Maryland Department of General Services
2015 Annual Report

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Lt. Governor

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DGS

MISSION

It is the mission of DGS to be the accessible, accountable support agency delivering expertise, essential services and facilities operations and management to the State in order to enhance the quality of work/life environments for our stakeholders and the citizens of Maryland.

VISION

To be the premier partner to our sister agencies, delivering support, expertise and essential services as needed to facilitate their missions on behalf of the citizens of Maryland.

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MESSAGE FROM THE SECRETARY

C. Gail Bassette, *Secretary*

To Our Stakeholders:

It has been a busy and productive 2015 at the Department of General Services. Our committed staff has embraced Governor Hogan's mission to "Change Maryland for the Better."

We have aligned with the Governor's mission by creating a winning culture of organizational excellence based on accountability, trust, respect and transparency, as well as courteous and responsive customer service.

These efforts speak directly to our new tagline, ***DGS Delivers.*** Here's how:

- Incorporating best practices and streamlining processes by identifying gaps and creating a workflow that integrates and supports every division's work;
- Becoming more efficient and effective by eliminating redundancies;
- Improving internal and external communications.

The Annual Report includes feature stories about projects successfully completed by the department, as well as cameos of DGS divisions and their accomplishments. For example, General Services partnered with the Maryland Department of Transportation to produce the first project-driven Business Opportunities and Entrepreneurial Training Summit. Over 400 businesses registered to meet one-on-one with state project managers. Local, small, woman, minority and veteran-owned businesses received valuable information and resources to enable them to compete for and win contracts with DGS and our sister agencies.

Also this year, DGS collaborated with Human Resources and the Maryland State Department of Education to develop a YouthWorks program that was more substantive, providing hands-on job experience and valuable lessons that the students will be able to use as they continue their educations. This story is also in the Features section.

This year, the department met the challenges of the state of emergency brought on by unrest in Baltimore. The Maryland Capitol Police, in partnership with Baltimore City police and other state law enforcement agencies, protected Baltimore City from further unrest and destruction.

Our success depends greatly on the collaboration we have with our customers. We appreciate both your feedback and your suggestions about how we can improve the delivery of our services.

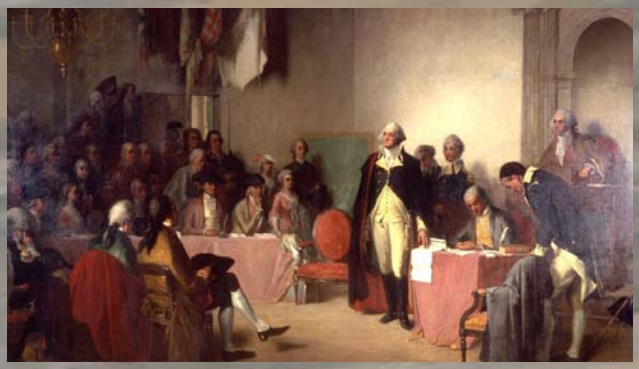
Yours in Service,

C. Gail Bassette

C. Gail Bassette, *Secretary*

DGS DELIVERS **HISTORY**

RESTORING THE OLD SENATE CHAMBER



"If Washington were to walk into the Chamber today he would recognize it."

Mark Schneidman, architect and DGS senior project manager of the restoration.

Its walls witnessed events that shaped our nation, and after more than five years of intense physical and archival research, in-depth analyses and consultations, and true-to-history design and construction, the Old Senate Chamber in the Maryland State House was restored to its historic 1783 appearance. General Services oversaw the project with assistance from the Maryland Historical Trust and the Maryland State Archives.

Reopened to the general public in July, the Old Senate Chamber was the site of events that influenced the course of our nation's history. From November 1783 to August 1784, Annapolis served as the nation's first peacetime capital. During that time, the Old Senate Chamber was the home of the Continental Congress. George Washington resigned his military commission as commander-in-chief of the Continental Army before Congress in the Old Senate Chamber on Dec. 23, 1783. This act established civilian authority over the military and thus laid the foundation for democracy in the United States.

"The peaceful surrender of military power to a civilian authority was a turning point in U.S. history and established a fundamental principle of American democracy," said Senate President Thomas V. Mike Miller, Jr. "Its history reminds us of the responsibility we all share to vigorously uphold the vision of a civil society and a representative democracy that took root in the Chamber."

The Treaty of Paris, signed between Great Britain and America to end the Revolutionary War, was ratified in the Chamber by Congress in January 1784. And in May of 1784,

Washington, Lafayette and Tilghman at Yorktown. Oil on canvas in original frame by Charles Wilson Peale, 1784. Peale served with Washington during the Revolutionary War and became known as the "Artist of the Revolution."

Extensive research determined that Washington was standing at the back of the Chamber when he resigned his commission.

Interactive learning and other facts about the Chamber and Washington are part of the restoration.

Thomas Jefferson was appointed by Congress to join Ben Franklin and John Adams in Paris as a minister to Europe.

"We, as Marylanders, take great pride in our stewardship of the State House, the oldest such building in continuous legislative use in the nation," said Governor Larry Hogan. "This project preserves and solidifies the legacy of the State House in our nation's history and will allow visitors to learn about the events that were vital to the birth of our nation."

The design called for extensive use of historic materials installed by highly-specialized craftsmen skilled and experienced in traditional building construction to create an authentic restoration. This included use of gypsum and lime plaster, wrought nails fabricated by hand by a blacksmith employing traditional methods, period door hardware, reclaimed lumber, use of traditional joinery for wood elements and application of historic paint finishes.

The project also features modern-day safety systems which have been carefully incorporated into the historic elements to conceal their existence while providing the benefits of modern technologies to protect the Chamber and its visitors; the most significant of these technologies are a mist fire suppression system and a smoke detection system, both of which have been seamlessly integrated into the project while maintaining the 18th century appearance of the room.

"For the most part, General Services works behind the scenes, ensuring that State government facilities function smoothly and safely," Secretary Bassette said. "To have overseen such a historically-significant project that thousands of visitors will pass through every year is a great source of pride."

Original Tilghman Swords: Lt. Col. Tench Tilghman, a native of Talbot County, MD, was a trusted aide-de-camp to George Washington throughout the Revolutionary War.

These and other portraits not seen cover a wall in one of the rooms of the Old Senate Chamber. Most were painted by, or copied from, Charles Wilson Peale. All were major figures in the quest for independence. Witnesses to Washington's resignation are highlighted on a raised white panel.

DGS DELIVERS **HISTORY**

HARRIET TUBMAN VISITORS CENTER

Born a slave on Maryland's Eastern Shore, Harriet Tubman became famous as a "conductor" on the Underground Railroad during the 1850s. She fled north from Maryland in 1849 to escape a harsh existence enduring brutal beatings as a field hand. Armed with determination, fearlessness, the pistol at her side and her faith in God, she returned south at least nineteen times to lead her family and hundreds of other slaves to freedom via the Underground Railroad.

Today, Harriet Tubman's remarkable and inspiring life is being recreated and celebrated with the construction, overseen by General Services, of the Harriet Tubman Underground Railroad State Park Visitors Center south of Cambridge, Maryland. This significant cultural addition to the Eastern Shore continues to move forward with construction of the administrative, exhibit and maintenance facilities.

"This project is a good example of interagency cooperation between General Services and the Department of Natural Resources," said Chris Elnicki, project manager for the Visitors Center. "We work closely to ensure that quality work is being performed and taxpayers' dollars are being spent in a fiscally-responsible manner."

The park will tell Tubman's life story through exhibits and programs exploring her childhood, her time as a conductor of the Underground Railroad and her advocacy for justice. It will also serve as a welcome and orientation point along the Harriet Tubman Underground Railroad Byway. Located next to the Blackwater National Wildlife Refuge, the project also includes a memorial garden, picnic pavilion and walking paths.

Architect's rendering

DGS DELIVERS **HISTORIC PRESERVATION**

PRESERVING HISTORY WITH A 21ST CENTURY FACELIFT

Architect's rendering of Pratt Library Resource Center.

Maryland State Library Resource Center / Enoch Pratt Free Library

The Enoch Pratt Free Library,

an iconic cultural structure in Baltimore, started as one man's goal for the city. In a January 21, 1882 letter to the Mayor and Baltimore City Council, long-time local hardware merchant, financier and philanthropist Enoch Pratt offered to donate and construct a central library and create a financial endowment of over $1 million. He shared his vision for the library: "It shall be for all, rich and poor without distinction of race or color, who, when properly accredited, can take out the books if they will handle them carefully and return them."

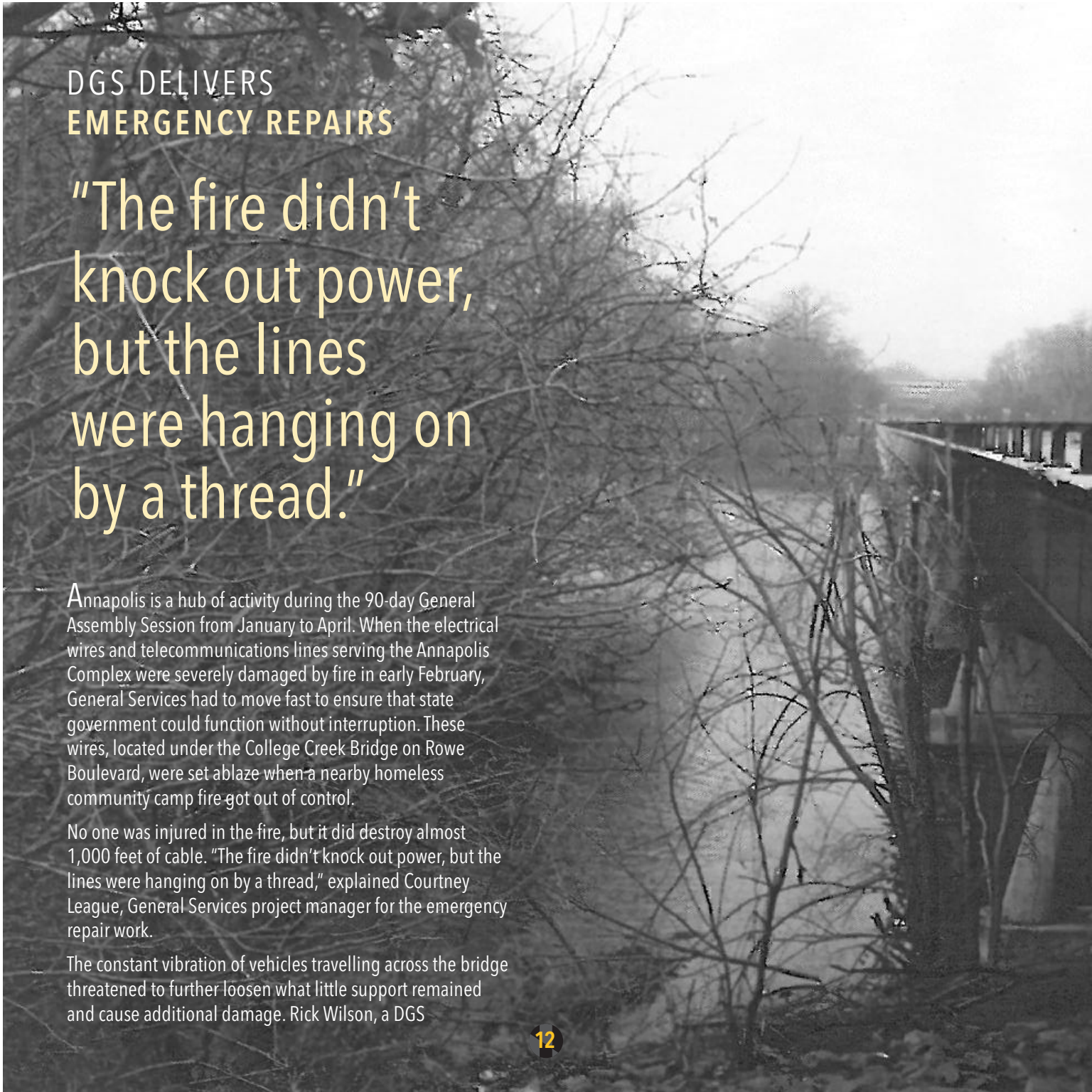
The generous gift was accepted by the municipal government and approved by voters later that year. Construction on the original library began that same year, and it opened in 1886.

By the late 1920s, an ever-expanding collection had outgrown the original library, known as "Old Central." It was razed, and the current structure was completed in 1933. It has had two additions in the last 30 years, but has never undergone a comprehensive renovation/restoration.

Fast forward to the present where General Services is providing day-to-day team leadership for nearly 40 design professionals in both the renovation and restoration of this historical structure. Staff have been active participants in design meetings, have facilitated the State approval process, and have helped establish milestones and deliverables to ensure that the project stays on track and on budget.

Maintaining the unique character of the library is a priority. Original interior and exterior materials are being cleaned, restored and preserved, and significant artwork is being identified. Renovations will incorporate current trends in library services and technology for enhanced customer use in an environment that will accommodate a diverse tech-savvy public.

"It's always exciting to be part of a project that preserves history while giving it a much-needed 21st century facelift," said Lauren Buckler, Assistant Secretary of Facilities, Planning, Design & Construction, the division that is overseeing the project.



DGS DELIVERS
EMERGENCY REPAIRS

"The fire didn't knock out power, but the lines were hanging on by a thread."

Annapolis is a hub of activity during the 90-day General Assembly Session from January to April. When the electrical wires and telecommunications lines serving the Annapolis Complex were severely damaged by fire in early February, General Services had to move fast to ensure that state government could function without interruption. These wires, located under the College Creek Bridge on Rowe Boulevard, were set ablaze when a nearby homeless community camp fire got out of control.

No one was injured in the fire, but it did destroy almost 1,000 feet of cable. "The fire didn't knock out power, but the lines were hanging on by a thread," explained Courtney League, General Services project manager for the emergency repair work.

The constant vibration of vehicles travelling across the bridge threatened to further loosen what little support remained and cause additional damage. Rick Wilson, a DGS

electrician, took swift action to rig temporary support for the damaged wires hanging from the underside of the bridge.

Seamless interagency cooperation, coordination and communications made it possible for General Services to respond quickly to reduce the risk of a debilitating power loss. The agency coordinated with the State Highway Administration to put up fencing around the site, and Verizon made temporary repairs to the communications lines.

Before permanent repair work got underway, the agency coordinated with State Highway and the City of Annapolis to schedule road closures that would cause the least disruption to the General Assembly Session and Annapolis businesses.

"Permanent repairs were completed in May," Courtney said about the three-month project. "At no time did state buildings lose power."

READY, SET, GO

Maryland National Guard Readiness Center (Westminster)

View of the front

View of the back, which was expanded

"We provide direction, resolve issues and keep everyone working together for the end goal." - John Brush, Project Manager

The expansion, renovation and completion this year of the Maryland National Guard (MDNG) Readiness Center in Westminster is a good example of the professional and technical services that General Services provides to sister agencies. It was a collaboration between DGS and MDNG and illustrates the critical role of the DGS project manager and the numerous, detailed steps required to complete DGS facility projects successfully.

The Westminster Readiness Center was a project of the Facilities, Planning, Design & Construction Division, which supervises private contractors as they modify, renovate or construct state buildings. Each project has a project manager who oversees the work from inception to completion, and John Brush was assigned this project.

John had to complete several important steps before a contractor could be hired. First, he worked with the Office of Procurement to prepare and advertise a Request for Proposal (RFP) that included Minority Business Enterprise (MBE) goals. This was followed by a meeting with interested architectural and construction firms, followed by submittal of their technical and price proposals. The firm with the lowest bid was selected.

When the project reached the design phase, John met regularly with the architect to review the design and ensure that it stayed within budget. Other state agencies also had roles to play: the Department of the Environment had to approve the sediment/erosion plan, while the Department of Natural Resources needed to sign off on the forestation plan.

"The project manager has to keep an eye on the project as a whole to ensure that it's a quality product," John said. "We provide direction, resolve issues and keep everyone working together for the end goal. This is just one of many ways General Services supports changing Maryland for the better."

The students visit the State House with mentors Denise Estep and Sean Stinnett.

"No one will value you unless you value yourself." "Run away from trouble and toward success." "Dare to be different."

These were just some of the words of wisdom that Youth-Works students heard from mentors during their job training at General Services.

The five-week summer program gives Baltimore City youth between ages 14 and 21 opportunities to experience real world work environments where their mentors help them develop positive work habits and attitudes, as well as learn about the requirements of different jobs. The program's slogan this year was "Summer Jobs Launch Careers."

This year, General Services, Human Resources and the Maryland Department of Education collectively collaborated to develop a more substantive and lasting internship program. For example, "Wisdom Wednesdays" was introduced. The weekly interactive sessions gave students the opportunity to hear from senior staff and also share their thoughts on a variety of topics. These included how to resist peer pressure, the importance of respect for authority, and setting goals and creating a plan for reaching them, among others. Twenty-three students interned at DGS, where they also learned the importance of having a work ethic that includes personal responsibility, accountability and respect for authority. Some of their experience was devoted to career development and financial literacy.

"As important as it is to acquire strong work skills, I believe this program taught you the necessity of having a solid work ethic to include getting to work on time, showing initiative and working as a team to solve problems," Secretary Gail Bassette told the students at the closing ceremony. "When you leave here, it's up to you to stay in touch with your mentors," she said. "You don't want to lose the momentum you've gained and the relationships you've built from this experience."

Maryland Capitol Police Sergeant Ebonie Richardson shares lessons she has learned with YouthWorks students on Wisdom Wednesday.

YouthWorks students listen to speakers at the opening ceremony of the 2015 program.

DGS DELIVERS **JOB GROWTH**

Business Programs

The Office of Business Programs provides business development training, technical asistance and advisory services to small, local, minority, woman and veteran-owned businesses.

eMaryland Marketplace

Thousands of vendors are registered with *eMaryland Marketplace,* the State's online procurement system, which provides access to state and local government contracting opportunities 24/7. Registered vendors can submit bids electronically and receive solicitation notices based on their specified areas of interest or expertise. *eMaryland Marketplace* also allows vendors to register as small, minority or veteran-owned businesses. Government agency users advertise solicitations electronically and post addendums and award decisions.

Small Business Reserve Program

The SBR provides small businesses with the opportunity to participate as prime contractors on State contracts and procurements by competing against other small businesses instead of larger, more established companies. DGS is responsible for managing the business registration and certification process, maintaining the directory of certified small businesses, and auditing firms to ensure that only qualified small businesses are on the certified list. Twenty-three designated agencies are required to award at least 10 percent of their general procurement expenditures to qualified small businesses.

Minority Business Enterprise Program

The Office of Business Programs oversees the agency's participation in the MBE program, which ensures that socially and economically-disadvantaged small business owners are included in the State's procurement and contracting opportunities.

Business Opportunities and Entrepreneurial Training Summit

A highlight of 2015 was the first state-sponsored Business Opportunities and Entrepreneurial Training Summit, a collaboration of General Services and the Maryland Department of Transportation. Coordinated by the Office of Business Programs, the primary goal of the event was to help grow Maryland's small, local, woman, minority and veteran-owned companies by providing them with valuable information and resources regarding both short and long-term contracting opportunities with General Services and Transportation.

"Maryland is Open for Business" was the theme of the day-long event, which drew over 400 business owners from across the State to the Turf Valley Conference Center in Ellicott City. "We reached our registration limit two weeks in advance of the event," said Secretary Bassette. "The fact that over 400 businesses signed up to attend this project-driven conference made it clear that there is a strong need for the kind of substantive and targeted information the Summit delivered."

MARYLAND OPEN *for* Business

PHOTOS: (large) Secretary Bassette addresses the Business Opportunities and Entrepreneurial Training Summit, (inset left) Secretary Bassette with keynote speaker Marc Weller, President of Sagamore Development, (inset right) DGS Office of Business Programs Director Jack Howard and Suzette Moore with MDOT.

Companies had the unique opportunity to hear from state project managers, procurement officers and other decision-makers about the more than $1 billion in contracting opportunities with General Services and Transportation. The Business Summit also featured entrepreneurial training workshops conducted by subject experts on such business topics as How to Submit a Winning Bid, Connecting to State Contracting, and Capital Funding Resources for Your Business.

"The innovative partnership between General Services and Transportation went a long way toward helping Maryland companies, especially small companies, grow their businesses," said Lt. Governor Boyd Rutherford, who gave the welcoming address at the conference. "The Business Summit served as a launching pad for that growth."

Marc Weller, President of the Baltimore-based real estate development firm, Sagamore Development, was the keynote speaker. Mr. Weller and Under Armour founder and CEO Kevin Plank established a partnership and built the real estate company to redefine Baltimore through the acquisition and development of Port Covington, a major waterfront project.

Describing the project as renovating Baltimore's "front porch," he captivated the audience with his discussion of plans for the development, including the waterfront Under Armour campus and the Sagamore Spirit whiskey distillery. He said of the Business Summit that it was an opportunity to connect with the large, diverse field of contractors that Sagamore will need.

DGS DELIVERS
SMOOTH OPERATIONS

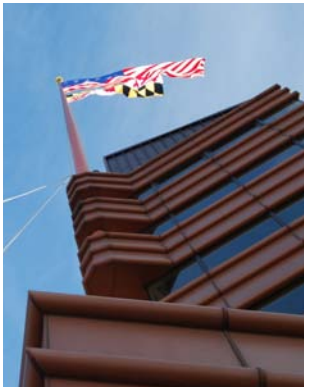
Facilities, Operations and Maintenance

With its core responsibility being facilities operations and maintenance for state government, General Services delivers a wide range of professional and technical services to sister agencies. Comprised of four divisions, Facilities Operations and Maintenance (FOM) often operates behind the scenes, ensuring that state buildings are operating smoothly and safely. Tenants can expect lighting, air conditioning in the summer and heat in the winter, properly functioning elevators, emptied trash cans and litter-free hallways and grounds.

The FOM Team (l to r) Dan Campbell, Mark Mascarenhas, Joe Altemus, Barbara Bauman and Gary Gray with Secretary Bassette and Deputy Secretary Nelson Reichart.

Annapolis Capital Complex

Baltimore Public Buildings & Grounds



Inner Harbor Complex

District Court/ Multi-Service Centers

FOM is also responsible for building improvements, such as replacing damaged roofs, upgrading lighting for greater energy efficiency and savings, making mechanical repairs, and replacing inoperable equipment. Maintenance responsibilities also extend outside, where FOM is responsible for the grounds around state facilities. This is especially important in Annapolis, where DGS maintains the grounds around the State House, legislative buildings and Government House, otherwise known as the Annapolis Complex.

For example, in partnership with the State Highway Administration and the City of Annapolis, FOM assisted with enhancing the skyline view of the State Capitol on Bladen Street. This was accomplished by removing the old cable-style traffic lights and replacing them with energy-efficient LED pedestal traffic devices.

A little known fact is that FOM is on the job 24/7. "Much of the work is done after hours so as not to disrupt the workday of our sister agency staffs." said Mark Mascarenhas, FOM Director of Operations.

FOM snow detail clears entrance to Senate Office complex.

Multi-service centers (MSCs) represent one of four FOM divisions. They are located statewide and are designed with convenience in mind for the citizens of Maryland. All 20 facilities offer multiple services under one roof. They vary from facility to facility, but citizens can find such services as District Court, Parole & Probation, Public Defender, State's Attorney, Social Services, Natural Resources, Juvenile Services, Assessments & Taxation, State Fire Marshal and the Motor Vehicle Administration. Some locations have 24-hour Court commissioners and extended hours for other services.

"Customer service is our number one priority," said Barbara Bauman, Superintendent of the multi-service centers. "We are dedicated to providing a clean, safe and secure environment for our tenants and the citizens of Maryland."

Re-opening Barrack J – in record time

When Governor Larry Hogan decided to re-open Barrack J, the State Police Barracks in Annapolis, it was the responsibility of Facilities Operations and Maintenance to get it ready for the grand opening. Renovations were completed in less than four weeks! They included repainting the ceiling grid, installing new ceiling tiles and flooring and installing new ADA-compliant hand rails at the front steps and along the handicap ramp. The grounds around the facility were cleared of brush and old trees, and a new sign was installed.

"DGS did an incredible job cleaning up a pretty messy place… and getting it ready," Governor Hogan said about the work.

Governor Hogan addresses the audience at the grand opening of Barrack J.

Governor Hogan and Police Superintendent William Pallozzi unveil the new Barrack J sign.

DGS DELIVERS **QUALITY OF LIFE FOR ALL MARYLANDERS**

Facilities Planning, Design & Construction Division
The Facilities Planning, Design & Construction Division manages projects statewide, ranging from State park improvements to restoration of the Old Senate Chamber in the State House. There are three units within the Division: Project Management & Design, Construction and Inspection and Maintenance Engineering. The Division is responsible for statewide project review, as well as architect and engineer selection for all projects, with the exception of the University System of Maryland, the Maryland Department of Transportation, Morgan State University and St. Mary's College of Maryland.

Project Management & Design
Project Management and Design verifies and modifies project scope, reviews and approves capital projects, establishes project schedules, and coordinates with appropriate state agencies and grantees. Additionally, the unit develops architect and engineer contract scopes of work, monitors construction budget and schedules during design and construction, and reviews and recommends approval of change orders during construction.

Construction and Inspection
This unit supervises private contractors as they modify, renovate or construct state buildings and property. Closely monitoring the construction process and performing inspections, the unit verifies compliance with approved drawings and specifications and ensures that DGS delivers quality facilities. From the mountains of Western Maryland to the shores of the State's Atlantic coast, the unit manages projects that improve the quality of life for all Marylanders.

Maintenance Engineering
Maintenance Engineering administers comprehensive maintenance services under one million dollars for state-owned facilities. From design and bidding to construction and administration, the Maintenance Engineering unit is responsible for all project phases. Maintenance Engineering coordinates the Preventative Maintenance Operations program, which requires facility self-assessments to identify and prioritize improvements utilizing allocated funding. It also manages the budgets for the Capital, Operating, Program Open Space, Critical Maintenance and underground tank replacement and hazardous waste programs. Additionally, the unit is responsible for the majority of emergency projects requested by state agencies.

Public School and Community College Construction Grant Programs
DGS helps administer the Public School Construction program with the Maryland Office of Planning, the Department of Education and Board of Public Works staff. The agency reviews requests from every local education agency, participates in public hearings, reviews design documents for all public school projects receiving state funding, and recommends authorizing projects to be bid for construction. The agency coordinates with the Maryland Higher Education Commission, the Department of Budget and Management and the Planning Department to administer the Community College Capital Improvement program. Its work doesn't stop there. DGS also reviews master plans, programs and design documents for each project getting state funding, and makes sure state funds are paid.

FY15 Public School and Community College
Construction Grant Program

Public School Construction
$325M in FY15
183 projects = $1.5B

Community College Construction
$65M in FY15
12 projects = $327M

DGS DELIVERS **ESSENTIAL GOODS AND SERVICES**

Procurement and Logistics

This division is responsible for purchasing a variety of goods and services for state and local government agencies, as well as non-profits. These include architectural and engineering services, commodities, construction, energy and facilities maintenance. The professional staff performs specialized contracting, bid/proposal administration, and bid security for all State government users.

John Thornton, Assistant Secretary of Procurement and Logistics (third from left), meets with members of the Procurement Review Group.

The Construction, Architecture Engineering (A/E) and Capital Maintenance procurement unit administers contracts of the same names. Notable contracts awarded in 2015 include the following:

- Design and construction of a new female detention center, Marriottsville
- Expansion of burial capacity at the Eastern Shore Veteran's Cemetery, Hurlock
- Day use and beach improvements, Cunningham Falls State Park, Frederick
- Building renovation, Liberty Campus, Baltimore City Community College, Liberty Heights
- Spur trail to future Upper Chesapeake Rail Trail, Tuckahoe State Park, Queen Anne
- Renovation and reconfiguration, Maryland State Police Headquarters, Reisterstown

Facilities Maintenance

The Facilities Maintenance unit provides procurement services to state agencies by conducting online interactive solicitations using eMaryland Marketplace.com and awarding contracts that support the day-to-day upkeep of agency facilities. There are roughly 200 recurring long-term service contracts for these facilities, and typical services include janitorial, trash removal, security service, grounds maintenance, HVAC, elevator maintenance and recycling, to name a few! The unit also provides guidance and training to its client agencies and helps resolve agency/contractor disputes.

Notable 2015 projects included the following:

- Janitorial services for Preston Street State Center, Baltimore
- Optimized preventative maintenance at Preston Street State Center, Baltimore
- Grounds maintenance and operations at the Cheltenham Veteran's Cemetery, Cheltenham

Commodities

DGS Commodities Procurement operates a regularly-scheduled purchase program whereby sister agencies can order needed commodities. Over 500 statewide blanket contracts are managed for these agencies, and scores of new requisitions are received monthly for agency-specific items, such as medical equipment and heavy duty utility trucks.

Major statewide contracts in 2015 included the following:

- Grocery products and related items
- Fleet tires and services
- Road salt
- Light duty trucks

Notable procurements completed on behalf of the following agencies:

- MD Transit Administration - MARC Train diesel fuel for one year
- MD Transportation Authority - Twenty-seven dump trucks
- MD State Department of Education – Early childhood curriculum materials

DGS DELIVERS **ENERGY EFFICIENCY AND SAVINGS**

Energy Performance and Conservation

DGS is actively engaged in a number of programs designed to use energy more efficiently. For example, the Energy Office manages 21 Energy Performance Contracts (EPCs) with an approximate value of $203.9 million. The EPCs guarantee cost savings of more than $21.3 million annually. The State Energy Database, a comprehensive, large-scale utility management system maintained by the Energy Office, makes it possible to measure energy usage and verify savings while tracking more than 22,000 state utility accounts, including electricity, natural gas, water, propane, oil, sewer, steam and kerosene.

Meanwhile, DGS continues to make strides in energy efficiency and conservation by upgrading to LED lighting in state facilities, including parking garages. Exterior lighting is being upgraded with photo-cell sensors, time clocks, and high-efficiency, low-wattage compact florescent bulbs.

DGS was recognized in the U.S. Department of Energy's Better Buildings Challenge in May this year for reaching a 20% energy reduction goal in a portfolio of 77 buildings totaling nine million square-feet. And a team of six buildings, owned and managed by DGS, is competing among thousands of participants nationwide in the U.S. Environmental Protection Agency's 2015 Battle of the Buildings.

2015 Battle of the Buildings kick-off at the Belair MSC.

Secretary Bassette talks about the importance of saving money by reducing energy usage at the Battle of the Buildings kick-off.

The agency is working with the Maryland Energy Administration and the Governor's office to step up the State's efforts to reduce energy consumption in state agencies. The State's goal is to reduce energy consumption 20% by fiscal year 2020, and DGS's Energy Office is working with every state agency to produce plans that identify and recommend energy conservation measures with the greatest potential for energy savings.

Green Building Council

DGS is the supporting agency for the Maryland Green Building Council, which was created in 2007 to guide Maryland's High Performance Building Program. The program requires all new or significantly renovated, fully-funded or owned state buildings over 7,500 square feet to achieve at least a Silver rating as determined by the Council's Leadership in the Energy and Environmental Design (LEED) system.

The Council comprises private sector and state agency membership and makes recommendations about implementing the High Performance Building Program, assists the Governor and General Assembly on green building legislation and works to promote green building programs throughout government and the private sector.

In 2015, the Council completed its Supplement to the International Green Construction Code (IgCC) and released it as an alternate compliance path. The Council also revised its High Performance Green Building Program to include implementation of the IgCC. Efforts are underway to expand outreach, education, compliance, measurement and verification aspects of the Council.

BuyGreen
Maryland Green Purchasing Committee

Sustainability and Green Purchasing

The Sustainability Office supports waste and emissions reduction, resource conservation, operational efficiency and social responsibility. The office has published an internal sustainability plan to support environmental stewardship, improve efficiencies and reduce waste. The plan focuses on operational policies and procedures, as well as agency culture and technology uses.

DGS also chairs the Maryland Green Purchasing Committee, which was created in 2010 to develop and implement statewide green purchasing policies and regulations. The committee reports on green purchases for state agencies. In 2015, it created environmentally-preferable product and service specifications for inclusion in statewide contracts. Also, 2015 is the first year that DGS started tracking spending on these products and services.

DGS DELIVERS **ECONOMIC GROWTH**

Real Estate

The Office of Real Estate oversees the facility and real property needs of state agencies through three core functions: lease management, land acquisition and disposal, and valuation and disposal. The Office leverages state assets to foster economic growth and development.

Construction of the new Maryland Department of Housing and Community Development (DHCD) headquarters was completed in 2015, with the agency moving to the facility in April. DHCD's new location is part of a multi-phased, mixed-use, transit–oriented development project located at the New Carrollton Metro Station in Prince George's County. The site houses 300 State employees and is the first state agency to be headquartered in the County.

Architect's rendering of the Public Health Lab in Baltimore.

Supported with financing from the Maryland Economic Development Corporation, Real Estate negotiated a 20-year lease for a new Maryland State Archives facility in Baltimore County. The new facility is climate-controlled and will house the State's historic art collection, artifacts and records currently housed in three leased locations.

The Historic Brice House in Annapolis was acquired for $2.5 million in 2015, securing this historic treasure for the State.

The Brice House is under master lease to Historic Annapolis and will be available for public viewing after renovations are completed.

A 22-acre security buffer easement was granted on the state-owned Greenbelt Metro property to the federal General Services Administration in support of the proposed FBI headquarters relocation to Greenbelt.

An interagency transfer of 56 acres from the Springfield Hospital property was coordinated between the Department of Health and Mental Hygiene and the Military Department for construction of the new Freedom Readiness Center. The facility will be built with a $17 million federal appropriation to be made available in fiscal year 2017.

DGS DELIVERS **EMERGENCY PREPAREDNESS**

Emergency Management

General Services is a lead agency in the event of a natural disaster or state emergency. As such, the agency provides essential support services, such as debris management contracts, salt contracts and other vendor services. The Office of Emergency Management represents the agency with the Maryland Emergency Management Agency (MEMA) and the Governor's Office of Homeland Security. It manages the agency's Continuity of Operations Plan, which ensures that state government continues to provide essential services in the event of an emergency.

State Emergency Operations Center.

DGS DELIVERS **CONTINUITY**

Records Management

The Records Management Division develops policies and procedures to manage efficiently the records of all state agencies. It also assists the State, as well as county and municipal governments, in establishing records retention and disposal schedules. In addition, the Division provides storage and referral services for inactive state records that must be retained for specified periods of time to meet administrative, fiscal and legal requirements. Finally, Records Management coordinates the Statewide Forms Management Program for state agencies by monitoring for redundancy, encouraging the implementation of electronic forms, and tracking how many forms are accessible on the Internet. The division promotes records retention in electronic-only formats to save space, improve operational efficiency and support state sustainability initiatives.

A Records Management staffer updates files.

Highlights

- Provided storage for 163,447 cubic feet of records, equivalent to 27,241 four-drawer file cabinets.
- Accepted 20,752 cubic feet of state, county and local government records, freeing up high-cost office space.
- Recycled 20,593 cubic feet (302 tons) of records eligible for disposal in accordance with established records retention schedules.
- Provided guidance on 104 state, county and local government retention and disposal schedules, encouraging agencies to maintain records in an electronic-only format and incorporating electronic scanning and retention language, where feasible.

Inventory Standards and Support Services

Inventory Standards and Support Services is responsible for managing the State's fixed assets, materials and supplies. The Division provides automated inventory control assistance, and establishes procedures and audit programs to assure compliance with state regulations and control requirements. The Division also manages the statewide disposal of excess and surplus government property through an online auction.

- Processed 3,230 excess property declarations for over 132,028 items with original acquisition costs of $120 million.

GovDeals

GovDeals.com, is a unique, state-of-the-art, online auction service for the private and public sectors to acquire state surplus property. This online auction is a more convenient, green and cost-savings benefit to our customers.

Items for sale are posted continuously on the site, which can be accessed through the DGS website. To bid on an item, interested parties must register with GovDeals.com/MDGS; however, registration is not required to view items listed for sale.

A variety of items are available on GovDeals, including vehicles, computer hardware, office equipment and other miscellaneous supplies.

Fuel Management

This division oversees the State's fuel contract and the dispensing of fuel at more than 100 fuel sites. It verifies daily fuel prices, reconciles fuel inventories, approves repairs at fuel sites and administers the fuel card management system. It also purchases all DGS vehicles and oversees fleet management.

- Dispensed over 24 million gallons of fuel.

Fiscal Services Division

Fiscal Services manages the DGS budget and provides accounting services for statewide capital construction and maintenance administered by the Department. The Division also monitors accounting policies and procedures and internal control standards.

Personnel Office

The Personnel Division provides management and coordination of all human resources activities for more than 600 employees, including personnel policy development and implementation, recruitment, hiring, new employee orientation, salary and classification determinations, training, benefits management and retirement counseling.

DGS DELIVERS
SECURITY AND SAFETY

Maryland Capitol Police

The Department of General Services Maryland Capitol Police (MCP) is one of the largest law enforcement agencies in the State. It performs two functions: enforcing Maryland criminal law and providing 24-hour law enforcement and security services to the Annapolis and Baltimore State office complexes. In Annapolis, this includes some of the State's most critical infrastructure – the State House, Senate and House office buildings and the Legislative Services building.

Captain Todd May greets Governor Hogan at State Center.

MCP provides these services with 61 sworn law enforcement officers, 78 security officers and 12 police communications officers. Overall command of detachments and calls for service are coordinated through police communication command centers in Baltimore and Annapolis.

MCP made some organizational changes this year to operate more effectively and to better meet the demands of providing police and security services to the citizens of Maryland. For example, the Baltimore Detachment implemented a policy requiring MCP personnel to conduct post checks and patrols during peak business hours when employees are entering and leaving the State Center Complex.

The Annapolis Detachment created a new mid-shift to better allocate manpower during peak hours. Personnel were moved from the late shift (2 PM to 10 PM) to the mid-shift (10 AM to 6 PM), which puts more police and security officers on patrol during peak business hours. The detachment also increased traffic and patrol details throughout the Annapolis Complex.

State identification cards are issued by the MCP Security Card Processing centers in Baltimore and Annapolis. A mobile unit also travels to rural areas around the State throughout the year, issuing new identification cards and retrieving expired ones. Over 13,000 state identification cards were issued to state employees, contractors, lobbyists and local government officials this year.

Highlights

- Responded to over 36,000 calls for service.
- Updated the "Visitor Management" system at State office building lobbies; scanned more than 250,000 visitors.
- Provided Mobile Field Force assistance during Baltimore City unrest.
- Hosted training programs for other agencies, including Active Shooter Awareness, Hands-Only CPR and Workplace Violence.
- Approved and provided security at 65 demonstrations and rallies in Annapolis.

Gary Gray (right), FOM Superintendent of the Inner Harbor Complex, and a staff member raise the flag on a very windy day at 6 St Paul in Baltimore.

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