MISSION
It is the mission of DGS to be the accessible, accountable support agency delivering expertise, essential services, facilities operations and maintenance 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.

VALUES
Customer Focused
Respectful, Responsive and Results-Oriented
Accessible and Accountable
Teamwork and Transparency
Communication and Coordination for Optimal Outcomes
“Always remember, you have within you the strength, patience, and passion to change the world.”

Harriet Tubman
MESSAGE FROM THE GOVERNOR
Our administration is committed to changing Maryland for the better, and by working together we have made tremendous progress. From day one, we have been focused on making Maryland more competitive by growing our private sector, putting more Marylanders to work, and strengthening the economy so everyone can succeed.

The Department of General Services plays an integral role in fulfilling our administration’s goal of expanding the pool of local, small, minority, women, and veteran-owned businesses competing for state contracts. The department continues to make a substantive contribution to advancing economic growth in our great state with its proactive business outreach programs.

I am proud to report that with the hard work of our state agencies, including General Services, Maryland has moved into the top ten states in the nation for overall economic performance. General Services is helping to advance many key policies of our administration, which you will learn more about in their 2017 Annual Report. I know you will appreciate the great work General Services is doing on behalf of all Maryland citizens.

Thank you,
Governor Larry Hogan

MESSAGE FROM THE SECRETARY
The Maryland Department of General Services continues to advance Governor Hogan’s mission to change Maryland for the better. We provide essential services to ensure that state government runs smoothly, and we oversee a broad range of projects across the state that improve the quality of life for all Marylanders.

For example, we completed construction of the Harriet Tubman Underground Railroad Visitor Center in time for its much-anticipated grand opening in March. The complete renovation of the Enoch Pratt Free Library continues, and we broke ground on the Catonsville Courthouse and the Easton Readiness Center, all of which are noted in this year’s annual report.

A new section spotlights the economic impact leveraged by our dedicated workforce. In addition, significant accomplishments of each division of the department are highlighted and agency success stories are featured.

Our department embraces Governor Hogan’s Customer Service Promise, and we pledge to provide respectful, responsive and results-oriented customer service to our sister agencies and citizen clients. We continue to make strides in our commitment to “Delivering Great Service,” and work continues on identifying and implementing initiatives that further improve the customer service experience.

We are proud of the work we do on behalf of Maryland’s citizens. I encourage you to read the 2017 Annual Report to learn more about our work as we carry out our mission across Maryland.

Thank you,
Ellington E. Churchill, Jr.
Secretary
581 State employees deliver $2.36B in economic impact to the State of Maryland.

203 employees of FOM work around the clock to ensure the proper operation and safety of 56 state-owned buildings covering 6.3M square feet of space.

8 employees of the Energy Office have saved taxpayers $23.3M through energy purchasing strategies.

22 employees in the Procurement Office awarded $231M in construction projects, $108M in commodity contracts and $24M in facilities maintenance contracts.

2 employees in the Real Estate Office manage 272 leases totaling 4.7M square feet of commercial office space at an annual cost of $92.8M.

2 employees in the Capital Grants Office manage 1,500 projects valued at $798M in grants for local and non-profit capital projects.

2 employees in the Inventory Standards and Support Services Office manage the $305M statewide fuel contract, which provided 23.7M gallons in FY17.

176 employees of the Maryland Capitol Police secure 75 facilities (buildings, garages, parking lots) and welcome over 1 million visitors annually.

Facilities Planning, Design & Construction FY17 workload: 1,346 projects with a value of $770M. Total includes newly-added and existing projects still active in FY17.

2 employees in the Surplus Property Office generated $2.2M in sales from 2,238 auctions in FY17.

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2 K-9 officers routinely scan State Center & Annapolis Complex buildings for explosive devices, as well as respond to calls for suspicious packages.

10 employees in the Real Estate Office manage 272 leases totaling 4.7M square feet of commercial office space at an annual cost of $92.8M.

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7 employees in Real Estate reduced lease operating costs by $7.9M from 2015 to 2017.
SIGNIFICANT ACCOMPLISHMENTS

• Completed the Harriet Tubman Visitor Center.
• Reinstalled fire suppression system for the all-wood State House dome.
• Upgraded Court of Appeals in Annapolis.
• GovDeals online auctions exceeded $2 million in sales.
• Managed 29 Energy Performance Contracts that save the State ~ $24 million a year.
• Acquired a computerized maintenance management system, which will streamline the work control process, help predict problems before they occur, greatly reduce workload and save taxpayer dollars.
• Verified $56 million in payments made to 267 MBE sub-vendors on contracts expired in FY17.

• Negotiated a new lease for the relocation of the Department of Human Services, Frederick County, which will save more than $4.1M over a 10-year term.
• Transferred the Rosewood property to Stevenson University, providing $1.3M annually in future cost avoidance for maintenance.
• Repaired a water main break nearly eight feet under Bladen Street in Annapolis that was spilling more than 1,000 gallons of water an hour into city sewers, avoiding nearly $800,000 a year in energy and water costs.
• Removed six problematic decorative chimneys from the House of Delegates Building under budget and ahead of schedule.
FACILITIES OPERATIONS & MAINTENANCE

56 buildings comprising more than 6 million square feet of office space
40+ acres of parking
203 employees

TOUCHING UP OUR GRAND STATE HOUSE

Any 245-year-old building needs a little help now and again to keep up appearances. This is certainly true for the Maryland State House, the nation’s oldest state house in continuous use. This past year, DGS staff and contractors undertook a number of long-awaited projects.

• The Governor’s Reception Room received new window treatments. (The drapes were discovered after having been stored for 10 years – and virtually forgotten!)
• Inside, the dome was cleaned and painted, including the trim around the rotunda.
• The grand granite staircase on the building’s north side, which faces Rowe Boulevard, was repointed.
• Brick walkways around the State House were repaired.

STATE HOUSE DOME

The State House is topped by its famous all-wood dome – the nation’s largest. A fire would be catastrophic, so it’s protected by a fire suppression system that, when triggered, sprays the outside of the dome with a mist of water. The system was damaged by a lightning strike in 2016. After repairs were made, it was tested, leaving passersby amazed to see the dome enveloped in an eye-catching cloud of water and mist.

CHIMNEY REMOVAL

At the agency’s direction, an engineering firm evaluated the structural integrity of the decorative chimneys on the House of Delegates building. The study revealed numerous issues with the six tallest chimneys, and the engineers advised that repairs were necessary to ensure long-term structural stability. After a number of repair options were considered, it was decided to remove the chimneys in their entirety and to re-roof over the resultant gaps. This option was selected for cost efficiency and to eliminate future maintenance issues that were sure to come up.

A CAPITAL LEAK GETS PLUGGED

The Central Plant in Annapolis serves the entire Annapolis Complex with chilled water to keep nine buildings cool in the summer. When engineers discovered that over 1,000 gallons of water an hour seemed to be disappearing, they knew something was terribly wrong. Probing under the street leading to the State House, they uncovered a leaking pipe some eight feet underground. Repairs led to an immediate drop in water and energy usage.

NEW BOILERS AT STATE CENTER IN BALTIMORE

State Center in Baltimore houses a dozen state agencies and thousands of state employees. The complex is heated by a massive underground central plant that includes five natural gas-fired boilers which heat four multi-story office buildings. Time and high temperatures caused repeated pyramids. The result was reduced efficiency and many man-hours of repairs and maintenance. DGS replaced one boiler in 2013. This year, it replaced two more. Having all three online makes the plant more reliable and efficient, reducing energy usage and maintenance.

BIKE RACKS AT WILLIAM DONALD SCHAEFER TOWER

Sometimes, little things can make a big difference. DGS staff installed seven bicycle racks in the William Donald Schaefer Tower parking garage in downtown Baltimore. For tenants who like to ride their bikes to work, this simple convenience lets them park indoors in a clean and secure place.

LIBERTY TREE

During the colonial era, Liberty Trees were planted in each of the 13 Colonies. They served as a meeting point for colonists organizing against British rule in the years leading up to the Revolutionary War. The Maryland Liberty Tree was planted on the campus of St. John’s College in Annapolis and was the last Liberty Tree to survive. The 400-year-old Tulip Poplar was felled by a hurricane in 1999, and with it perished the last remaining of the original 13 Liberty Trees. In August, the General Services Annapolis Grounds Crew planted a sapling descended from the historic Tulip Poplar on State House grounds, several days before a dedication ceremony. Cyclists from the STIHL Tour des Trees closed the ceremony by bestowing some good “mojo” on the young descendent.
Complete design and construction oversight of a LEED-silver, 3-building 15-acre site located at Blackwater National Wildlife Refuge in Dorchester County.

DGS design responsibilities included program approval, Architectural and Engineering selection, design review/approval, coordinate bidding/award, and negotiate fee modifications.

The construction role included commissioning agent, scheduling consultant, work inspection, hold regular job conferences, testing agent, change order negotiations, and manage punch list.

GOVERNOR LARRY HOGAN AND STATE SENATOR ADELAIDE ECKARDT, WHO REPRESENTS DORCHESTER COUNTY, RECEIVE A GUIDED TOUR DURING THE GRAND OPENING OF THE VISITOR CENTER.
27 Project Managers, 6 Design Reviewers, 23 Inspectors

FY17 workload: 1,346 projects with a value of $770M

741 projects in development/planning = $211M

83 projects in design = $180M

522 projects in construction = $379M

(includes 12 emergencies totaling $3.9M)

Total includes newly-added and existing projects still active in FY17.

FACILITIES PLANNING, DESIGN & CONSTRUCTION

THE HOPFEN TUNNEL
DIVERTS THE BRADDOCK STREAM AWAY FROM STATE ROAD 55
$118,338 COMPLETED S. NOVEMBER 2017

ENOCH PRATT FREE LIBRARY
$85.8M COMPREHENSIVE RENOVATION/RESTORATION PROJECT
COMPLETION IN MAY 2019

THE HOPE TUNNEL DIVERTS THE BRADDOCK STREAM AWAY FROM STATE ROAD 55
$118,338 COMPLETED S. NOVEMBER 2017

TOP 5 ARCHITECTURE & ENGINEERING PROJECTS

1 Readiness Center, Easton $17.7M
2 Freedom Readiness Center, Sykesville $2.7M
3 New Barrack C and Garage, Cumberland $743,847
4 Historic Post Office, Annapolis $725,022
5 Air Crew Facility Martin State Airport, Middle River $319,170

TOP CONSTRUCTION PROJECTS (designated by white dots on map)

Enoch Pratt Free Library, Baltimore $85.8M
Construction of Catonsville District Court, Catonsville $54.5M
Readiness Center, Easton $17.7M
Readiness Center, Havre de Grace $16.8M
* Harriet Tubman Underground Railroad Visitor Center, Church Creek $14.9M
* Readiness Center, Laurel $9.7M
Court of Appeals Building, ADA & Lobby Improvements, Annapolis $5M
Fort Frederick State Park, Western Maryland Rail Trail, Big Pool $4.8M
MSP Martin State Airport, Construction of Air Crew Training Facility, Middle River $3.6M
Baltimore City Community College Main Building Renovation, Baltimore $2.8M
Elk Neck State Park, Renovation of Shower Buildings, North East $2.7M
Savage Mountain Youth Center Fencing, Lonaconing $2.5M
Assateague State Park, Renovation of Shower Buildings, Assateague Island $2.3M
* Deere’s Head Hospital Center, Renovations of Unit One North, Salisbury $2M
Tubman Visitor Center Exhibits, Church Creek $1.8M
* Nancy Grasmick Education Building, Infrastructure Upgrades, Baltimore $1.3M
Patapsco Valley State Park, Playgrounds, Ellicott City $1.2M

* completed projects

EASTERN SHORE VETERANS CEMETERY EXPANSION OF BURIAL CAPACITY, PHASE III
$3.1M COMPLETION MARCH 2018

LAPLATA READINESS CENTRE $9.7M

14 15
OFFICE OF PROCUREMENT & LOGISTICS

- Construction Contracting and Architectural & Engineering Procurement awarded 178 projects, including $231M in construction projects.
- Commodity Procurement awarded 231 contracts totaling more than $108M.
- Facilities Maintenance awarded more than 74 contracts totaling over $24M.

OFFICE OF BUSINESS PROGRAMS

Enhancing the design of the Minority Business Enterprise compliance tool, developed by DGS staff, and realigning compliance officers’ roles and responsibilities proved beneficial in overall compliance volume and performance management this year.

COMPLIANCE STAFF

- Monitored 453 MBE’s working on 216 contracts that expired in FY17.
- Verified $57.4M in payments made to 267 MBE sub-vendors on contracts expired in FY17.

PROCUREMENT REVIEW GROUP

Using a mix of historical performance and targeted marketing and outreach efforts, DGS continues to strive to meet, and when possible, exceed the goals of the Minority Business Enterprise (MBE), Small Business Reserve (SBR) and Veteran Small Business Enterprise (VSBE) programs. Aggressive efforts to place goals on projects in every region of the state help ensure that communities across Maryland see real opportunities for economic development.

State construction or renovation projects with MBE or VSBE goals awarded in FY17 include:
- Exceeded 1% VSBE goal by achieving 4.41% contracts awarded
- Awarded $10.4M in contracts to prime and sub-prime VSBE’s in FY17
  - Easton Readiness Center, Easton: $17.7M - 35% MBE & 5% VSBE
  - Havre de Grace Readiness Center, Havre de Grace: $16.8M - 35% MBE & 5% VSBE
  - Savage Mountain Youth Center, Lonaconing: $2.5M - 25% MBE
  - Deer’s Head Hospital Center, Salisbury: $1.8M - 25% MBE

RECORDS MANAGEMENT

- Provided storage for 164,098 cubic feet of state, county and local records, freeing up high-cost space.
- Recycled 12,994 cubic feet (228 tons) of records eligible for disposal in accordance with established records retention schedules.
- Provided guidance on 171 state, county and local government Retention and Disposal schedules.
- Retrieved approximately 6,000 individual files in support of state business.

INVENTORY STANDARDS & SUPPORT SERVICES DIVISION

- Managed the disposition of 351,110 Excess/Surplus state items.
- Dispensed 11.6 million gallons of consigned fuel and 12.1 million gallons of bulk fuel for the State of Maryland through the Statewide Fuel Management Program.
- GovDeals auctions were viewed over 732,000 times by 487,000 unique visitors and over 38,000 bids were placed on State Assets.
- Conducted 2,189 GovDeals auctions resulting in the sale of over 129,000 items.
  - Proceeds from GovDeals sales exceeded $2M.
  - Sold 1,273 vehicle and equipment items at auction, resulting in net sales of $2.6M to state agencies.
CATONSVILLE COURTHOUSE

Property cost $2.85M
Site is 5.9 acres
Design fee $5M
Construction contract $54.5M
Groundbreaking March 13, 2017
Courthouse is 130,000 GSF
5 floors, 8 courtrooms, 6 tenants
First state-owned courthouse with a green roof, eco-bioretention and reforestation
Completion date March 2019
DGS owned and operated

“The Catonsville District Courthouse is an important facility to our state and judicial system. Projects like the new courthouse, which will create construction jobs and provide improved services to our citizens, represent the burgeoning economic development and job growth in our state and is another example of how we are Changing Maryland for the Better.”

Boyd K. Rutherford
Lieutenant Governor
CAPITAL GRANTS

Staff of 2
Caseload of 1,500 grants
Valued at over $798M

TOP 5 GRANT RECIPIENTS

1. University of Maryland Medical System Shock Trauma Expansion, Baltimore City $94.4M, received grants from 2008-2015 - active
2. University of Maryland Medical System Ambulatory Care Pavilion, Neonatal Intensive Care Unit, Labor/Delivery Units renovation, Baltimore City $52.5M, received grants from 2004-2016 - active
3. Maryland Zoo in Baltimore Infrastructure Improvements, Baltimore City $44M, received grants from 2004-2017 - active
4. Johns Hopkins University High Performance Computing Data Center construction, Baltimore City $29M, received grants from 2012-2014 - active
5. Prince George’s Hospital System infrastructure improvements, Prince George’s County $24M, received grants from 2004-2013 - active

Other projects that improve the quality of life in Maryland
6. Rich Hill Farm House, Bel Alton
7. Wharves at Choptank Crossing Heritage and Welcome Center, Denton
8. 2016 West Social Enterprise Project, Annapolis
9. Bowie Senior Center, Bowie
10. Laurel Armory Anderson Murphy Community Center, Laurel
11. Arc of Carroll County Building Renovation, Westminster
12. Forgemen’s House Renovation, Thurmont
13. Maryland Theatre, Hagerstown
14. Western Maryland Scenic Railroad, Cumberland
More than 17,000 applications for State ID cards reviewed and processed
20,000+ checks/patrols of state facilities, grounds, parking areas
32,000 calls for service, 500 investigative reports, 20+ criminal arrests
Monitored 75+ rallies in Annapolis attended by 50,000+ citizens
Raised more than $4,700 for Maryland Special Olympics at the Polar Bear Plunge

Maryland Capitol Police (MCP) completed the implementation of its Narcan Program in FY17, training and certifying all MCP officers to administer the life-saving drug. MCP saved two people suffering the effects of heroin overdose in FY17. Heroin and opioid addiction and overdoses have become a national crisis. Governor Hogan spearheaded the fight to combat the problem in Maryland by signing the 2017 Heroin and Opioid Prevention, Treatment and Enforcement Initiative legislation. An integral part of the fight against opioid overdoses is the administration of the opiate antidote. MCP has been working with the Department of Health and Towson University to train and certify their officers to administer Narcan since 2016.
• The Valuation & Appraisal Division reviewed 423 appraisals with a recommended value of over $22 million for agricultural easement offers to be made by the MD Agricultural Land Preservation Foundation.

• After 7½ years of active negotiations, 117 acres of the former Rosewood Hospital Property was transferred to Stevenson University for expansion of their Owings Mills campus. The transaction will provide $1.3 million annually in future cost avoidance for the maintenance of Rosewood and will serve to improve a blighted area of Baltimore County. Additionally, Stevenson University will be responsible for environmental remediation for the site.

• Relocated the Frederick County Child Support Office to a new location within city limits, reducing the agency's lease operating costs by an estimated $4.1 million over the new 10-year term of the lease.

• Received approval from the Board of Public Works for two easement options valued at $1.3M to preserve 386+ acres of land under the MD Agricultural Land Preservation Foundation (MALPF) program. This program protects Maryland’s valuable agricultural land from development to maintain a viable local base of food and fiber production for the present and future citizens of Maryland. The easement preservation program is administered on a bi-annual basis, with the next cycle of offers to be made in FY18.

• Manage 272 leases totaling 4.7 million sf of commercial office space at an annual cost of $92.8M.

• Identified lease space for call centers in Hagerstown and Salisbury and satellite offices in Greenbelt and Hagerstown for the Comptroller.
The Office of Energy Performance and Conservation purchases energy on behalf of state government. As a result, the office is able to leverage the state’s energy needs to obtain favorable electricity rates. This was the case earlier this year when it conducted a successful reverse auction for energy purchases.

This unprecedented auction locked in an electricity supply rate as low as 3.8 cents per kilowatt-hour (kWh) for a four-year period, which is nearly 40 percent lower than the state’s previous rate of 6.1 cents per kWh for the past three-year period.

Maryland was one of the first states to use the reverse auction in 2004, under Lieutenant Governor Rutherford’s leadership during his tenure as Secretary of General Services. This FY17 procurement will provide a significant portion of electricity supply to state-owned facilities. More importantly, it will save Maryland taxpayers $25 million over the next four years, through 2021.

“By pooling the state’s future electricity demand, Maryland has attracted the business interest of the nation’s most competitive electricity suppliers. This level of participation shows that Maryland is indeed open for business and that the energy industry is taking notice.”

Governor Larry Hogan

YouthWorks connects thousands of young people between the ages of 14 and 21 to summer jobs with private, nonprofit, and city and state government employers throughout Baltimore. At General Services, the five-week program provided 31 students with opportunities to experience different work environments where their mentors help them develop positive work habits and attitudes, as well as learn about the requirements of a variety of jobs.
“I AM DGS”
Citizen Compliments for DGS