

MARYLAND DEPARTMENT OF GENERAL SERVICES 2013 ANNUAL REPORT



MESSAGE FROM SECRETARY COLLINS

At the Department of General Services we are firmly committed to “Doing Great Service.” Our organization vigorously strives to achieve this by delivering outstanding customer service to the State agencies that depend on us to fulfill their own missions and goals. From procurement to real estate to designing and building facilities, DGS provides a wide variety of essential State functions. We recognize that in managing such a diverse portfolio, we must lead by example by making smarter, greener, more sustainable choices.



Through a variety of innovative strategies and initiatives, DGS is helping significantly reduce energy consumption and energy costs at State-owned facilities. We are also leveraging the State’s purchasing power for the procurement of greener products and services; as well as managing the design and construction of State capital construction projects to achieve nationally recognized green standards and create sustainable communities. We are also offering cleaner and greener fuel alternatives and recently introduced a more efficient statewide fuel management system.

We are proud of what we have been able to accomplish during FY13; here are our key achievements:

- Provided Leading by Example programs that enabled State agencies to achieve an 11 percent reduction in energy use in FY13, putting the State on track to meet the EmPOWER Maryland goal of reducing State government energy consumption by 15 percent by 2015.
- Implemented a new Statewide Automated Fuel Dispensing and Management system for both consigned and bulk motor and heating fuels. 104 fueling sites across Maryland are now equipped with card readers that allow DGS, through a web-based system, to monitor transactional data, manage cards and PINs, receive exception reports and view tank levels at sites.

DGS strives to provide exceptional customer service and is firmly committed to being accountable, responsible and efficient. We will continue **Doing Great Service** for the State and the citizens of Maryland.



Alvin C. Collins
Secretary

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 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

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OFFICE OF THE SECRETARY

The Secretary of the Department of General Services serves as Chief Executive Officer 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 that 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.



Secretary Collins joins Governor O'Malley and U.S. Department of Interior Secretary Salazar for the groundbreaking of the Harriet Tubman Underground Railroad State Park.

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.

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.

SUSTAINABILITY AT DGS

Under Governor O'Malley's Smart, Green & Growing initiative, the Department of General Services is helping ensure that Maryland State Government is Leading by Example. Through a variety of initiatives DGS is implementing green purchasing guidelines, helping significantly reduce energy use at State facilities, and integrating green building strategies into construction projects to maximize economic and environmental performance.

Green Purchasing

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.

98% of paper and paper products purchased by DGS had recycled content

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.

FY 2013 HIGHLIGHTS

- DGS' FY 2013 report on the procurement of recycled content products demonstrated that 98% of the paper and paper products purchased by DGS had recycled content

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 2013, the Committee hosted its first Green Purchasing Legislative Day to promote environmentally preferable purchasing, highlight the Committee's activities and provide vendors with statewide contracts a venue to showcase their green products. The Committee also identified product categories for which it hosted educational presentations in order to develop preferred specifications, published its first newsletter, and began restructuring its guidelines and adding preferred specifications.



Green Purchasing Legislative Day

FY 2013 HIGHLIGHTS

- The Committee's Green Purchasing Legislative Day was attended by more than 300 legislators, staff, agency personnel and vendors.
- The Committee continued presenting "Sustainable Purchasing 101 and 102" training to various audiences including agency buyer groups and the Maryland Public Purchasers Association.
- In August, the Committee published its first newsletter, with information on subcommittee activities, upcoming events, and a product category focus.

Green Building

The Maryland Green Building Act requires fully State-funded new construction and major renovation projects larger than 7,500 gross square feet to achieve LEED (Leadership in Energy and Environmental Design) Silver certification. Of the 42 projects required to comply with the High Performance Building Act as fully State-funded buildings, 11 have been completed while eight (8) are currently under construction and 23 are in various stages of planning and design. Of the 42 projects that are exempt but have been developed as high performance buildings, 30 are complete, seven (7) are under construction and five (5) are in the planning and design phase.



The design phase is complete for the Cheltenham Youth Detention Center in Prince George's County. The project meets LEED Silver certification standards.



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. For 2013 the Council has worked primarily on a study of the International Green Construction Code (IgCC) for application as an alternative compliance path to LEED.

FY 2013 HIGHLIGHTS

- In an effort to provide for flexibility and advance green building in Maryland, the Council has worked in 2013 to evaluate the International Green Construction Code for inclusion as a means of compliance in the State's High Performance Building Program

Alternative Fuel/Fuel Management

DGS manages the Maryland Automated Fuel Dispensing and Management System with more than 100 refueling locations throughout the state. The system dispenses E10 gasohol and ultra-low sulfur diesel (ULSD) fuel for standard fuel vehicles, as well as the alternative fuels B5 soy biodiesel, E85 ethanol and compressed natural gas (CNG) for alternative and flex-fuel vehicles. More than 50% of sites in the system offer B5 soy biodiesel.



Green Leases

In 2013, DGS revised the "General Performance Standards & Specifications for Leased Space." The new high efficiency and energy performance document mandates Energy Star rated equipment, high efficiency HVAC equipment with stated efficiency levels, requirements for lighting systems that meet the latest industry standards, upgraded plumbing for water conservation and commissioning of major systems by an independent third party to ensure that major building systems meet the respective design considerations after occupancy. Consistent with requirements associated with LEED certification, use of low-VOC and recycled content finishes and materials is a standard requirement and the use of CFC-based refrigerants is prohibited. The solicitation process for securing a State lease will also favor the landlord that employs recycling of demolition and construction waste.

The selection criteria has enhanced existing social considerations such as smart growth, TOD (transit oriented development) and access to public transportation and now includes additional value points for LEED certification and environmental and energy efficiency attributes.

Waste Management and Recycling

DGS has exceeded the mandated agency recycling rate of 20% since 2006, but is continuously striving to do better. In 2013, DGS continued monthly monitoring of materials disposed and recycled at all facilities, decreased waste capacity by reducing waste container sizes and service frequency, initiated an organics recycling pilot project at State Center cafeteria, and promoted Maryland Correctional Enterprises' toner recycling program. DGS also continues to maintain its web page displaying disposal and recycling data for all DGS facilities.



Farmers Market

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.



The Office of Energy Performance and Conservation is responsible for implementing a variety of strategies and Leading by Example programs to meet Governor O'Malley's EmPOWER Maryland goal of reducing State government energy consumption by 15 percent by 2015. With an 11 percent reduction in energy use in FY13 from a FY08 baseline, the State is leading by example and on track to meet the 15 percent goal.

Percentage of reduced MMBTU consumption from base year as a result of EPCs					
2008	2009	2010	2011	2012	2013
baseline	0%	-3.61	-6.68%	-8.67	-11.05

State Energy Database

The State Energy Database is a web-based utility management system that publicly tracks 21,500 active State agency utility accounts including: electricity, gas, water, steam, chilled water and fuel. Accessible online, the database works from an FY08 baseline and allows for tracking energy use, verification of energy projects, and assessment of greenhouse gas reductions. The State has an annual utility budget of about \$266 million

Agency Energy Competition

The State Energy Database is also used to chart the progress of the Agency Energy Competition which ranks the 16 largest energy consuming agencies against each other, and identifies underperforming agencies. Each agency's consumption of electricity and total energy from significant facilities is monitored in relation to the statewide baseline of FY08. Significant facilities are those that have been occupied by the State since 2008 and are air-conditioned.

With an 11 percent reduction in energy use in FY13, the State is leading by example and on track to meet the EmPOWER Maryland goal of a 15 % reduction in energy consumption by 2015.

Energy Performance Contracts

One option DGS offers underperforming agencies to improve is through an Energy Performance Contract (EPC). An EPC is an agreement to improve the energy efficiency of a facility where the costs of the services are paid from the savings generated by the project. The agreement includes an audit, design, equipment and installation, maintenance, as well as measurement and verification through the life of the contract.

Through FY13, the Board of Public Works has approved 21 EPCs which are helping Maryland achieve contractually guaranteed energy and operational savings of approximately \$310 million to be realized through the life of the contracts. That's about \$21 million annually. The energy saved is equivalent to the reduction of more than 97,000 tons of carbon dioxide annually, which is comparable to taking 21,500 cars off the road -- or equal to the reduction of 181 million vehicle miles traveled each year.

Energy Star Certification

The Jessup State Office Complex, which is owned and managed by DGS, earned the U.S. Environmental Protection Agency's Energy Star certification in March 2013. The designation means the building performs in the top 25 percent of similar facilities nationwide for energy efficiency.

DGS utilized an EPC to achieve those rigorous energy efficiency standards. Through the contract, more energy efficient lighting was installed, as well as occupancy sensors to turn off unneeded lights. Controls on the facility's HVAC system were also upgraded to reduce equipment run times, and worn weatherstripping was replaced.



Renewable Energy Portfolio

Solar Power

Photovoltaic solar panels have been installed on 4 DGS buildings. The panels have a peak capacity of 432kW, generating approximately 520,000 KWh per year, or enough electricity to power 29 homes.



DGS buildings with solar panels:

- **Tawes State Office Building**
580 Taylor Avenue, Annapolis 126 kW
- **John R. Hargrove, Sr. District Court/MS**
700 E. Patapsco Ave., Baltimore
106 kW
- **Elkton District Court/MS**
170 E. Main St., Elkton
75 kW
- **Ellicott City District Court/MS**
3451 Courthouse Dr., Ellicott City 126 kW



Generating Clean Horizons

DGS and the Maryland Energy Administration partnered with the University System of Maryland to launch the Generating Clean Horizons program to spur the development of large-scale, commercial renewable energy projects. The program will provide roughly 12 percent of the State's energy from renewable sources over a 20-year period, enough power for approximately 12,600 homes. Three projects are already delivering 78 MW of solar and wind power.

GENERATING CLEAN HORIZONS

PROJECT DEVELOPER	LOCATION	ENERGY SOURCE	ENERGY GENERATED	ANNUAL ENERGY DELIVERED	DELIVERY BEGAN
Constellation Energy	Mount St. Mary's University Emmitsburg, MD	Solar	13 MW	12,961 MW	July 2012
Synergics	Roth Rock Development Oakland, MD	Solar	10 MW	30,605 MW	August 2011
U.S. Wind Force, LLC	Pinnacle Wind Farm, WV	Wind	55 MW	173,542 MW	December 2011
TOTAL			78 MW		

Electricity Purchasing Strategy

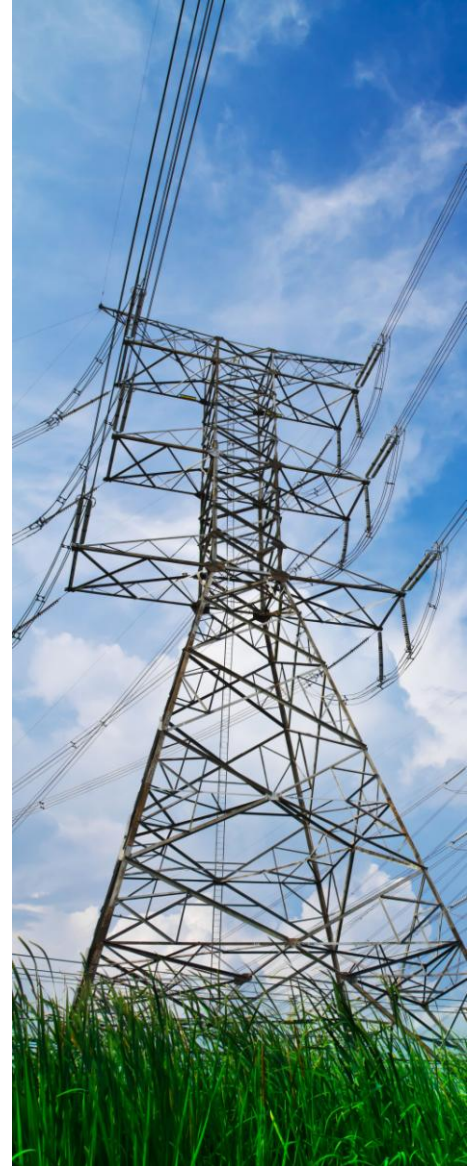
Using the combined purchasing power of the State, DGS locks in electricity rates for a portion of the future power needs and purchases the balance at real time rates. Reverse auctions also allow DGS to obtain the best available market prices. The strategy has saved the State \$32 million between FY10 and FY12.

Electricity Demand Response

DGS, along with Towson University, University of Maryland Baltimore, Maryland Aviation Administration, University of Maryland College Park, University of Maryland Baltimore County, Maryland Department of Veterans Affairs and Maryland Stadium Authority are participants in a demand response program. The program allows the entities to manage peak energy demand by reducing consumption on critical summer days. Since 2008, DGS has received \$942,000 in net payments for participating in the program.

FY 2013 HIGHLIGHTS

- The Office of Energy Performance and Conservation managed 21 Energy Performance Contracts, overseeing construction as well as measurement and verification. With an approximate value of \$203.9 million, the EPCs guarantee cost avoidance in excess of \$21.3 million annually.
- Two new EPCs were added, including one for the MVA and one for the Department of Mental Health and Hygiene's Holly Center.
- Through the first two years of the guarantee period at Spring Grove Hospital Center, DGS confirmed avoided utility costs of \$5,556,336, nearly 1.4 million in excess of the guarantee over that period.
- Updated and maintained the State Energy Database to help control the consumption of utilities and manage conservation efforts.
- DGS' Energy Maryland Map was combined with the Smart Energy Investment Map on the Maryland Energy Administration's website. All energy initiatives, including government and private sector related, are accessible in one location.
- Procured 15 percent of State government energy use from Tier 1 renewable energy resources.



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.

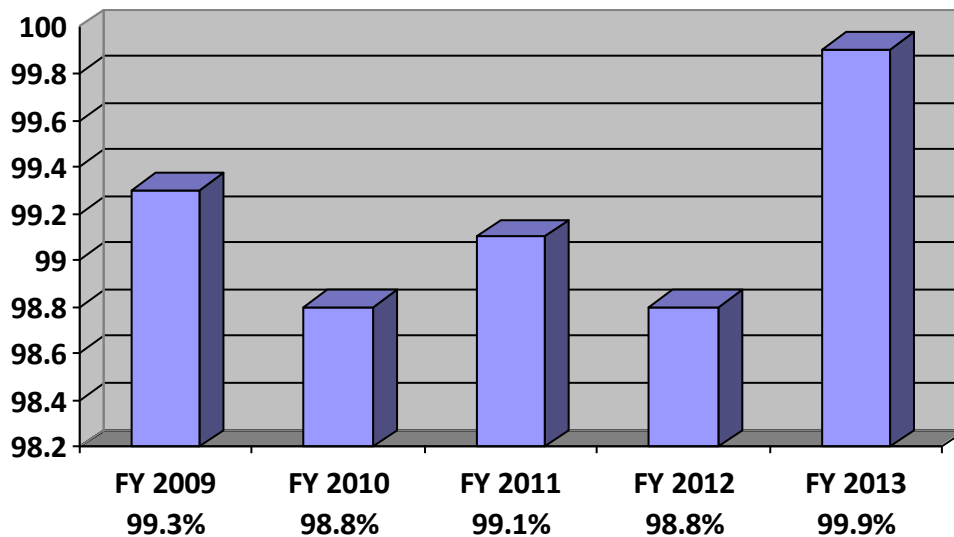
FISCAL SERVICES

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 2013 HIGHLIGHTS

- Accounting paid 8,468 out of 8,538 invoices in a timely manner with an on-time percentage of 99.99 percent.

Percentage of Invoices Paid Timely



INFORMATION TECHNOLOGY GROUP

The Information Technology Group (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 2013 ITG continued stabilizing and improving the agency infrastructure by employing innovative solutions. These solutions have moved DGS's infrastructure closer to an environment that is smart, agile, and aligned. The Unit continues to provide a secure network and superior customer service.

FY 2013 HIGHLIGHTS

- Replaced the 1988 HVAC unit with a brand new energy efficient Liebert unit.
- Installed a VMware virtual server in Annapolis.
- Completed Phase II and Phase III of the MDTIME rollout.
- Replaced the aging server in Annapolis with a Linux server.
- Replaced 200 obsolete workstations.
- Tested and created a POC (Proof of Concept) for Centralized Virus protection.
- Upgraded Internet link to 50 Mbs/s improving Internet access and the connection between Baltimore and Annapolis to 100 Mbs/s.
- Installed and configured a document management server for the Capitol Police.
- Installed and configured a remote deposit scanning system for Fiscal Services.

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.



Employee Appreciation Event

FY 2013 HIGHLIGHTS

- In conjunction with the Office of Personnel Services & Benefits, DGS Personnel staff implemented the new JobAps recruitment system, using online recruitment and other modern technology tools for reviewing applications and establishing civil service eligibility lists. This has led to a faster and more efficient hiring process.
- Instituted regular e-mail training blasts for DGS managers and supervisors, maximizing a very limited training budget to benefit a large number of front line supervisors.
- Spearheaded the 2012 Maryland Charity Campaign at DGS, raising over \$44,000 and exceeding our goal by almost 5%.
- Reviewed approved or rejected, and scored 3863 applications and hired 54 new employees for vacant positions; facilitated 17 retirements of long time employees.
- Hosted or coordinated various employee appreciation events such as the annual DGS Service Awards program, summer ice cream social, February Chocolate-fest, Disney on Ice night, and DGS night at Oriole Park.
- Coordinated Governor O'Malley's Maryland: Stronger Together holiday volunteer program. A team of DGS employees – for the second consecutive year – volunteered for the day at Baltimore's Moveable Feast which provides nutritious meals and other services at no cost to people who are sick with HIV, breast cancer and other serious illnesses.

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 88 motor vehicles, DGS Property Management and the Statewide Automated Fuel Dispensing and Management System with over 100 refueling stations located in Baltimore City and in every Maryland County.

FY 2013 HIGHLIGHTS

- Processed 2,918 excess property declarations involving 109,360 items with an original acquisition cost of \$50 million.
- Implemented new Statewide Automated Fuel Dispensing and Management Contract which includes both consigned and bulk motor and heating fuels.
- Added three new fueling sites to the Statewide Fuel Dispensing and Management System.
- Upgraded card readers at all existing refueling stations.
- Developed webpage to include locations and directions to all refueling sites in the Statewide Automated Fuel Dispensing and Management System, as well as fuel pricing.
- Conducted 16 training sessions for the implementation of the new Statewide Automated Fuel Dispensing and Management System.
- The Statewide Fuel Dispensing and Management System dispensed 11.2 million gallons of gasoline, diesel, compressed natural gas and E85. Since its June 1991 inception, the program has saved the State \$10.1 million.



FACILITIES OPERATIONS AND MAINTENANCE

The Facilities Operations and Maintenance Division is responsible for establishing policy and directing the statewide operation and maintenance of 59 buildings including the Annapolis Capital Complex, Baltimore Public Buildings and Grounds, Inner Harbor Complex, as well as 20 Multi-Service Centers. Staff provides 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.

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 include: Attman Glazer, Calvert Street Garage, Central Services, Courts of Appeal, Data Center, Goldstein Treasury, Government House, Hall of Records, James Senate, Wineland Building, 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.



Annapolis Buildings & Grounds Team (left to right) Hakim Ross, David Day, Gordon Henson, Daris Watkins, Delontray Moulden

FY 2013 HIGHLIGHTS

- Installed LED lighting on the State House Dome as part of the Governor's Energy Program.
- Initiated a partnership with Maryland Pesticide Network, implementing a beautification project on the State House grounds utilizing environmentally friendly and Bay safe products.
- Partnered with the Maryland Film Commission to coordinate locations within the Annapolis Capital Complex to film the Netflix series House of Cards.
- Installed a new electrical transfer switch and control fuses at the Annapolis Data Center to increase the dependability and reliability of a 24/7 operation that is critical to the State's overall mission.

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, as well as 2100 Guilford Avenue. BPB&G houses approximately 3,700 State employees and maintains 17 acres of landscaped area and 19 acres of parking lots.

FY 2013 HIGHLIGHTS

State Office Complex

- Repairs were performed to the Dual Temperature piping system that provides heating and cooling to the buildings of the State Office Complex.
- Repairs were performed on a compressed air drier that serves the pneumatic air system that controls the air handling units.
- Preventive maintenance was performed to the air handling systems throughout the State Office Complex to improve air circulation and heating/cooling efficiency.
- Uneven sidewalks throughout the State Office Complex have been marked and funding has been approved to grind and/or replace sections of the sidewalk to reduce or eliminate tripping hazards.
- Testing was performed to the fire pump and sprinkler system along with testing of the fire alarm system at the State Office Complex.
- Replaced 250 hp IBW hot water Boiler #2 in the main power plant boiler room

201 West Preston Street

- Pneumatic air dampers and controllers were replaced in the air handling units in the penthouse mechanical room – office side.
- New pneumatic air lines and pressure regulator valves were installed in the office side penthouse mechanical room. The pneumatic systems operate the controls the air handling units.



FACILITIES OPERATIONS AND MAINTENANCE

- Repaired leaking 3” hot water piping to the bathrooms.
- Replaced 90 gallon electric water heater in the penthouse mechanical room – office side
- ADA sidewalk improvements were performed along the W. Preston Street side.
- The Pedway around the 201 W. Preston Street building sealed by contractors to prevent water from getting into office spaces below

300 West Preston Street

- Repairs performed to two boilers in the main power plant.
- 200 gallon hot water tank pressure regulator valve repaired.



301 West Preston Street

- Repaired a steam leak in the mechanical room.
- Replaced HVAC system in the IT department computer room.
- Replaced HVAC system in the elevator machinery room.
- A 317 gallon expansion tank, valves and piping were installed in the domestic water system in the to improve water pressure to upper floors.
- Replaced a defective relief valve on the 500 gallon hot water storage tank in the mechanical room.
- Installation of (4) 30 amp circuits for the Comptroller’s office (room 205).

2100 Guilford Avenue

- Repairs were performed to the HVAC “Chiller” to provide cooling to the tenants of the building.
- Replaced a faulty hot water circulating pump.

INNER HARBOR STATE OFFICE COMPLEX

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 the 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 one private tenant. Other buildings managed by IHC include the Public Defenders Building, the Nancy S. Grasmick State Education Building (occupied by the Department of Education and the Maryland Higher Education Commission), Saratoga State Center (310 & 311 W. Saratoga), Hilton Heights Community Center (500 & 530 N. Hilton), and (the) Jessup State Complex – which consists of (the) State Records Management Center, Maryland Correctional Enterprises and the Maryland Fuel Lab.

FY 2013 HIGHLIGHTS

- Jessup State Complex is the first DGS-owned facility to receive the U.S. Environmental Protection Agency's (EPA's) ENERGY STAR certification which signifies the building performs in the top 25 percent of similar facilities nationwide for energy efficiency and meets strict energy efficiency performance levels set by the EPA.
- A proxy access card reader was installed and the building security system upgraded at the Nancy S. Grasmick State Education Building. The domestic water booster pumps were replaced as well as carpeting in the main lobby entrance off of Baltimore Street. Elevator pits were waterproofed on the north side of the building.
- Elevator hallways at Saratoga State Center (311 building) received a lighting upgrade, new carpet and a fresh coat of paint. The domestic electric steam hot water heater and AHU's in the Check Distribution Center and 10th floor elevator machine room were also replaced at the Department of Human Resources.
- The fire alarm system was replaced at William Donald Schaefer Tower in addition to an AHU on the Mezzanine Level.
- Replaced 124 Fan Coil Units and the AHU at the Public Defenders Building.
- Two sump pumps and a sewage grinder pump were replaced at Hilton Heights Community Center's 530 building which houses the Department of Juvenile Services.



EPA Energy Star certification presented at Jessup State Office Complex.

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 20 District Court/Multi-Service Centers across the State. These facilities encompass more than 1.7 million square feet on 52 acres of landscaped areas and 23 acres of parking lots.

District Courts and Multi-Service Centers		
REGION	FACILITY	LOCATION
1-Eastern Shore	John R. Hargreaves DC/MSC	Caroline County
	Carter M. Hickman DC/MSC	Queen Anne's County
	W. Paul Martin DC/MSC	Wicomico County
2-Northern	Essex/Rosedale DC/MSC	Baltimore County
	Elkton DC/MSC	Cecil County
	Mary E.W. Risteau DC/MSC	Harford County
3-Metro Area	Edward F. Borgerding DC/MSC	Baltimore City
	Shillman Building	Baltimore City
	John R. Hargrove, Sr. DC/MSC	Baltimore City
4-Southern	George M. Taylor DC/MSC	Anne Arundel County
	Robert F. Sweeney DC/MSC	Annapolis
	L. Leonard Ruben DC/MSC	Montgomery County
5-Central	Arbutus/Catonsville DC/MSC	Baltimore County
	Westminster DC/MSC	Carroll County
	J. Louis Boubnitz DC/MSC	Washington County
6	Hyattsville DC/MSC	Prince George's County
	Prince Frederick DC/MSC	Calvert County
	John D. Carter MSC	St. Mary's County
7	Rockville DC	Montgomery County
Superintendent Office	Ellicott City DC/MSC	Howard County

FACILITIES OPERATIONS AND MAINTENANCE

FY 2013 HIGHLIGHTS

- **Ellicott City:** installed handicap ramp to provide access from street sidewalk to main entrance to Ellicott City MSC/DC.
- **Elkton:** replaced cracked, concrete steps with brick pavers; installed trench drain to correct water problem on brick; installed new 6" main for the domestic water valves.
- **Bel Air:** rebuilt entire water meter manifold; installed new card reader system from Judges' stairwell to garage; created new flowerbeds
- **Essex/Rosedale:** rebuilt ADA compliant ramps and walks; installed new vinyl lettering to exterior building signage; repaired water infiltration to interior walls
- **Edward F. Borgerding:** replaced underground fuel oil supply and return lines
- **Shillman Building:** installed new hydraulic elevator pumps
- **Hyattsville:** repaired (2) chillers and cleaned (6) AHUs
- **Prince Frederick:** retrofitted (650) T-12 light fixtures to T-5; retrofitted (32) parking lot lights to LEDs
- **Rockville:** upgraded and improved landscaping



Rockville District Court in Montgomery County

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 the physical security of buildings, property, and State employees. MCP is also responsible for issuing State Identification Cards.



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. MCP Officers responded to over 31,000 calls for service during FY 2013.

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 Papenfuse Hall of Records/State Archives Building, the Goldstein Treasury Building, the Tawes Office Complex, the Robert F. Sweeney District Court Building, 45 Calvert Street, the Shaw House, the Wineland Building, and the Peoples Resource Center in Crownsville.

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.

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, lobbyists 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.

FY 2013 HIGHLIGHTS

Emergency Services

- 700 radio systems purchased and implemented providing all officers interoperability with other county and State agencies.
- Implemented the 2911 emergency phone number system for both the Baltimore and Annapolis Detachment.

Security

- MCP Investigation Unit cleared a case involving multiple telephone bomb threats made to the Public Service Commission. Investigators worked with the FBI, Baltimore Police Dept. and the States Attorney's Office to bring charges against the suspect.
- MCP participated with the U.S. Secret Service, Maryland State Police and several other agencies in the protection First Lady Michelle Obama during her visit to the State Capitol and the U.S. Naval Academy.
- MCP was integral in taking 11 adults and juveniles into custody following a call for a robbery in progress at the subway station adjacent to the State Office complex. MTA Police were looking for the suspects in a rash of numerous robberies throughout the Mass Transit System.
- Assisted the Maryland State Police Legislative Security Section by providing protection to State legislators, including security for members of the Senate while in Senate Chambers, as well as security of the Judicial Proceedings Committee during the 2013 legislative session.
- Successfully coordinated and implemented guidelines for 48 demonstrations/rallies in Annapolis during the 2013 Legislative session without any criminal incidents. Several had crowds of over 1,000 participants.
- Updated security equipment to enhance security at DGS facilities. Over 1200,000 visitors have been electronically scanned to ensure authorization into State office buildings.



Sgt. Kevin Press

Training

- Provided over 2,000 hours of mandatory in-service training to police and security offices, including specialized training in legal updates, Autism Awareness, Honor Guard, Active Shooter, InCOP (Information Collection on Patrol), DHS - Mobile Field Force Extraction, LEEMC (Law Enforcement Emergency Medical Care), and active shooter response training through Maryland State Police.

- Safety and Crime Prevention presentations were presented throughout the year covering: Holiday Safety, Telephone Threats, Identity Theft, Suspicious Packages, Safety in the Workplace, Gang Violence, Domestic and Workplace Violence, Active Shooter, Safety in the Workplace. Presentations were made to DGS employees and upon request to DHMH, DLLR, and DBM.
- Updated and Revised the DGS-MCP Law Enforcement and Security Directive Manual, Emergency Response Guide and the DGS-MCP Security Card Processing Center Standard Operating Procedure manual.

Emergency Notification

- Implemented an Emergency Alert System Using Nixel Connect, allowing MCP to send instant emergency alerts to the State Office Capitol Complex "community" via text, web, and email. Created Twitter and Facebook accounts to share important alerts with the community. Social media accounts are used in collaboration with Nixle to reach as many users as possible.

Initiatives

- Participated in the National Take Back Initiative. On April 27, 2013 the DGS/Maryland Capitol Police took part in the U.S. Drug Enforcement Administration's Drug Take Back Initiative. The initiative provides a safe, convenient, and responsible means of disposing of prescription drugs, while also raising awareness about the potential for abuse. This year, the DGS Baltimore and Annapolis Complex took in over 32 lbs. of prescription drugs.
- Awarded a \$50,000 grant to incorporate a Document Management Program. MCP "Going Green Document Management." This program helps reduce existing gaps in services and fosters collaboration and cooperation among partner agencies and stakeholders throughout Maryland. The program provides document management of user created forms; increasing efficiency, while reducing errors, saving time, and money

Community Outreach

- Participated in the Annapolis National Night Out and National Police Week.
- Assisted with the Farmers Market by manning patrol and crosswalks.
- Participated in the Maryland Law Enforcement Officers Torch Run and the Summer Olympics to benefit the Maryland Special Olympics.



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, as well as 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 2013 HIGHLIGHTS

- Negotiated 40 design and consulting contracts totaling \$7.6 million with an estimated construction value of \$122.3 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 2013, the Project Management staff conducted four A/E selections 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 members continue 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



Harriet Tubman Underground Railroad State Park Design

Project Management and Design staff managed design contracts and provided technical reviews for a number of important projects across the State during FY 2013. These include the \$52 million Catonsville District Court, the \$2.6 million Maryland State Police Building ‘K’ Renovation in Pikesville, 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 2013. The Unit also supports the Office of Real Estate by performing building assessment inspections, preparing building condition reports, and ordering boundary surveys 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 2013, the legislature approved State grant funding in the amounts of \$349 million for public school construction and \$38 million for community college construction. The Public School Construction Program allocated grant funds to 206 projects across 18 jurisdictions, with a total construction value of approximately \$1,575 million. A total of 44 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 \$341 million.

The Capital Grants Program within this Unit is responsible for administrative and technical support to local governments and private non-profit organizations that are awarded capital grants by the Legislature. Funds are authorized for capital improvement projects involving facilities such as hospitals, local jails, colleges, high schools, museums, sports/recreation and music venues, historic properties, neighborhood revitalization, and various other infrastructure used by local and charitable organizations. The legislature authorized 200 bond bills for local initiatives in FY13 for a total of \$120 million. Over 140 agenda items were presented to the Board of Public Works for approval of \$85.3 million in grant funds. This unit also reviewed grant eligibility for over 400 project contracts totaling \$118 million.

CONSTRUCTION AND INSPECTION

The mission of the Construction Division is to inspect and to supervise private contractors as they modify, renovate, or construct State buildings. By monitoring their work, the division ensures that construction conforms to approved drawings and specifications. In FY 2013, 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 FY13.

FY 2013 – MAJOR CAPITAL PROJECTS COMPLETED

<u>Project</u>	<u>Cost (in millions)</u>
Hagerstown State Police Barrack Garage & Comm Center	11.3
Salisbury Readiness Center	9.6
Garrison Forest Veterans Cemetery Burial Expansion	3.9
Reception Diagnostic Center Elevators	1.9
Ocean City Dune & Fence Maintenance	0.9
Potomac Center Cottage Roof Top AC Replacement	0.8
Deer's Head Center Masonry Repairs and Renovations	0.7
Reception Diagnostic Center Repair Support Beams and System	0.7
Point Lookout Campground Shower Bldg Renovation	0.5
South Mountain Battlefield Museum Exhibit	0.4
Casselman River Bridge Repairs	0.4
Andrews Air Force Base Emergency UST Replacement	0.4



South Mountain Battlefield Museum Exhibit

MAJOR CAPITAL PROJECTS UNDER CONSTRUCTION

<u>Project</u>	<u>Cost</u> <u>(in millions)</u>
Dundalk Readiness Center	14.3
La Plata Readiness Center	9.3
Westminster Readiness Center	7.1
Deer's Head Center New Kidney Dialysis Addition	5.3
Charlotte Hall Veterans Home Emergency Generator	5.2
Maryland State House Restoration of the Old Senate Chamber	3.8
Henryton Center Raze Buildings and Restore Site	3.4
Sandy Point State Park Timber Bulkhead Replacement	3.0
MD School for Deaf New Bus Loop and Parking Lot	1.7
1100 North Eutaw Street Refurnish Four Elevators	1.3
6 Saint Paul Center Replace Fire Alarm System	1.1
Gunpowder Falls State Park Replace Floating Docks & Bulkheads	1.0
Spring Grove Hospital Center Patient Environment Improvements	1.0
Pocomoke State Park Bathhouse and Utility Building	0.8
Bel Air District Court Multi-Service Center Replace Flat Roof	0.7



Groundbreaking for the Dundalk Readiness Center

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 2013, Maintenance Engineering's roofing unit performed 49 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.

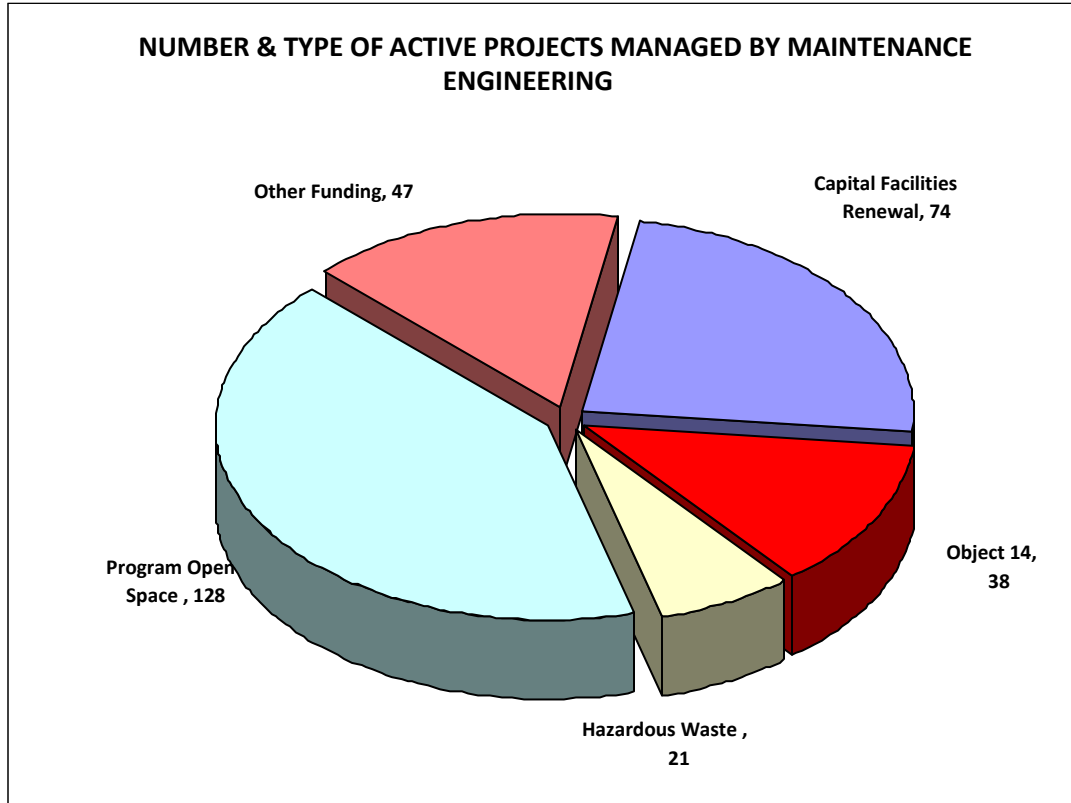
Number and Type of Active Projects Managed by Maintenance Engineering – FY 2013

Project	#	Value
Capital Facilities Renewal	74	\$ 22,810,880
Object 14	38	\$ 1,000,000
Hazardous Waste (Asbestos, Lead)	21	\$ 1,682,900
Program Open Space (DNR)	128	\$ 14,139,260
Other Funding	<u>47</u>	\$ <u>4,000,420</u>
TOTAL	308	\$ 43,633,460

Total Maintenance Projects Awarded - FY 2013

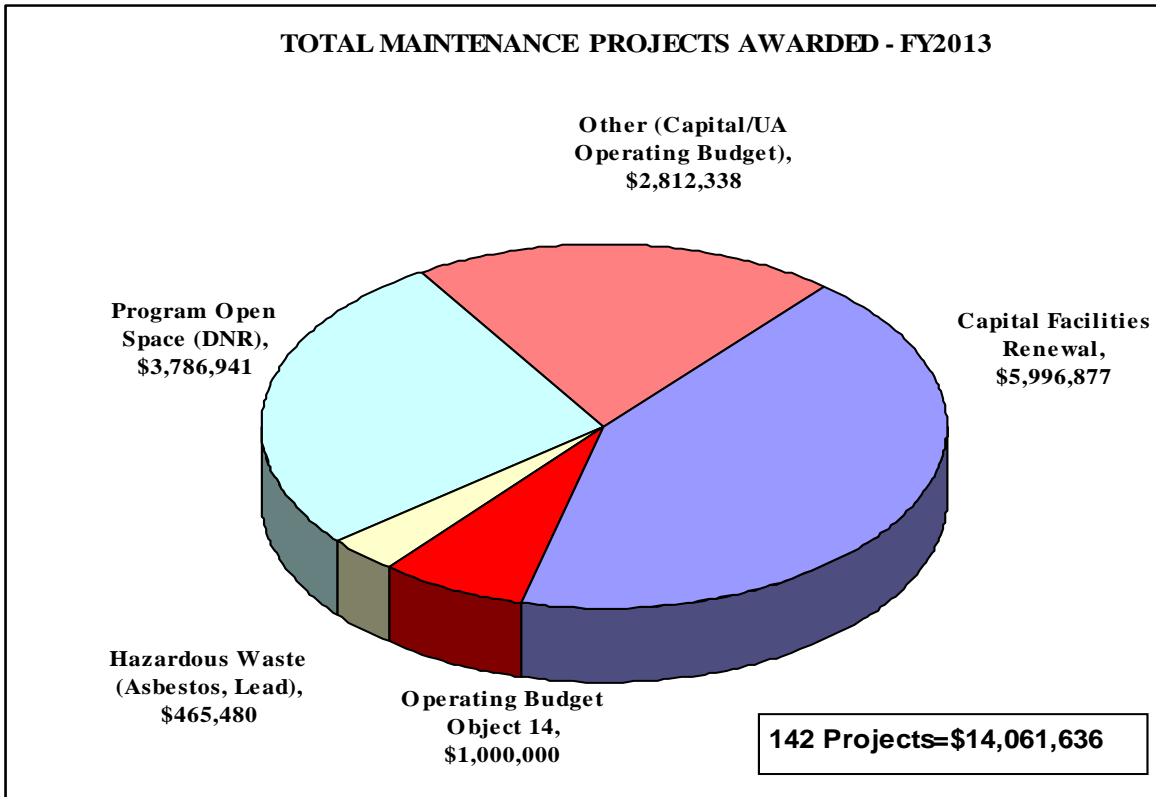
Project	#	Value
Capital Facilities Renewal	23	\$ 5,996,877
Operating Budget Object 14	38	\$ 1,000,000
Hazardous Waste (Asbestos, Lead)	22	\$ 465,480
Program Open Space (DNR)	38	\$ 3,786,941
Other (Capital/UA Operating Budget)	<u>21</u>	\$ <u>2,812,338</u>
TOTAL	142	\$ 14,061,636

FACILITIES PLANNING, DESIGN AND CONSTRUCTION



<u>Project Type</u>	<u>#</u>	<u>Value</u>
Capital Facilities Renewal	74	\$ 22,810,880
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	142	\$ 14,061,636

PROCUREMENT AND 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 Office of Business Programs administers Internet-based eMaryland Marketplace (eMM), a full service interactive procurement system, and the Homeland Security eProcurement system for First Responders. The Office of Business Programs also administers the Minority Business Enterprise (MBE) program that facilitates the business that DGS conducts with small and minority-owned businesses participating in the State procurement process. The Office of Business Programs 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 that 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. 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.

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 2013 HIGHLIGHTS

- Awarded 154 architectural engineering (A/E), capital maintenance and construction projects for construction and construction-related services totaling more than \$119,874,557.25.
- Restoration of the Old Senate Chambers at the Maryland State House in Annapolis, Maryland. The estimated cost of the project was \$757,757.00.
- Construction of New Catonsville Court House at an estimated cost \$4.2 million.
- Emergency razing of building and restore site Henryton Hospital Center at a cost of \$3.7 million
- New Kidney Dialysis addition at Deer's Head Hospital Center at a cost of \$5.3 million

FACILITIES MAINTENANCE CONTRACTING

Facilities Maintenance provides procurement services to client agencies by conducting online interactive bidding using eMarylandMarketplace 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 2013 HIGHLIGHTS

Awarded 76 contracts totaling more than \$43 million including:

- \$3.8 million Comprehensive Building Maintenance contract for the Nancy Grasmick Building.
- \$2 million Housekeeping services for DHMH Clifton T Perkins Hospital Center.

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 2013 HIGHLIGHTS

DGS Procurement staff awarded and renewed over 400 contracts totaling over \$130,178,325.79

Procurements done on behalf of the following Agencies:

- Burial Liner for Veterans Department total value \$1.3 million
- Five Street Sweepers for MDTA valued at \$949K
- Maryland State Police Uniforms valued at \$753K
- Statewide Police Vehicles valued at \$3.1 million

Major Statewide Contracts completed during this fiscal year as follows:

- Statewide Mailroom Equipment contract valued at \$3 million
- Statewide Body Armor contract estimated value of \$2.7 million.
- Statewide Police Vehicles valued at \$3.1 million
- Statewide Pharmaceutical contract valued at \$7.7 million.

Ongoing:

- Emergency preparedness contracts and resource lists were continually developed to better assist the Maryland Emergency Management Agency.

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 2013 the BPW Administration assisted the Department in processing 948 procurements, real estate transactions and capital grants and loans through the BPW and the DPRB totaling over \$374 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.

Small Business Awards

Procurement Law provides for small business awards. DGS made 159 awards to small businesses in FY 2013 for more than \$66.4 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 2013, there were 283 in-state awards totaling over \$191 million versus 95 out-of-state awards totaling over \$33.4 million.

PROCUREMENT AND LOGISTICS

OFFICE OF BUSINESS PROGRAMS

Office of Business Programs 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. The Office of Business Programs also maintained the statewide vendor and Commodity table, Supports eMaryland Marketplace and the Small Business Reserve system.

FY 2013 HIGHLIGHTS

- In FY 2013, DGS awarded \$ 157,542,921 in procurements requiring minority business participation. Of that amount, \$29,221,818 or 18.54% was awarded to certified minority businesses. The Business Enterprises office is continuing its commitment to increase MBE and Small Business Percentages

Procurement Category	Total Procurement Dollars	Total MBE Dollars	Total MBE Percentage
Services	\$5,110,145	\$768,396	15.04%
Architectural Engineering	\$8,375,934	\$2,466,078	29.44%
Maintenance	\$28,196,132	\$5,658,647	20.07%
Construction & Construction Related Services	\$48,548,003	\$16,352,824	33.72%
IT Services & Supplies	\$189,733		0.00%
Corporate Card	\$1,114,558	\$39,595	3.55%
Direct Voucher	\$1,045,291	\$73,386	7.02%
Supplies & Equipment	\$64,963,125	\$3,862,892	5.95%
TOTAL	\$157,542,921	\$29,221,818	18.54%

- To date there are 5,685 vendors registered on the Small Business reserve system and 27,569 vendors in eMM. The Office of Business Programs has also been diligent in their efforts to maintain and update statewide vendor and commodities tables.

OFFICE OF BUSINESS PROGRAMS

2013 Legislative Session brought changes to Maryland's MBE Program and responsibilities to DGS.

House Bill 48 – Minority Business Enterprises-Not-For-Profit Entities. This bill excludes Not-for Profit Entities from the Maryland Minority Business Enterprise Program but those entities will still be able participate independently in the procurement process as “Preferred Providers.” As a result of this change the Maryland Department of General Services (DGS) has been charged with the operational and reporting responsibilities required to meet the intent of this legislation.

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 2013 HIGHLIGHTS

- Provided storage for 160,213 cubic feet of records equivalent to 26,702 four-drawer file cabinets.
- Accepted 21,187 cubic feet of new accessions equivalent to 3,331 four-drawer file cabinets.
- Destroyed, through recycling, 22,400 cubic feet (329 tons) of records eligible for disposal in accordance with established records retention schedules.
- Retrieved and returned 7,442 individual files for State agencies.
- Interfiled 552 new individual records and re-filed 9,075 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

As the Control Agency, DGS is responsible for the renewal and acquisition of copying equipment and services. Program responsibilities include development of statewide policy and procedures which support efficiency and effectiveness in the utilization of printing and duplication resources. In an effort to streamline and increase printing efficiency to all State agencies, effective December 17, 2012, Maryland Correctional Enterprise (MCE) was designated the preferred provider for all printing and duplication. DGS continues to have overall oversight responsibilities and waiver approval authority and, as necessary issue a contract for printing to other vendors.

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 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 shutdowns; and a facility design and location which pose security risks and potential health risks to occupants of the laboratory tower and the surrounding community.



DHMH Public Health Laboratory rendering

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.

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 20 purchase and sale agreements, options, and easements to the BPW for a total FY 2013 transaction value of \$4 million.

	FY 11	FY 12	FY13
New Program Open Space Cases	40	0	0
POS Cases Approved by BPW	26	0	0
POS Acres Acquired	5,640.89	0	0
POS Acquisition Costs	\$20.8 m	0	0
Other Acquisitions Approved by BPW	1	1	3
Other Acquisition Costs	\$6.8 m	\$0	\$3,607,745
<hr/>			
Transactions Approved by BPW			
w/no consideration	0	7	9
Total # of Disposals	12	17	8
Total Value of Disposals	\$437,088	\$4,626,057	\$403,833

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 2013, the Unit presented to the BPW 1 easement option valued at \$349,350.

	<u>FY 11</u>	<u>FY12</u>	<u>FY13</u>
Ag Easements Approved by BPW	4	58	1
Ag Easement Acreage	364.79	6,384	137
Ag Easement Costs	\$429,257	\$20.5 m	\$349,350
GreenPrint Ag Easements Approved by BPW	1	0	0
GreenPrint Ag Easement Acreage	196.28	0	0
GreenPrint Ag Easement Costs	\$589,000	0	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 11</u>	<u>FY12</u>	<u>FY 13</u>
Appraisal Reviews	453	1124	476
Staff Appraisals	87	79	65

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	\$74,157,662	4,605,662 nuse	334
Parking	\$ 2,859,837	3,788 spaces	52
Revenue Leases	\$ 6,678,100	—	291
Office	\$ 561,425	—	14
Parking	\$ 3,602	—	3
Other	\$ 175,493	—	120
Tower	\$ 391,237	—	34
Land	\$5,546,343	—	118

Employee Housing - 179 active leases receiving \$274,791 annually in rental payments. There are 23 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
FY 13	118	143,948,798	7	245,090	120,556	8,942

FY 2013 Highlights

- Acquired 6.273 acre parcel adjacent to Dundalk Armory for \$407,745, needed for \$14 million expansion of the Armory.
- Obtained approval to acquired Historic Annapolis Post Office for \$3.2 million. This historic treasure will be incorporated into the Historic Annapolis Government Campus.
- Obtained approval for 5 MALPF easement exchanges and relocations, to resolve MALPF easement violations without litigation.
- Continued lease compliance training for all State agencies.
- Implemented enhanced energy and water conservation requirements for lease renewals.
- Renewed 84,674 net usable square feet with a 10 year fixed rental rate and \$1,270,110 landlord contribution to tenant improvements and \$820,000 of capital improvements by landlord.
- Agency Relationship Managers (ARMs) continued to expand their roles as the interface of DGS with the other state agencies by assisting the agencies in the development and adaptation of efficient floor plan modes that increase productivity and reduce required space.
- Initiated the re-writing of the Specifications and Requirements for State of Maryland Leased Space to reflect greater high performance and energy efficiencies – 6 month effort.
- Completed the competitive RFP process, lease and Board of Public Works approval of 97,332 net usable square feet of office space for the Department of Housing and Community Development in New Carrollton in Prince George's County.

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.



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