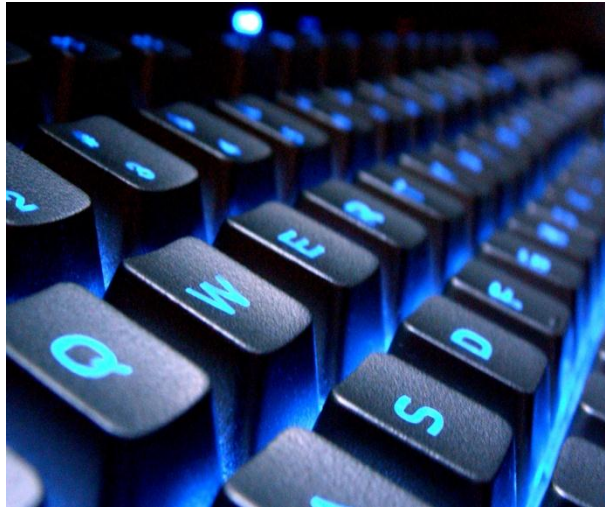


MARYLAND DEPARTMENT OF GENERAL SERVICES





Secretary's Message



The Department of General Services is focused on “Sustainability.” We realize that it is a matter of being smart about how we use our resources, rather than doing without. Our goal is to “be smart” in all areas of our mission – energy efficient facilities maintenance, energy usage conservation, emphasis on recycling and encouraging the purchase of green products, green building concepts and efficient fuel management – making Maryland more sustainable for generations to come.

During FY 2012 DGS has:

- Spearheaded a recycling program that recorded record recycling percentages for DGS-owned buildings
- Installed solar powered recycled compactors in Lawyer’s Mall as part of the Governor’s Recycling Program
- Entered into a new statewide fuel management system contract which includes soy bio-diesel, ultra-low sulfur diesel and ultra-low sulfur bio-diesel
- Completed installation of Energy Conservation Measures under an EPC from January 2010 at Spring Grove Hospital Center, confirming avoided utility costs of \$5,556,336
- The Lowe House of Delegates Building renovation project earned a “Silver” rating from the Green Building Council; by completion, it is projected that a “Gold” rating will be awarded
- Executed a lease for a 250 acre solar farm at the Maryland Correctional Institute

On behalf of all of the employees of the Department of General Services, please enjoy this recount of some of our successes in FY 2012. We look forward to going beyond just Doing Great Service to being committed to being accountable, responsible and efficient – doing our work the DGS Way.

Alvin C. Collins
Secretary



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Maryland Department of General Services

The Department of General Services (DGS) manages, operates, and maintains multi-agency State facilities; assess 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 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 State Finance and Procurement Article 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.

EMERGENCY MANAGEMENT

Working across DGS Divisions, the Director of Emergency Management serves as the DGS liaison with the Maryland Emergency Management Agency 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. The Director's Office also manages the Department's Continuity of Operations Plan (COOP) that 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.

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.



Office of the Secretary

OFFICE OF CUSTOMER AND BUSINESS RELATIONS

The Office of Customer Relations and Business Development 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.

LEGAL DIVISION

The Legal Division was established in accordance with statute that requires the Attorney General to “act as the legal advisor to the department.” At present, there are five 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 providing legal advice and counsel to the divisions of DGS and the projects they handle, litigating court cases, negotiating, reviewing and preparing contract documents, and providing both formal and informal legal opinions on a regular basis to the Department’s personnel.



DGS Special Assistant for the Office of the Secretary, Sean A. Stinnett, networking during the Small Business Administration (SBA) luncheon.



DGS Special Initiatives

SUSTAINABILITY AT DGS

As part of Governor O'Malley's Smart, Green and Growing initiative, DGS is increasingly focused on sustainability and is finding ways to green its operations.

"Sustainability – it's a matter of being smart about how we use resources, rather than doing without." – Alvin C. Collins, Secretary

Green Purchasing

DGS has established and maintains a list of acceptable recycled products available on statewide contracts which include janitorial supplies such as paper towels, toilet paper, and trash can liners; office supplies such as paper and paper products; furniture, including systems furniture and seating; and computer accessories such as ink and toner cartridges. DGS' General Terms and Conditions for all solicitations require the use of minimal and recyclable packaging.

Further, DGS requires the purchase of recycled content paper and the use of biodiesel fuel or other biofuel; provides a price preference for locally grown foods and products made from recycled materials; provides a preference for mercury-free products and equipment; restricts upright luminaires; and requires specification statements for coal in heating systems as well as for low noise level and energy efficient equipment.

DGS works with the State's preferred providers, Blind Industries and Services of Maryland (BISM), and Maryland Correctional Enterprises (MCE) to ensure that green products, such as Green Seal certified cleaning supplies and GREENGUARD certified furniture are available for purchase.

Highlights

- In April, DGS celebrated its first Earth Day at State Center and William Donald Schaefer Tower in Baltimore, the Annapolis Capitol Complex and the Ellicott City Multi Service Center/District Court with educational games and prizes, promotional give-aways, and displays focused on environmental awareness
- In April, DGS entered into two contracts for electronics recycling services available to all state agencies
- In May, DGS entered into a new statewide fuel management system contract which includes soy bio-diesel, ultra-low sulfur diesel and ultra-low sulfur bio-diesel
- DGS' FY 2012 report on the procurement of recycled content products demonstrated that 96% of the paper and paper products purchased by DGS had recycled content



DGS Special Initiatives

Maryland Green Purchasing Committee

The Secretary of DGS chairs the Maryland Green Purchasing Committee which was created by Chapter 593 of the Acts of 2010.

In 2012, the Committee built upon the foundation laid in its first year by deploying and subsequently updating its pages on the DGS website, revising and adding to its Green Purchasing Guidelines, expanding the membership of the Committee, and developing a training module related to sustainable purchasing.

Highlights

- During the 2012 legislative session, the Committee supported HB448 requiring the state to purchase EPEAT certified computer equipment and to contract with certified vendors of recycling services
- In July, the Committee released revised Green Purchasing Guidelines
- In August, the Committee began presenting “Sustainable Purchasing 101” training to various audiences including agency buyer groups and the Maryland Public Purchasers Association

Green Building

DGS requires new construction and major renovation projects to achieve LEED (Leadership in Energy and Environmental Design) Silver certification.

Maryland Green Building Council

The Maryland Green Building Council, which is staffed and **administered** by DGS, was created by Chapters 115 and 116 of the Laws of Maryland and includes private sector as well as state agency membership. The Council makes recommendations about implementing the State’s High Performance Building Program, **assists the Governor and General Assembly on green building legislation and works to promote green building throughout the government and private sector.**



DGS Special Initiatives

Waste Management and Recycling

DGS has exceeded the mandated agency recycling rate of 20% since 2006, but is continually striving to do better.

Chapter 692 of the Acts of 2012 will increase the required State Agency recycling rate from 20% to 30% in 2014 and in order to jump start its efforts to improve recycling rates, Secretary Collins joined Governor O'Malley in Annapolis in April to kick off a competition among DGS managed buildings. The DGS Spring Recycling Competition, which included all DGS managed buildings in central Maryland, took place from Monday April 2, 2012 through Friday June 1, 2012.

The kick-off event, including DGS staff taking action by recycling, was captured by local media and DGS added a page to its web site reporting waste and recycling data for each facility by month.

Following the conclusion of the competition, the effort to raise awareness, reduce waste, and increase recycling has been continued as DGS expanded the monitored facilities and continues to maintain its web page displaying facility recycling data. DGS expects its 2012 recycling rate to increase due in part to this effort.

PARTNERING WITH LOCAL GOVERNMENT

DGS participated in the annual Maryland Municipal League (MML) and Maryland Association of Counties (MACO) summer conferences. The department's exhibit highlighted the many ways in which DGS impacts Maryland including building with "green" technology and leading energy savings efforts. The exhibit also promoted the Federal Surplus Donation Program and GovDeals.

DGS IN THE COMMUNITY

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





Smart, Green and Growing

Renewable Energy

DGS currently has photovoltaic solar panels on four DGS buildings with peak capacity of 432 kW, generating approximately 520,000 kWh per year or enough electricity to provide power for 29 homes:

- Tawes State Office Building -580 Taylor Ave., Annapolis - 126 kW
- John R. Hargrove, Sr. District Court and Multi-Service Center -700 E. Patapsco Ave. Baltimore - 106 kW
- Elkton District Court & Multi-Service Center -170 E. Main St. Elkton - 74 kW
- Ellicott City District Court & Multi-Service Center -3451 Courthouse Dr., Ellicott City - 126 kW

Generating Clean Horizons

Generating Clean Horizons will provide about 16.5 percent of State government's annual electricity from renewable sources. The State and the University System of Maryland will receive 226,438 MWh/year (wind and solar). This is enough to power approximately 12,600 homes.

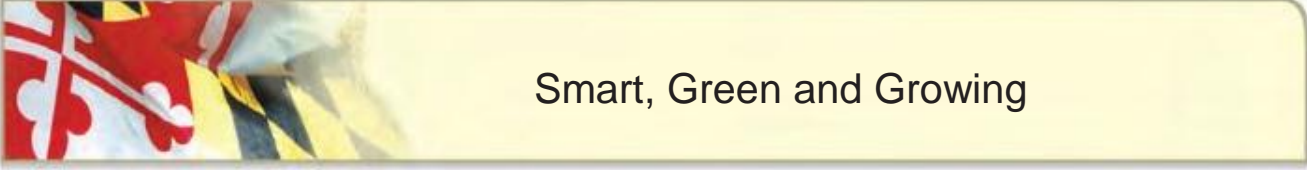
These contracts are with the following entities:

- Emmitsburg Solar (Constellation) – 13 MW of Solar generated power for 22,291 MWh/year. The planned start of delivery is Dec. 31, 2012.
- Roth Rock Wind (Synergics) – 10 MW of Wind generated power for an annual 30,605 MWh/year. This project started delivery Aug. 1, 2011.
- Pinnacle (Wind Force) - 55.2 MW of Wind generated power for an annual 173,542 MWh/year. The planned delivery is March 31, 2012.

DGS also coordinates its efforts with many other State agencies in the development and implementation of additional solar projects throughout the State.

Energy Performance Contracts

DGS has been working with State agencies with the goal of substantially reducing Maryland's energy consumption through energy efficiency projects. To date, the Board of Public Works has approved 20 energy performance contract projects. These projects are helping Maryland achieve contractually guaranteed energy and operational savings of approximately \$310 million to be realized throughout the life of the contracts or about \$20.9 million annually. The energy saved is equivalent to a reduction of over 127,000 tons of carbon dioxide annually. This is a carbon dioxide reduction equivalent to taking 24,900 cars off the road; or a reduction of 292 million vehicle miles traveled each year.



Smart, Green and Growing

Electricity Demand Response

- Manage peak demand by reducing consumption on critical summer days.
- DGS along with Towson State University, University of Maryland-Baltimore, Maryland Aviation Administration, University of Maryland-College Park, University of Maryland-Baltimore County and Maryland State Archives are participants in demand response.
- Since 2008, DGS received \$400,000 in net payments for program participation.

State Energy Database

- State of the art utility management system.
- State has about 4,700 utility accounts (electricity, gas water, steam, chilled water, fuel, etc.)
- Totaling 14,000 accounts with commodity.
- Annual utility budget about \$220 million.
- Established a base-line in FY08 and it is up-to-date.
- Currently “live” and approximately 93 percent complete.



DGS Assistant Secretary Bart L. Thomas of the Office of Facilities Planning, Governor Martin O'Malley and Lauren T. Buckler, Director of Energy Performance & Conversation.



Smart, Green and Growing

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 to reduce State government energy consumption. EmPOWER Maryland will reduce Maryland energy consumption by 15 percent by 2015.



FY 2012 HIGHLIGHTS

The Office continues to oversee construction and to perform measurement and verification of energy usage reduction for 20 energy performance contracts. These contracts have approximate value of \$202M with guaranteed cost avoidance in excess of \$21M per year. At Spring Grove Hospital Center, DGS completed installation of Energy Conservation Measures under an EPC in January 2010. Through the first two years of the guarantee period, DGS has confirmed avoided utility costs of \$5,556,336, nearly \$1,400,000 in excess of the guarantee over that period.

The Office continues to update and maintain the state-of-the-art comprehensive utility bill management system known as the State Energy Database. This system facilitates the collection and management of all the State's utility data to help control the consumption of utilities and to manage conservation efforts.

Development continued on the Energy Maryland Map website which features information about energy reduction efforts and renewable energy production at state facilities.

The Office is overseeing the efforts of state agencies in measurement of the effectiveness of their agency-wide energy reduction plans. DGS will continue to assist state agencies in energy reduction projects and the implementation of their plans.

The Office continues to work with State agencies on the goal of substantially reducing Maryland's government energy consumption through energy efficiency projects. The Office has also implemented solar hot water heating, roof top solar photovoltaic (PV) on DGS buildings and other State agencies to generate 2.2 MW electricity per year. The Office has utilized Power Purchase agreements (PPA) for installation of more renewable energy projects for State facilities power needs.



Office of Administration

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

FISCAL SERVICES

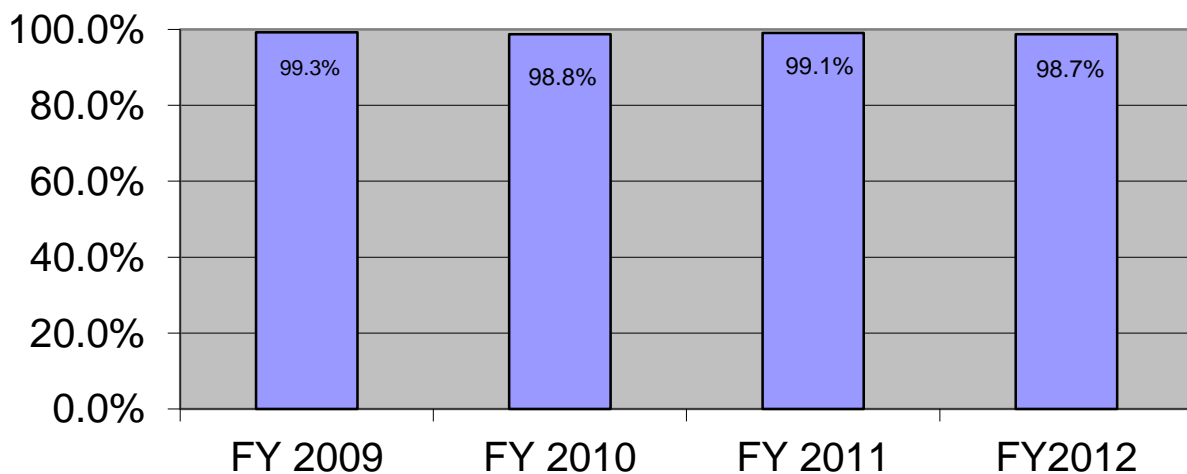
The unit provides daily accounting and budgeting services to the Department. Fiscal Services is comprised of three primary sections: Statewide Capital Projects Accounting, Operations Accounting, and Budget Management. In addition to its technical role, the unit provides guidance to management on various 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 2012 HIGHLIGHTS

- Accounting paid 8,660 out of 8,770 invoices in a timely manner with an on-time percentage of 98.75 percent.

FY 2009	FY2010	FY2011	FY2012
99.3%	98.8%	99.1%	98.8%

Percentage of Invoices Paid Timely





Office of Administration

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 2012 ITG made great strides in stabilizing and improving our network infrastructure by employing innovative interim solutions. These solutions have moved DGS's network closer to an environment that is smart, agile, and aligned. ITG continued to provide smart, reliable, and agile solutions for our user community. Despite the challenges, the Unit continues to provide a secure network and superior customer service.

FY 2012 HIGHLIGHTS

- Through technology, supported the implementation of MDTIME, an automated timesheet solution, and Skire Unfire, a Facilities trouble ticketing cloud solution.
- Fully implemented BlackBerry Enterprise Server to all BlackBerry users to provide BlackBerry users additional functionality and real-time data availability.
- Installation of Novell Linux with VMWare – to provide virtual platform for applications and expand network resources.
- Migrated from Novell NetWare to Novell OES on Linux in Baltimore.
- Implemented a new, more robust SAN (Storage Area Network).
- Migrated from the legacy Token-Ring network to Ethernet in the Preston Street Campus, using an innovative solution using existing Type 1 cable.
- Supported the implementation of a computerized time-sheet (MDTIME).
- Piloted a group of Windows 7 workstations.
- Implemented the extension of the DGS network to Jessup and Nancy Grasmick building in Baltimore.
- Upgraded Internet link to 20 Mbps/s improving Internet access.





Office of Administration

PERSONNEL

The Personnel Office directs, manages, and coordinates 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 and employee selection, salary determination, position classification and promotion, disciplinary actions, employment counseling, health benefits, employee assistance, medical referrals, reporting and managing accident leave and other Risk Management issues, the employee leave donation program, mandated drug testing, budget and staff projections, Americans with Disabilities Act compliance, grievance resolution, Equal Employment Opportunity and Affirmative Action compliance, complaint resolution, arbitration of employer/employee disputes, training initiatives, and employee award programs. The office assists the DGS Assistant Attorneys General in representing management before the Office of Administration Hearings and Police Law Enforcement Officer Bill of Rights trial boards.



Personnel Director Janet Cora leads the DGS Wellness Committee by encouraging each other to live a happy and healthier lifestyle.



Office of Administration

INVENTORY STANDARDS AND SUPPORT SERVICES DIVISION

Inventory Standards and Support Services (ISSSD) Inventory Standards and Support Services oversee 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 85 motor vehicles and the Statewide Automated Fuel Dispensing and management System with 98 refueling stations located in Baltimore City and in every Maryland County.

FY 2012 HIGHLIGHTS

- Processed 3,068 excess property declarations involving 254,293 items with an original acquisition cost of \$62 million.
- The Statewide Fuel Dispensing and Management System dispensed 12.2 million gallons in gasoline, diesel, motor fuel, compressed natural gas and E85. Since its June 1991 inception, the program has saved the State \$9.2 million.
- Contracted with two Statewide Electronic Recycling vendors for the recycling of excess electronics including computers.
- Added three additional ethanol fueling facilities to the Statewide Fuel Dispensing and Management System which now brings the total number of ethanol stations in the network to nine.



ISSSD representatives conduct fuel training at the Maryland Department of Transportation (MDOT) headquarters.



Facilities Operations and Maintenance

The Facilities Operations and Maintenance Division is responsible for establishing policy and directing the statewide operation and maintenance of 56 buildings with 6.3 million square feet of space under DGS authority. The division oversees two principal office centers – Annapolis Capital Complex and Baltimore Public Buildings and Grounds – along with 7 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 CAPITAL COMPLEX

The Annapolis Capital Complex operates and maintains 27 State-owned facilities. These facilities span approximately 74 acres of property within Historic Annapolis. The total facility space consists of more than two million square feet and houses approximately 4,700 State employees, county employees, elected officials and contractors. The buildings under purview are: Attman Glazer, Calvert Street Garage, Central Services, Courts of Appeal, Data Center, Goldstein Treasury, Government House, Hall of Records, James Senate, Jeffrey, Legislative Services, Lowe House, J Barracks, Miller Senate, Old Treasury, Peoples Resource Center, PRS Day Care Center, Revenue Administration, Sweeney District Court, Shaw House, State House, five buildings in the Tawes Complex, Tawes Day Care Center and Crownsville Maintenance.

FY 2012 HIGHLIGHTS

- Installed solar powered recycled compactors in Lawyer's Mall as part of the Governor's Recycling Program.
- Initiated a partnership with Blind Industries of Maryland to increase our current green certified janitorial products program.
- Implemented a comprehensive complex wide beautification project utilizing environmentally friendly and Bay safe products.
- Partnered with the Department of Natural Resources and the Play and Learn Day Care Center to implement the construction of a green play area for the children.



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 W. Preston Street and 2100 Guilford Avenue. BPB&G houses approximately 3,700 State employees and maintain 17 acres of landscaped area and 19 acres of parking lots.

FY 2012 HIGHLIGHTS

- Installed new A/C coil in Air handling No#11, installed new pipe, new valve and fitting in unit on the lab side – 201 W. Preston Street.
- Emergency leak on the hot water line, installed new valve on the supply and return lines – 201 W. Preston Street.
- Replaced leaking Honeywell control valve in Unit No. 22. Installed new thermostat, tested new electrical wiring in unit, cleaned air vents, insulated pipe and cleaned the A/C coil in unit room 604 – 300 W. Preston Street.
- Insulated A/C piping on air handling unit in the basement mechanical room – 301 W. Preston Street.
- Replaced tank lining of the hot water tank in the Power Plant – 300 W. Preston Street.
- Installed new sump pump and motor in basement Mechanical room – 301 W. Preston Street.
- Installed new insulation on new gate valves on A/C line in Power Plant – 300 W. Preston Street.
- Replaced sprinkler system circulation pump in room A-13 – 201 W. Preston Street.
- Installed new filters and replaced all belts on air handling units #1, #2, #3 – 2100 Guilford Avenue.



Allegany County District Court House



Facilities Operations and Maintenance



INNER HARBOR OFFICE CENTER

The Inner Harbor State Office 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 – which consists of the State Records Management Center, Maryland

Correctional Enterprises and Maryland Fuel Lab.

FY 2012 HIGHLIGHTS

- Celebrating its Centennial, the Nancy S. Grasmick State Education Building received extensive renovation to relocate Maryland Higher Education Commission (MHEC) from Annapolis to its facility and replacement of two roof top cooling towers.
- The loading dock and garage entrance of Saratoga State Center received a fresh coat of paint, exterior lighting upgrade and replacement of the 310 building roof.
- Ranking #2 in the DGS Spring Recycling Competition, the William Donald Schaefer Tower received new carpet in all common areas throughout the building and installation of a new energy efficient exterior light fixture.
- Installation of a new emergency back-up generator and painting of all common areas throughout the Public Defender Building.
- Replaced two rooftop A/C units, parking lot perimeter fence and ADA modification to the front entrance of the Department of Social Services at Hilton Heights Community Center. The center rated in the top five performing facilities in the DGS Spring Recycling Competition.



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 18 District Court/Multi-Service Centers across the State. These facilities encompass more than 1.4 million square feet on 47 acres of landscaped areas and 20 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 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, L. Leonard Ruben DC in Silver Spring, Towson DC, the Hyattsville DC in Prince George's County and Prince Frederick MSC in Calvert County.

FY 2012 HIGHLIGHTS

- Installed additional ADA signage at Ellicott City, Denton, Belair, Wabash and Glen Burnie.
- Replaced halon system at Ellicott City.
- Repaired cracks, replaced front entrance sidewalks and concrete at Salisbury.
- Painted and restriped upper deck parking garage at Salisbury.
- Installed security cameras at Denton. Replaced emergency generator at Belair.
- Installed access security system for garage entry at Belair.
- Replaced emergency generator at Glen Burnie.
- Repaired dormers at Westminster.
- Repaired front entrance sidewalks at Westminster.
- Installed occupancy sensors and new lighting fixtures in all public restrooms at Prince Frederick.
- Installed security monitor at lower level lobby in Prince Frederick.
- The newly constructed Rockville District Court opened August 1, 2011.



Maryland Capitol Police



The Department of General Services Maryland Capitol Police (DGS-MCP) provides law enforcement and security for 30 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.

All members of DGS-MCP are federally-trained in incident command procedures, and many have participated in multiple Homeland Security exercises. In addition, DGS-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 surfaces 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.

SECURITY CARD PROCESSING CENTER

The Maryland State Identification Card Program is operated by the MCP, Security Card Processing Center (SCPC). The SCPC is responsible for issuing State Identification Cards to all state employees, contractors, lobbyist and local government officials. The SCPC is also responsible for providing proximity card access to the state office buildings that are under the control of the Department of General Services. The SCPC operates two offices (Baltimore and Annapolis) and provides additional services throughout the State of Maryland.





Maryland Capitol 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 2012 Highlights

- Provide mandatory training
 - Over 2,000 hrs. of In-Service Training to Police and Security Offices, to include specialized training in legal updates, identity theft, simunitions training, first aid, and defensive tactics.
 - Hosted FBI - Law Enforcement Officers Killed and Assaulted (LEOKA) Training. (34 officers – from 15 Agencies)
- Grants
 - Over 50k for Anti-Theft Program.
 - Over 9K for Bulletproof Vest Program.
- Continued installation and implementation of the License Plate Reader and E-Tix program in collaboration with Maryland State Police.
- Implement Crime Prevention programs in state office buildings: distributed crime prevention pamphlets, utilized displays and provided crime prevention training to employees.
- Participated in National Night Out in the Annapolis community.
- Assisted with Farmer's Market by manning patrol for the event and helping state employees with regards to traffic in the crosswalks.
- Provide security to the 2012 Maryland General Assembly Session.
- Assisted the Maryland State Police Legislative Security Section in providing protection to state legislatures during session. Provided security to Maryland Senators while in Senate Chambers and security of the Judicial Proceedings Committee during the duration of the 2012 Legislative Session.
- Successfully coordinated and implemented guidelines for several demonstrations/rallies in Annapolis.
- Member of the State Law Enforcement Coordination Council (SLECC).
- Participated in G8 Summit at Camp David as part of newly created Maryland Mobile Field Force.
- Implemented new website (<http://mcp.maryland.gov>).
- Updated security equipment to enhance security at our facilities.



Facilities Planning, Design and Construction

The Facilities Planning, Design and Construction Division is responsible for the management and direction of three units: Project Management and Design, Construction and Inspection, and Maintenance Engineering. Support staff includes a project cost center and a management information team. The division develops and implements policies, procedures, regulations, and standards to assure that programs and services meet the needs of its State agency customers. The division 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 selection for all projects (with the exception of the University System of Maryland, Maryland Department of Transportation, Morgan State University and St. Mary's College of Maryland). 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.

FY 2012 HIGHLIGHTS

- Negotiated 24 design and consulting contracts totaling \$1.5 million with an estimated construction value of \$25 million.

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 Department of Budget and Management's 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 2012, the Project Management staff conducted one A/E selection over \$200,000 under the authority of the General Professional Services Selection Board.

In addition to managing the activities of the 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 architect/engineering 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.



Facilities Planning, Design and Construction

Project Management and Design staff managed design contracts and provided technical reviews for a number of important projects across the State during FY 2012. These include the \$1 million Nature Center Renovations and Improvements at Jane's Island State Park, the \$2.2 million Replacement of Timber Bulkhead at Sandy Point State Park, the \$4.2 million Western Maryland Rail Trail Phase IV, the \$17 million Harriet Tubman Underground Railroad State Park, and the \$42 million Youth Detention Facility at the Cheltenham Youth Center.

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. The division responded to more than 20 requests for special assistance from State facility managers during FY 2012. 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 2012, the legislature approved State grant funding in the amounts of \$264 million for public school construction and \$58 million for community college construction. The Public School Construction Program allocated grant funds to 149 projects across 21 jurisdictions, with a total construction value of approximately \$493 million. A total of 23 new public school projects were also approved for planning. The Community College Construction Program allocated grant funds for 18 projects at 10 community colleges, with a total construction value of approximately \$419 million.

The Capital Grants Program is also within this Unit and is responsible for the administrative and technical support to recipients of more than 1,321 Legislative Initiative grants awarded to local governments and private non-profit organizations. The legislature authorized 155 bond bill projects in FY 2012 for a total of \$87.2 million. Over 100 agenda items were presented to the Board of Public Works for approval of \$56.3 million in grant funds. This unit also reviewed 371 project contracts in FY 2012 to provide eligibility determinations for grant participation of \$310 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 2012, the Construction Division monitored 158 projects worth \$150 million under construction, and performed 310 warranty inspections on completed projects valued at \$220 million. A total of 114 projects valued at \$108 million were completed in FY 2012.

FY 2012 – MAJOR CAPITAL PROJECTS COMPLETED

<u>Project</u>	<u>Cost</u> <u>(in millions)</u>
Rockville District Court and Multi Service Center	63.3
House of Delegates Building Renovation	10.1
Pocomoke State Park Shad Landing Septic System	3.5
State House Re-creation of Old House of Delegates	3.2
Civic Plaza Renovations Phase I & II	2.5
Public Safety Training Center Rifle Range Upgrade	2.1
Department of Agriculture Roof Replacement	1.6
Annapolis State Office Complex Steam Pipe System	1.3
Annapolis State Office Complex Roof & Gutter Repairs	1.2
State House Exterior Dome Refurbishing	1.0

MAJOR CAPITAL PROJECTS UNDER CONSTRUCTION

<u>Project</u>	<u>Cost</u> <u>(in millions)</u>
Hagerstown State Police Barrack Garage & Comm Center	11.3
Salisbury Readiness Center	9.5
Charlotte Hall Veterans Home Emergency Generator	5.2
Garrison Forest Veterans Cemetery Burial Expansion	3.8
Reception Diagnostic Center Elevators	1.9



Facilities Planning, Design and Construction

MAINTENANCE ENGINEERING

Maintenance Engineering's mission is to implement maintenance management services for State-owned facilities. This includes, but is not limited to, establishing policies and procedures, establishing and supervising a comprehensive and continuing program of maintenance and repairs of all public improvements, reviewing maintenance and operation of public improvements, resolving engineering questions and managing the Capital, Operating, Program Open Space, Critical Maintenance, Underground Heating Oil Tank Replacement and Hazardous 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 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 2012, Maintenance Engineering's roofing unit performed 31 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. The roofing unit is instrumental in resolving roof related problems uncovered during design, construction, and maintenance phases.



Hagerstown, MD State Police Barrack



Facilities Planning, Design and Construction

Number and Type of Active Projects Managed by Maintenance Engineering

Project	#	Value
Capital Facilities Renewal	66	\$ 18,447,905
Object 14	40	\$ 1,000,000
Hazardous Waste (Asbestos, Lead)	29	\$ 1,529,400
Program Open Space (DNR)	103	\$ 6,271,065
Other Funding	<u>51</u>	\$ <u>5,523,556</u>
TOTAL	289	\$ 32,771,926

Total Maintenance Projects Awarded - FY 2011

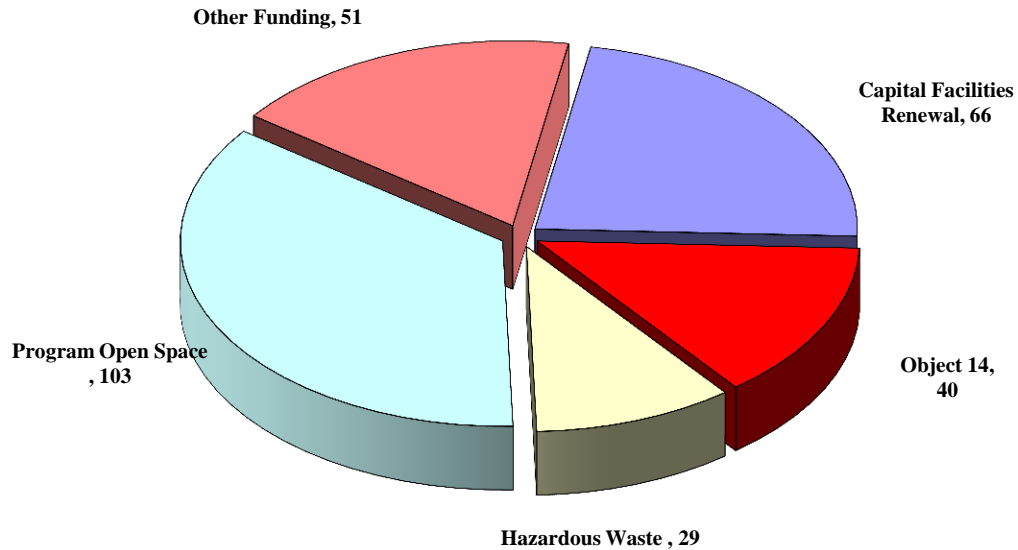
Project	#	Value
Capital Facilities Renewal	37	\$ 9,221,025
Operating Budget Object 14	40	\$ 1,000,000
Hazardous Waste (Asbestos, Lead)	18	\$ 522,175
Program Open Space (DNR)	40	\$ 2,618,417
Other (Capital/UA Operating Budget)	<u>29</u>	\$ <u>8,866,381</u>
TOTAL	164	\$ 22,227,998



Aerial view of Salisbury's District Court House/Multi Service Center

Facilities Planning, Design and Construction

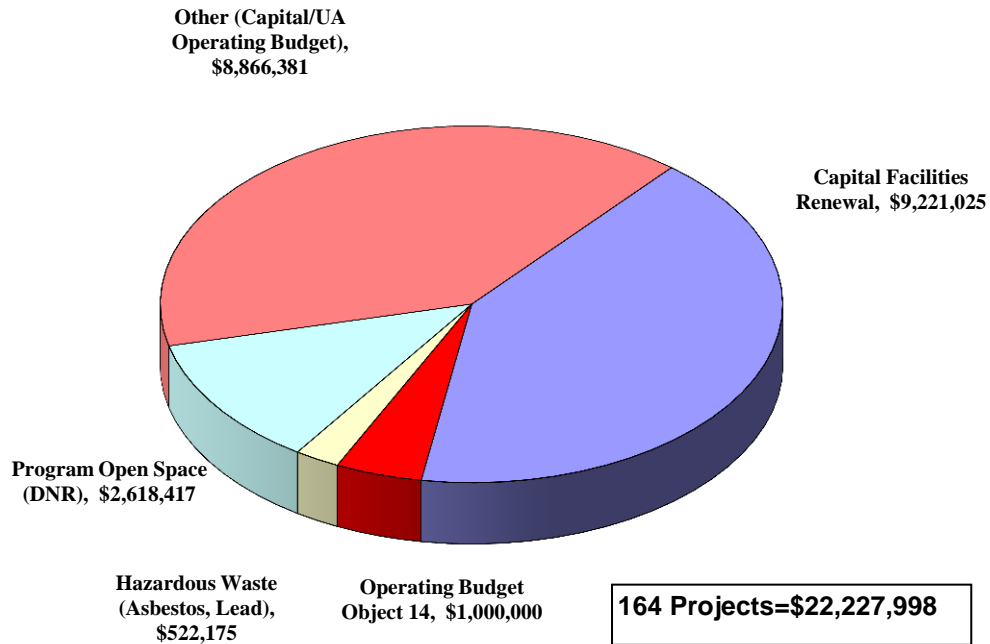
**NUMBER & TYPE OF ACTIVE PROJECTS MANAGED BY
MAINTENANCE ENGINEERING**



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Facilities Planning, Design and Construction

TOTAL MAINTENANCE PROJECTS AWARDED - FY2012



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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. The veteran-owned small business procurement program established a 0.5 percent participation goal which should increase contracts and subcontracts awarded to those businesses.

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 47.4 million State documents at the Records Center in Jessup, advises agencies on records management, and establishes record retention and disposal schedules for agencies statewide.



Business Programs Director Jorge Austrich sits on a panel discussing small businesses in the State of Maryland.



Procurement & Logistics

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 2012 HIGHLIGHTS

Awarded **214** architectural engineering (A/E), capital maintenance and construction projects for construction and construction-related services totaling more than **\$46,417,565**

- Refurbish Three Hydraulic Elevators and Two Nine-Stop Cable Traction Elevator Systems at Maryland Reception, Diagnostic, and Classification Center, and Two Five-Stop Traction Elevator Systems at Maryland Women's Detention Center. This \$1,813,708 project was competitively bid and awarded as a single contract.
- Construction Management at Risk for the Design/Construction of a New Youth Detention Center at the Cheltenham Youth Facility. This project has a guaranteed maximum price of \$48.3 million. This is the second of two CM at Risk projects performed by this Department. The first phase, Pre-Construction Services, was awarded at \$178,450 and is expected to be completed by December 2013.
- Garrison Forest Veterans Cemetery Burial Expansion and Administrative/Maintenance Complex. This \$3.8 million dollar project consists of demolition and construction of the Administration and Maintenance buildings along with a new access road to the maintenance service yard, and the addition of approximately 300 cremation plots. The project will include 35% MBE participation. The expected completion date is September 2012.



Garrison Forest Veterans
Cemetery Burial
Expansion project.



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: Comprehensive Building Management/Maintenance, Janitorial, Trash removal, Uniformed Guard, Ground Maintenance, UPS Systems, HVAC and Water Treatment, Chillers, CCTV Cameras, Elevator Services, Emergency Generators, Recycling, Turf Maintenance, Pest Control, Fire Protection, Weigh Scale Maintenance, and Fuel Dispensing System.

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, MBE and SBR issues, as well as enforcement of contract terms to ensure contract compliance.

FY 2012 HIGHLIGHTS

Awarded **77** contracts totaling more than **\$341,752,183** including:

- Comprehensive Bldg. Mgmt. @ MSP - Forensic Science Laboratory (LB&B Associates) **3,233,027**
- Janitorial Service @ 6 St. Paul & 201 St. Paul Streets (Alliance Inc.) **\$3,129,576**
- Grounds Operations & Maintenance Service @ Cheltenham Veterans Cemetery (H F Huber & Son, Inc.) **\$1,630,899**
- Day Care Service @ Annapolis & Crownsville Child Care Centers (Play Centers Inc.) **\$6,839,664**



DGS Forensic Medical
Center in Baltimore
City.



Procurement & Logistics

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 2012 HIGHLIGHTS

DGS Procurement staff awarded and renewed over **600** contracts totaling over **\$ 139,997,092**

Procurements done on behalf of the following Agencies:

- MDTA Dump Trucks with Beltway International valued at \$2,167,967
- (2) SHA Trucks Dump trucks contracts for big bores and wing plows contracted with Johnson Truck Center total value \$6,175,181
- SHA Traffic Lights contracted with Econolite Control Products valued at \$2,500,000
- DHMH HIV Test Kits contracted with Abbott Laboratories valued at \$1,058,285

Major Statewide Contracts completed during this fiscal year as follows:

- Statewide Light Duty Vehicles (police, sedans, vans, SUVs, pickup trucks) – 27 contracts totaling \$8 million
- Statewide tire agreement with Goodyear valued at \$5,815,000

Ongoing:

- Contracts were expedited on behalf of various agencies utilizing Federal 1122 Program grant money totaling \$1,880,023
- Emergency preparedness contracts and resource lists were constantly being developed to better assist the Maryland Emergency Management



Procurement & Logistics

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. In FY 2012, the BPW Administration assisted the Department in processing 1,187 procurements, real estate transactions and capital grants and loans through the BPW and the DPRB totaling over \$963 million.

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.

The 2012 Legislative Session brought some changes to the way we do business:

HB 571 - Linked Deposit Program for Small Businesses - Lend Local Act of 2012

Establishing a Linked Deposit Program for Small Businesses in the Department of Housing and Community Development for a specified purpose; providing that specified loans qualify under the Program; requiring the Department of Housing and Community Development to confirm with the **Department of General Services** that specified loans are made to specified businesses; requiring the Department of Housing and Community Development to establish procedures for a specified notification; etc. Effective: July 1, 2012

HB 456 - Small Business Reserve Program - Definition of Small Business - Revision

Altering the definition of "small business" under the Small Business Reserve Program; including small businesses that meet either the limitation on employees employed by the business or the limitation on gross sales of the business under the Small Business Reserve Program. Effective Date: October 1, 2012

Procurement & Logistics

COMAR 21.11.13 Veteran-Owned Small Business Enterprises

The State procures billions of dollars in goods and services each year. The veteran-owned small business procurement program establishes a 0.5 percent participation goal which should increase contracts and subcontracts awarded to those businesses. Effective: July 1, 2012

Acceptable Recycled Products

DGS has established and maintains a list of acceptable recycled products available on statewide contracts which include janitorial supplies such as paper towels, toilet paper, and trash can liners; office supplies such as paper and paper products; furniture, including systems furniture and seating; and computer accessories such as ink and toner cartridges. DGS' General Terms and Conditions for all solicitations require the use of minimal and recyclable packaging.

Small Business Awards

Procurement Law provides for small business awards. DGS made 198 awards to small businesses in FY 2012 for more than \$23.3 million of which \$7.3 million were procured as agency specific contracts.

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 2012, there were 248 in-state awards totaling over \$158 million versus 101 out-of-state awards totaling over \$62.5 million. DGS also awarded one contract with an estimated 5 year value of \$300 million for Fuel management contract.



Director of Business Programs Jorge Austrich, eMaryland Marketplace Program Manager Dewana Daniel, Special Assistant Sean A. Stinnett and eMaryland Marketplace Representative Howard McLain accepts the Conference Sponsorship Award from the 2012 Hispanic Business Conference.



Procurement & Logistics

BUSINESS ENTERPRISES & TECHNOLOGY SERVICES (BETS)

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. Bets also maintained the statewide vendor and Commodity table, Supports eMaryland Marketplace and the Small Business Reserve system.

FY 2012 HIGHLIGHTS

- In FY 2012, DGS awarded \$ 458,147,803 in procurements requiring minority business participation. Of that amount, \$70,411,783 or 15.37% was awarded to certified minority businesses. The Business Enterprises office is continuing its commitment to increase MBE and Small Business Percentages

	Total Procurement Dollars	Total MBE Dollars	Total MBE Percentage
Procurement Category			
Services	\$4,577,000	\$1,148,049	25.08%
Architectural Engineering	\$1,388,578	\$834,571	60.10%
Maintenance	\$348,029,216	\$53,643,999	15.41%
Construction & Construction Related Services	\$11,057,922	\$2,292,713	20.73%
IT Services & Supplies	\$213,867		0.00%
Corporate Card	\$847,835	\$26,552	3.13%
Direct Voucher	\$3,150,190	\$188,024	5.97%
Supplies & Equipment	\$88,883,194	\$12,277,873	13.81%
Total	\$458,147,803	\$70,411,781	15.37%

BETS conducted 81 onsite audits, attended 51 Pre-Bids and progress meetings. BETS help desk (SBR eMaryland and MBE) answered more than 5,500 calls, emails and faxes.

To date there are 4,408 vendor registered on the Small Business reserve system and 23,731 vendors in eMM. We also have been diligent in our effort to maintain and update statewide vendor table and the state commodities table.

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.

FY 2012 HIGHLIGHTS

- Provided storage for **157,859** cubic feet of records equivalent to **26,309** four-drawer file cabinets
- Accepted **20,059** cubic feet of new accessions equivalent to **3,343** four-drawer file cabinets
- Destroyed, through recycling, **18,875** cubic feet (**277** tons) of records eligible for disposal in accordance with established records retention schedules
- Retrieved and returned **8,144** individual files for State agencies
- Interfiled **11,355** new individual records within existing record storage boxes
- Participated in Statewide Intergovernmental Preparedness for Essential Records (IPER) Training in conjunction with the Maryland State Archives
- Transferred the processing of Certificates of Records Disposal to the Maryland State Archives.

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.



DGS' Director of Personnel Janet Cora and Deputy Secretary D'Andrea Walker kick-off the States recycling completion by helping Maryland stay in the green.



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.

DEPARTMENT OF HEALTH AND MENTAL HYGIENE PUBLIC HEALTH LAB

In 2007 DGS undertook a project to assist the Department of Health and Mental Hygiene (DHMH) in the development and construction of a new Public Health Laboratory (PHL) facility. The new facility will replace the existing public health laboratory and include space for six (6) laboratory divisions, support services, and administrative functions. The existing facility has several problems, including: insufficient physical space for new laboratory functions, instruments, and new testing protocols; an obsolescent physical plant whose outmoded design compromises important scientific use of the laboratories; a deteriorated building infrastructure that results in poor environmental conditions and high risk of operations shut-downs; and a facility design and location which pose security risks and potential health risks to occupants of the laboratory tower and the surrounding community.

The proposed new Public Health Laboratory will address all of these deficiencies through state-of-the-art design for modern laboratory space, code-compliant HVAC systems, and cutting edge technology for security systems that ensure quick and appropriate response to public health and environmental emergencies to protect the citizens of Maryland.

In partnership with MEDCO, Maryland Economic Development Corporation and Forest City New East Baltimore Partnership, construction for this new 235,000 square foot, \$187 million state-of-the-art facility began in the Winter of 2011 and will be completed for occupancy in FY 2014. DHMH and the Development team, working with the community and its leadership created an Economic Inclusion Plan that will ensure local hiring and the utilization of local minority and women owned businesses.



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 University System of Maryland, the Department of Natural Resources and 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 is responsible for the disposal of excess real property and intergovernmental property transfer, after such a recommendation is made by the Maryland Department of Planning. Disposition is usually in the form of a sale for fair market value through requests for bids, requests for proposals, or requests for expression of interest.

The Unit presented 25 purchase and sale agreements, options, and easements to the BPW for a total FY 2012 transaction value of \$4.6 million.

	FY 010	FY 11	FY12
New Program Open Space Cases	44	40	0
POS Cases Approved by BPW	22	26	0
POS Acres Acquired	4,394.55	5,640.89	0
POS Acquisition Costs	\$18.2 m	\$20.8 m	0
Other Acquisitions Approved by BPW	2	1	1
Other Acquisition Costs	\$3.5 m	\$6.8 m	\$0
<hr/>			
Transactions Approved by BPW			
w/no consideration	0	0	7
Total # of Disposals	7	12	17
Total Value of Disposals	\$7,511	\$437,088	\$4,626,057



Real Estate

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 2012, the Unit presented to the BPW 58 easement options valued at \$20.5 million.

	<u>FY 10</u>	<u>FY11</u>	<u>FY12</u>
Ag Easements Approved by BPW	71	4	58
Ag Easement Acreage	7,942.54	364.79	6,384
Ag Easement Costs	\$27.6 m	\$429,257	\$20.5 m
GreenPrint Ag Easements Approved by BPW	0	1	0
GreenPrint Ag Easement Acreage	0	196.28	0
GreenPrint Ag Easement Costs	0	\$589,000	0

VALUATION AND APPRAISAL

The Valuation and Appraisal Unit oversees real property valuation issues for all State agencies, except MDOT, USM, and DNR/POS. The valuation issues include, but are not limited to, procurement of independent fee appraisals and review of those appraisals for both eminent domain and non-eminent domain acquisitions. It is responsible for reviewing for form, fact, legal sufficiency, and reasonable conclusions, 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 reviews and/or prepares 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.

	<u>FY 10</u>	<u>FY11</u>	<u>FY 12</u>
Appraisal Reviews	383	453	1124
Staff Appraisals	77	87	79



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	\$74,221,172	4,628,828 nuse	337
Parking	\$2,615,412	3,642 spaces	53
Revenue Leases	\$7,289,172	_____	320
Office	\$ 591,722	_____	16
Parking	\$ 3,602	_____	3
Other	\$ 248,994	_____	124
Tower	\$ 791,080	_____	52
Land	\$5,653,5772	_____	124

Employee Housing - 175 active leases receiving \$264,200 annually in rental payments. This represents a 0.99% rental income decrease in rents from FY12. There are 22 vacant units.

	Leases to BPW	Value	RFPs Issued	Neg Rent Savings	Escalation Review Savings	Excess Fit Up Review Saving
FY 09	76	\$64,082,010	7	\$2,028,313	\$ 1,119,608	\$ 21,316
FY 10	83	125,968,321	10	\$2,353,520	\$ 1,202,838	\$ 499,675
FY 11	111	177,960,482	10	\$9,251,780	\$ 525,168	\$ 199,857
FY 12	118	432,007,187	10	\$ 861,639	\$ 538,358	\$ 0.00



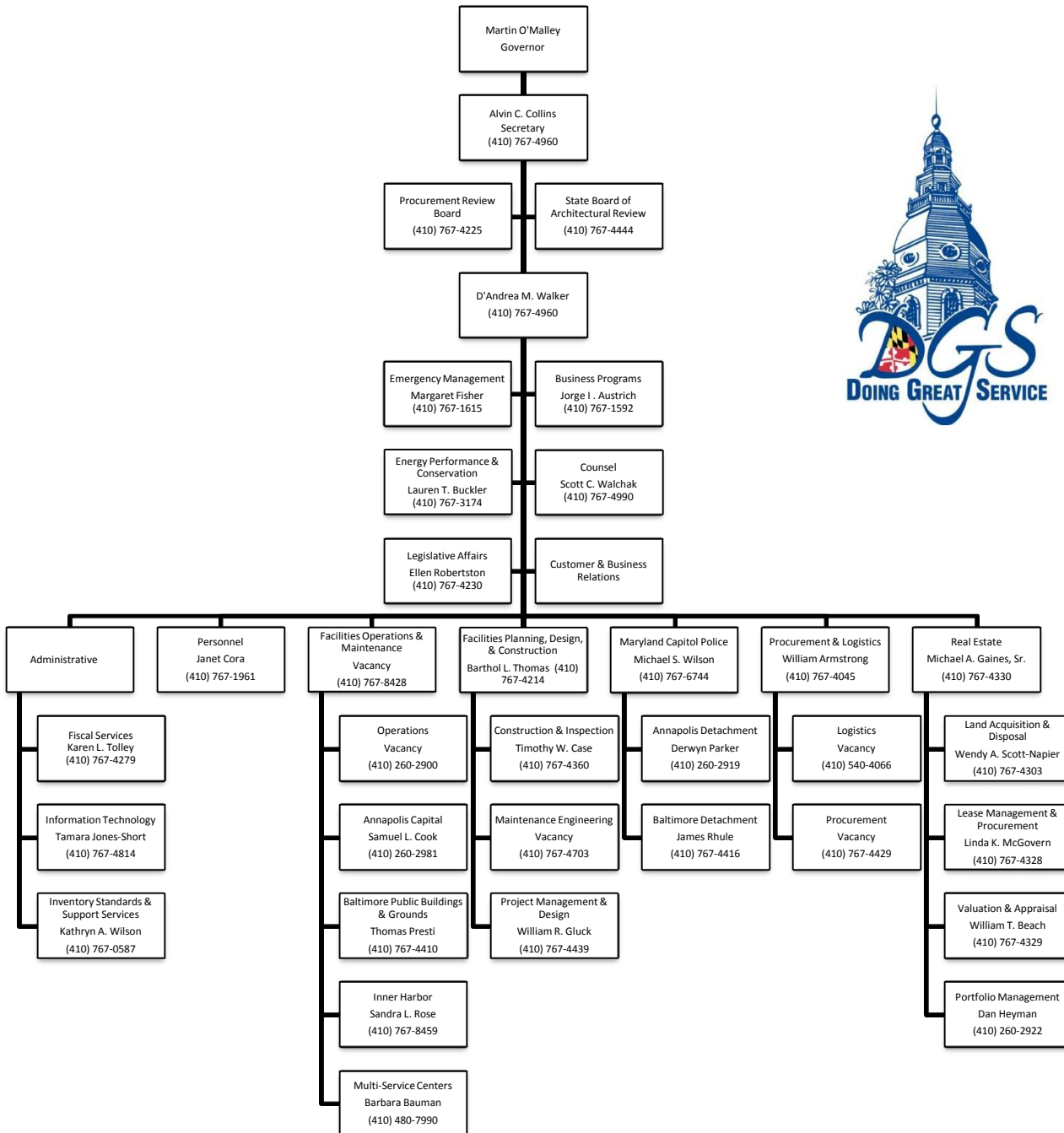
Real Estate

FY 2012 Highlights

Note: There was a large reduction in the volume of acquisitions handled by the Land Acquisition and Disposal unit, due to the departure of the DNR acquisition work. Below are highlights of some significant projects handled by the division in FY 12.

- Sold former MVA Gaithersburg VEIP station to Montgomery County Revenue Authority for \$3,134,600 for expansion of their airport runway zone.
- Exchanged La Plata Armory with Charles County for vacant 20 acre parcel to construct new state-of-the-art Southern Maryland Readiness Center. Charles County will provide an exclusive use sewer line to the new facility.
- Sold two former DHMH group homes in historic downtown Frederick for a combined value of \$395,000.
- Conveyed easements and a 1.5 acre portion of DHMH owned Clifton T. Perkins Hospital property to Howard County for \$277,650 for road widening efforts.
- Implemented lease compliance training for all State agencies.
- Implemented Agency Relationship Managers (ARM) role within the Office of Real Estate.
- Achieved eight month rent abatement at 991 Corporate Blvd. for Maryland Aviation Administration.
- Executed a lease for a 250 acre solar farm at the Maryland Correctional Institute.
- Renewed 130,766 nuf at DPSCS headquarters in Baltimore City, thereby obtaining substantial energy enhancements and tenant improvement allowance.

MD Department of General Services





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