

# 2009 ANNUAL REPORT





Dave Humphrey discusses the Service Awards agenda  
Assistant Secretaries Michele Griffin and Tom Genetti.



Ed Green and Darryl Meekins of the Annapolis grounds staff accept  
one of 32 handmade holiday wreaths for lamp posts around State  
Circle.



Agriculture Secretary Buddy Hance, Secretary Collins and  
Deputy Secretary Jim Johnson of DHMH are all smiles at the  
launch of the State Center Community Farmers' Market.



Take Our Sons and  
Daughters to Work Day  
at DGS



Ravens banner hoisted by  
Albert Westbrook outside  
301 West Preston during  
NFL Playoffs. The banner  
has been reused since the  
2000 Super Bowl season.

## Secretary's Message




While the Department of General Services (DGS) is proud of the many achievements contained in this Annual Report, it is with great pride that I highlight one of the most significant accomplishments of DGS which occurred during Fiscal Year 2009. For the first time since the State's minority business participation goal of 25 percent was established by the General Assembly in 2001, DGS reached and surpassed the goal by achieving 26.19 percent MBE participation on its contracts. With contracts valued at \$292,749,991, more than \$76,666,418 was awarded to certified MBEs.

The procurement professionals at DGS worked tirelessly to achieve the State's 25 percent MBE goal. With Governor O'Malley's support, we have designed our MBE program to maximize opportunities that allow minority companies to do business with DGS. We are engaged in continuing efforts to promote the growth of small and minority businesses.

Our MBE success is but one of many significant accomplishments. We can proudly highlight that DGS...

- ...successfully completed a major infrastructure renovation project and reopened the Maryland State House for the 2009 General Assembly session.
- ...started construction of the state-of-the-art Forensic Medical Center in the University of Maryland BioPark.
- ...implemented energy performance contracts that will save taxpayers more than \$29 million over the next 13 years, continuing to reduce electric power consumption with the goal of a 15% reduction by 2015.
- ...saved State agencies almost \$3.2 million in rent costs.
- ...participated in the Governor's Smart, Green and Growing initiative.
- ...launched the State Center Community Farmers' Market.

DGS impacts Maryland in many ways including building with "green" technology, leading energy saving efforts, and ensuring cost-effective use of resources. Through efficient and effective professional management, we are helping make government work again. All of our successes, which are highlighted in this report, are wonderful examples of how our 600+ employees are committed to **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 chairs 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 Climate Change Commission, the Maryland Green Building Council, the Chesapeake Bay Cabinet, the Hall of Records Commission, the Maryland Security Council, and the Information Technology Board.

### 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.

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.



Governor O'Malley, Secretary Collins and DHMH Secretary John Colmers lead the groundbreaking for the new State Forensic Medical Center.



Governor O'Malley, Maryland Energy Administration Director Malcolm Woolf and Secretary Collins at E-85 expansion announcement.







## Office of the Secretary

### FY 2009 HIGHLIGHTS

- Managed the Governor's groundbreaking press event for the new \$43 million State Forensic Medical Center in Baltimore.
- Managed the Governor's media tour of the Maryland State House during a major renovation project.
- Managed the Governor's press announcement of the construction of three E-85 stations for State flex-fuel vehicles.
- Supported the Department of Health's media communications in response to the spring H1N1 (swine flu) outbreak.
- Certified State Security Card credentials for 68 members of the Media. Since 2004 year, more than 500 MEDIA cards have been issued to members of Maryland news organizations.
- Managed production of the 2008 Maryland Green Building Council Annual Report.
- Provided media support to DGS customer agencies.
- Prepared and distributed 36 news releases promoting DGS and State initiatives.
- Fielded more than 130 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.

### FY 2009 HIGHLIGHTS

- Supported the Statewide response effort in response to the spring H1N1 (swine flu) outbreak
- Established the first statewide debris removal contract, which was approved by the Federal Emergency Management Agency
- Participated in planning and provided logistical support for the two National Security Special Events involving President Barack Obama's Whistle Stop Tour through Maryland and Baltimore City
- Staffed the State Emergency Operations Center (SEOC) for the Whistle Stop Tour as well as the Inauguration weekend
- Provided planning and support, as well as SEOC staffing, in preparation for Tropical Storm Hanna.
- Updated and revised the Department's COOP Manual



*Emergency Management Director Ian Tisdale (center) at the Health Department's H1N1 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

As planned, the 426th session of the legislature convened on January 14, 2009. Only weeks earlier, DGS completed a major infrastructure repair project that closed the Maryland State House for eight months. Work included repairing an aging heating and cooling system, replacing outdated plumbing systems showing signs of significant degradation, and removal and updating of unsafe electrical wiring throughout the nation's oldest operating capitol. Pipes, some more than 40 years old, were in danger of bursting. The sprinkler system was upgraded and a new ground floor public ladies restroom was added. The State House, one of the most visited tourist attractions in Maryland, is a National Historic Landmark and the oldest state capitol in continuous legislative use.



*Movers return files to State House offices.*

### CAPITAL FOR A DAY

"Capital for a Day," a program launched by Governor O'Malley in 2007, takes the State Capital to every corner of Maryland through a series of monthly events across a diverse selection of Maryland cities, towns and communities. One of the stops was Rockville where DGS Secretary Al Collins, who has a keen interest in high performance buildings, visited the Thomas Farm Community Center and saw first-hand the many "green" features of the building.

The Secretary also toured various construction sites during "Capital for a Day" visits including the 77,000 square-foot classroom facility at Carroll Community College; he met with HVAC/Plumbing/Electrical/Construction trade students at Cecil County School of Technology; was briefed on construction at the state-of-the-art Worcester Career and Technology Center; and toured the new \$20 million elementary school at the Maryland School for the Deaf in Frederick. The Secretary met with public works/general services officials in several of the counties.



*Secretary Collins tours "green" community center in Rockville.*

### 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 second annual report to the Governor and General Assembly in November.



## DGS Special Initiatives

### PARTNERING WITH LOCAL GOVERNMENT

DGS participated in the annual Maryland Municipal League and Maryland Association of Counties summer conferences. The Department's exhibit, entitled "Real Leadership, Real Results," highlighted the many ways in which DGS impacts Maryland including building with "green" technology, leading energy saving efforts, strengthening minority business and ensuring cost-effective use of resources.



Maryland Association of  
**COUNTIES**



Governor O'Malley with Director of Communications Dave Humphrey and Legislative Liaison Joan Cadden at Maryland Municipal League conference.

### DGS IN THE COMMUNITY

As part of its community outreach programs and Governor O'Malley's Smart, Green and Growing initiative, DGS partnered with the Department of Agriculture and the Department of Health and Mental Hygiene to launch the "State Center Community Farmers' Market." The June-October market brings affordable farm-fresh, locally-grown, healthy produce to State Center.

Farmers' markets provide a source of income for farmers and also provide the community with a meeting place where residents can catch up with each other while purchasing farm-fresh, nutritious, local products.



Large crowd at the opening of the Farmers' Market.



Lisa Hall looks over the selection of greens.

Two State employees admire just-picked strawberries.



## Smart, Green and Growing



future for Maryland State agencies.

Under Governor Martin O'Malley's Smart, Green & Growing initiative, the Department of General Services is helping to ensure that Maryland State Government is leading by example. The Department is involved in a variety of initiatives and opportunities that, together, add up to a well balanced approach to support the creation of a smarter, greener, and more sustainable



### Energy Efficiency/Renewable Energy

The State has the tools to move forward with future solar, wind and biomass projects. A DGS indefinite quantity contract (IQC) allows the State to develop and enter into long-term power purchasing agreements with qualified renewable energy contractors as part of Maryland's future electricity purchasing portfolio.

#### SOLAR ENERGY

Solar energy refers to the conversion of sunlight into electricity by photovoltaic devices. DGS has identified State buildings with the potential for the installation of solar panels on flat roofs.

#### WIND POWER

Wind power is the conversion of wind energy into electricity using wind turbines. Globally, wind power generation increased more than five fold between 2000 and 2009. DGS is working with interested State agencies where small to medium-size wind installations can be implemented.

#### BIOMASS

Biomass consists of organic residues from plants and animals. Possible installation could be at landfills, wastewater treatment plants, or agriculture/poultry farms. These fuels can be used in direct combustion power plants where the biomass is burned, producing heat/power and steam, hence the name cogeneration. There are biomass opportunities with the Maryland Environmental Service and the Department of Natural Resources.



#### ENERGY PERFORMANCE CONTRACTS

With savings expected to exceed \$29 million over 13-and-a-half years, DGS is currently administering one of the largest energy efficiency performance contracts for State buildings. Project costs are funded through guaranteed energy-related savings. As part of the Governor's EmPOWER Maryland initiative, the project will reduce electricity, natural gas, fuel oil and water consumption in 37 buildings managed by the DGS, enabling implementation of the O'Malley-Brown administration's goal to reduce power consumption by 15 percent by the year 2015.



## Smart, Green and Growing

Additionally, DGS has installed State-owned E-85 ethanol fueling facilities in Baltimore and Annapolis and is adding three additional E-85 fuel pumps in La Plata, Hagerstown and Salisbury.

### Green Building

DGS is very proud of the progress that it is making through its participation on the Maryland Green Building Council. In its 2009 Annual Report, the Council reported on three recently completed State-owned High Performance green buildings, as well as the progress on eight new green State projects that are funded and currently under design or construction. DGS is currently managing the construction of two major building contracts – the \$43 million Forensic Medical Center in Baltimore and the \$59.9 million Rockville District Court – both with significant “green” elements.



*LEED Silver certificate for Hammerman Beach services building.*



*Hammerman Beach Services Building in Gunpowder State Park*

### Green Procurement

DGS is greening the State’s procurement process. As a point of departure, the Office of Procurement has established a list of recyclable products which include the following commodities: office supplies, water, textiles, paper towels, various janitorial supplies, paper products, traffic barrels, barricades and cones, pallets, re-refined lubricating oil and more. Additional information on Green Procurement can be found on page 34.





## 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.

#### FY 2009 HIGHLIGHTS

- Accounting paid 9,830 out of 9,902 invoices in a timely manner with an on-time percentage of 99.27 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.

In FY 2009, ITG initiated a proposed project designed to assess and reengineer critical business processes, to include: conversion of token ring topology to an Ethernet topology, conversion/updating of antiquated equipment and systems that will be unsupported by manufacturers, and the migration of legacy systems.

The goal is to evaluate current processes identifying where improvements and efficiencies can be made, either through procedural changes or through the use of technology, and to produce clear and concise modeling of the proposed operations of the Department. These changes are critical in allowing the Agency to improve services and productivity to users, to position the agency to be able to utilize the latest technology available and reducing the cost of future network expansion and upgrades. The project is currently in the initiation/planning phase with anticipated project launch set for January 2010.



#### FY 2009 HIGHLIGHTS

- Improved Internet access Department-wide
- Migrated Web Access to Linux resulting in a stabilization of GroupWise Web Access
- Improved functionality for BlackBerry users with a new BlackBerry enterprise server
- Conducted a customer support survey to determine needed customer service improvements
- Created database for Government House to better track State assets

## 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.



*Secretary Collins speaks to employees at the Annapolis Service Awards ceremony.*

### FY 2009 HIGHLIGHTS

- Successfully managed the State-mandated temporary salary reduction and furlough plan, resulting in minimal disruption to operations and the cooperation of all affected DGS employees, supervisors and managers.
- Secured hiring freeze thaw to hire 55 new DGS staff members for mission-critical vacancies. More than 950 application forms and resumes were reviewed and processed.
- Provided training to DGS supervisors and managers on the State's collective bargaining program, including training on four specific contracts in use at DGS. Also provided updated PEP training for supervisors, including the use of a new, simpler evaluation form. In May, stress management training was offered to all employees in conjunction with Employee Appreciation Week.
- Hosted 11 YouthWorks summer interns in various divisions, resulting in a successful and mutually beneficial experience for both students and DGS staff.
- Recognized 145 DGS staffers with annual Service Awards including 49 for 30 or more years.



*Secretary Collins presents Lisa McDonald with her 20 year certificate.*



*Outgoing Assistant Secretaries Michele Griffin and Tom Genetti were keynote speakers at the Baltimore awards ceremony.*



## 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 83 motor vehicles and the Statewide Automated Fuel Dispensing and Management System with 97 refueling stations located in Baltimore City and in every Maryland County.

#### FY 2009 HIGHLIGHTS

- Reinstated the Federal Donation Program
- Conducted 923 online auctions of surplus property thru GovDeals resulting in \$505,980 returned to the general fund
- Processed 2,715 excess property declarations involving 90,847 items with an original acquisition cost of \$160 million
- Supervised the auctioning of 1,371 operable/inoperable surplus motor vehicles/equipment which returned \$2 million
- Conducted four property officer training classes
- The Statewide Fuel Dispensing and Management System dispensed 12.5 million gallons in gasoline, diesel, motor fuel, compressed natural gas and E85. Since its June 1991 inception, the program has saved the State \$8.28 million.







## 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 17 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.

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

Annapolis Public Buildings and 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 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.



## Facilities Operations and Maintenance

### FY 2009 HIGHLIGHTS

- Enhanced energy consumption reduction by installing the updated technology in energy efficient lighting and water conservation modifications.
- Expanded the utilization of green-certified products
- Increased participation in the Governor's Clean Energy Program by acquiring two additional solar-powered vehicles for maintenance staff deployment.
- Under the Governor's statewide print shop consolidation plan, DGS re-established its centralized Quick Copy and Mail/Courier operations at the 301 West Preston Street facility.
- Initiated a partnership with Anne Arundel County and DNR to establish a Farmers' Market benefiting both State government employees and the public.
- Assisted with the development and implementation of a vegetable garden at Government House in conjunction with the Governor's "Buy Local" initiatives.
- Installed rain barrels at Government House to water the garden as part of Governor's water conservation initiatives.
- Repopulated the State House following the 8-month infrastructure renovation project.



*First Lady Katie O'Malley and sons Jack (wearing green shirt) and William plant seeds in the Government House vegetable garden.*



*DGS staffers David Day, Ed Green (on ladder) and Darryl Meekins hang lamp post wreath at the State House.*



*Government House, home of Maryland governors*





## 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 3 million square-feet in Baltimore City located at 201, 300 and 301 West Preston Street, and 2100 Guilford Avenue. BPB&G houses approximately 5,400 State employees and maintains 4 acres of landscaped area and 21 acres of parking.

#### FY 2009 HIGHLIGHTS

- Upgraded and automated office-side lighting control systems at 201 West Preston. Also installed energy efficient lighting in the main lobby.
- Installed energy-efficient compact fluorescent lights in the 300 West Preston auditorium.
- Completed significant improvements at 2100 Guilford including a new ADA handicapped ramp, additional lighting and painting of common areas and tenant spaces.
- As part of the Governor's Smart Green and Growing initiative, FOM coordinates and implements the recycling program at DGS-managed facilities. The recycling coordinator also works with tenant agencies on their recycling needs.
- The recycling program has provided personal desktop recycling boxes, and informative flyers to agency coordinators.
- Added a DGSrecycles link for employees and a DGSrecycles e-mail account
- DGS reported to the Maryland Department of the Environment a 24.59 percent agency recycling rate for calendar year 2008.

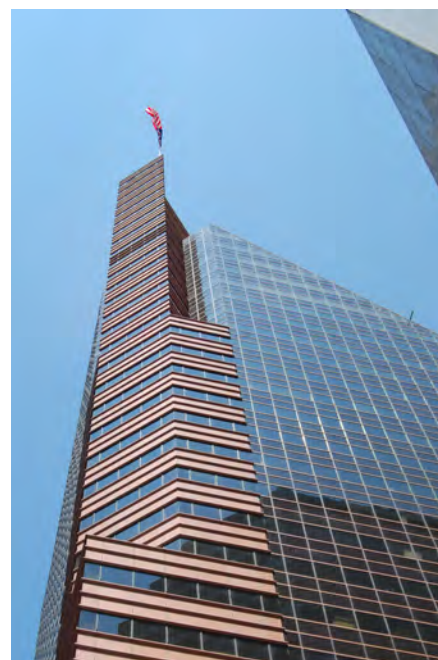


### INNER HARBOR OFFICE CENTER

The Inner Harbor Complex (IHC) administers eight State-owned buildings in Baltimore City and Howard County. Encompassing over 1.3 million square feet, these facilities provide office space for more than 3,000 State employees. One of the buildings maintained by 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 the Jessup State Complex – consisting of State Records Center, Maryland Correctional Enterprises and Maryland Fuel Lab.

#### FY 2009 HIGHLIGHTS

- Continued the \$2.4 million elevator modernization project at 6 St. Paul and initiated energy efficiency projects including lighting and water conservation. The lobby and common areas through the 8th floor were painted.
- Energy efficiency projects, including the installation of light sensor controls and building envelope upgrades, moved forward at the Grasmick Education Building.
- Major repairs were completed at the Saratoga State Center garage.



*William Donald Schaefer Tower  
- 6 St. Paul Street*





## 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 17 District Court/Multi-Service Centers across the State. These facilities encompass more than 1.3 million square feet on 44 acres of landscaped areas and 18 acres of parking lots. The 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 Boulblitz 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. District Courts in Towson and Hyattsville were added in July. More than 2,700 State employees work in the Multi-Service Centers.



*John R. Hargrove, Sr. District Court in South Baltimore.*

#### FY 2009 HIGHLIGHTS

- Energy efficiency projects were underway at all 15 MSCs as part of an energy efficiency performance contract.
- Landscape beautification is an ongoing project to enhance the appearance and to create an inviting atmosphere for employees and visitors to our MSCs.
- In Ellicott City, the boiler was replaced, and a retaining wall was installed to reduce soil erosion.
- In Elkton, two automatic door operators, an ADA improvement, were installed at the main entrance.
- Parking lots were resealed and striped at Catonsville, Westminster and Hagerstown.

### 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.

#### FY 2009 HIGHLIGHTS

- Continued assisting the DGS Office of Real Estate with the State Center Redevelopment project
- Working with FOM leadership and the Attorney Generals' office on District Court/ Capital Lease takeover strategy planning. DGS assumed management of the Hyattsville District Court and the Towson District Court buildings in July 2009 and will assume management of the Louis L. Goldstein District Court on July 1, 2010.



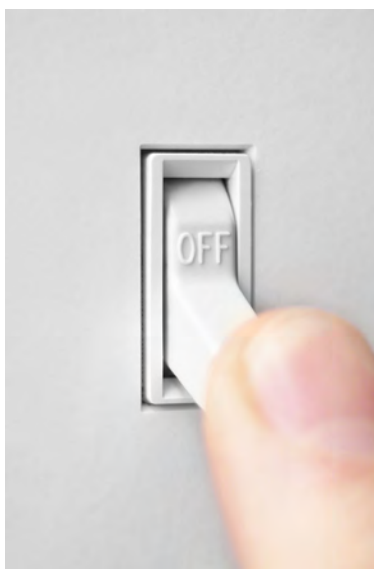
## Facilities Operations and Maintenance

### 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 2009 HIGHLIGHTS

- Continued "Lights Out" program awareness campaign in all facilities
- Automated the office light controls in the 201 West Preston office building reducing energy use for over 5000 light fixtures yielding an annual cost avoidance of \$192,000.
- DGS Energy Performance Contract construction phase II began with work in 37 facilities. At the end of the construction phase the project guarantees:
  - A 13.5-year utility savings and avoided operational costs of \$31.4 million
  - Annual reductions of:
    - 10,433,391 kWh of electricity
    - 247,741 therms of natural gas
    - 2,504 gallons of fuel oil
    - 14,050 gallons of water
    - Annual reductions of greenhouse gas emissions
      - 15.441 million lbs of CO<sub>2</sub>
      - 167 thousand lbs of SO<sub>2</sub>
      - 73 thousand lbs of NO<sub>x</sub>





## 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 annually.

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.



*Police Officer Robert Brown assists a motorist at State Center.*

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, a 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.



*Patrolling aboard the eco-friendly solar-powered vehicle 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.

#### FY 2009 Highlights

- All DGS-MCP serviced facilities have been activated for access control through the use of Prox access, coupled with alarms and video surveillance.
- More than 87,982 State Security Cards have been issued in support of the enhanced security measures. 11,271 were issued in FY 2009.
- Officers worked closely with the Annapolis City Police Department and the Baltimore Police Department on the Capital City Safe Streets initiative in Annapolis, National Night Out, and the Barclay Community Project.
- Measures were enacted to help DGS become a "greener" agency. Police and Security Officers now conduct earlier fire, light and safety checks to ensure lights are turned off in all buildings after business hours.
- A new policy encouraging police officers to conduct foot patrols as opposed to sitting in vehicles with engines idling was implemented. Also increased the use of bike patrols, Segways, T-3's and a solar-powered cart.
- Distributed crime prevention pamphlets in State buildings
- Designed and published DGS Police newsletter "On the Beat" and maps for kiosks at State Center
- Participated in Presidential visit to Naval Academy in May
- Participated in Vice President Biden's fuel efficient transportation presentation
- Hosted training courses on alcohol enforcement and deaf and hard of hearing awareness



*Sergeant Kendall Gould on bike patrol at State Center.*



*Police Sergeant Matt Wareheim provides a tutorial to Maryland U.S. Senator Ben Cardin on the versatility of the Department's battery-powered T-3 vehicle.*



*DGS/MCP Police help promote the annual Chesapeake Bay Polar Bear Plunge for Special Olympics at Sandy Point State Park.*



## 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.

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 2009

Negotiated 78 design contracts totaling \$15.2 million.

Estimated Construction Value - \$146.3 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 2009, the Project Management staff conducted five 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



*Governor O'Malley receives briefing from DGS Project Manager Neb Sertsu at the State Forensic Medical Center construction site.*



## Facilities Planning, Design and Construction

of capital projects. They manage and monitor the A/E team's construction administration services, as well as services provided by the 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 2009. These include the \$1.4 million renovation and restoration of the Old House of Delegates Chamber in the State House, the \$3.8 million cafeteria at the Maryland School for the Deaf - Frederick Campus, the \$1.5 million Administration/Maintenance Complex at the Garrison Forest Veterans Cemetery, the \$1.3 million main building parking lot and athletic field at the Maryland School for the Deaf - Columbia Campus, and the \$17 million Harriet Tubman Underground Railroad State Park.

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 30 requests for special assistance from State facility managers during FY 2009. 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 2009, the legislature approved State grant funding in the amounts of \$340 million for public school construction and \$81 million for community college construction. The Public School Construction Program allocated grant funds to 144 projects across all 24 jurisdictions, with a total construction value of approximately \$750 million. A total of 48 new public school projects were also approved for planning. The Community College Construction Program allocated grant funds for 21 projects at 10 community colleges totaling \$73 million.

The Capital Grants Program is also within this Unit and is responsible for the administrative and technical support to recipients of more than 1,100 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 2009 totaled \$165.8 million.







# Facilities Planning, Design and Construction

## 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 drawings and specifications. In FY 2009, the Construction Division monitored 166 projects worth \$242 million under construction, and performed 383 warranty inspections on completed projects valued at \$253 million. A total of 109 projects valued at \$129 million were completed in FY 2009.

### FY 2009 – MAJOR CAPITAL PROJECTS COMPLETED

Project	Cost (In millions)
St Mary's College of Maryland - New Student Services Building	\$ 12
Maryland School for the Deaf - New Elementary School	\$ 20
Clifton T. Perkins Hospital Center - New 48-bed Maximum Security Center	\$ 15
Victor Cullen Center Renovations	\$ 10
Maryland State House Renovations	\$ 8
Cheltenham Veterans Cemetery Expansion and New Maintenance Building	\$ 3



*DGS Project Manager Carl Fox updates construction progress at the new Rockville District Court.*

### MAJOR CAPITAL PROJECTS UNDER CONSTRUCTION

Project	Cost (In millions)
Rockville District Court	\$ 60
State Forensic Medical Center	\$ 44
Horn Point Oyster Production Facility	\$ 10
Eastern Shore Regional Call Center	\$ 4
Garrison Forrest Veterans Cemetery Expansion	\$ 3
Madonna Forest New Multi-Purpose Building	\$ 1



*Rockville District Court construction site.*

## 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

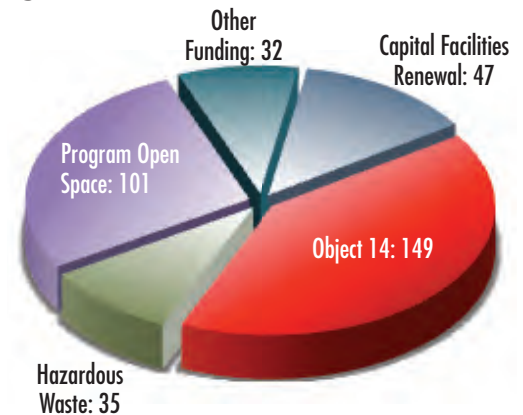
# Facilities Planning, Design and Construction

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 2009, Maintenance Engineering's Roofing Unit performed 67 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.

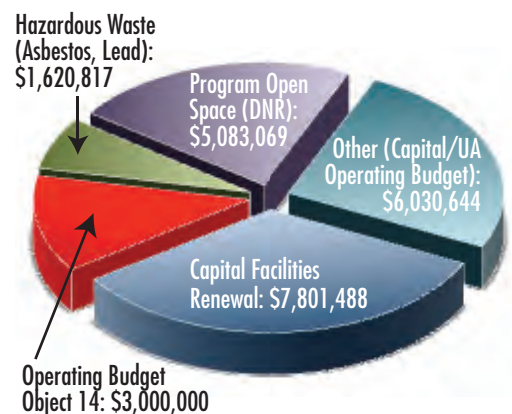
**Number and Type of Active Projects  
Managed by Maintenance Engineering**

PROJECT	#	Value
Capital Facilities Renewal	24	\$ 7,801,488
Object 14	84	\$ 3,000,000
Hazardous Waste (Asbestos, Lead)	28	\$ 1,620,817
Program Open Space (DNR)	81	\$ 5,083,069
Other Funding	38	\$ 6,030,644
TOTAL	255	\$ 23,536,018



**Total Maintenance Projects Awarded - FY 2009**

PROJECT	#	Value
Capital Facilities Renewal	24	\$ 7,801,488
Operating Budget Object 14	84	\$ 3,000,000
Hazardous Waste (Asbestos, Lead)	28	\$ 1,620,817
Program Open Space (DNR)	81	\$ 5,083,069
Other (Capital/UA Operating Budget)	38	\$ 6,030,644
TOTAL	255	\$ 23,536,018



# Facilities Planning, Design and Construction

## 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.

### FY 2009 HIGHLIGHTS

- Continued implementation of Comprehensive Utility Bill Management. This state-of-the-art system is facilitating the collection and management of all the State's utility data to help control the use and consumption of utilities and to manage reduction. The EnergyCap database contains information on 9,486 buildings, 15,648 accounts and 368,466 bills.
- DGS actively promotes Energy Performance Contracting (EPC) by meeting with State agency representatives to present the energy performance contracting concept. With assigned Energy Services Companies (ESCOs), DGS is currently overseeing EPC projects with 28 State agencies. The EPC projects have an estimated construction value of approximately \$250 million to be paid from future and annual guaranteed energy savings (cost avoidance) of nearly \$26 million annually.
- DGS has developed a list of qualified renewable energy developers (solar, wind, and biomass) to implement renewable energy projects through the use of long term Power Purchasing Agreements (PPA) as part of the State electricity purchasing portfolio. Three projects have been initiated:
  - Solar for DGS buildings: Construction to began in October 2009 at five locations.
  - Solar for the Maryland Port Authority: Project is in the proposal phase for up to 11 locations.
  - Solar for the Maryland State Police: Surveying is underway for potential locations.



Workers install solar panel atop Government House as part of the DGS Energy Performance initiatives at 37 DGS-operated buildings.

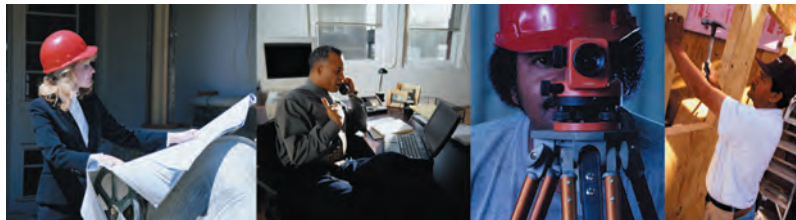






## Procurement & Logistics

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 Business Enterprise and Technology Services (BETS) unit administers Internet-based eMaryland Marketplace (eMM), a full service interactive procurement system, and the Homeland Security eProcurement system for First Responders. The BETS Unit also administers the Minority Business Enterprise (MBE) program which facilitates the business that DGS conducts with small and minority-owned businesses participating in the State procurement process. The BETS unit also maintains the Small Business Reserve (SBR) database which houses the State's self-certified small businesses that meet the specified criteria mandated by law.

Procurement and Logistics is also responsible for the activities of the State Printing and Duplicating (SP&D) and the State Records Management. State Printing and Duplicating provides central support for all State government activities related to digital duplicating. Records Management stores and services more than 48.4 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 provides a broad spectrum of functions, including the administration of contracts for Construction, A/E services, construction-related services, and capital maintenance in a timely and cost effective manner.

#### **FY 2009 HIGHLIGHTS**

- Awarded 213 architecture engineering (A/E) and capital maintenance and construction projects for construction and construction-related services totaling more than \$129 million, including:
  - Rockville District Court – The new \$60 million district court is under construction.
  - Eastern Shore Unemployment Insurance Call Center – The new \$3.7 million Unemployment Call Center is currently under construction. Upon completion in 2010, it will provide a new 20,106 sq. ft. building for the Department of Labor, Licensing and Regulation.
  - New \$104 million Youth Detention Center in Baltimore City – a 180-bed, 184,797 gross square foot facility
  - The \$16.3 million Harriett Tubman Underground Railroad State Park in Dorchester County – a 15,000 gross sq. ft. facility for the Department of Natural Resources
  - New \$147.4 million Women's Detention Center in Baltimore City – a 800-bed, 376,785 square foot women's detention facility



## Procurement & Logistics

### **FACILITIES MAINTENANCE CONTRACTING**

Facilities Maintenance provides procurement services to client agencies by conducting online 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, ground maintenance and recycling.

In addition to direct and 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 2009 HIGHLIGHTS**

- Awarded 67 contract awards totaling more than \$20 million including:
  - Statewide trash removal contracts with values totaling \$1,362,983.00
  - Janitorial services for Baltimore City DSS valued at \$556,773.00
  - and uniformed unarmed guard services contracts totaling \$2,010,548

### **COMMODITIES**

Commodity Procurement is 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. Additionally, Commodity Procurement continues to play an integral part in the State's preparation for Emergency Preparedness. By negotiating and enabling agencies to utilize the National Association of State Purchasing Officials' Hazardous Incident Response Equipment (NASPO/HIRE), U.S Communities and GSA contracts, the State is now better able to respond to the needs of Maryland communities in disaster situations and continues to explore innovative avenues to meet these needs.

#### **FY 2009 HIGHLIGHTS**

- Awarded 450 new contracts totaling over \$103 million including:
  - Contracts for Maryland Public Television's federally mandated digital conversion totaling \$1.5 million
  - Contracts for equipment and furniture for the opening of the new elementary school at the School for Deaf in Frederick totaling \$554,624
  - Negotiated price decreases to existing food contracts for a savings of \$11,556 per month for a total of \$138,672

### **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 2009, the BPW Administration assisted the Department in processing 1,585 procurements and grants and loans through the BPW and the DPRB totaling \$1,078 billion.



## Procurement & Logistics

### 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 17 statewide contracts containing acceptable recycled products. There are an additional 30 products available and listed on the DGS Website.

#### Small Business Awards

Procurement Law provides for small business awards. DGS made 299 awards to small businesses in FY 2009 for more than \$40.5 million.

#### 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 2009, there were 390 in-state awards totaling over \$256 million versus 133 out-of-state awards totaling over \$30 million.

### BUSINESS ENTERPRISES & TECHNOLOGY SERVICES (BETS)

The Business Enterprise and Technology Services offices have joined forces to provide better Statewide support for eMaryland Marketplace (eMM), the Small Business Reserve Program (SBR), and more personalized internal support for DGS users of the State's Advanced Purchasing and Inventory Control System.







## Procurement & Logistics

BETS 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.

*Garry Fleming (center) and Tim Barnes provide information on DGS contract opportunities at MBE event in Annapolis.*



### FY 2009 HIGHLIGHTS

- In FY 2009, DGS awarded \$ 292,749,991 in procurements requiring minority business participation. Of that amount, \$76,666,418, or 26 percent, was awarded to certified minority businesses, representing a significant increase over FY 2008 MBE participation of 16 percent.

Procurement Category	Total Procurement Dollars	Total MBE Dollar Awarded	Total MBE Percentage
Services	\$ 1,053,639	\$ 38,849	3.69%
Architectural/Engineering	\$ 14,497,764	\$ 4,983,483	34.37%
Maintenance	\$ 25,580,853	\$ 4,585,229	17.92%
Construction & Construction Related	\$ 172,105,487	\$ 56,508,995	32.27%
IT Services & Supplies	\$ 25,000	\$ 25,000	100.00%
Corporate Card	\$ 857,204	\$ 49,586	5.78%
Direct Voucher	\$ 3,601,168	\$ 521,599	14.48%
Supplies & Equipment	\$ 75,023,822	\$ 9,953,677	13.27%
TOTAL:	\$ 292,749,991	\$ 76,666,418	26.19%

- BETS provided eMM training to 84 people at State and local government agencies.
- Participated in more than 25 city, county, and State outreach events.
- BETS assisted 4,153 eMM buyers and vendors throughout the State by e-mail and telephone. More than 20,000 vendors are registered on the eMM system.

## 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 prior approval of the State Archivist. At the State Records Management Center in Jessup, the Unit 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.



## Procurement & Logistics

### FY 2009 HIGHLIGHTS

- Provided storage for 161,411 cubic feet of records equivalent to 26,902 four-drawer file cabinets
- Accepted 27,528 cubic feet of new accessions equivalent to 4,588 four-drawer file cabinets
- Destroyed, through recycling, 23.958 cubic feet (359 tons) of records eligible for disposal in accordance with established records retention schedules
- Retrieved and returned 12,457 individual files for State agencies
- Interfiled 8,443 new individual records within existing record storage boxes



*Jim Frend hands records storage box to Harry Pancholi at the Records Management warehouse in Jessup.*

### DGS 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 Maryland Correctional Enterprises and, as necessary, issues a contract for printing to other vendors.

### GREENING MARYLAND

As part of Governor O'Malley's Smart, Green and Growing initiative, DGS is greening the State's procurement process. As a point of departure, we have established a list of recyclable products which includes commodities and services through our Preferred Providers, the Blind Industries and Services of Maryland (BISM), and Maryland Correctional Enterprises (MCE). Items such as water, textiles, paper towels, various janitorial supplies, and recycled paper products appear on BISM's Master List. MCE offers the "Green Guard" furniture line as well as printing services as part of its environmentally friendly initiatives. Other DGS statewide contracts include environmentally friendly highway construction equipment.

Also on contract are vehicle fuel (Ethanol E-85, Bio-diesel B-5, and ultra low sulfur) and building material, tools, and supply commodities which include florescent lamps and electronic ballasts.

DGS also includes U. S. Green Building Council LEED silver rated specifications for new construction or major renovation projects; utilizes e-Cycling for electronic waste components; and has standardized DGS General Terms and Conditions for all solicitations to request the use of minimal and recyclable packaging. Also a preference is provided for all mercury-free products.



## 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 ORIENTED DEVELOPMENT AT STATE CENTER**

The DGS Office of Real Estate, collaborating with the Maryland Department of Transportation (MDOT), continues to pursue the \$1.5 billion redevelopment of the 28-acre State Center site as part of a joint public/private initiative.

In June 2009, DGS and MDOT went before the Board of Public Works to seek approval for the Master Development Agreement between the State and the Developer. The Board approved the agreement unanimously. This approval allows design work to proceed on Phase One of the project. DGS and MDOT are pursuing a schedule for approval of the first phase development plan that could see a ground breaking in late summer 2010.

The transformation of State Center into a vibrant mixed income mixed use project will create thousands of jobs. Additionally, the Developer plans to execute the project with the highest feasible standards of sustainable development to establish a foundation for the project to contribute to the long term of the regions environment.



*Architectural rendering looking at 201 West Preston from Read Street in redeveloped State Center.*





## Real Estate

### 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.

#### FY 2009 HIGHLIGHTS

- Acquired 350 acres of waterfront property located on Wicomico River in Eastern Charles County known as the Grove Farm for \$3 million. This acquisition will support the Captain John Smith Chesapeake National Historic Trail and the Maryland Scenic Rivers Act.
- Acquired 323 acres located near the Blackwater National Wildlife Refuge and adjacent to Chesapeake State Forest lands for \$2.5 million, for incorporation into the Chesapeake Forest.
- Acquired 1,072 acres located in four Eastern Shore Counties adjacent to the Chesapeake Forest, the Wicomico Demonstration Forest and other protected lands, for \$2.5 million. The conservation of these parcels will safeguard wildlife habitat, protect the water quality of the Chesapeake Bay and provide for sustainable forestry.
- Acquired 4,769 acres known as the Foster property, adjoining Pocomoke State Forest and Chesapeake Forest lands in Worcester County for \$14.4 million. This tract was one of the largest contiguous land holdings remaining on the Eastern Shore. By protecting this precious land, the State will preserve the area's diverse habitat and ensure a continued viability of the resource-based forestry industry critical to the health of the Eastern Shore economy.
- Acquired 4,473 acres located in Cecil, Charles & St. Mary's Counties from the Corporation of the Roman Catholic Clergymen for \$56.9 million. This was a rare opportunity to purchase this unique property, with the majority of the land having been in continuous ownership since the early 1600s. The conservation of this precious land would preserve diverse natural habitats, safeguard wildlife, protect the water quality of the Chesapeake Bay, provide public access to the Captain John Smith Chesapeake National Historic Trail, conserve sustainable forest lands and leave a lasting legacy to future Marylanders.
- Acquired a conservation easement on 232 acres with frontage on Scarboro Creek and a view of the Chincoteague Bay in Worcester County for \$1.82 million. This acquisition is part of the Maryland Coastal Bays land protection and restoration project and is located within the 153,000 acre Maryland Coastal Bays Watershed.



## Real Estate

The Unit presented 27 purchase and sale agreements, options, and easements to the BPW for a total FY 2009 transaction value of \$91.1 million.

	FY 07	FY 08	FY 09
New Program Open Space Cases	79	32	62
POS Cases Approved by BPW	24	20	23
POS Acres Acquired	4,229	1,715.27	14,688.52
POS Acquisition Costs	\$30.2m	\$33.2m	\$91.1m
Other Acquisitions Approved by BPW	2	0	0
Other Acquisition Costs	\$3,774,631	0	0
Transactions Approved by BPW w/no consideration	2	2	0
Total # of Disposals	5	3	4
Total Value of Disposals	\$121,650	\$5,100	\$2,800

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 2009, the Unit presented to the BPW 79 easement options valued at \$42.7 million.

	FY 07	FY 08	FY09
Ag Easements Approved by BPW	72	80	79
Ag Easement Acreage	8,596.74	10,176.19	10,020.70
Ag Easement Costs	\$54.9 m	\$41.4 m	\$42.7 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 of 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 07	FY08	FY 09
Appraisal Reviews	999	1,187	1,103
Staff Appraisals	87	224	123



## 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	\$ 73,154,382	4,655,822 nuf	359
Parking	\$ 3,276,744	5,857 spaces	64
Revenue Leases	\$ 7,144,366	—	306
Office	\$ 268,622	—	10
Storage	\$ 200,003	—	3
Parking	\$ 3,602	—	4
Other	\$ 248,993	—	122
Tower	\$ 791,081	—	52
Land	\$ 5,632,066	—	115

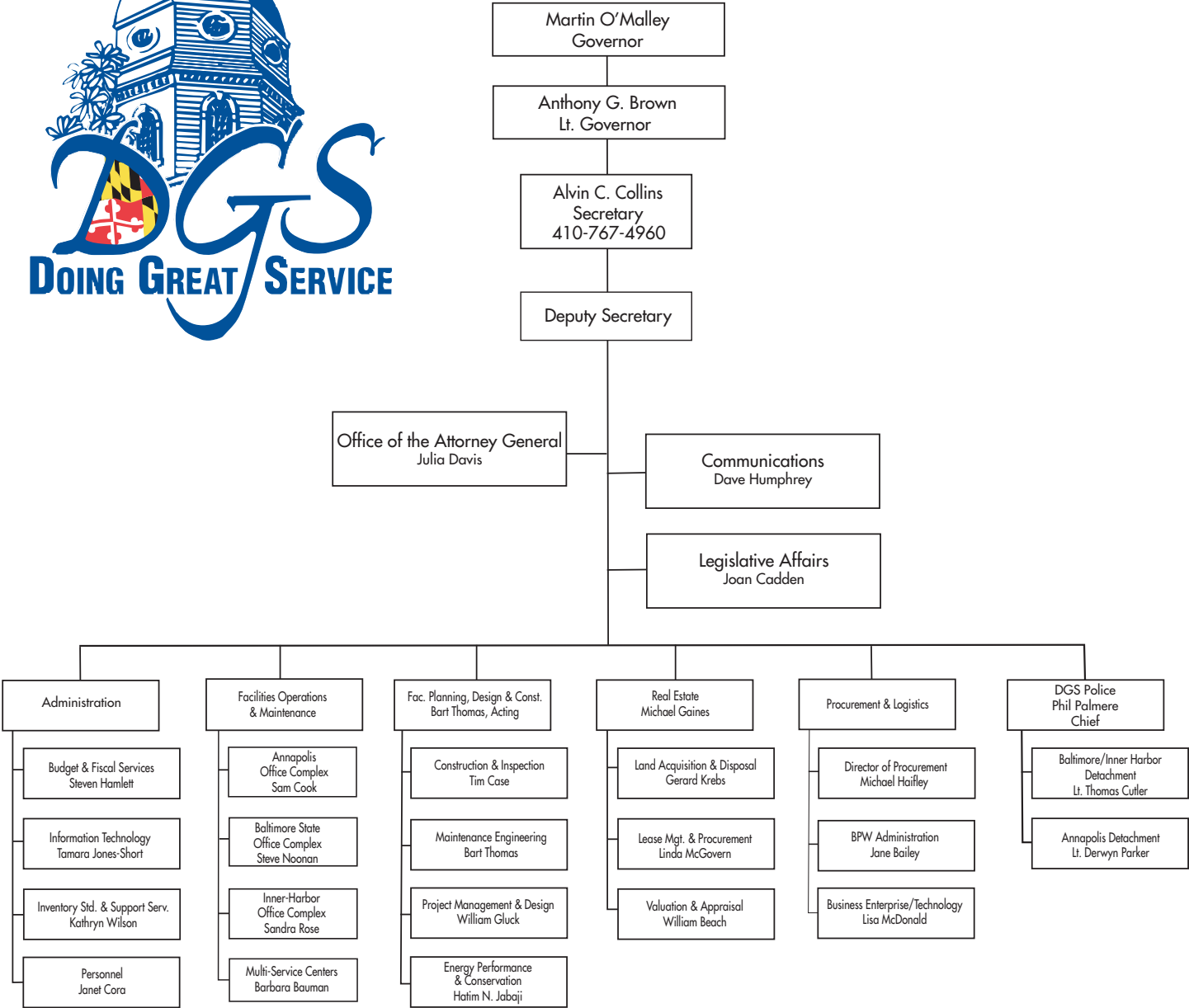
Employee Housing - 161 active leases receiving \$233,627 annually in rental payments. This represents a 14.6% rental income decrease in rents from FY08. There are 28 vacant units.

	Leases to BPW	Value	RFPs Issued	Neg Rent Savings	Escalation Review Savings	Excess Fit Up Review Saving
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
FY 09	76	\$ 64,082,010	7	\$ 2,028,313	\$ 1,119,608	\$ 21,316





# Maryland Department of General Services





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