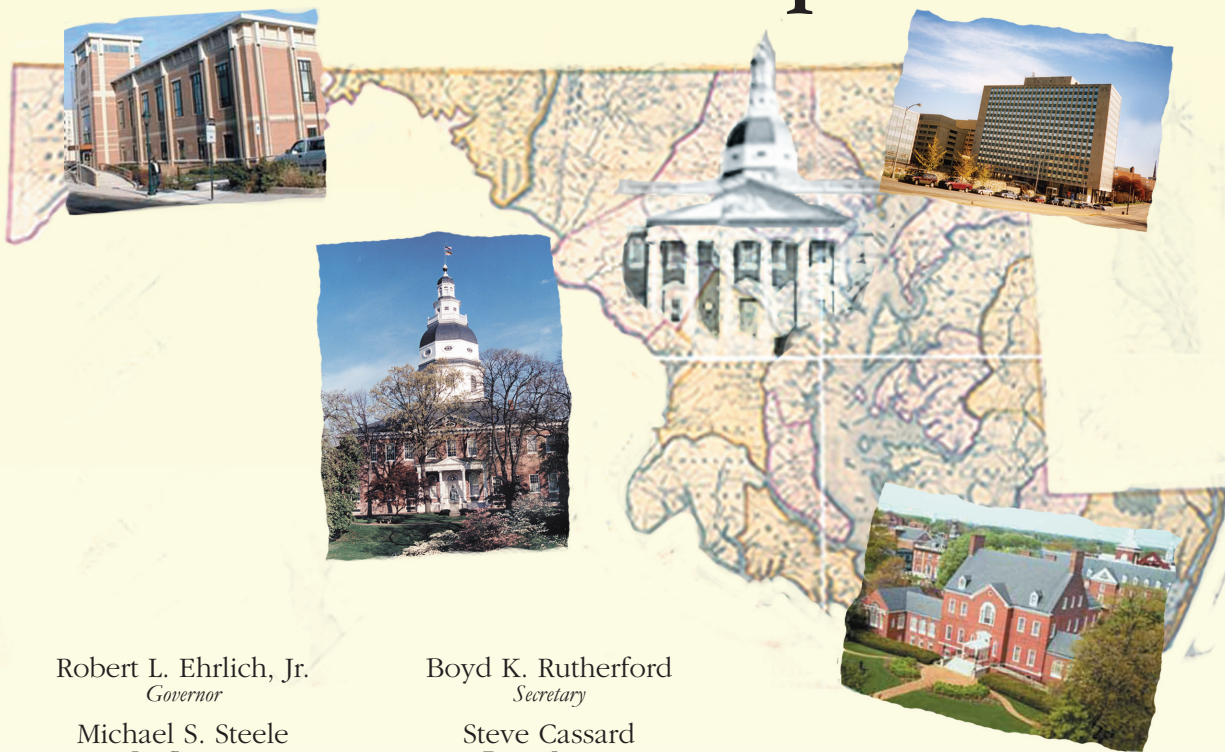




# MARYLAND

*Department of General Services*

## 2005 Annual Report



Robert L. Ehrlich, Jr.  
*Governor*

Michael S. Steele  
*Lt. Governor*

Boyd K. Rutherford  
*Secretary*

Steve Cassard  
*Deputy Secretary*



## MESSAGE FROM GOVERNOR ROBERT L. EHRLICH, JR.

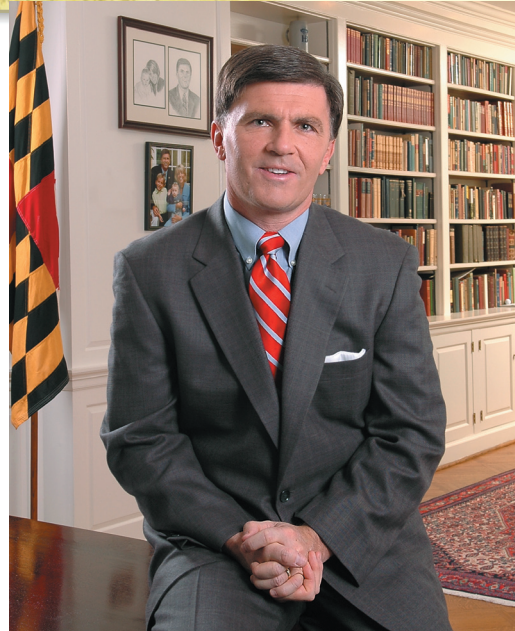
As a primary procurement agency, the Department of General Services competitively makes purchases that benefit Maryland taxpayers. The employees of DGS are to be congratulated for continuing to find new and inventive ways to reduce costs and improve efficiencies. Here's just a sample of their successes:

First, DGS earned two national awards this year for energy conservation. The first was for the groundbreaking "Reverse Energy" Auction – conducted over the Internet – which is saving the State \$13 million in electricity costs. Additionally, DGS launched the "Turn It Off!" campaign, which encourages State employees to conserve energy by turning out office lights when they leave their office for more than 15 minutes.

Second, DGS became the first agency in State government to earn full certification for its Continuity of Operations Plans, which ensures the State's critical functions remain operable during a man-made or natural disaster. DGS is to be commended for its leadership in developing these plans.

Finally, DGS is implementing a new State Security Card to replace the outdated, pre-9/11 ID card. The new card will dramatically improve our efforts to keep State buildings safe and secure.

The Department's dedicated and professional State employees deserve tremendous credit for focusing on efficient government.







## MESSAGE FROM THE SECRETARY

The impact that the Department of General Services has when it successfully achieves its mission extends throughout the State and to future generations of citizens and State employees. DGS is well focused on its core mission — Customer Service.



The Ehrlich-Steele Administration embraces sensible, productive relations between government and businesses, and using the State's resources to help the economy remain strong. This goal was accomplished in dramatic and innovative ways in FY 2005.

- As a primary State procurement agency, DGS processed more than 1,500 procurements valued at \$534.5 million.
- *eMaryland Marketplace* – the State's Internet-based procurement system – made major strides by registering more than 5,000 vendors, helping streamline Maryland's purchasing process.
- Equally successful is the fast-growing Small Business Reserve registry with over 3,000 vendors.
- DGS enhanced opportunities for small business owners who received 168 awards totaling more than \$40 million.
- Another DGS success story is the Reginald F. Lewis Museum of Maryland African American History & Culture. DGS delivered this high-profile construction project on time and within budget.
- DGS was awarded full certification for its Continuity of Operations Plan, which will ensure that in an emergency, DGS will provide the essential services that our customers and Maryland citizens depend on in a timely and organized manner.
- With the State facing increased energy costs, DGS asked State employees to participate in "Turn It Off!" -- a program designed to create electricity savings by switching off unneeded office lights.

DGS is producing real leadership and real results in State government. Accountability to the taxpayers of Maryland through efficient and fiscally responsible operations remains our principal goal.





# MARYLAND DEPARTMENT OF GENERAL SERVICES

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The Department of General Services (DGS) manages, operates, and maintains multi-agency State facilities; assesses State-owned facilities and manages the renewal funds of those facilities; provides full spectrum real estate support to include acquisition and disposal of any interest in real property in the name of the State; master plans and manages space in State-owned and leased facilities; provides professional and technical services for the design and construction of State public improvements (except those of the Departments of Transportation, Public Safety and Correctional Services, and the University System of Maryland); as a primary procurement agency, manages centralized procurement of materials, supplies and equipment used by State agencies; provides central support for State agencies relating to high-speed digital duplicating, mail processing and courier services; provides centralized inventory standards and controls; manages records of State agencies; and manages the Maryland State Agency for Surplus Property.

By statute, the Secretary of General Services advises the Board of Public Works and any unit of State government on public improvements and construction matters, and serves as a member of a number of boards and committees.

## **MISSION**

The Department of General Services serves Maryland and its citizens by ensuring State agencies are able to achieve their respective missions in a safe, efficient, and effective manner.

## **KEY GOALS**

- Goal 1: Improve efficiencies throughout the Department
- Goal 2: Provide a safe and secure environment for State employees and visitors
- Goal 3: Provide best value for customer agencies and taxpayers
- Goal 4: Maintain a professional workforce and workplace
- Goal 5: Carryout social, economic, and other responsibilities as a State agency





## OFFICE OF THE SECRETARY

The Secretary of General Services is the chief executive officer of the Department with responsibility for the Department's programs, services, and budget. Pursuant to §4-403 and 4-406 of the Annotated Code of Maryland, the Secretary also advises and assists the Board of Public Works and other units of State government in matters which are under the jurisdiction of the Department. The Secretary serves as construction advisor to the State Board of Public Works and the Executive Department, the Electricity Deregulation Advisory Committee, and the Government House Trust. The Secretary is also a member of the Procurement Advisory Council, the Maryland Food Center Authority, the Interagency Council for Public School Construction, the Chesapeake Bay Cabinet, the Hall of Records Commission, the Maryland Security Council and the Information Technology Board.

The Deputy Secretary advises the Secretary, plans, strategizes, performs special functions and shares responsibility for management of the Department.

### OFFICE OF EXTERNAL AFFAIRS

The Office of External Affairs directs public relations, legislative initiatives, business development, and customer service activities for DGS. The primary goals of this office are to promote excellence in government through quality, cost-effective services provided by DGS; to provide direction and support to the Secretary in matters relating to all branches of State government; and is responsible for business development and customer service, by ensuring effective coordination of customer agency needs.

Public relations efforts include the development, coordination, and implementation of a comprehensive program for the Department. Activities include proactive media relations, preparation of news releases, publications, speeches and coordination of special events within the Department and in support of the Office of the Governor and DGS customer agencies.

External Affairs establishes the Department's legislative agenda; analyzes the impact of proposed legislation; represents the Department's position to the Governor's Legislative Office, other agencies, and members of the General Assembly; and coordinates and reviews mandated reports and studies. The Office is also responsible for the development and assessment of the Managing for Results Initiative.

### FY 2005 Highlights

- Continued customer service initiative with three DGS Divisions sending customer service surveys to various State departments and agencies.
- Coordinated emergency response plans with the Maryland Emergency Management Agency (MEMA), including completion of a certified DGS Continuity of Operations Plan. DGS was the first State agency to be notified of certification by MEMA.
- Responded to three Joint Chairmen Report requests on Maryland Energy Administration Energy Performance Contracts; addition and renovation plans for the 2100 Guilford Department of Public Safety and Correctional Services facility; and an Interdepartmental consolidation plan.
- Created winning presentations for the National Association of State Chief Administrators "Outstanding Program Award" and the National Association of State Facilities Administrators "Innovation Award."



## OFFICE OF THE SECRETARY

### EMERGENCY MANAGEMENT

The Deputy Secretary and a coordinating team serve as the DGS liaison with the Maryland Emergency Management Agency (MEMA) and the Governor's Office of Homeland Security by acting on behalf of the Secretary in matters involving DGS and Departmental resources in the event of a natural disaster or civil emergency. In such an event, DGS provides essential Emergency Support Functions such as engineering services, public works recovery, debris management, and supplemental resource support. The Deputy Secretary and the Director of External Affairs coordinated the development of a DGS Continuity of Operations Plan (COOP) which will ensure that in an emergency, DGS will provide the essential services that our customers and State citizens depend on in a timely and organized manner.

### INNOVATION AND LEADERSHIP AWARDS

Two national organizations selected the State's Internet-based "Reverse Energy Auction" for innovation and leadership awards. The National Association of State Chief Administrators (NASCA) honored the DGS program with its 2005 Outstanding Program Award.



"Maryland's energy procurement program is an outstanding example of good government at work," said Tom Torti, NASCA President and Vermont's Agency of Natural Resources Secretary. "This innovative procurement approach, which can be replicated by other states, is a creative solution to providing lower-priced electricity for various Maryland agencies. This award not only reflects positively on the Maryland Department of General Services and its innovative staff, but also on state leadership that encourages and recognizes performance." — *NASCA News Release, June 6, 2005*

Additionally, the National Association of State Facilities Administrators (NASFA) selected the energy procurement program as its 2005 Innovation Award winner. Maryland competed with finalists Massachusetts and Virginia for the national honor.

"Maryland's innovative energy program is a creative solution to helping contain ever-higher state facility costs," said NASFA President Bob Bippert. "Each of our state members can use the Maryland model to help cost-avoid future electricity increases. This procurement approach allows states to pool their buying muscle to get better prices." — *NASFA News Release, June 29, 2005*



The "Reverse Energy Auction" is allowing Maryland to cost avoid \$13 million a year in electricity costs. As one of the biggest power users in the State, the Reverse Auction was designed to allow the state to lock-in the lowest possible electricity costs before price caps expired in summer 2004.





## OFFICE OF THE SECRETARY

### LEGAL DIVISION

The Legal Division was established in accordance with legislation which requires the Attorney General to “act as the legal advisor to the Department.” At present there are seven Assistant Attorneys General who function as “in-house counsel” to the Department and two additional attorneys in the Contract Litigation Unit of the Attorney General’s Office who devote time to DGS litigation and are funded out of Departmental funds on a reimbursable basis to the Attorney General.

Duties of the Legal Division include responsibility for court cases, reviewing and preparing contract documents, and providing both formal and informal legal opinions on a regular basis to the Department’s personnel. The Legal Division also assists the divisions of the Department on issues requiring legal assistance. These include the following:

- Architectural/Engineering selection and procurement
- Advice and counsel to the Secretary
- Affirmative litigation
- Approval of contracts for form and legal sufficiency
- Bid protests
- DGS Police matters
- Defense of construction litigation
- e-Commerce initiatives
- Leases
- Legislation
- Minority Business Enterprise participation
- Personnel hearings (Including Law Enforcement Officers’ Bill of Rights)
- Preservation easements
- Procurement law
- Public Information Act requests
- Regulations
- Sale and acquisition of real property
- Small Business Reserve Program
- Tort claims

### FY 2005 Highlights

- Played a key role in the negotiations between the Maryland Transportation Authority and DGS for construction of the Calvert Street Garage in Annapolis. The garage is being financed with funds from the sale of bonds issued by the Authority.
- Submitted and received a Certificate of Registration for the mark "eMaryland" from United States Patent and Trademark Office. The registration will remain in force for 10 years and must be renewed at the end of each successive 10 year period.



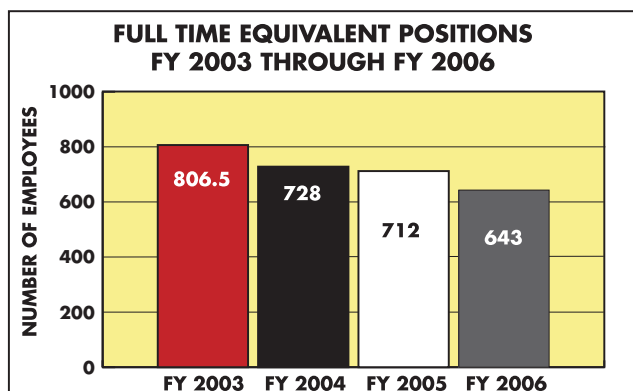


# OFFICE OF ADMINISTRATION

The Office of Administration encompasses three units: Personnel, Fiscal Services, and the Information Technology Group. Each unit provides administrative support in order to help accomplish the Department's key goals.

## PERSONNEL

The Personnel operation directs, manages, and coordinates all areas of human resources and collective bargaining for the Department. This includes setting policy and procedural guidelines to ensure compliance with State personnel law and regulations. Personnel activities include: recruitment, salary determination, position classification and promotion, disciplinary actions, employment counseling, health benefits, employee assistance, medical referrals, reporting of accident leave, employee's leave bank, mandated drug testing, budget and staff projections, ADA compliance, grievance resolution, Equal Employment Opportunity and Affirmative Action compliance, complaint resolution, arbitration of employer/employee disputes, training initiatives, employee award programs, as well as representing management before the Office of Administrative Hearings.



Reduction of 163.5 positions from  
FY 2003 to FY 2006 represents a 20.3% decrease.

### FY 2005 Highlights

- DGS employees attended 2,037 hours of professional development training.
- Made 26 new employee appointments to positions in the Skilled, Professional and Management Services, in a variety of occupational fields.
- Counseled and assisted DGS employees during two health benefit open enrollments, a change from the normal State pattern of one per year.
- Coordinated three American Red Cross blood drives, with 48 DGS employees volunteering to fulfill this critical need in the community.



## OFFICE OF ADMINISTRATION

### FISCAL SERVICES

The Unit provides accounting and budgeting services to the Department. Fiscal Services is comprised of three primary sections: statewide capital projects accounting, operating accounting, and budget management. This unit provides guidance to management on various fiscal and budgetary matters; represents the Department's views on fiscal and budgetary issues to outside agencies and the public; accounts payable; accounts receivable; payroll; leave keeping; fixed asset management; forecasting of revenues and expenditures; budget preparation; and accounting and financial reporting.

#### FY 2005 Highlights

- Paid 11,802 out of 11,882 invoices, in a timely manner, an on time percentage of 99.33 percent.

### INFORMATION TECHNOLOGY GROUP (ITG)

ITG is responsible for maintaining, developing and implementing data systems and technologies used to facilitate operations of the various business functional units within the Department. In addition to providing day-to-day network and user support this unit works with each business unit to identify and implement technologies that will improve information processing and data communication so that each unit may serve its clients in a more productive and efficient manner.

#### FY 2005 Highlights

- Commissioned a Statewide survey of the DGS IT network infrastructure and equipment assets. The report will serve as the basis for future IT development strategies.
- Began deployment of 400 new desktop computers to DGS users throughout the State.
- Migrated the Baltimore Headquarters network onto networkMaryland.
- Upgraded the Annapolis network from token ring to Ethernet and migrated to networkMaryland.
- Migrated Baltimore and Annapolis networks to the Statewide Government Intranet.
- Developed the Small Business Reserve Website.





The Department of General Services Police (DGSP) provides law enforcement and security for 75 State buildings, 9 parking garages, and 17 surface parking lots used by State employees and visited by thousands of Maryland citizens. DGSP is comprised of sworn police officers, security officers, and police communication operators. The Department has detachments in Annapolis, Baltimore and at the Camp Fretterd Military Reservation in Baltimore County.

### **ANNAPOLIS DETACHMENT**

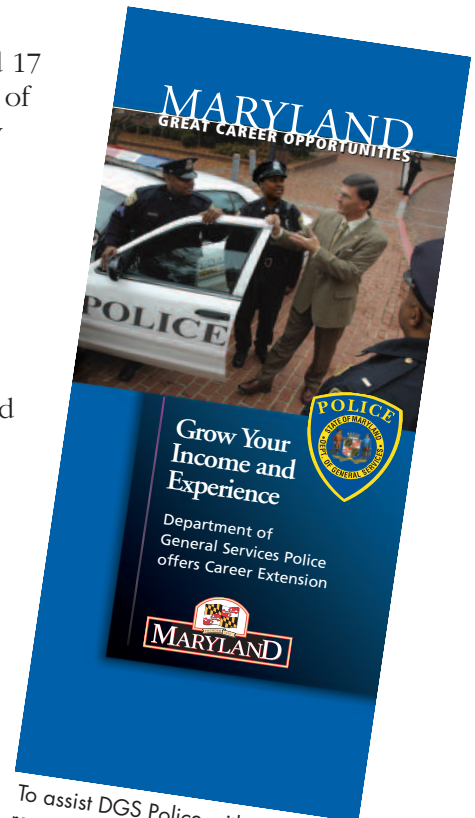
The Annapolis Detachment is responsible for providing for the safety and security for 24 buildings, five parking garages and 10 surface parking lots. Included are the four high-security buildings: the Maryland State House, the Miller Senate Office Building, the Lowe House of Delegates Building, and the Legislative Services Building. Additionally, law enforcement services are provided for the Courts of Appeal Building, the Papenfuss Hall of Records/State Archives Building, and the Goldstein Treasury Building.

### **BALTIMORE DETACHMENT**

The Baltimore Detachment is responsible for providing for the safety and security for 16 buildings, four parking garages and six parking lots. These buildings include the Baltimore State Office Center on West Preston Street, the Fifth Regiment Armory, the William Donald Schaefer Tower, the Public Defender Building, Saratoga State Center, the Nancy S. Grasmick State Education Building, the Shillman Building and 2100 Guilford Avenue.

### **CAMP FRETTERD MILITARY RESERVATION**

There are 35 buildings situated within the Camp Fretterd Military Reservation, including the State Emergency Operations Center which houses the Maryland Emergency Management Agency. DGSP officers assigned to the Detachment provide for the safety and security of all personnel occupying these buildings and grounds by monitoring and screening all persons attempting to enter the Reservation, patrolling the grounds and buildings, and responding to all calls for police service.



To assist DGS Police with an active recruitment drive in FY 2005, DGS External Affairs created a career opportunity mailer and point-of-presence card. The card was distributed to allied law enforcement human resources offices and to various police organizations.

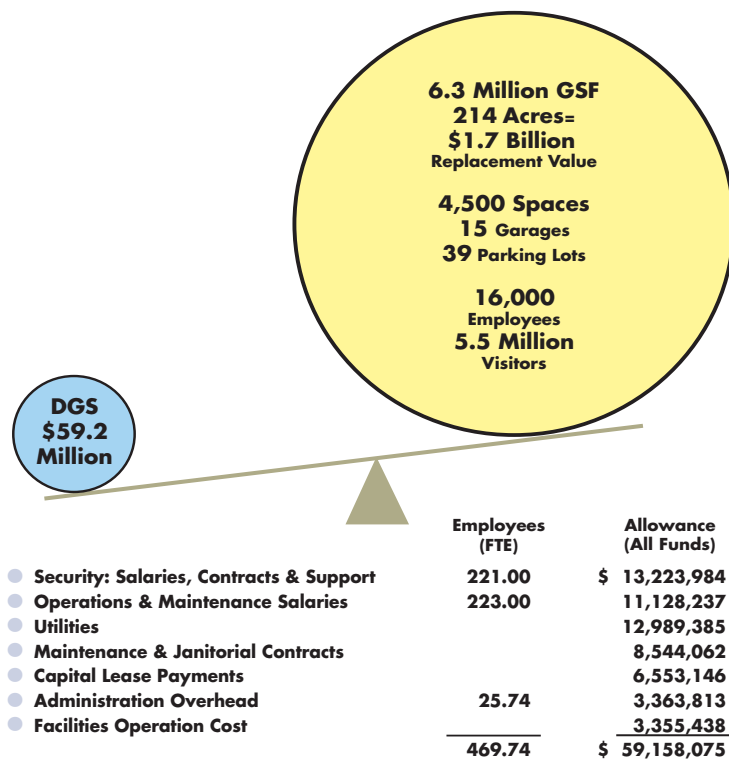


## DGS POLICE

### FY 2005 Highlights

- Full implementation of the new State Security Card replacing the pre 9/11 ID card. This new Security Card system includes tamper resistant, accountable security cards functioning in conjunction with prox access control, alarmed exterior doors, and real time video of all alarmed doors. More than 40,000 Security Cards have been printed and issued.
- Participation and support of Maryland Transportation Authority Police for heightened alert to "level orange" for State and national transportation assets.
- The Annapolis Detachment handled 40 demonstrations and 11 press conferences that took place on State property.
- Police officers assigned to the Baltimore Detachment handled demonstrations at the Maryland State Department of Education and demonstrations/rallies at the Baltimore State Office Center.
- DGSP continue to participate and support drills and exercises related to public safety and response to terrorist attacks, and participate in multiple Homeland Security tasks forces and partner enterprises.
- DGSP continue community outreach programs through the training and use of Drug Abuse Resistance Education (D.A.R.E.) officers. Two police officers were D.A.R.E.-trained and certified in 2005.

### SECURITY AND OPERATION SERVICES LEVERAGED







## **FACILITIES OPERATIONS AND MAINTENANCE**

The Facilities Operations and Maintenance Division is responsible for establishing policy and directing the statewide operation and maintenance of 56 buildings with 6.3 million square feet of space under DGS authority. The Division oversees two principal office centers – Annapolis Public Buildings and Grounds and Baltimore Public Buildings and Grounds - along with 15 regional Multi-Service Centers. Staffs at each of the complexes and the Multi-Service Centers provide both preventive and routine maintenance as well as major repairs, alterations, improvements, and housekeeping services to support other State agencies.

In the interest of reliability, responsiveness, and cost effectiveness, the Department accomplishes the majority of its mission by employing maintenance, trades and other special service personnel to support the operations, preventive maintenance and repair services. The Department is supplemented with specialized support by private contractors for a full range of facility services to meet State requirements.

### **ANNAPOLIS PUBLIC BUILDINGS AND GROUNDS**

Annapolis Public Buildings & Grounds (APB&G) operates and maintains the State Office Center in Historic Annapolis. APB&G oversees 27 State-owned buildings encompassing more than 2 million square feet on 49 acres of landscaped areas and 24.5 acres of parking lots. The buildings house approximately 4,700 State employees and elected officials. Among the buildings the division maintains are: the State House, House and Senate Office Buildings, the Legislative Services Building, the Treasury Building, the Revenue Administration Building, the five-building Tawes Office Complex, the Courts of Appeal Building, the Robert F. Sweeney District Court Building, the Maryland State Police Barrack “J,” the Maryland State Archives Building, the Jeffery Building and Shaw House. In addition, APB&G is responsible for maintenance and daily operations of the Annapolis Day Care Center, the Crownsville People’s Resource Center in Anne Arundel County, and the Governor’s residence, Government House.

#### **FY 2005 Highlights**

- Exterior portions of the State House were painted, and interior touch ups completed in preparation for the President’s Council of Historic Preservation visit.
- Banisters on the grand staircase at Government House were restored to meet ADA height requirements. Public space in the parlor and conservatory were painted and decorative molding was installed.
- Landscaping enhancements were completed at Government House, State House, Treasury, Hall of Records and Lawyers Mall.
- The Data Center roof was replaced; gutters and downspouts replaced on the Tax and Treasury buildings.
- Historic Tiffany glass in the House and Senate chambers was cleaned.



## FACILITIES OPERATIONS AND MAINTENANCE

### Response to Customer Satisfaction Survey

CATEGORY	SATISFIED	NEEDS IMPROVEMENT	N/A	% SATISFIED	% NEEDS IMPROVEMENT
Timeliness of service provided	74	16	5	82%	18%
Quality of service provided	78	15	2	84%	16%
Responsiveness of DGS staff to your inquiries	78	11	6	88%	12%
Professionalism of DGS staff	86	7	2	92%	8%
Courtesy of DGS staff	88	5	2	95%	5%
Cleanliness of restrooms	64	31	0	67%	33%
Adequacy of restroom supplies	70	23	2	75%	25%
Cleanliness of your building	54	37	4	59%	41%
Temperature in your building	51	39	5	57%	43%
Overall grounds condition	69	19	7	78%	22%
Overall level of service	76	11	8	87%	13%

In January 2005, FOM sent Customer Satisfaction Surveys to all 188 members of the General Assembly to determine the quality of the work environment in the legislative buildings in Annapolis. Of the 188 surveys sent, there were 95 responses.

### BALTIMORE PUBLIC BUILDINGS AND GROUNDS

Baltimore Public Buildings & Grounds (BPB&G), which includes the Inner Harbor Complex, is responsible for the operation and maintenance of 14 State-owned buildings in Baltimore City and surrounding counties. The buildings house approximately 8,400 State employees with BPB&G maintaining over 3 million square feet, 100 acres of landscaped area and 21 acres of parking. The buildings include: the Baltimore State Office Center at 201, 300 and 301 West Preston Street; 2100 Guilford Avenue; the William Donald Schaefer Tower; the Public Defender Building; Saratoga State Center; Woodstock Job Corps Center; Hilton Heights Community Center; and the Nancy S. Grasmick Education Building. Management at BPB&G also oversees the State Records Management Center; State Use Industries offices and warehouse, the Motor Fuel Lab in Jessup, and the Maryland State Agency for Surplus Property in Jessup.

#### FY 2005 Highlights

- Upgrades completed to security equipment in the Lab Tower at 201 West Preston Street and fire alarm systems at 300 and 301 W. Preston Street.
- New ADA phones were installed on elevators at 201 and 300 W. Preston Street. New phone systems were also installed at Civic Plaza, 6 St. Paul, and Saratoga State Center.
- Parking Lot "B" in the Preston Street Complex was converted to a paid visitor parking lot and re-striped to accommodate additional handicapped parking spaces.
- In BPW action on April 27, 2005, Civic Plaza was renamed the Nancy S. Grasmick Education Building.



## **FACILITIES OPERATIONS AND MAINTENANCE**

### **MULTI-SERVICE CENTERS/DISTRICT COURT OPERATIONS**

The Multi-Service Center (MSC)/District Court Operations are responsible for the operation, maintenance and security of 15 District Court/Multi-Service Centers across the State. These facilities encompass more than 1.3 million square feet on 44.2 acres of landscaped areas and 18.4 acres of parking lots. These facilities are: Arbutus/Catonsville MSC in Baltimore County, Mary E. Risteau MSC in Bel Air, Edward F. Borgerding MSC in Baltimore, Carter M. Hickman MSC in Centreville, John R. Hargreaves MSC in Denton, Elkton MSC in Cecil County, Ellicott City MSC, Essex/Rosedale MSC, George M. Taylor MSC in Glen Burnie, J. Louis Boublitz DC in Hagerstown, W. Paul Martin DC/MSC in Salisbury, Shillman Building in Baltimore, Carroll County DC in Westminster, John R. Hargrove, Sr. DC in South Baltimore, and the Silver Spring DC. More than 2,700 State employees work in the Multi-Service Centers.

#### **FY 2005 Highlights**

- Silver Spring District Court was opened by Governor Ehrlich.
- Garage doors replaced in Salisbury; new front entrance doors were installed in Ellicott City.
- As part of the Workplace Improvement Initiative, carpeting was replaced in areas of the Elkton, Bel Air, Wabash, Essex, and Ellicott City buildings.
- Handicap sidewalk ramp was installed at Elkton.
- New chillers and cooling towers were installed in Glen Burnie and Elkton. In addition, six water heaters were replaced in Essex and an emergency generator was replaced at Wabash.

### **PORTFOLIO MANAGEMENT**

The Portfolio Management Unit is responsible for issues related to space assigned to State agencies in DGS-operated buildings. In addition, the Unit develops, maintains, and analyzes a database of space allocations upon which decisions are made for long-range space assignments, leasing programs, and Master Plan construction programs.

The Unit identifies rent owed to DGS by tenant agencies. This involves reviewing agency budgets to determine the percentage of Federal, special and reimbursable funding, the basis for the calculation of rent owed to DGS. The Portfolio Management team also responds to agency requests for space in DGS-operated buildings, identifies locations that become vacant, and assists with subsequent planning to ensure the most efficient use of those areas.

#### **FY 2005 Highlights**

- Facilitated upgrades valued at \$750,000 for State buildings. As part of the Workplace Improvement Initiative, critical areas of health and safety were addressed in order to minimize risk to the State. Upgrades included carpet and tile replacement, parking lot repairs, patching and painting walls, and asbestos removal.
- Facilitated Department of Human Resources (DHR) legislative suite relocation to 45 Calvert Street and identified space for transfer of Child Care Administration from DHR to Maryland State Department of Education.
- Identified space for Governors Office of Community Initiatives in 301 W. Preston Street and coordinated the move.



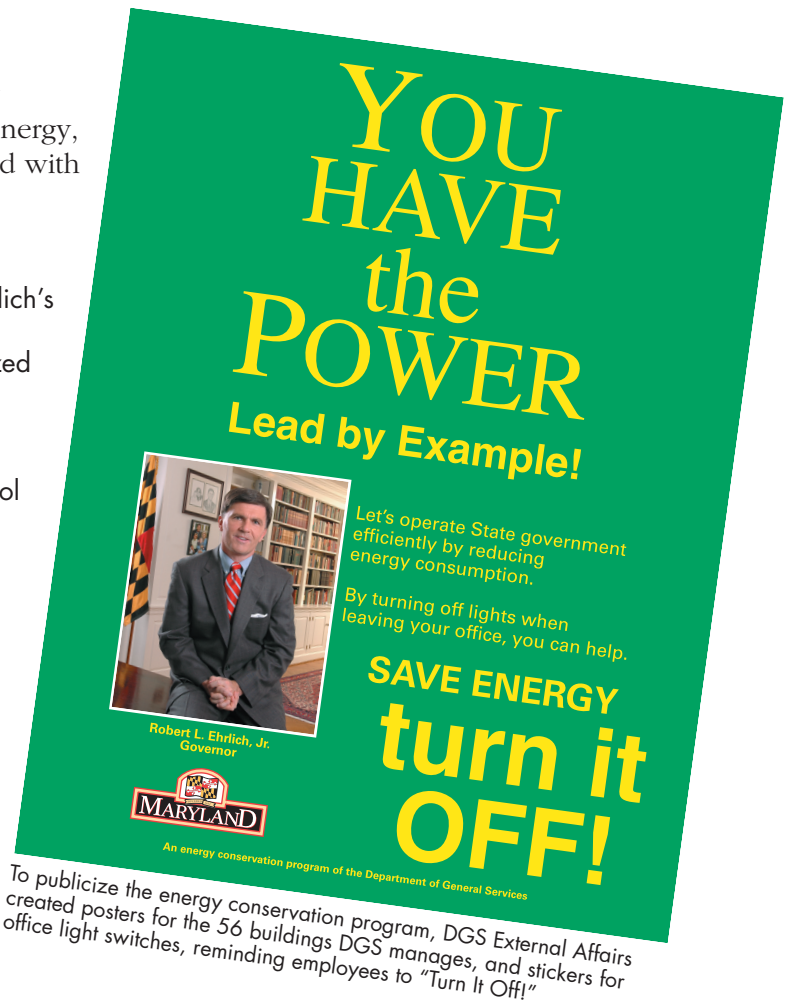
## FACILITIES OPERATIONS AND MAINTENANCE

### ENERGY MANAGEMENT

The Energy Management unit promotes energy efficiency and conservation initiatives to save energy, thereby reducing costs and emissions associated with facility energy use.

#### FY 2005 Highlights

- Implemented "Turn It Off," Governor Ehrlich's energy conservation plan.
- Optimization of HVAC equipment realized cost avoidances totaling \$75,861.
- Provided technical support to review effectiveness of energy performance contracts relative to environmental control and annual guaranteed savings.
- Analyzed utility bills for accuracy and usage trends, resulting in rebates of \$155,000 from utility company for overcharges resulting from inaccurate metering equipment.
- Provided cost avoidance analysis for energy conservation initiatives.







The Office of Real Estate is responsible for establishing policy and for directing all real property functions of three units: the Land Acquisition and Disposal Unit, the Lease Management and Procurement Unit and the Valuation and Appraisal Unit. Along with management oversight the Assistant Secretary is responsible for communicating with the leadership of client agencies, State and local elected officials, private property owners and brokers, and the Board of Public Works.

### **Land Acquisition and Disposal**

The Land Acquisition and Disposal Unit is responsible for the acquisition and disposal of real property for all State agencies, with the exception of the Department of Transportation's transactions for highways, roads and bridges. Acquisition activities include obtaining and compiling real property information for ordering titles and appraisals, evaluating the property condition via due diligence, conducting negotiations with property owners/representatives, securing purchase option agreements, rights-of-way and easements, pursuing the powers of eminent domain, and preparing Board of Public Works action items for approval.

The Unit receives special funding for its support of Program Open Space from the Department of Natural Resources. The Unit is also responsible for the disposal of excess real property and intergovernmental property transfer, after such a recommendation is made by the Maryland Department of Planning. Disposition is usually in the form of a sale for fair market value through requests for bids, requests for proposals or requests for expression of interest.

The Unit presented 41 purchase and sale agreements, options, and easements to the Board of Public Works for a total FY 2005 transaction value of \$4,057,336.

	FY 03	FY 04	FY 05
New Program Open Space Cases	20	62	3
POS Cases Approved by BPW	5	1	5
POS Acres Acquired	11,081	1,615	1,523
POS Acquisition Costs	\$9.4m	\$3.8m	\$1.4m
GreenPrint Acres Acquired	16,129 acres	-	-
GreenPrint Acquisition Costs	\$12m	-	-
Other Acquisitions Approved by BPW	3	0	1
Other Acquisition Costs	\$11.9m	0	\$63,000
Transactions Approved by BPW w/no consideration	20	18	25
Total # of Disposals	4	4	10
Total Value of Disposals	\$2.7m	\$157,893	\$2.6m



The Unit receives special fund support from the Maryland Agricultural Land Preservation Foundation through the Department of Agriculture for its support of the Agricultural Easement Program. In FY 2005, the Unit presented to the Board of Public Works 11 easement options valued at \$5.7 million.

	FY 03	FY 04	FY 05
Ag Easements Approved by BPW	68	110	9
Ag Easement Acreage	12,684.80	13,073.96	1,134.7
Ag Easement Costs	\$15.2 m	\$ 30.5 m	\$ 4.2 m
GreenPrint Ag Easements Approved by BPW	17	1	2
GreenPrint Ag Easement Acreage	3,480.99	153	418
GreenPrint Ag Easement Costs	\$5.6 m	\$0.29 m	\$1.5 m

### Valuation and Appraisal

The Valuation and Appraisal Unit oversees real property valuation issues for all State agencies, except MDOT and USM. The valuation issues include, but are not limited to, preparing preliminary estimates of development potential and contracting for private fee appraisals. It is responsible for reviewing for form, fact, and legal sufficiency the independent appraisals of the properties to be acquired. Valuation recommendations are made to the Assistant Secretary for a determination of a property's approved value. This Unit also evaluates appraisals for Capital Grants and Loans and disposal of State real property assets and it conducts staff appraisals and other real estate related studies.

	FY 03	FY 04	FY 05
Appraisal Reviews	1,015	524	578
Staff Appraisals	142	32	92

### Lease Management and Procurement

The Lease Management and Procurement Unit acquires and manages new and renewal leasehold agreements for real property between State agencies (excluding USM and certain MDOT actions) and commercial and governmental landlords. This includes soliciting lease proposals in approved geographic boundaries, evaluating requests for proposals, negotiating rental rates, terms and conditions with the apparent winner, reviewing and approving space modifications; preparing lease documents, establishing standards for the use of office space, and preparing action agenda items for Board of Public Works approval.



The Unit also inspects leased property to enforce lease terms.

### Current Annual Lease Inventory

	Annual Rent	Measured Space	No. of Leases
Office/Storage	\$ 66,667,002	4,666,951 nuf	370
Parking	\$ 3,055,694	6,159 spaces	68
Revenue Leases	\$ 5,891,427	—	281
Office	\$ 1,191,115	—	19
Storage	\$ 200,004	—	5
Parking	\$ 3,602	—	3
Other	\$ 251,300	—	116
Tower	\$ 409,230	—	42
Land	\$ 4,039,782	—	100

Employee housing leases were completed for 169 occupied units totaling \$262,587 annually in rental payments. (This represents a 9.1 percent rental income reduction in rents from FY 04.) There are 15 vacant units.

	Leases to BPW	Value	RFPs Issued	Neg Rent Savings	Escalation Review Savings	Excess Fit Up Review Saving
FY 03	102	\$62,248,081	22	\$5,543,636	\$100,438	\$208,877
FY 04	89	\$47,547,587	8	\$1,791,834	\$168,766	\$48,998
FY 05	129	\$67,350,285	12	\$2,450,857	\$536,021	\$105,486

### FY 2005 Highlights

- Sold 54.6 acres of former Rosewood Hospital property to Associated Jewish Charities of Baltimore, Inc. for \$1.3 million.
- Sold historic Hamilton House in Baltimore City to Cathedral St., LLC for \$402,000.
- Handled modifications to DJS headquarters lease at 120 West Fayette to remove MEDCO as sub-lessor and renegotiated parking lease reducing costs by \$434,588.
- Completed the renegotiation with Charles County of a \$7.7 million, 56,130 net usable square foot court house. The District Court will occupy 30,250 nuf at an annual cost of \$432,877 plus operating costs.
- Recovered \$393,307 from U.S. Department of Labor for maintenance work performed at the Woodstock Job Corp Center.





## **FACILITIES PLANNING, DESIGN AND CONSTRUCTION**

The Facilities Planning, Design and Construction Division (FPDC) is responsible for the management and direction of four units: Project Management and Design; Construction; Maintenance Engineering; and Energy Projects and Services. Support staff includes a project cost center and a management information team. FPDC develops and implements policies, procedures, regulations, and standards to assure that programs and services meet the needs of its State agency customers. These customers include DGS, DHMH, DJS, DMIL, District Courts, DNR, DHR, DMSP, DBED, DLLR, DHCD, MDVA, MD Schools for the Deaf, Higher Education, local governments and nonprofit agencies (Grant & Loan Program), Community Colleges, and the Interagency Committee on Public School Construction (IAC/PSCP). Other agencies requesting support include: St. Mary's College of Maryland, Morgan State University, DPSCS, MES, MAIF, and the Maryland State Retirement Agency.

The Assistant Secretary is responsible for Statewide Executive Branch Capital Project program review, which includes providing feasible alternatives, cost estimates, technical review comments, and design and construction schedules. The Assistant Secretary is also responsible for Architect/Engineer (A/E) selection for all projects (with the exception of USM and MDOT).

### **FY 2005**

Negotiated 80 design contracts totaling \$6.4 million  
Estimated Construction Value - \$250.4 million

As the engineering and facilities advisor to the Governor and the BPW, the staff provides support to the Secretary as well as to the following committees and commissions: Interagency Committee on Public School Construction, Economic Growth and Resource Protection Planning Committee, Asbestos Oversight Committee, the MD Correctional Standards Commission and the Capital Debt Affordability Committee.

### **PROJECT MANAGEMENT AND DESIGN**

Project Management & Design (PM&D) verifies and amplifies project scopes and definitions, reviews and approves capital programs, establishes project schedules; coordinates with using agencies, grantees, and the DBM Office of Capital Budgeting; appears before legislative budget committees; develops architect/engineer contract scopes of work; and monitors construction budget and project schedules during design and construction. The Project Management staff provides a single point of contact for the using agencies' Capital Improvement Program projects. The project managers provide oversight review and recommend approval of change orders during construction. They also monitor funding expenditures and appropriation balances. In FY 2005, the Project Management staff conducted five A/E selections over \$200,000, under the authority of the General Professional Services Selection Board.

PM&D staff managed design contracts and provided technical reviews for a number of important projects across the State during FY 2005. These include: the \$8 million Student Services Building and \$25 million New Academic Building at St. Mary's College of Maryland; the \$9 million Maximum Security Wing Addition at Clifton T. Perkins Hospital; the \$52 million Rockville District Court; the \$3 million Interior Renovation of the Centreville District Court; the \$16 million Addition and Renovations to 2100 Guilford Avenue; the \$9 million Barrack "O" and Garage/Communications Building in Hagerstown; the \$12 million Main Building Renovation – Phase III at Baltimore City Community College; and the \$5 million St. John's Archeological Site Exhibit Building for Historic St. Mary's City. PM&D also conducted a successful procurement and awarded a design/build contract for the \$20 million Annapolis Parking Garage.





## **FACILITIES PLANNING, DESIGN AND CONSTRUCTION**

The multi-discipline Design Team provides technical reviews of construction documents and approves the final construction documents for bidding and construction. The Design Team also provides technical consultation services to using agencies to investigate problems or new requirements at user facilities and recommends solutions or modifications. PM&D responded to more than 20 requests for special assistance from State facility managers during FY 2005. The Unit also supports the Office of Real Estate by performing building assessment inspections and preparing building condition reports for prospective property acquisitions.

PM&D also reviews public school and community college construction projects. For FY 2005, the legislature approved \$138 million for public school construction and \$44 million for community college construction. Total construction value of these projects is estimated to be \$603 million. Community college contracts awarded in FY 2005, representing 53 contracts in 11 counties, totaled \$54 million.

This Unit is also responsible for the Capital Grant and Loan Program, involving administrative and technical support for over 530 grant recipients and projects with an estimated construction value of \$711 million. Responsibilities include program and design review and accountability of funds associated with the program. Capital Grant and Loan contracts awarded in FY 2005 totaled \$241.8 million.

### **ENERGY PROJECTS AND SERVICES**

Energy Projects and Services' (EP&S) mission is to assist State agencies in reducing energy consumption and unit costs, improve building indoor air quality, and optimize equipment life in State facilities by providing building system commissioning and quality equipment service. EP&S is responsible for the following programs:

#### **Energy Performance Projects**

This program provides capital upgrades (heating, cooling, ventilation, central plant, peak power generation, electrical distribution, energy management systems, lighting) for State agencies, using funds financed all or in part from reduced energy consumption by a legislature-mandated minimum of 15 percent per square foot by 2010, of which 10 percent was achieved by 2005 compared to the year 2000 base. DGS also oversees monitoring and verification of actual savings throughout the payback period to insure that the guaranteed savings are met.

#### **Energy Performance Projects Awarded in FY 2005**

\$ Value of potential projects in initial and Phase I review:	\$ 4,624,000
\$ Value of projects awarded (including maintenance for life of payback period):	\$ 191,000 (phase I only)
Capital funding 100% financed from energy savings:	\$ 3,436,000
\$ Value of maintenance projects presently in initial and Phase I review:	\$ 1,200,000

#### **Chlorofluorocarbon Phase-out Program**

This program — which was launched in 1996 — manages a statewide capital program to replace chilled water systems that use environmentally-damaging CFCs. The U.S. Environmental Protection Agency has recognized Maryland's CFC Program as the first statewide program to eliminate ozone-depleting CFC refrigerant in the United States. Since its inception, this \$22 million program has removed more than



## FACILITIES PLANNING, DESIGN AND CONSTRUCTION

52 tons of CFC from the State inventory. Additionally, over 19 tons of CFC was contained. While these chillers are still in operation and not old enough to justify replacement, preventive maintenance was performed and items that might eventually fail and cause leaks were replaced.

### Energy Phase-out Projects Awarded in FY 2005

\$ Value of projects awarded:	\$490,000
Lbs. of CFC removed from State's inventory of chillers:	970 lbs.

## CONSTRUCTION

The mission of the Construction Unit is to inspect and supervise private contractors as they alter, renovate, or construct State buildings. By monitoring their work, the Unit ensures that construction conforms to approved designs and specifications. The Construction Unit ended FY 2005 with 68 projects worth \$78 million under construction, 24 projects worth \$50 million in the punch list stage, and 27 projects worth \$91 million awaiting final payment for a total workload of 119 projects valued at \$219 million. A total of 161 projects valued at \$99 million were completed in FY 2005. In addition, there were 288 projects under warranty, valued at \$180 million. During this period, 455 warranty inspections were performed.

### FY 2005 – Major Capital Projects Completed

<u>Project</u>	<u>Cost</u> (in millions)
African-American Museum, Baltimore	\$ 22.2
Addition and Alteration, Banneker-Douglass Museum, Annapolis	\$ 3.3
Food Service Center, Springfield Hospital Center	\$ 4.8
Construct Physical Training Center, Public Safety Trng. Ctr., Springfield	\$ 4.6
Construct New District Court Building, Silver Spring	\$ 15.9
Saint Mary's College: Expansion and Renovation; Somerset Hall; New Water Tower; Construct New Parking Lot	\$ 18.2

### Major Capital Projects Under Construction

<u>Project</u>	<u>Cost</u> (in millions)
Addition and Alterations, House of Delegates Building, Annapolis	\$27.9
New Forensic Science Laboratory, Pikesville	\$24.0
Replace Electrical Distribution System, Springfield Hospital Center	\$ 4.7
Construct State Police Barrack "I" and Garage, Easton	\$ 4.7

## MAINTENANCE ENGINEERING

Maintenance Engineering's mission is to implement Maintenance Management Services for State-owned facilities. This includes, but is not limited to, establishing policies and procedures, establishing and supervising a comprehensive and continuing program of maintenance and repairs of all public improvements, reviewing maintenance and operation of public improvements, resolving engineering questions and managing the Capital, Operating, Program Open Space, Critical Maintenance, Underground Heating Oil Tank Replacement and Hazardous Waste budgets. Maintaining existing resources is the primary directive of this Unit and an important complement to Priority Places.



## FACILITIES PLANNING, DESIGN AND CONSTRUCTION

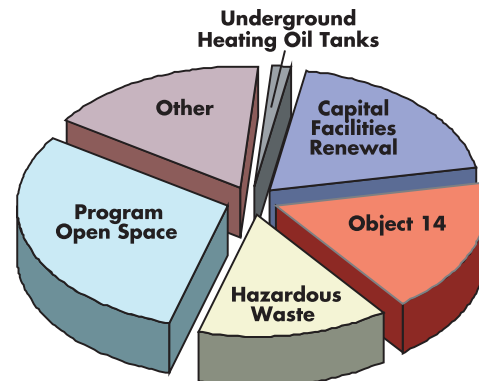
Maintenance Engineering is responsible for carrying maintenance projects from conception through completion. In addition, the Unit is responsible for asbestos and other hazardous material projects, whether as stand-alone projects or as part of larger renovation projects.

Besides the normal customer service requirements inherent in project management duties, the Unit responds to numerous unscheduled requests from various using agencies. For example, the Unit performs handicap accessibility projects as needed and is in charge of mold remediation and underground storage tank replacement projects.

In FY 2005, Maintenance Engineering's Roofing Unit inspected 87 roofs at 11 facilities and issued condition reports for each. Roof design reviews for major roof projects are performed at least twice, during the design development and the 95 percent phases. The Roofing Unit is instrumental in resolving roof problems discovered during the construction phase. Additionally, throughout the year, the Unit held seminars focused on selected roof topics.

During FY 2005, Maintenance Engineering's Assessment Unit inspected over one million gross square feet of State-owned buildings and reported on their maintenance condition. The ultimate goal is to inspect all State-owned buildings under the Department's jurisdiction every five years. Due to increased project management workload and several position vacancies, the amount of inspected gross square feet is reduced from FY 2004.

### Number and Type of Active Projects Managed by Maintenance Engineering Division of Facilities Planning



Project	#	Value
Capital Facilities Renewal	67	\$ 22,659,308
Object 14		
(\$2.5K - \$100K projects)	60	\$ 1,634,370
Hazardous Waste	49	\$ 3,957,186
Program Open Space	109	\$ 4,891,928
Other (UA Oper, etc.)	94	\$ 12,386,935
Underground Heating Oil Tanks	4	\$ 901,944
<b>TOTALS</b>	<b>383</b>	<b>\$ 46,431,671</b>





## PROCUREMENT & LOGISTICS

The Department of General Services (DGS) is a primary procurement agency with numerous responsibilities for purchasing a variety of goods and services statewide for State and local government agencies, as well as non-profit entities. The Division of Procurement and Logistics (P&L) is responsible for the planning, implementation, and coordination of a variety of services offered by DGS.

The Department's procurement office provides professional and technical acquisition support services to State and local government agencies; conducts central procurement of architectural and engineering services, commodities, construction, energy, facilities maintenance, and printing services. The professional procurement staff performs specialized contracting, bid/proposal administration, and bid security for all State government users except the University System of Maryland. The Technology unit administers Internet-based *eMaryland Marketplace* (*eMM*), a full-service interactive procurement system and the Homeland Security eProcurement System for First Responders.

Procurement and Logistics is also responsible for the activities of the Business Enterprise Office (BEO), Inventory Standards and Support Services Division (ISSSD), State Printing and Duplicating (SP&D), the Maryland State Agency for Surplus Property (MSASP) and Statewide Records Management. The Business Enterprise Office maximizes the business DGS conducts with small and minority-owned businesses participating in the State procurement process. Inventory Standards and Support Services Division oversees statewide inventory of equipment, supplies and other materials, administers the State's 91 station Fuel Management System, including four compressed natural gas fueling sites, and the Department's fleet. State Printing and Duplicating provides central support for all State government activities related to digital duplicating. Records Management stores and services more than 150,000 cubic feet of State documents at the Records Center in Jessup, and advises agencies on records management.

### CONSTRUCTION, ARCHITECTURE/ENGINEERING AND CAPITAL MAINTENANCE

Construction, Architecture Engineering (A/E) and capital maintenance procurement provide a broad spectrum of functions and administers contracts for Construction, A/E services, construction related services, and capital maintenance in a timely and cost effective manner.

#### FY 2005 Highlights

- Awarded 134 construction projects for construction and construction-related services totaling \$133,608,592. 90 Capital Maintenance projects successfully solicited and awarded through *eMaryland Marketplace* at a value of \$13,209,472.
- Indefinite Quantity Contracts were awarded resulting in 56 task orders valued at \$39,009,520.
- Awarded 13 A/E master contracts and 136 task orders valued at \$20,251,238.
- 12 emergency procurements were awarded totaling \$1,115,871.

### FACILITIES MAINTENANCE CONTRACTING

Facilities Maintenance provides support for day-to-day operations and upkeep of facilities; buildings and equipment. Typical service contracts under this program are for: security, janitorial services, pest control, equipment maintenance and repair, snow removal, comprehensive building management, trash removal, and recycling. This unit was proactive in providing procurement training and guidance regarding *eMM* solicitations to other State Agencies.





## PROCUREMENT & LOGISTICS

### FY 2005 Highlights

- Awarded contract for new State Security Card, Access Entry and Video Camera Monitoring.
- Awarded 95 new contracts and 27 renewals totaling \$23,223,499.

### COMMODITY PROCUREMENT

Commodity Procurement continues in the forefront as a service-oriented program dedicated to providing leadership, assistance, and support in the acquisition of equipment and supplies that enable State agencies to complete their missions.

### FY 2005 Highlights

- Conducted second Internet "reverse auction" for transmission and generation of electricity, for Western Maryland accounts, providing cost avoidance of \$88,925.
- Awarded 627 new contracts and 150 contract renewals totaling \$137,898,491.

### BOARD OF PUBLIC WORKS ADMINISTRATION

Board of Public Works Administration supports the Department by formulating and disseminating the Department's Action Agenda to the State Board of Public Works (BPW), advising the Secretary on matters related to the agenda, processing contract awards made through the BPW and the Departmental Procurement Review Board (DPRB) including bonding and insurance verification, and management of the Bid/Proposal Administration. In FY 2005, the BPW Administration has assisted the Department in processing 1,536 procurements through the BPW and the DPRB totaling \$534,528,002.

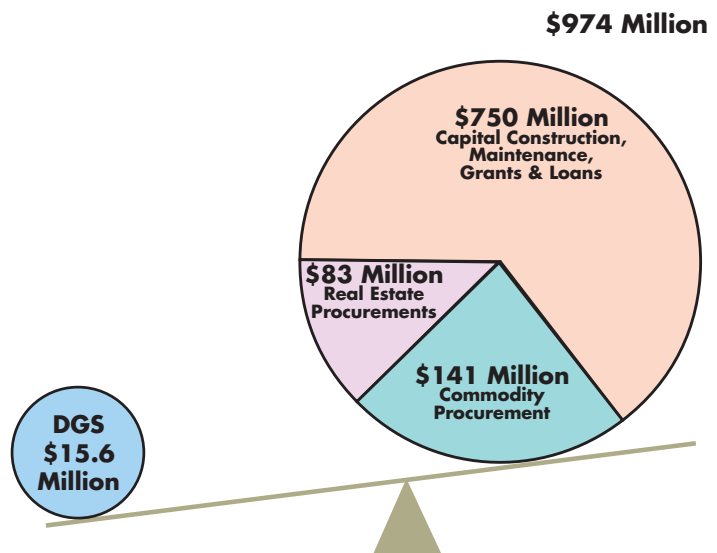
### PROCUREMENT LAW AND STATE POLICY

Since first promulgated in 1982, State Procurement Law and regulations have been modified over time to further a number of social and economic goals.

#### Preferred Provider Program

State law establishes a means of obtaining additional socio-economic benefits in the procurement process. This is accomplished by ensuring that the Department of Public Safety and Correctional Services' Maryland Correctional Enterprises and businesses, Maryland Works, and Blind Industries and Services of Maryland, foster training

### PROCUREMENT SERVICES LEVERAGED



	Employees (FTE)	Allowance (All Funds)
● Facilities, Planning Design & Construction	101.22	\$ 7,018,015
● Procurement & Logistics	73.50	5,648,819
● Real Estate Management	28.80	2,087,391
● Administration Overhead	10.26	889,526
	213.78	\$ 15,643,751



## PROCUREMENT & LOGISTICS

and opportunities for physically and mentally handicapped citizens. These Preferred Providers have the first right of refusal for contracts to provide State agencies with goods and services contained in a Master List of products maintained and published by DGS.

### Acceptable Recycled Products

The Acceptable Recycled Products List contains recycled items currently under State contracts, as well as other information which is also available on the DGS web site and is part of the State's effort to promote environmental sustainability. Maryland Procurement Law includes a price preference for recycled materials to further encourage their use. DGS holds 26 active State contracts containing acceptable recycled products.

### Small Business Awards

Procurement Law also provides a small business preference. DGS made 129 awards to small businesses in FY 2005 for more than \$5.7 million.

### In State/Out State Purchases

As allowed by law, DGS is committed to the success of Maryland-based companies. The ratio of In-State/Out-of-State purchases continues to exhibit the careful attention P&L pays to Maryland businesses. During FY 2005, there were 672 In-State Awards totaling \$188.3 million vs. 316 Out-of-State Awards totaling \$80.6 million. Of these, 27 In-State Awards totaling \$8.4 million and 2 Out-of-State Awards totaling \$400,000 were a result of multiple-award Indefinite Quantity Contracts.

## TECHNOLOGY

The Technology Program provides support and training for the Advanced Purchasing and Inventory Control System (ADPICS), *eMaryland Marketplace (eMM)*, the State's Internet-based procurement and information system and the eProcurement System for First Responders. As part of this support, the program also manages the statewide ADPICS vendor and commodity tables.

The Technology staff continues to train all State Agencies in an effort to meet the requirements of the passage of HB702 calling for the advertising of all procurements in excess of \$25,000 on *eMM* beginning FY 2006. The fee structure for *eMM* has been modified and as a result of HB702, vendors no longer pay to access *eMM*. The fee structure is now a sliding scale flat fee based on the award amount and is deducted at the time of award.

### FY 2005 Highlights

- For the first time since its March 2000 inception, *eMM* registered more than 5,000 vendors.
- Provided support for the "Quartermaster" e-Procurement system for first responders.

## BUSINESS ENTERPRISE OFFICE

In FY 2005, DGS awarded \$231,876,042 in contracts requiring minority business participation. Of that amount, \$46,618,524 or 20.1 percent, was awarded to certified minority businesses. Of the Department's total procurement dollars expended, 26 percent was awarded to African American minority businesses and 47 percent to women-owned minority businesses. Accordingly, the Department achieved its required split goal requirement.



## PROCUREMENT & LOGISTICS

The Department's overall MBE participation has increased to 20.1 percent from 16.9 percent in FY 2004.

### MBE Participation by Procurement Category

Procurement Category	Total Dollars	Total MBE Dollars	MBE Percentage
Architect/Engineering	\$ 8,534,923	\$ 3,737,713	43.8%
Construction	\$ 45,722,061	\$ 14,970,162	32.7%
Maintenance	\$ 34,018,166	\$ 13,855,877	40.7%
Corporate Credit Card	\$ 300,915	\$ 30,749	10.2%
Commodities	\$ 143,037,106	\$ 14,024,023	9.8%
Services	\$ 234,351	\$ 0	0%*
Totals	\$ 231,876,042	\$ 46,618,524	20.1%

\* The Services category was without MBE utilization due to the categories of work.

### FY 2005 Highlights

- The Department's MBE utilization was exceeded in the areas of Construction, Maintenance, and Architectural and Engineering.
- Heightened interactive use of *eMaryland Marketplace*; the Department is identifying markers on eMM for MBE contracts, the creation of the MBE Review Group (assigns goals to solicitations at inception), greater MBE outreach via pre-bid sessions, and notifications.
- More than 3,000 Small Business Reserve vendors registered on-line.
- DGS has made 168 awards to small businesses totaling more than \$40 million.

## INVENTORY STANDARDS AND SUPPORT SERVICES DIVISION

Inventory Standards and Support Services (ISSSD) oversees statewide management of inventory of materials, supplies, foodstuffs, and State personal property. This program provides agencies with technical automated inventory control assistance, establishes procedures, and auditing programs to assure compliance with State regulations and control standards. The program is the disposal authority for disposition of excess and surplus personal property. ISSSD is responsible for the Department's Fleet Management Program consisting of 90 motor vehicles and the Statewide Automated Fuel Dispensing and Management System with 91 refueling stations located in Baltimore City and every Maryland County.

### FY 2005 Highlights

- Conducted nine Certified Property Officer training classes.
- Conducted 10 Inventory Compliance Audits.
- Processed 2,506 excess property declarations involving 127,383 excess and surplus property items with an original acquisition value of \$62.4 million.
- Supervised the auctioning of 1,206 operable/inoperable surplus State motor vehicles which returned \$2.20 million to State agencies.
- The Statewide Fuel Dispensing and Management System dispensed 10.8 million gallons in gasoline, diesel, motor fuel, and compressed natural gas. Total savings was \$714,951. Since its June 1991 inception, the program has saved the State a total of \$5.67 million.
- Added two new Worcester County locations to the Statewide Fuel Management Program.



## PROCUREMENT & LOGISTICS

### MARYLAND STATE AGENCY FOR SURPLUS PROPERTY

The Maryland State Agency for Surplus Property (MSASP) is responsible for the receipt and redistribution of State and Federal surplus property. MSASP is a self-supporting program; all operating funds are generated by the sale of surplus property or service charges applied to Federal property. Surplus State property is available to the public, but Federal surplus property is limited to eligible donee institutions through a direct transfer program.

#### FY 2005 Highlights

- Collected \$1,100,831 from the sale of surplus property and redistribution of surplus property (\$433,660 generated by enterprise activities).
- Re-instituted vehicle sales to donee organizations and the general public. Sold 58 vehicles and returned \$146,588 to State agencies.
- Donated \$3.4 million in Federal excess property to donee organizations.
- Donated 60,000 blankets to Maryland shelters and other "providers of assistance" organizations in conjunction with the Department of Human Resources.

### RECORDS MANAGEMENT

This Program develops policies and procedures to efficiently manage the records of all departments and agencies in Maryland State government and assists State, county and municipal agencies in the establishment of records retention and disposal schedules. In accordance with law, a public record cannot be destroyed without scheduling and the prior approval of the State Archivist. At the State Records Management Center in Jessup, the Division provides efficient storage and service of inactive State records that must be retained for specified periods of time to meet administrative, fiscal and legal needs. Additionally, the unit coordinates the Statewide Forms Management Program among government agencies and prepares the annual Forms Management Activities Report for submission to the General Assembly.

#### FY 2005 Highlights

- Provided storage for 157,316 cu. ft. of records equivalent to 26,219 four-drawer file cabinets.
- Accepted 29,746 cu. ft. of new accessions equivalent to 4,958 four-drawer file cabinets.
- Destroyed, through recycling, 23,970 cubic feet (360 tons) of records eligible for disposal in accordance with established records retention schedules.
- Retrieved and returned 13,234 individual files for State agencies.
- Interfiled 6,444 new individual record files within existing record storage boxes.

### STATE PRINTING AND DUPLICATING

This unit provides central support for all State government agencies relating to graphic design, high-speed digital duplicating, digital color duplicating, mail processing and courier services.

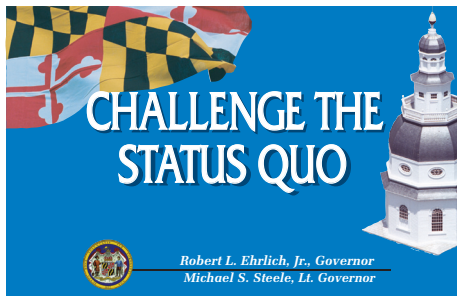
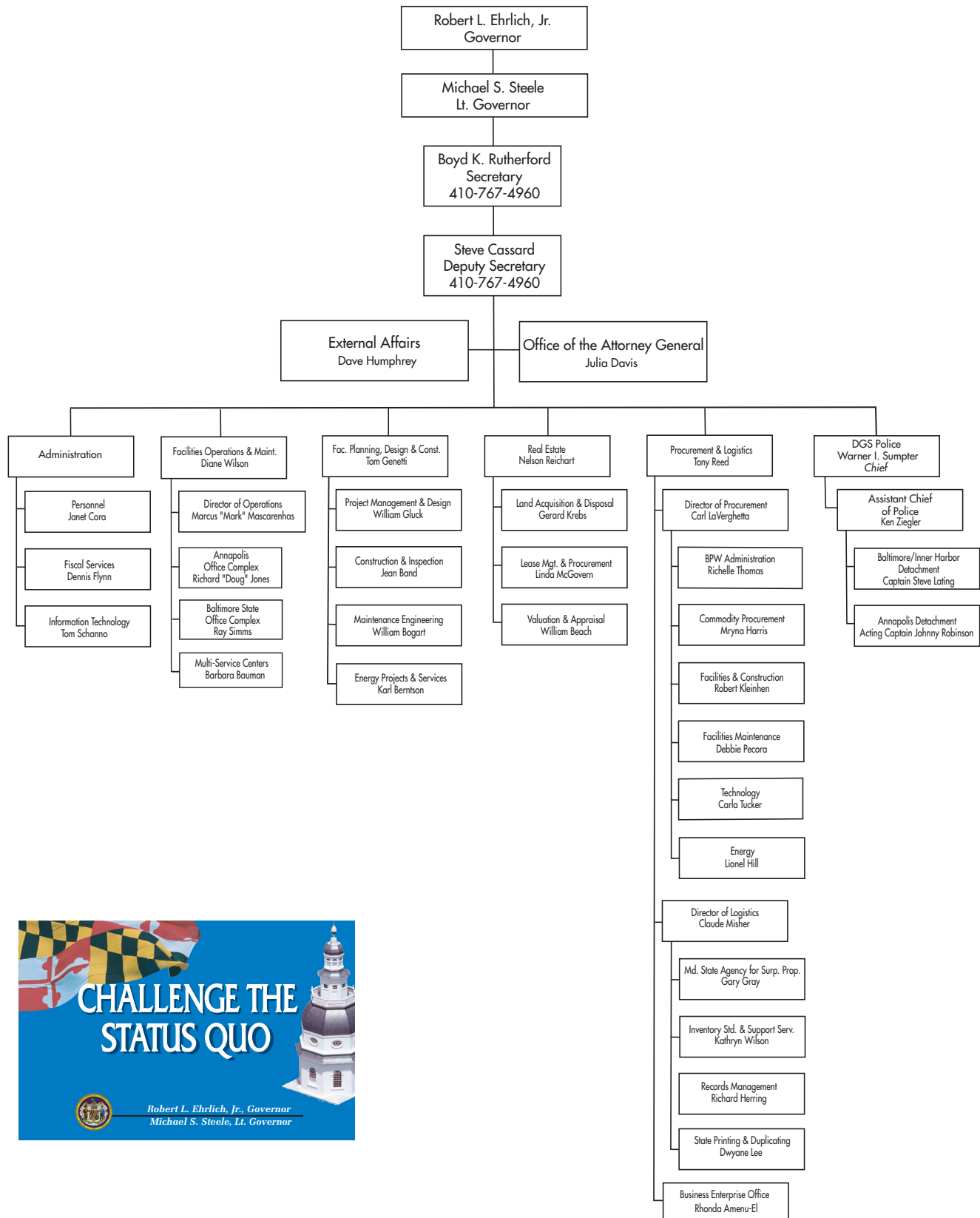
#### FY 2005 Highlights

- Completed a total of \$15.5 million in print commodity procurement.
- Used 1.5 million pounds of recycled paper.
- Copy center generated revenue of \$1,083,253 and processed 3,136 work orders.
- Assisted with the implementation of the on-line Virtual Plan Room.





# FY 2005 MARYLAND DEPARTMENT OF GENERAL SERVICES







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