

# 2008 ANNUAL REPORT





*Enjoying holiday open house.*



*Personnel Director Janet Cora answers question at "Listening Event" in Baltimore.*



*Governor O'Malley with DGS events crew at Silver Spring District Court ceremony.*

*DGS "Listening Event" in Annapolis.*

*Pointing to construction progress, Secretary Collins is joined by St. Mary's College President O'Brien and former Governor Glendening.*



*Promoting E-85 for State vehicles.*



*Moldovan delegation visits DGS for procurement presentation.*

## Secretary's Message



With input from our customers and employees, the Department of General Services has unveiled a new Mission Statement which reflects the contemporary activities of DGS. Over the past two years, the Department has positioned itself as an agency that is **Doing Great Service**. The new Mission Statement reflects our customer service core efforts:

*The mission of the Maryland Department of General Services is to provide leading-edge professional and technical services to keep State and local governments working today and in the future. We do this by creating safe and secure work environments; designing, building, leasing, managing and maintaining facilities; leading energy conservation efforts; procuring goods and services; and providing essential functions such as fuel management, disposition of surplus property, and records storage.*

DGS embraces quality, cost-effective use of resources through fiscally responsible operations. Through efficient and effective professional management, we are helping make government work again. We have improved customer service and quality control; have improved the appearance of DGS-operated facilities; have increased Minority Business contract participation; and continue to reduce electric power consumption with the goal of a 15% reduction by 2015.

We can proudly highlight that DGS has...

- ...opened a second E-85 ethanol fueling facility in Annapolis for State fleet vehicles.
- ...started construction on new E-85 pumps in Easton, Hagerstown, LaPlata, and Salisbury.
- ...saved State agencies almost \$3 million in rent costs.
- ...completed major capital projects including the \$25.6 million Goodpaster Hall at St. Mary's College, the first "green" building on a Maryland college campus.
- ...began a much-needed piping and HVAC renovation project in the 228-year-old Maryland State House.
- ...moved forward with the State Center Redevelopment Project.

DGS will continue to review and refine the Department as a business organization that delivers action-oriented customer service. The day-in and day-out accomplishments of DGS can be attributed to the commitment to public service of our 600+ employees who are **Doing Great Service**.

Alvin C. Collins  
Secretary



# Maryland Department of General Services

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## Maryland Department of General Services



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 disposition of State 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 mission of the Maryland Department of General Services is to provide leading-edge professional and technical services to keep State and local governments working today and in the future. We do this by creating safe and secure work environments; designing, building, leasing, managing and maintaining facilities; leading energy conservation efforts; procuring goods and services; and providing essential functions such as fuel management, disposition of surplus property and records storage.

### KEY GOALS

- Goal 1: Significantly improve efficiencies throughout the Department
- Goal 2: Improve and 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: Carry out 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, the Executive Department, 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 Maryland Green Building Council, 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 COMMUNICATIONS

The Office of Communications directs public relations, marketing, 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 and to provide direction and support to the Secretary in matters relating to all branches of State government. The Office is responsible for business development and customer service, by ensuring effective coordination of customer agency needs.



*Governor O'Malley speaks at DGS-managed Silver Spring District Court ceremony.*



*WBAL-TV's Jennifer Franciotti interviews Secretary Collins.*

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.



*DGS team with Governor O'Malley at Maryland Association of Counties Conference.*



## Office of the Secretary

### FY 2008 HIGHLIGHTS

- Continued the management of the re-branding of DGS as the Department that “Does Great Service.”
- Managed the Governor’s press event announcing the planned construction of four E-85 fuel facilities.
- Managed the ceremony renaming the Silver Spring District Court building as the L. Leonard Ruben District Court building.
- Managed media tours of the \$8.8 million State House piping/renovation project.
- Certified State Security Card credentials for 93 members of the Media.
- Managed production of the 2007 Maryland Green Building Council Annual Report.
- Provided media support to DGS customer agencies.
- Prepared and distributed 22 news releases promoting DGS and State initiatives.
- Fielded more than 200 media inquiries.

### EMERGENCY MANAGEMENT

Working across DGS Divisions, the Director of Emergency Management serves as the DGS liaison with the Maryland Emergency Management Agency (MEMA) and the Governor’s Office of Homeland Security. The Director acts 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 including engineering services, public works recovery, debris management, and supplemental resource support. Since its re-organization in 2008, the Director’s Office manages the Department’s Continuity of Operations Plan (COOP) which ensures that in an emergency, DGS will provide, in a timely and organized manner, the essential services on which our customers and State citizens depend.



*Ian Tisdale with Secretary Collins at MEMA exercise.*

### FY 2008 HIGHLIGHTS

- Developed an Agency Standard Operating Procedure for Emergency Preparedness and Response activities, formalizing and strengthening DGS’ emergency management infrastructure.
- Fulfilled the DGS Emergency Support Function (Resource Support) within the State’s Pandemic and Avian Influenza response plan; participated in the annual statewide exercise.
- The Department’s COOP Manual has been revised and updated.
- Expanded training to additional Emergency Operations Center representatives in accordance with the National Incident Management System (NIMS) method of emergency management.
- Continued to provide DGS’ Emergency Support Function (Resource Support) within the State’s Evacuation and Sheltering Task Force.
- Participated in the September Cabinet Hurricane Drill led by Governor O’Malley.
- Developing, in concert with MEMA and other State agencies, the State’s Debris Management Plan.



*State Emergency Operations Center*





## Office of the Secretary

### **LEGISLATIVE LIAISON**

In concert with the Secretary, the DGS Legislative Liaison 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 the General Assembly, and coordinates and reviews mandated reports and studies.

### **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.





## DGS Special Initiatives

### STATE HOUSE RENOVATION PROJECT BEGINS

In mid-April, when the 2008 General Assembly session ended, action at the 228-year-old Maryland State House shifted from debating and passing legislation to a first-ever emptying of the most recognized building in the State. Offices of the Governor, Lt. Governor, Senate President and House Speaker were relocated to allow work on the DGS-managed State House piping and HVAC project to begin.

The primary scope of the project was to remove, upgrade and retrofit the existing heating and cooling interior piping systems throughout the State House. The HVAC system was decaying, and the renovation will prevent any future damage and has brought the building into compliance with current code.

DGS worked closely with the Maryland State Archives to protect the very valuable artwork and furniture in the State House. During the renovation, visitors to Annapolis were able to see an alternative tour of the State House in the House Office Building. The alternative exhibit focused on the role of the state capitol in Maryland and national history from the 17th century to the present.

DGS began restoration and renovation of the State House in 1997 with window repairs, the replacement of the acorn on top of the dome, the fire alarm and sprinkler system, and public space repairs and refinishing.

### CAPITAL FOR A DAY

Starting in May, members of the Governor's Cabinet traveled from Washington County in the west to Worcester County in the east as part of the "Capital for a Day" program. Governor O'Malley proclaimed municipalities in eight counties as the State's "Capital for a Day."

As a member of the Maryland Green Building Council, DGS Secretary Al Collins has a keen interest in high performance buildings. In several counties, Secretary Collins visited "green" school construction sites. One site was Evergreen Elementary School in St. Mary's County, which has been designed to serve as a showcase for environmentally sensitive design. The Evergreen Elementary School project was designed to seek a silver LEED rating.

In other counties, the Secretary met with eMaryland Marketplace users to discuss Maryland's Internet-based procurement system which is available to all local government entities to advertise procurement opportunities.

*St. Mary's County school officials tell Secretary Collins about new "green" elementary school.*



*DGS Construction Chief Tim Case briefs Governor O'Malley on the piping project in State House basement.*





## DGS Special Initiatives

### MARYLAND GREEN BUILDING COUNCIL

The Maryland Green Building Council, created by the 2007 Maryland General Assembly and staffed by DGS, is charged with evaluating high-performance building technologies. Additionally, the Council provides recommendations on the most cost-effective “green” building technologies that the State might consider requiring in the construction of State facilities.

Comprised of six private sector members and 10 State agency representatives, the Council issued its first annual report to the Governor and General Assembly in January and will issue annual reports each year.

DGS is currently monitoring the State’s two “green” building pilot projects – Goodpaster Hall at St. Mary’s College and the Beach Services Building at Gunpowder State Park. At St. Mary’s, Goodpaster Hall has received LEED gold certification from the Leadership in Energy and Environmental Design, the second-highest in a four-level rating system.



*Goodpaster Hall at St. Mary’s College*

### PARTNERING WITH LOCAL GOVERNMENT



DGS participated in the annual Maryland Municipal League and Maryland Association of Counties summer conferences.

The Department’s exhibits highlighted eMaryland Marketplace and EmPOWER Maryland. eMaryland Marketplace, the State’s Internet-based procurement portal, is available to all local governments at no cost, while use of the State’s Energy Performance Contracts could save Maryland’s municipalities and counties millions of dollars in energy and maintenance costs.



*Maryland Association of*  
**COUNTIES**



*Lisa McDonald and Joan Cadden staff the DGS exhibit at the Maryland Municipal League conference.*



*Dave Humphrey engages a MACo conference attendee.*





## DGS Special Initiatives

### STATE CENTER REDEVELOPMENT

With the State Center Redevelopment project moving forward, DGS, the Maryland Department of Transportation staff and the Struever Bros. Eccles & Rouse development team briefed Governor O'Malley on the project. Additionally, Chairman Norman Conway and members of the House Appropriations Committee visited State Center for an update on the public-private planning.

The project is the transformation of 28 acres of land and State-owned buildings in the heart of historic mid-town Baltimore. It is envisioned that the Center will realize



*Governor O'Malley listens as Secretary Collins discusses the State Center project.*

its potential as a regional employment, residential and cultural center leveraging the power and influence of three major existing transit stations. State Center represents the largest concentration of State office buildings in Maryland. Combined, State Center currently houses more than 3,500 State employees representing almost five percent of the entire State workforce.



*Appropriations Committee tours State Center.*

### DGS IN THE COMMUNITY

As part of its community outreach programs, DGS invited its State Center neighbors to a "TV Converter Box Coupon Sign-Up Event." DGS arranged for experts on the digital TV transition to help people with questions about how the February 17, 2009 change might affect them. Additionally, technicians demonstrated how to use the converter box.

The event provided an opportunity for the public to sign up for a coupon that allows each household to reduce the cost of converter boxes by \$40. Some TV viewers may be left in the dark if they don't take action.

Raising awareness among senior citizens has been a particular focus of DGS outreach efforts, as they will be disproportionately affected by the change.



*Signing up for DTV coupons.*



*Explaining how digital TV works.*



## Office of Administration

The Office of Administration encompasses four units: Fiscal Services, the Information Technology Group, Personnel, and Inventory Standards and Support Services. Each unit provides administrative support to accomplish the Department's key goals.

### FISCAL SERVICES

The Unit provides daily accounting and budgeting services to the Department. Fiscal Services is comprised of three primary sections: statewide capital projects accounting, operations accounting, and budget management. In addition to its technical role, the unit provides guidance to management on various fiscal and budgetary matters, represents the Department's views on fiscal and budgetary issues to the Governor, the General Assembly, outside agencies, and the public. Technical functions include accounts payable, accounts receivable, payroll, leave accounting, fixed asset management, forecasting of revenues and expenditures, budget preparation, capital accounting, and other financial reporting.



*Jim Bertocchio and Rio Woodard confer on fiscal issues.*

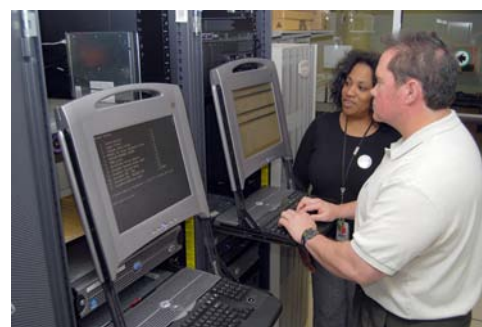
### FY 2008 HIGHLIGHTS

- Accounting paid 10,804 out of 10,858 invoices in a timely manner with an on-time percentage of 99.5 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 units within the Department. In addition to providing day-to-day network and user support, this Unit works to identify and to implement technologies that will improve information processing and data communication so that each unit may serve its clients in a more efficient manner.

FY 2008 was a year of challenges for the DGS Information Technology Group (ITG). While consistently providing users with a secure network and superior customer service, ITG continued to labor with the impact of antiquated infrastructure and legacy systems. Nonetheless, ITG continues to make strides in providing DGS users, and ultimately the citizens of Maryland, tangible value while building momentum for the rapid advancement of IT into the future.



*Tamara Jones-Short and Network Engineer Terry Huey.*

### FY 2008 HIGHLIGHTS

- Worked to standardize and centralize many of the mission critical IT processes used throughout DGS.
- Upgraded the legacy firewall with a Cisco ASA advanced application-aware firewall.
- Supported development of the Facilities Operations' StatTracker technology.
- Led the enterprise-wide rollout of networked multifunction printer/copiers to increase the efficiency and effectiveness of DGS employees.
- Continued the Wide Area Network expansion connecting remote DGS locations.
- Began the updating of the present IT Disaster Recovery Plan to provide the Department with a comprehensive, actionable, plan.



# Office of Administration

## 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 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, and employee award programs, as well as representing management before the Office of Administrative Hearings.



*Sgt. Sharon West-Jacks welcomes Lt. Governor Brown.*

## FY 2008 HIGHLIGHTS

- Celebrated Public Employees Appreciation Day in Baltimore and Annapolis, and awarded service certificates to DGS employees, including 36 recipients with more than 30 years of service. In Baltimore, Lt. Governor Anthony Brown delivered the keynote address and presented certificates. In Annapolis, House Speaker Michael Busch spoke at the ceremony.
- In conjunction with the Department of Budget and Management's Office of Personnel Services and Benefits, worked closely with the DGS Division of Facilities Planning, Design and Construction to prepare for implementation of new job specifications and salary upgrades for job classifications in the professional engineering and architectural fields.
- Worked closely with the Division of Procurement and Logistics to close the Surplus Property warehouse in Jessup and to minimize the need to lay off employees. The warehouse was closed, and positions were found for all of the State employees assigned there with no loss of employment for regular employees.



*Lt. Governor Brown speaks at Employees Appreciation Day.*



*Assistant Secretary Tom Genetti with FPDC Service Award recipients.*



## Office of Administration

### 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 audits programs to assure compliance with State regulations and control standards. The program is the authority for disposition of excess and surplus personal property. ISSSD is responsible for the Department's Fleet Management Program, consisting of 82 motor vehicles and the Statewide Automated Fuel Dispensing and Management System with 97 refueling stations located in Baltimore City and in every Maryland County.



*Governor O'Malley credits DGS and Secretary Collins for fast-track construction of E-85 stations.*



*New E-85 pump in Annapolis.*

### FY 2008 HIGHLIGHTS

- Successfully transitioned from sales of surplus property at the Jessup warehouse to the new, online auction sales of surplus property through Internet-based GovDeals.com.
- Conducted 347 online auction sales of state surplus property.
- Conducted nine Property Officer Training classes for all State agencies.
- Processed 2,680 excess property declarations involving 145,806 different items with an original acquisition cost of \$61 million.
- Managed the disposition through auction sales of 1,242 operable/inoperable surplus motor vehicles which resulted in \$2.4 million being returned to the State.
- Oversaw the Statewide Fuel Dispensing and Management System which dispensed 12.3 million gallons in unleaded gasoline, diesel and bio-diesel fuel, motor oil, compressed natural gas, and E-85. Total savings to the State was \$937,866. Since the program's inception in June 1991, the State has saved a total of \$8.33 million.
- Added two new E-85 sites to the State Fuel Management Program in conjunction with the Governor's energy-saving initiatives.
- Participated in the statewide property recycling program that includes the environmentally safe disposition of old computers and components in accordance with State policy.







## Facilities Operations and Maintenance



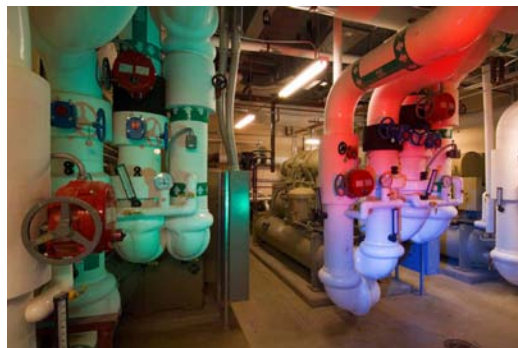
The Facilities Operations and Maintenance (FOM) Division is responsible for establishing policy and directing the statewide operation and maintenance of 56 buildings with 6.3 million square feet of space under DGS authority. The Division oversees two principal office centers – Annapolis Public Buildings 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 State tenant customers.



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.

### FY 2008 HIGHLIGHTS

- Created the “Stat Tracker” computerized maintenance management system that enables staff to operate facilities more efficiently. Stat Tracker also provides information and data management for the State Stat reporting system.
- Implemented a lighting survey in all buildings to identify and replace inefficient lighting with new, more energy-efficient bulbs.
- Grounds and landscaping were renovated and updated at most FOM facilities. The Secretary held a “Beautiful Grounds” competition highlighting landscaping achievements.
- Updated and exercised the FOM Continuity of Operations Plan.
- Led the DGS 2007 Maryland Charity Campaign, exceeding the Department’s goal and significantly increased the amount of individual contributions.
- Under the leadership of the Secretary, conducted the first DGS Annual Employee Survey and held several employee events designed to improve internal communications and employee morale.





## Facilities Operations and Maintenance



### 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, the Governor's residence - Government 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 Papenfuss Maryland State Archives/Hall of Records Building, 45 Calvert Street, the Jeffrey Building and Shaw House. In addition, APB&G is responsible for maintenance and daily operations of the Annapolis Day Care Center and the Crownsville People's Resource Center and Day Care Center in Anne Arundel County.

### FY 2008 HIGHLIGHTS

- Developed and implemented the relocation plan for the offices of the Governor, Lt. Governor, Speaker of the House and President of the Senate before the State House Piping Project.
- Annapolis Capital Region beautification is an ongoing project to enhance the appearance and beauty of our State Capitol, creating an inviting atmosphere for employees as well as tourists who visit State buildings.
- Enhanced energy consumption reduction in the Complex by replacing, through attrition, existing lighting with energy efficient fixtures in conjunction with the Governor's Energy Initiatives.
- Expanded Complex-wide recycling program through awareness, centralization of pick up locations and increased removal schedules.
- Developed a partnership with Blind Industries to increase utilization of certified "green" housekeeping products. This is one of our goals towards a Green Building LEED certification.



*Crowd enjoys DGS decorated State House.*



*DGS paint crew member Mark Sautter in Annapolis.*



*State House sidewalk improvements.*





## Facilities Operations and Maintenance

### BALTIMORE PUBLIC BUILDINGS AND GROUNDS

Baltimore Public Buildings and Grounds (BPB&G) is responsible for the operation, maintenance and security of four State-owned buildings totaling 1.4 million square-feet in Baltimore City located at 201, 300 and 301 West Preston Street, and 2100 Guilford Avenue. BPB&G houses approximately 3,577 State employees and maintains 17 acres of landscaped area and 19 acres of parking lots.

#### FY 2008 HIGHLIGHTS

- Replaced steam heating piping in basement of the 301 building, waterproofed the basement at the 300 building, and waterproofed the lobby skylight at the 201 building.
- Replaced cracked rain leaders and a waste line in the garage of the 201 building. 240 batteries for the UPS were also replaced in the 300 building.
- A fieldstone side walk was replaced with concrete and marble repair was completed in the lobby of the 301 building.
- A mural of historic Baltimore photographs was installed in the lobby of the 301 building.
- A handicapped accessible door was installed from the outside of the 301 building to the ATM machine in the lobby.



### INNER HARBOR OFFICE CENTER



*Steeplejack gilds flag pole finial 690 feet above St. Paul Street at Schaefer Tower. (Courtesy: Sky Team 11)*

The Inner Harbor Complex (IHC) administers eight State-owned buildings in Baltimore City and Howard County. Encompassing over 1,332,671 square feet, these facilities provide office space for more than 3,000 State employees. One of the buildings maintained under IHC is the William Donald Schaefer Tower – a 27-story high rise located in the City's financial district. Schaefer Tower houses the Governor's Baltimore office in addition to 13 State agencies and several private tenants. Other buildings managed by IHC include the Public Defenders Building; the Nancy S. Grasmick State Education Building;

Saratoga State Center; Hilton Heights Community Center; and Jessup State Complex consisting of State Records Center, Maryland Correctional Enterprises and Maryland Fuel Lab.



*Secretary Collins presents Baltimore grounds crew with blue ribbon for beautification project.*

#### FY 2008 HIGHLIGHTS

- An elevator modernization project was initiated at 6 St. Paul and the Public Defender's building.
- The flag pulley system at 6 St. Paul was replaced, the flag pole painted, and the finial regilded.
- A boiler was replaced at the Jessup State Complex, and the hot water heater and supply line were replaced at the Nancy Grasmick Education building.
- Assisted the Department of Human Resources in preparation of Saratoga State Center for the National Council on Accreditation Audit.



## Facilities Operations and Maintenance

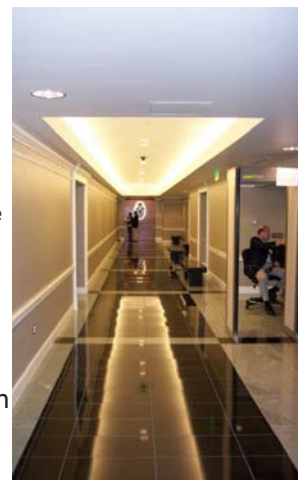
### MULTI-SERVICE CENTERS/DISTRICT COURT OPERATIONS



*Centreville District Court/Multi-Service Center*

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.



*Newly refurbished lobby at Centreville.*

### FY 2008 HIGHLIGHTS

- Tile flooring was replaced in Ellicott City, Wabash, Shillman, and the Glen Burnie Multi Service Centers using Work Place Initiative funding. This funding was also used to replace carpeting in the Elkton and Shillman buildings.
- Painting was completed in Salisbury and Wabash using the Work Place Initiative funding. Bel Air replaced rear entrance doors and the overhead garage door to the parking garage.
- Extensive landscaping was completed in Denton and Essex. Denton moved exterior flag poles to the facility entrance and installed two sidewalks leading to the flag poles. Other Multi Service Centers received upgrades to their existing landscaping as well.
- Two public rest rooms were renovated in Essex using Work Place Initiative funding. A security camera system was installed in Catonsville to enhance building safety.

### 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. Portfolio Management also responds to agency requests for space in DGS-operated buildings, identifies locations that have become vacant, and assists with subsequent planning to ensure the most efficient use of those areas.





## Facilities Operations and Maintenance

### **FY 2008 HIGHLIGHTS**

- Assisted with the identification of space and relocation of the Governor's staff during the State House renovation project.
- Assisted the DGS Office of Real Estate with the State Center Redevelopment/ Transit Oriented development plan.
- Worked with FOM leadership on the District Court/ Capital Lease takeover strategy planning. DGS will assume management of the Hyattsville District Court and the Towson District Court buildings in July 2009.

### **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 2008 HIGHLIGHTS**

- Replaced over 500 incandescent light bulbs with compact fluorescents.
- Established a DGS Phase I Energy Plan as required under SB 267.
- Participated in the demand response power generation program at the State Office Complex in Baltimore.
- Completed Phase I study for a new DGS Energy performance contract that will support the Governor's EmPOWER Maryland energy reduction goals. This contract also includes additional water conservation in 27 buildings.





## Facilities Security - DGS Police



The Department of General Services Maryland Capitol Police (MCP) provides law enforcement and security for 40 State Buildings, 10 parking garages, and 16 surface parking lots used by State employees and

visited by over one million people each year.

MCP is comprised of sworn police officers, security officers, and police communication operators. The Department has detachments in Annapolis and Baltimore. MCP not only provides traditional law enforcement services, but also focuses on physical security of buildings, property, and State employees.



*Officer Ursula White outside 301 West Preston in Baltimore.*

All members of MCP are federally-trained in incident command procedures, and many have participated in multiple Homeland Security exercises. MCP has a bike patrol unit, criminal investigation division, a training unit, a quartermaster division, a support services unit, and a crime prevention unit.

### ANNAPOLIS DETACHMENT

The Annapolis Detachment is responsible for providing the safety and security of 19 buildings, six parking garages, and four 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 Government House, the Courts of Appeal building, the Papenfuss Hall of Records/State Archives Building, the Goldstein Treasury Building, the Tawes Office Complex, the Robert F. Sweeney District Court Building, 45 Calvert Street, Shaw House, the Jeffrey Building, and the Peoples Resource Center in Crownsville.



*Eco-friendly mobile fleet in Annapolis.*





## Facilities Security - DGS Police

### BALTIMORE DETACHMENT



The Baltimore Detachment is responsible for providing the safety and security of 11 buildings, four parking garages and six parking lots. The 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 Shillman Building, and 2100 Guilford Avenue.

*Lt. Thomas Cutler directs Communications Officer Karen Robert-Shaw's attention to the communication center's security monitor.*

### FY 2008 Highlights

- Phillip Palmere appointed Police Chief
- Designed new badge and uniform patch for Police Officers
- Installed and staffed kiosks on Preston Street at the Eutaw and Howard street corners
- Expanded use of Segway and Bike patrols
- Initiated crosswalk details in both detachments for pedestrian safety
- Participated in the 2008 Law Enforcement Officers torch run for Special Olympics
- Participated in the National Night Out program in Annapolis and Baltimore
- Became supporting member of the Capital City Safe Streets initiative in Annapolis
- Became a supporting member of the Barclay Community initiative.
- Completed 1,696 hours of cross training with the Maryland Transportation Authority Police
- Expanded in-service training for security officers including patrol, metal detector, Segway, ethics, public relations courses
- Officers received specialized courses in computer training, Gang Training, Interview and Interrogation, Civil Disturbance Training, Honor Guard Training, and Commercial Crime Prevention Training
- Hosted training seminars for employees and allied law enforcement which included workplace violence, home security, and alcohol enforcement training
- Received grant from Governors Office of Crime Control and Prevention to purchase Computer Assisted Dispatch/Records Management System
- Replaced/updated ballistic vests for Police Officers
- Participated in Downtown Partnership, Baltimore Executive Security Team and the MTA's Operation Swift Strike Terrorism Exercise



*Officer Robert Brown and Security Officer Sandy DeGourville outside new Police kiosk in Baltimore.*



## Facilities Planning, Design and Construction

The Facilities Planning, Design and Construction Division (FPDC) is responsible for the management and direction of three units: Project Management and Design, Construction and Inspection, and Maintenance Engineering and Assessment. 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, DPSCS, DMIL, District Courts, DNR, DHR, DMSP, DBED, DLLR, DHCD, MDVA, BCCC, HSMC, 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: MDA, MDE, MES, MAIF, MDP, MFCA, and the Maryland State Retirement Agency.

FPDC 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 Division is also responsible for Architect/Engineer (A/E) selection for all projects (with the exception of USM, MDOT, MSU and SMCM).

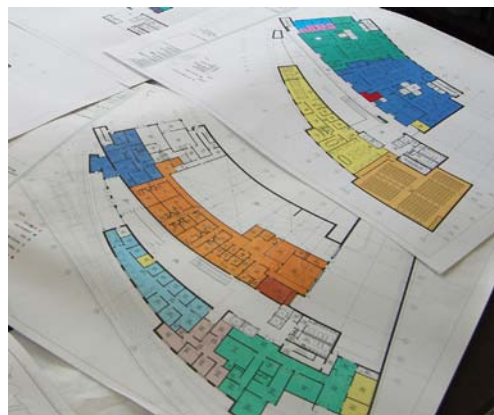
### FY 2008

Negotiated 78 design contracts totaling \$10.5 million.  
Estimated Construction Value - \$96.9 million

As the engineering and facilities advisor to the Governor and the Board of Public Works, 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 Maryland Correctional Standards Commission, the Capital Debt Affordability Committee, and the Maryland Green Building Council.

### PROJECT MANAGEMENT AND DESIGN

Project Management & Design (PM&D) verifies and modifies 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 2008, the Project Management staff conducted six A/E selections over \$200,000 under the authority of the General Professional Services Selection Board.



In addition to managing the activities of the A/E team through the design and bidding phases of a project, Project Management staff continues to be involved throughout the construction phase of capital projects. They manage and monitor the A/E team's construction administration services, as well as services provided by the





## Facilities Planning, Design and Construction

construction schedule analysis consultant and the commissioning agent. Project managers attend all construction progress meetings, assist with evaluation of requests for information and proposed change orders issued by the contractor, and review and sign-off on monthly pay requisitions from the contractor.

PM&D staff managed design contracts and provided technical reviews for a number of important projects across the State during FY 2008. These include the \$6 million Eastern Shore Regional Call Center for DLLR, the \$45 million Forensic Medical Center for DHMH, the \$3.7 million Cafeteria for the Maryland School for the Deaf Frederick Campus, and the \$9 million Oyster Production Facility at the Horn Point Environmental Laboratories of the University of Maryland.

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 40 requests for special assistance from State facility managers during FY 2008. The Unit also supports the Office of Real Estate by performing building assessment inspections and preparing building condition reports for prospective property acquisitions.

This unit is also responsible for administrative and technical support for the Public School and Community College Construction Grant Programs. For FY 2008, the legislature approved State grant funding in the amounts of \$401 million for public school construction and \$56.4 million for community college construction. The Public School Construction Program allocated grant funds to 175 projects across all 24 jurisdictions, with a total construction value of approximately \$700 million. A total of 56 new public school projects were also approved for planning. The Community College Construction Program allocated grant funds for 25 projects at 13 community colleges totaling \$107.2 million.

The Capital Grants Program is also within this Unit and is responsible for the administrative and technical support to recipients of more than 1100 grants and projects with an estimated construction value of \$3 billion. Responsibilities include program and design review and accountability of funds associated with the Program. Capital Grants Program contracts awarded in FY 2008 totaled \$746.7 million.

### **CONSTRUCTION AND INSPECTION**

The mission of the Construction Division is to inspect and to supervise private contractors as they modify, renovate, or construct State buildings. By monitoring their work, the Division ensures that construction conforms to approved designs and specifications. The Construction Division ended FY 2008 with 52 projects worth \$76 million under construction, 22 projects worth \$122 million in the punch list stage, and 22 projects worth \$15 million awaiting final payment for a total workload of 126 projects valued at \$244 million. A total of 136 projects valued at \$89 million were completed in FY 2008. In addition, there were 416 warranty inspections performed on 360 projects valued at \$215 million.

# Facilities Planning, Design and Construction

## FY 2008 – MAJOR CAPITAL PROJECTS COMPLETED

### Project

### Cost (In millions)

St. Mary's College of Md. New Academic Bldg.	\$25.6
Baltimore City Community College Renovation	\$15.5
St. John's Archaeology Site Exhibit	\$ 6.5
Dundalk Armory Field Maintenance Shop	\$ 6.4
Gunpowder Falls State Park Beach Services Bldg.	\$ 4.4
Centreville District Court Renovations	\$ 3.5
Fort Washington Marina Floating Docks	\$ 2.4



*St. John's Archaeological Site in St. Mary's City.*

## MAJOR CAPITAL PROJECTS UNDER CONSTRUCTION

### Project

### Cost

Maryland School for the Deaf Elementary School	\$20.2
St. Mary's College of MD New Student Services Bldg.	\$12.3
Clifton T. Perkins 48 Bed Maximum Security Addition	\$11.0
State House Piping Renovation	\$10.0
Maryland State House Renovations	\$ 8.8
2100 Guilford Avenue Addition Phase I	\$ 4.9
Cheltenham Veterans Cemetery Expansion	\$ 3.0
Crownsville Veterans Cemetery Expansion	\$ 1.5



*School for the Deaf elementary school under construction.*

## MAINTENANCE ENGINEERING AND ASSESSMENT

Maintenance Engineering and Assessment'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 Materials budgets. Maintaining existing resources is the primary directive of this Unit and is an important complement to Priority Places.

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.

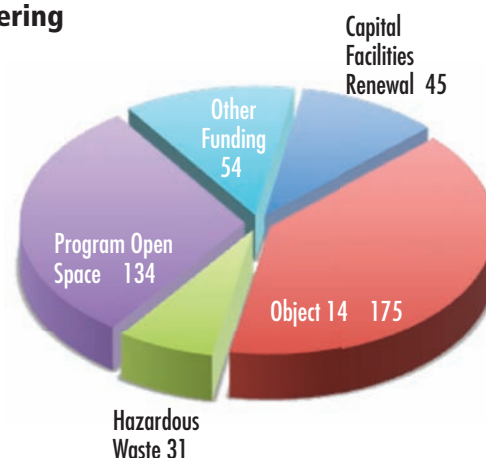


## Facilities Planning, Design and Construction

In FY 2008, Maintenance Engineering's Roofing Unit performed 73 major roof design reviews. Roof design reviews for major roof projects are performed at least twice, during the document design and the 95 percent phases. Many of these reviews were for public school projects. The Roofing Unit is instrumental in resolving roof related problems uncovered during design, construction, and maintenance phases.

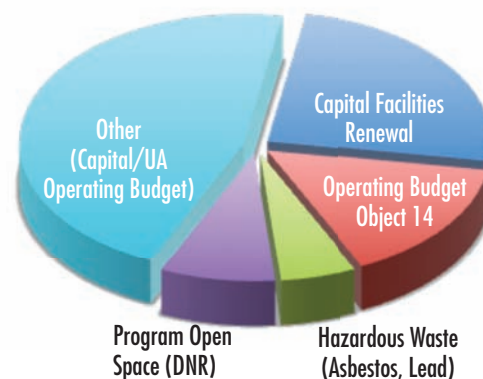
**Number and Type of Active Projects  
Managed by Maintenance Engineering**

PROJECT	#	Value
Capital Facilities Renewal	45	\$ 12,784,298
Object 14	175	\$ 5,000,000
Hazardous Waste (Asbestos, Lead)	31	\$ 2,607,005
Program Open Space (DNR)	134	\$ 10,127,136
Other Funding	54	\$ 17,383,394
TOTAL	439	\$ 47,901,833



**Total Maintenance Projects Awarded - FY 2008**

PROJECT	#	Value
Capital Facilities Renewal	37	\$ 8,075,644
Operating Budget Object 14	160	\$ 5,000,000
Hazardous Waste (Asbestos, Lead)	23	\$ 1,814,819
Program Open Space (DNR)	63	\$ 2,704,822
Other (Capital/UA Operating Budget)	35	\$ 14,972,690
TOTAL	318	\$ 32,567,975



## OFFICE OF ENERGY PERFORMANCE AND CONSERVATION

The Office of Energy Performance and Conservation is assigned the task of implementing Governor O'Malley's EmPOWER Maryland initiative which is designed to reduce State government energy consumption. EmPOWER Maryland will reduce Maryland energy consumption by 15 percent by year 2015.



# Facilities Planning, Design and Construction

## FY 2008 HIGHLIGHTS

- Implemented Comprehensive Utility Bill Management Services. This state-of-the-art system will facilitate the collection and management of all the State's utility data to help control the use and consumption of utilities and manage reduction. DGS will collect two years of data (electric, gas, heating fuel, water, etc.) to establish a baseline and receive future billing directly from the utility supplier. The system will enable State agencies to monitor, view, and analyze the ongoing energy consumption and cost for each State-owned facility; each agency representative will have daily, secure, and online access to the utility data of its agency. Based on the anticipated data, DGS will assist and advise other State agencies regarding their energy conservation effort and implementation of energy performance contracting.
- DGS actively promotes Energy Performance Contracting (EPC) by meeting with many State agency representatives to present the energy performance contracting concept.
- DGS and assigned ESCOs are currently in different stages of development. Initiated EPC projects are underway with 12 State entities including:
  - Oriole Park at Camden Yards
  - M&T Bank Stadium, home of the Baltimore Ravens
  - State tunnels and bridges
  - 37 State office buildings and District Court buildings
  - Major correctional facilities
  - Major State college campuses with more than 100 buildings
  - All State Highway Administration traffic signals
  - 20 State Police barracks
  - Veterans and Agriculture department headquarters
  - Spring Grove State Hospital with 36 separate buildings
- These EPC projects have an estimated construction value of about \$100 million to be paid from future and annual guaranteed energy savings (cost avoidance) of about \$10 million annually. Most of these projects are in the initial evaluation and auditing phase, and two are under construction. DGS also oversees monitoring and verification of actual savings throughout the payback period to ensure that the guaranteed savings are met.
- DGS has developed a list of qualified renewable energy developers (solar, wind, and biomass) to implement renewable energy projects in the State, whereby the State will leverage its future purchase of electricity to implement a long term Power Purchasing Agreement PPA for renewable energy as part of its electricity purchasing portfolio.



*Maryland Energy Administration Director Malcolm Woolf with DGS' Hatim Jabaji prepare for presentation at Maryland Association of Counties winter conference.*



*Solar panels atop Central Services Building.*



*Boiler Room in Baltimore.*



## 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. 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), State Printing and Duplicating (SP&D), and Statewide Records Management. The Business Enterprise Office facilitates the business that DGS conducts with small and minority-owned businesses participating in the State procurement process. State Printing and Duplicating provides central support for all State government activities related to digital duplicating. Records Management stores and services more than 457 million State documents at the Records Center in Jessup, advises agencies on records management, and establishes record retention and disposal schedules for agencies statewide.

### **CONSTRUCTION, ARCHITECTURE/ENGINEERING AND CAPITAL MAINTENANCE**

Construction, Architecture Engineering (A/E) and Capital Maintenance procurement provide a broad spectrum of functions, which includes the administration of contracts for Construction, A/E services, construction-related services, and capital maintenance in a timely and cost effective manner.

#### **FY 2008 HIGHLIGHTS**

- Awarded 107 architecture engineering (A/E) and capital maintenance and construction projects for construction and construction-related services totaling more than \$105,603,322.
- Clifton T. Perkins Hospital Center - The new \$11.5 million, 48-bed maximum security addition is currently under construction. When completed in 2009, it will provide for the additional space with appropriate security levels to accommodate for housing and health care for the mentally disabled.
- Cheltenham Veterans Cemetery - The \$3 million expansion of burial capacity and a maintenance building is under construction. Upon completion in 2009, this project will provide 10,538 additional burial plots, 1,625 cremation plots, and 1,104 burial niches located in five columbarium walls.





## Procurement & Logistics

### FACILITIES MAINTENANCE CONTRACTING

Facilities Maintenance provides procurement services to client agencies by conducting on-line interactive bidding using eMaryland Marketplace and award of contracts that support the day-to-day operations of agencies statewide. Typical services provided by these contracts are: janitorial, trash removal, uniformed guard, equipment repair and maintenance, pest control, grounds maintenance, and recycling.

Along with comprehensive procurement services, the Facilities Maintenance program provides advice, guidance, and training to its client agencies. Facilities Maintenance is also pro-actively involved in dispute resolution between agencies and contractors, as well as enforcement of contract terms to ensure contract compliance.

#### FY 2008 HIGHLIGHTS

- Awarded 54 contract awards totaling \$28.6 million including janitorial services for 301 and 201 West Preston (preference award for \$1.4 million) and Saratoga State Center (preference award for \$1.5 million).
- The Statewide Fuel Management Services Contract was renewed for \$9 million.
- Awarded an armed uniform guard services contract for the Military Department at Camp Fretterd Military Reservation for \$1.9 million.
- Renewed the day care services contract for the Annapolis Day Care Center for \$4 million.

### 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 2008 HIGHLIGHTS

- Generated 280 new contracts totaling \$115.6 million and 170 contract renewals in the amount of \$35.6 million for an overall total of \$151.3 million.
- Awarded 34 medical equipment/supply contracts totaling \$5,115,823 for various State agencies.
- Purchased 52 heavy equipment, vehicles, trucks, backhoes, boats totaling \$20,750,393 for various State agencies.
- Awarded eight gasoline, diesel, bio-diesel and propane contracts for various State agencies totaling \$6,033,747.



*New 10,000 gallon E-85 tank in Annapolis.*



## Procurement & Logistics

### SPECIAL PROJECTS

Comprehensive Utility Bill Management Services, Statewide - \$3,873,100. This contract will host and manage online energy and utility bill management services, capable of processing a minimum of 11,000 invoices per month. It is anticipated that, initially, 55 State Agencies will be participating in this contract.

### 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 managing the Bid/Proposal Administration. In FY 2008, the BPW Administration assisted the Department in processing 1,258 procurements and grants and loans through the BPW and the DPRB totaling \$1,153,356,851.



*Board of Public Works- (L to R) Treasurer Nancy Kopp, Governor O'Malley and Comptroller Peter Franchot.*

### 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 and opportunities for physically and mentally handicapped citizens. These Preferred Providers have the first right of refusal for contracts providing 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 30 active State contracts containing acceptable recycled products.

#### Small Business Awards

Procurement Law also provides for small business awards. DGS made 209 awards to small businesses in FY 2008 for more than \$26.79 million.



## Procurement & Logistics

### In-State/Out-of-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 2008, there were 502 in-state awards totaling \$189.7 million versus 192 out-of-state awards totaling \$47.8 million. Of these, 38 were statewide master contracts totaling 25.3 million.

### TECHNOLOGY

The Technology Program provides in-house support and training for the State's Advanced Purchasing and Inventory Control System (ADPICS), statewide support and training for *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 maintains and updates the statewide ADPICS vendor and commodity tables.



The Technology Unit continues to train all State agencies and recently, Maryland counties and municipal governments. The eTeam trained over 200 buyers and vendors throughout the State and assisted 6,746 buyers and vendors by e-mail and telephone. More than 14,000 vendors are registered on the eMM system.

### BUSINESS ENTERPRISE OFFICE

The DGS Business Enterprise Office is responsible for the coordination and administration of the Minority Business Enterprise (MBE) Program. The Office's primary mission is to ensure that the Department reaches the goal of 25 percent MBE participation.

#### FY 2008 HIGHLIGHTS

- In FY 2008, DGS awarded \$ 265,019,233 in procurements requiring minority business participation. Of that amount \$42,290,970, or 16%, was awarded to certified minority businesses, representing a significant increase over FY 2007's actual 7% MBE participation.

Procurement Category	Total Procurement Dollars	Total MBE Dollar Awarded	Total MBE Percentage
Services	\$ 4,282,550	\$ 3,901,560	91%
Architectural/Engineering	\$ 3,880,189	\$ 1,851,140	48%
Maintenance	\$ 55,977,352	\$ 17,217,095	31%
Construction	\$ 62,537,304	\$ 11,806,092	19%
IT Services & Supplies	\$ 429,217	\$ 281,514	66%
Corporate Card	\$ 695,076	\$ 69,619	10%
Direct Vouchers	\$ 1,644,950	\$ 385,308	23%
<b>Sub Total:</b>	<b>\$129,446,638</b>	<b>\$ 35,512,328</b>	<b>27.4%</b>
Supplies & Equipment	\$135,572,595	\$ 6,878,642	5%
<b>TOTAL:</b>	<b>\$265,019,233</b>	<b>\$ 43,390,970</b>	<b>16%</b>





## Procurement & Logistics

### 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.



*State Records Management Center in Jessup.*

### FY 2008 HIGHLIGHTS

- Provided storage for 157,842 cubic feet of records equivalent to 26,307 four-drawer file cabinets.
- Accepted 26,703 cubic feet of new accessions equivalent to 4,450 four-drawer file cabinets.
- Destroyed, through recycling, 22,940 cubic feet (344 tons) of records eligible for disposal in accordance with established records retention schedules.
- Retrieved and returned 12,096 individual files for State agencies.
- Interfiled 5,651 new individual records within existing record storage boxes.

### STATE PRINTING AND DUPLICATING

This Unit oversees and approves print, copy, graphic equipment, paper and supply contracts, and assists with the drafting of technical specification for State agencies. As the control agency, DGS is responsible for the renewal and acquisition of copying equipment and service. Program responsibilities include development of statewide policy and procedures which support efficiency and effectiveness in the utilization of printing and duplicating resources. The program also provides coordination of work assignments to the Maryland Correctional Enterprises and, as necessary, issues a contract for printing to other vendors.

### MARYLAND STATE AGENCY FOR SURPLUS PROPERTY

The Maryland State Agency for Surplus Property (MSASP) which was responsible for the receipt and redistribution of State and Federal surplus property has closed. MSASP was replaced by GovDeals.com an online auction for surplus property through a direct transfer program. This program is being administered by ISSSD in the Office of Administration.



*Michael Mullen in the Quick Copy center.*



## Real Estate

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.

### TRANSIT DEVELOPMENT AT STATE CENTER

The DGS Office of Real Estate, collaborating with the Maryland Department of Transportation (MDOT), continues to pursue the \$1.6 billion redevelopment of the 28-acre State Center site as part of a joint public/private initiative.

In early April, Governor O'Malley was briefed on the project by Secretary Collins, Department of Transportation (MDOT) Secretary John Porcari, and DGS Assistant Secretary for Real Estate Michael Gaines. Joined by local officials and business leaders they also toured the State Center property, one of Maryland's most aggressive redevelopment and transit development efforts. The group is working to transform State Center into a vibrant mix of residential, office and retail space with easy access to the Baltimore Metro subway and Light Rail stations on or adjacent to the property.

### 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. This unit also administers the agricultural easement program for the Maryland Agricultural Land Preservation Foundation.

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.



*Secretary Collins, Governor O'Malley, Secretary Porcari at State Office Center tour.*



*Assistant Secretary for Real Estate Michael Gaines at briefing for Governor O'Malley.*



## Real Estate

The Unit presented 25 purchase and sale agreements, options, and easements to the BPW for a total FY 2008 transaction value of \$33 million.

	FY 06	FY 07	FY 08
New Program Open Space Cases	40	79	32
POS Cases Approved by BPW	7	24	20
POS Acres Acquired	1,166	4,229	1,715.27
POS Acquisition Costs	\$7.5m	\$30.2m	\$33.2m
Other Acquisitions Approved by BPW	1	20	
Other Acquisition Costs	\$259,132	\$3,774,631	\$0
Transactions Approved by BPW w/no consideration	16	22	
Total # of Disposals	7	53	
Total Value of Disposals	\$5m	\$121,650	\$5,100

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 2008, the Unit presented to the BPW 25 easement options valued at \$21.9 million.

	FY 06	FY 07	FY08
Ag Easements Approved by BPW	68	72	25
Ag Easement Acreage	8,482.64	8,596.74	3,091.57
Ag Easement Costs	\$22.9 m	\$54.9 m	\$21.9 m
GreenPrint Ag Easements Approved by BPW	0	0	0
GreenPrint Ag Easement Acreage	0	0	0
GreenPrint Ag Easement Costs	0	0	0

## 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, including Maryland Agricultural Land Preservation Foundation easements. 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 for disposal of State real property assets. The staff conducts appraisals and other real estate related analytical studies.

	FY 06	FY 07	FY08
Appraisal Reviews	735	999	1,187
Staff Appraisals	30	87	224





## Real Estate

### 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	\$ 72,822,139	4,712,603 nuse	342
Parking	\$ 3,119,079	5,768 spaces	67
Revenue Leases	\$ 6,029,901	—	293
Office	\$ 370,964	—	13
Storage	\$ 200,003	—	4
Parking	\$ 19,802	—	4
Other	\$ 248,987	—	116
Tower	\$ 537,773	—	43
Land	\$ 4,652,372	—	113

Employee Housing - 166 active leases receiving \$273,671 annually in rental payments. This represents a .086% rental income increase in rents from FY07. There are 19 vacant units.

	Leases to BPW	Value	RFPs Issued	Neg Rent Savings	Escalation Review Savings	Excess Fit Up Review Saving
FY 06	107	\$ 46,170,289	12	\$ 4,587,059	\$ 346,051	\$ 35,227
FY 07	98	\$ 52,567,338	7	\$ 1,672,736	\$ 351,198	\$ 113,213
FY 08	101	\$ 57,165,802	5	\$ 2,875,849	\$ 743,209	\$ 52,052



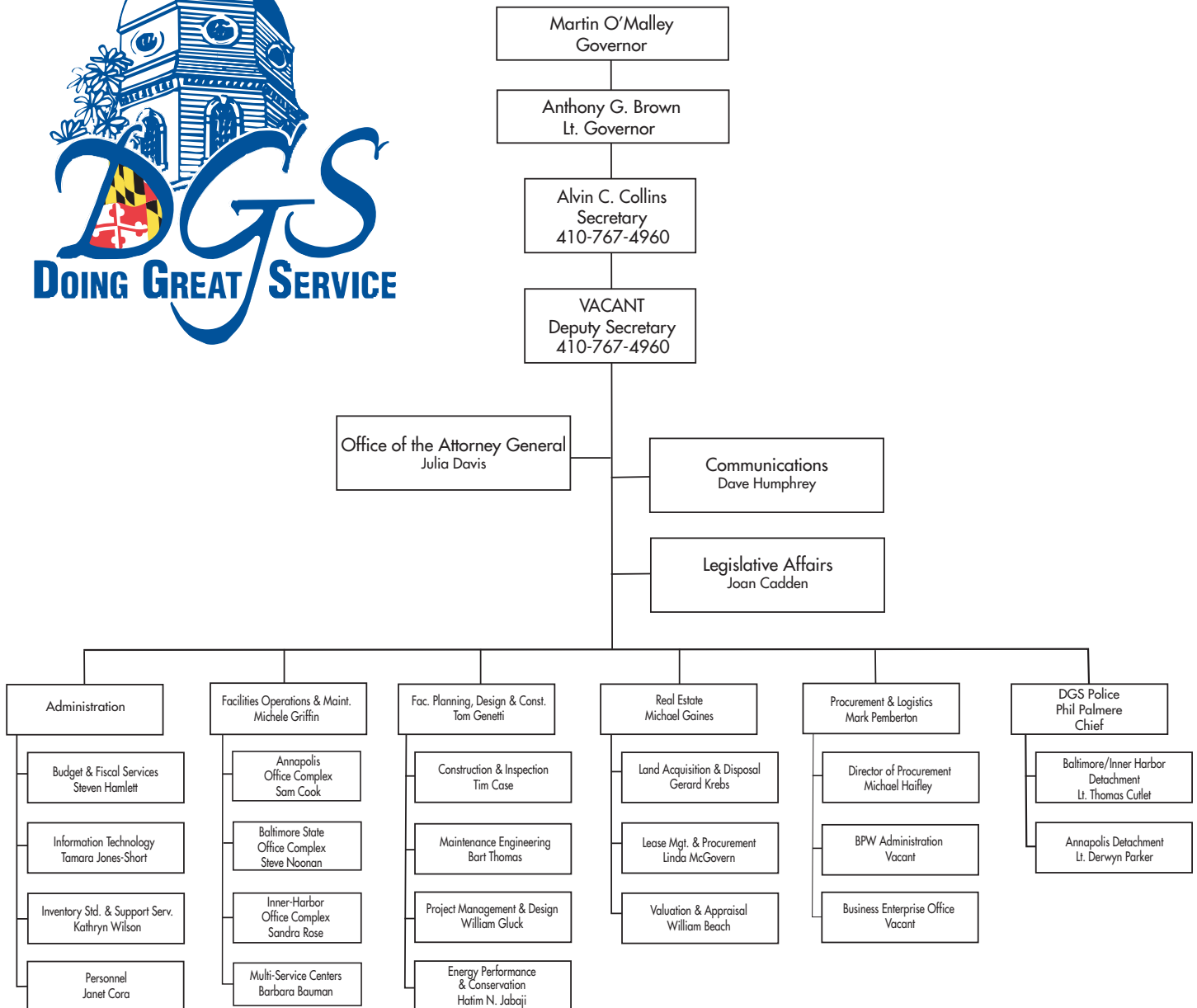
## Real Estate

### FY 2008 Highlights

- Completed the competitive lease agreement for the relocation of the Allegany County District Court and the Department of Public Safety and Correctional Services in Cumberland.
- Worked with the Department of Business and Economic Development to temporarily relocate the Interstate 70 visitor centers. The agreement provided for the continued operations of visitor centers during the demolition and construction of new centers along I-70.
- Conducted competitive procurement for the relocation of the Maryland Insurance Administration into 69,151 net usable square feet.
- Purchased 73.79 acres of waterfront property located on the Chester River in Queen Anne's County for \$7.2 million. A portion of the property was previously used as an old ferry boat wharf and was the site of the former Love Point Hotel. This acquisition will protect the water quality of the Chesapeake Bay, protect historic locations, and provide opportunities for public access and environmental education.
- Acquired 15.09 acres in Baltimore County adjacent to the Soldiers Delight Natural Environment Area in Baltimore County. Two acquisitions totaling \$1.175 million helped preserve globally rare serpentine grasslands which still exist in Maryland.
- Acquired 86 acres of unimproved land in Carroll County for \$1,376,000. The property is contiguous with Morgan Run Natural Environment Area on both sides of MD Route 97. The acquisition will provide a significant buffer for the Morgan Run area.
- Acquired 743.861 acres of waterfront property located on the Sassafras River in Cecil County. This property, which contains five types of habitat protection areas, will be added to the Grove Neck Natural Heritage Area. These areas include nontidal wetlands, endangered species, riparian forests, forest interior dwelling birds, and buffer areas.
- Acquired 251.4 acres in Allegany County adjacent to Warrior Mountain WMA for \$850,000. This acquisition was considered significant for long-term habitat protection and improvement.
- Acquired 166.69 acres of the Layton Farm property in Dorchester County for \$3,000,000. This acquisition occurred in partnership with the Town of Vienna and will provide a greenbelt around the town to protect ecologically sensitive lands and preserve the property for open space purposes.
- Acquired 109.26 acres of the Phillips Farm in Dorchester County for \$1,638,900. This acquisition also occurred in partnership with the Town of Vienna and will provide a greenbelt around the town to protect ecologically sensitive lands and preserve the property for open space purposes.
- Acquired 51.169 acres of the Barrans property for \$2,375,000. This property is the largest remaining in-holding of lands between Cromwell Valley Park, Gunpowder Falls State Park, and lands protecting the Loch Raven Reservoir in Baltimore County.



# Maryland Department of General Services







Maryland Department of General Services  
301 West Preston Street  
Baltimore, Maryland  
21201

[www.dgs.maryland.gov](http://www.dgs.maryland.gov)  
DGS Statewide Toll-Free 1-800-449-4347