned by PWD Work Induction Board (WIB). "Block 3 CUST. REF #" is for MSR's use for internal tracking. FMS will assist with "Block 8 SUPPORT SUMMARY." Complete justification and details in "Block 9" of the work request form are of critical importance as this will assist PWD in prioritizing the work. The requestor should also include any drawings, sketches, and any other useful information. "Block 10" shall include the name, e-mail address and telephone extension of a knowledgeable point of contact. The applicable NAVOSH Deficiency Notice (OPNAV 5100.12) should always accompany a request for safety-related work. If further assistance in submitting a work request is required, the requestor may telephone their Facility Management Specialist.

c. Initial Screening of Requests. The PWD Full Service Desk staff will screen incoming service requests to determine approximate scope. Emergency work will be sent immediately to Maintenance Division for action. Non-emergency work that is clearly of service call scope and within the capabilities of PWD Production Division to execute will be sent directly to them for scheduling and execution. Work of uncertain scope or unusual complexity, work that requires contractor execution, or work that exceeds service call scope will be forwarded to the Facility Management Specialist for processing.

	Working Hours	**Non-Working Hours**
PWD Full Service Desk	0730 - 1630 Monday - Friday	After Hours, Weekends, Holidays
Contact	626-4981 or PWDFullServiceDesk@eu.navy.mil	626-4981
Duty Seabee Contact		626-4981/1139 335-714-3464
Lead Facility Management Specialist (FMS)	626-6322	

Figure 1

d. Work Input Control. The PWD Work Induction Board (WIB), led by the Requirements Branch Director, shall review requests forwarded by the Facility Management Specialist and process them per this instruction and PWD internal standard operating procedures. This processing will include a review of any customer-assigned priority. The Work Induction Board shall also determine the best method of execution for incoming work requests. When insufficient information is provided to make decisions on priority or execution method, the Facility Management Specialist will contact the requestor to obtain additional details. The Facilities Management Director will integrate incoming requests with previous requests and the work generated by control inspection programs to determine overall command funding and execution priority.

R. B. RABUSE

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Lists: I through V
Electronic via NAVSUPPACT NAPLES web site:
https://www.cnic.navy.mil/Naples/Departments/Administration/Instructions/index.htm

DESIGNATION MEMORANDUM

11000
(code)
(date)

MEMORANDUM

From: Commanding Officer/Officer in Charge/Department Head

To: Full Service Desk, Public Works Department, U.S. Naval Support Activity, Naples, Italy

Subj: DESIGNATION OF MAINTENANCE SERVICE REPRESENTATIVES (MSRs)

1. The following personnel are designated as MSRs for [Command/Department] and are authorized to request work from the NAVSUPPACT Naples Public Works Department:

a. Primary: [Name] [DSN Phone] [E-Mail] [Signature]

b. Alternate: [Name] [DSN Phone] [E-Mail] [Signature]

2. Any questions or concern may be directed to [Name/Job Title], at [DSN Phone] or E-Mail.

[Signature of CO/OIC/Dept Head or representative with "By Directions" Authority]

Enclosure (1)

NAVFAC EURAFSWA, NAPLES ITALY

TF1 - REQUEST FOR SERVICE

1. PRIORITY	2. FACILITY NUMBER:	3. CUST. REF #	4. BASE	5. ATTACHMENTS? ☐ YES ☐ NO

SUPPORTED COMMAND

7. TITLE

8. SUPPORT SUMMARY

a. ENGINEERING SUPPORT

b. FACILITY SUPPORT CONTRACT SUPPORT

c. FACILITY MANAGEMENT SUPPORT

9. Description of Work:

10. Customer Point of Contact:

NAME: _____ PHONE: _____

EMAIL: _____

PREPARED BY: _____ DATE: _____

PHONE: _____

SEND WORK REQUEST TO PWD NAPLES, FACILITY MANAGEMENT DIVISION

ATTN: FACILITY OPERATIONS BRANCH FMS

Enclosure (2)