
General Services

MISSION STATEMENT

The Department of General Services proactively serves the diverse business and service requirements of all County departments, providing a single point of government-to-government service, enabling departments to successfully complete their respective missions and, thereby, adding value to the services performed by Montgomery County to county residents. In so doing, the Department of General Services contributes directly towards the County Executive's objective for "a responsive and accountable County government."

County Government Reorganization

In February, 2008, the County Executive announced a detailed Montgomery County Government Reorganization in order to improve effectiveness, customer service, accessibility, and efficiency. As part of this plan, the Department of General Services was created to provide more coordinated government logistics and support functions. The new Department of General Services will include the capital design and construction for County facilities; facilities maintenance and related services; real estate operations; printing, mail delivery and records management; and fleet management services all previously housed in the Department of Public Works and Transportation. In addition, the previous functions of the Office of Procurement and the Local Small Business Reserve Program previously located in the Department of Economic Development will be consolidated into the Department of General Services. Due to the scale of operations, the Fleet Management Services budget is displayed separately.

BUDGET OVERVIEW

The total approved FY09 Operating Budget for the Department of General Services is \$34,904,750. Personnel Costs comprise 49.6 percent of the budget for 247 full-time positions and 7 part-time position for 197.7 workyears. Operating Expenses and Capital Outlay account for the remaining 50.4 percent of the FY09 budget. The FY09 budget reflects costs that would have previously been included in the Department of Public Works and Transportation (\$31,445,850), the Office of Procurement (\$3,260,940), and the Department of Economic Development (\$197,960). FY08 program descriptions, costs and workyears have been restated under the new organizational structure to make it easier to compare FY08 and FY09 program expenditures and staffing. In the budget summary, the FY07 actuals, FY08 budget and FY08 estimated figures reflect the old organizational structure, while FY09 figures reflect the new organizational structure.

In addition, this department's Capital Improvements Program (CIP) requires Current Revenue funding.

LINKAGE TO COUNTY RESULT AREAS

While this program area supports all eight of the County Result Areas, the following are emphasized:

- ❖ ***A Responsive, Accountable County Government***
- ❖ ***Strong and Vibrant Economy***

PERFORMANCE MEASURES

This table presents the department's performance data estimates and projections from FY08 through FY10 if there are no changes in funding.

Measure	Actual FY06	Actual FY07	Estimated FY08	Approved FY09	Projected FY10
Percentage of building service requests completed	96	98	98	96	96
Value of County contracts awarded to local small businesses (\$000) ¹	2,754	8,039	12,078	15,000	20,000
Percentage of Minorities, Females & Disabled awards relative to proposals submitted ¹⁵		20	10	10	10
Percentage of total County contracting dollars awarded to businesses owned by minorities, females or disabled persons ²	19.1	22.3	21.0	21.0	21.0
Percentage of DGS staff time transacting purchase orders over \$25,000 ³	68.9	66.4	62.0	60.0	57.0
Average days for processing Invitation for Bids ⁴	111	105	118	118	118
Average days for processing construction contracts ⁵	170	91	140	101	91
Average days for processing Requests for Proposals ⁶	209	191	189	181	174
Percentage of customer-generated service requests completed by Facilities	96.0	98.0	98.0	98.0	98.0
Value of deferred maintenance (\$ million) ⁷	23	25.5	27.9	30.4	32.8
Implementation rate for building projects in the Capital Budget ⁸	83%	42%	50%	50%	50%

¹The Local Small Business Reserve Program began in January, 2006.

²For FY06, this percentage is based on contract awards that are over \$65,000. For FY07, the percentage is based on awards over \$50,000.

³The level of purchase order activity is a workload indicator of staff responsibility for transactions of limited dollar value.

⁴Purchases valued at over \$25,000 are made formally through Invitations for Bid requesting prices.

⁵Tracks fulfillment of contractual requirements for construction proposals.

⁶A competitive sealed proposal is initiated through the Request for Proposal process to solicit proposals.

⁷Represents maintenance costs to fix deteriorating facilities.

⁸The implementation rate relates to Capital Improvements Program building projects.

ACCOMPLISHMENTS AND INITIATIVES

- ❖ **Launch a series of "Evening Exchange" outreach meetings in conjunction with Community Use of Public Facilities to encourage informative procurement workshops for vendors on upcoming Countywide construction projects, with special emphasis on transportation and affordable housing. This initiative will encourage mentoring by featuring successful prime and subcontractor panel discussions and will focus on affordable housing in an inclusive community while fostering healthy and sustainable neighborhoods.**
- ❖ **The Office of Procurement will re-establish departmental incentive contests based on dollars and volume of recycled products purchased.**
- ❖ **Productivity Improvements**
 - **Installation of new software for Electronic Records Management Countywide across all departments and agencies.**
 - **Developed a plan for cross-training and position de-specialization to increase customer satisfaction with solicitation and bid queries and shorten credit card transaction processing time.**
 - **The new full services imaging center is up and running. There are currently 3 production scanners running 8 hours each daily.**

PROGRAM CONTACTS

Contact Jane M. Lawton of the Department of General Services at 240.777.6023 or Alexandra Shabelski of the Office of Management and Budget at 240.777.2785 for more information regarding this department's operating budget.

PROGRAM DESCRIPTIONS

Procurement of Goods and Services

The purpose of this program is to purchase goods, services, and construction required by County departments in the most timely and cost-effective manner possible. Program staff assists departments in the development of specific procurements to maintain a competitive and fair procurement process and to ensure that procurement requests are processed according to the County Code and the Procurement Regulations. Program staff also helps vendors understand the County's procurement process and procedures.

Assistance with contracts is provided to coordinate contract administration through guidance and training of department contract administrators. Procurement Specialists develop contract administration procedures and research, review, and recommend revisions to County procurement policies and regulations to streamline the procurement process. In addition, testimony and other evidence regarding claims and contract disputes with contractors are reviewed to resolve issues.

FY09 Changes

	Expenditures	WYs
FY08 Approved	2,208,340	22.9
Enhance: Two Administrative Aides to support Senior Procurement Specialists	72,140	1.6
Decrease Cost: Procurement Specialist II term position	-64,620	-1.0
Decrease Cost: Principal Administrative Aide	-67,500	-1.0
Miscellaneous adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program	149,120	0.9
FY09 Approved	2,297,480	23.4

Minority, Female, and Disabled Persons Program

The MFD Program objectives focus on annual goals of awarding a designated percentage of the total dollar value of negotiated contracts over \$50,000 to Maryland Department of Transportation certified minority, female, or disabled-owned businesses by procurement source. In addition, the program identifies MFD firms; encourages and coordinates their participation in the procurement process through community outreach and internal seminars; and monitors contracts subject to MFD participation to ensure compliance by prime contractors.

FY09 Changes

	Expenditures	WYs
FY08 Approved	170,110	2.0
Shift: Transfer Local Small Business Reserve Program from the Department of Economic Development	197,960	2.0
Miscellaneous adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program	17,430	0.0
FY09 Approved	385,500	4.0

Automation

The Automation Program provides staffing, material, and support to develop and maintain information systems in support of the Department's business operations. This includes purchase and maintenance of IT equipment, service and support for major day end use. IT Management for system and website design and maintenance is included in this program as well as coordination with the County Department of Technology Services.

FY09 Changes

	Expenditures	WYs
FY08 Approved	318,190	3.0
Miscellaneous adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program	52,710	0.0
FY09 Approved	370,900	3.0

Facility Engineering and Management Services

This program: develops and oversees the energy and facility environmental programs; monitors new and renovated building systems to ensure proper functioning; performs building systems diagnostics to analyze failures and recommend corrective measures; conducts facility assessments of building conditions; evaluates maintenance standards; and investigates indoor air quality complaints. This program also oversees the utilities management function and implements strategies to maximize cost savings from utility deregulation throughout the County.

FY09 Changes

	Expenditures	WYs
FY08 Approved	351,810	2.7
Miscellaneous adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program	-351,810	-2.7
FY09 Approved	0	0.0

Facility Maintenance and Operations

Facility Maintenance and Operations Division provides for the comprehensive planning and delivery of maintenance and oversight of

building-related operations at County facilities. Components of this program are deferred maintenance; housekeeping; grounds maintenance; recycling; building structure and envelope maintenance; electrical/mechanical systems operations and maintenance; small to mid-sized remodeling projects; snow removal, and damage repair from snow, wind, rain and storm events; and customer service. Energy management technicians monitor and maintain heating and cooling systems to ensure the most efficient use of these services. In addition, Facility Maintenance manages several comprehensive Capital Improvements Program (CIP) projects aimed at sustaining efficient and reliable facility operation to protect and extending the life of the County's investment in facilities and equipment. Facility Maintenance also provides and coordinates the required maintenance of the County's Stormwater Management facilities.

FY09 Changes

	Expenditures	WYs
FY08 Approved	21,644,790	113.5
Enhance: OBI: Maintenance of New Buildings/Facilities Completed in the CIP	146,000	0.0
Increase Cost: Salary adjustment for Capital Projects Manager position	26,740	0.0
Decrease Cost: Painting Contract	-32,070	0.0
Eliminate: Locksmith Position	-78,330	-1.0
Eliminate: Management Consulting Services for Facilities	-100,000	0.0
Decrease Cost: Contract Carpentry	-105,000	0.0
Decrease Cost: Contract Masonry	-105,000	0.0
Eliminate: Capital Projects Manager Position	-134,870	-1.0
Eliminate: Two Program Managers	-275,180	-2.0
Miscellaneous adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program	1,211,320	4.1
FY09 Approved	22,198,400	113.6

Central Duplicating, Imaging, Archiving & Mail Svcs.

This program provides timely and efficient document management through: high-speed photocopying service to all County agencies; desktop and electronic publishing; high-speed color copying; bindery; digital imaging; and electronic and physical archiving of County records. This program also serves as point of contact for County printing material produced and completed by Montgomery County Public Schools (MCPS). A print shop consolidation took effect in FY00 in which all County offset printing is provided by MCPS. This program also provides for the daily receipt, sorting, and distribution of mail deliveries from the U.S. Postal Service and inter-office mail to County agencies.

FY09 Changes

	Expenditures	WYs
FY08 Approved	5,812,450	30.0
Increase Cost: Replacement of Printing, Mail and Imaging Equipment per Schedule	362,000	0.0
Increase Cost: Postage Increase	96,550	0.0
Add: Scanner Operator Positions	59,540	1.0
Miscellaneous adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program	252,930	0.0
FY09 Approved	6,583,470	31.0

Real Estate Program

This program provides for leasing, space management and site evaluation. The leasing function recommends, plans, coordinates, implements, and administers the leasing of County real property for both revenue and expense leases. It also provides technical support to site evaluation committees for Capital Improvements Program (CIP) projects and handles the reuse of closed school facilities. The space management function provides for the efficient and aesthetic utilization of space in County-owned and leased facilities.

FY09 Changes

	Expenditures	WYs
FY08 Approved	872,310	7.0
Miscellaneous adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program	34,180	0.0
FY09 Approved	906,490	7.0

Facility Construction

This program provides for the overall construction administration and inspection of the Department's facility Capital Improvements Program (CIP). This includes planning, surveying, and designing buildings, for County use as well as public venues owned by the County. This program also provides comprehensive architectural and engineering services from planning through design. Functional elements include programming, contract administration, design management, and project management.

FY09 Changes

	Expenditures	WYs
FY08 Approved	402,600	3.3
Miscellaneous adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program	-253,470	-0.1
FY09 Approved	149,130	3.2

Administration

Administration services in the Department are provided in three key areas:

- The Director's Office provides overall leadership for the Department, including policy development, planning, accountability, service integration, customer service, the formation of partnerships and the oversight of socio-economic programs including the Local Small Business Reserve Program and the Wage Requirements Program. Both programs enhance the economy of Montgomery County through either the creation of procurement opportunities for local small businesses or the provision of an annual established rate of pay for all personnel employed through service contracts that perform direct and measurable work. The Director's Office also handles administration of the day-to-day operations of the Department, including direct service delivery, operating and capital budget preparation and administration, training, contract management logistics, and facilities support and human resources.
- The Division of Administration and Budget provides oversight and direction of the preparation and monitoring of the Operating and Capital Improvements Program (CIP) budgets for the department; fuel management; payment processing; Invitations for Bids (IFB) and contracts; inventory and facility management; the management and administration of computer and office automation activities; Strategic Planning for the Director; and oversight of all personnel activities of the Department of General Services.
- Procurement Administration provides for the direction, oversight, and support for the Contract Review Committee (CRC) and coordinates cooperative procurements with the Metropolitan Washington Council of Governments (COG) and other government agencies; works closely with the Interagency Procurement Coordinating Committee (IPCC) and the local and national chapters of the National Institute of Governmental Purchasing (NIGP); and improves skill levels and buying practices by training and recertifying Procurement staff toward qualification as a Certified Public Purchasing Buyer (CPPB) or Certified Public Purchasing Officer (CPPO). Administration activities include development and analysis regarding procurement matters for the CRC. The Chief serves as one of three voting members of the CRC and is directly involved in all major procurements.

FY09 Changes

	Expenditures	WYs
FY08 Approved	1,852,300	11.8
Enhance: Administrative Aide for File Conversion Project	43,120	1.0
Increase Cost: Annualization of FY08 Operating Expenses	4,180	0.0
Increase Cost: Printing and Mail Adjustments	2,140	0.0
Decrease Cost: Elimination of One-Time Items Approved in FY08	-2,920	0.0
Decrease Cost: Office Supplies	-35,410	0.0
Eliminate: Management Services Supervisor	-129,850	-1.0
Eliminate: Facilities Emergency Fund	-150,000	0.0
Miscellaneous adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program	429,820	0.7
FY09 Approved	2,013,380	12.5

BUDGET SUMMARY

	Actual FY07	Budget FY08	Estimated FY08	Approved FY09	% Chg Bud/App
COUNTY GENERAL FUND					
EXPENDITURES					
Salaries and Wages	0	0	0	10,509,130	—
Employee Benefits	0	0	0	4,376,320	—
County General Fund Personnel Costs	0	0	0	14,885,450	—
Operating Expenses	0	0	0	13,435,830	—
Capital Outlay	0	0	0	0	—
County General Fund Expenditures	0	0	0	28,321,280	—
PERSONNEL					
Full-Time	0	0	0	216	—
Part-Time	0	0	0	6	—
Workyears	0.0	0.0	0.0	166.7	—
REVENUES					
Strathmore: Maintenance & Utilities	0	0	0	250,000	—
Grey Courthouse: Maintenance	0	0	0	467,000	—
Solicitation Fee: Formal On-Line	0	0	0	3,210	—
Solicitation Fee: Formal	0	0	0	8,130	—
Protest Fees	0	0	0	1,000	—
Photocopying Fees	0	0	0	100	—
Information Requests	0	0	0	600	—
County General Fund Revenues	0	0	0	730,040	—
PRINTING AND MAIL INTERNAL SERVICE FUND					
EXPENDITURES					
Salaries and Wages	0	0	0	1,747,550	—
Employee Benefits	0	0	0	681,170	—
Printing and Mail Internal Service Fund Personnel Costs	0	0	0	2,428,720	—
Operating Expenses	0	0	0	3,746,750	—
Capital Outlay	0	0	0	408,000	—
Printing and Mail Internal Service Fund Expenditures	0	0	0	6,583,470	—
PERSONNEL					
Full-Time	0	0	0	31	—
Part-Time	0	0	0	1	—
Workyears	0.0	0.0	0.0	31.0	—
REVENUES					
Mail Revenues	0	0	0	2,389,150	—
Print Revenues	0	0	0	3,229,350	—
Other	0	0	0	116,730	—
Imaging/Archiving	0	0	0	914,590	—
Printing and Mail Internal Service Fund Revenues	0	0	0	6,649,820	—
DEPARTMENT TOTALS					
Total Expenditures	0	0	0	34,904,750	—
Total Full-Time Positions	0	0	0	247	—
Total Part-Time Positions	0	0	0	7	—
Total Workyears	0.0	0.0	0.0	197.7	—
Total Revenues	0	0	0	7,379,860	—

FY09 APPROVED CHANGES

	Expenditures	WYs
COUNTY GENERAL FUND		
FY08 ORIGINAL APPROPRIATION	0	0.0
<u>Changes (with service impacts)</u>		
Enhance: OBI: Maintenance of New Buildings/Facilities Completed in the CIP [Facility Maintenance and Operations]	146,000	0.0
Enhance: Two Administrative Aides to support Senior Procurement Specialists [Procurement of Goods and Services]	72,140	1.6
Enhance: Administrative Aide for File Conversion Project [Administration]	43,120	1.0
Reduce: Reduction of Training Funds for Capital Project Engineers	-510	0.0
Eliminate: Locksmith Position [Facility Maintenance and Operations]	-78,330	-1.0
Eliminate: Management Consulting Services for Facilities [Facility Maintenance and Operations]	-100,000	0.0
Eliminate: Management Services Supervisor [Administration]	-129,850	-1.0
Eliminate: Capital Projects Manager Position [Facility Maintenance and Operations]	-134,870	-1.0
Eliminate: Facilities Emergency Fund [Administration]	-150,000	0.0
Eliminate: Two Program Managers [Facility Maintenance and Operations]	-275,180	-2.0
<u>Other Adjustments (with no service impacts)</u>		
Shift: FY08 DPWT Approved Base Budget to General Services	24,742,910	136.0
Shift: FY08 Approved Procurement Base Budget to General Services	3,077,500	29.9
Increase Cost: General Wage and Service Increment Adjustments	638,700	0.0
Increase Cost: CPI Cost Adjustment - All Other Contracts	274,420	0.0
Increase Cost: Group Insurance Adjustment	198,250	0.0
Shift: Transfer Local Small Business Reserve Program from the Department of Economic Development [Minority, Female, and Disabled Persons Program]	197,960	2.0
Increase Cost: Motor Pool Rate Adjustment	81,400	0.0
Increase Cost: Retirement Adjustment	55,800	0.0
Increase Cost: Reorganization Adjustment	52,780	3.2
Increase Cost: Salary adjustment for Capital Projects Manager position [Facility Maintenance and Operations]	26,740	0.0
Increase Cost: Central Duplicating Recovery Charges	4,790	0.0
Increase Cost: Annualization of FY08 Operating Expenses [Administration]	4,180	0.0
Increase Cost: Printing and Mail Adjustments [Administration]	2,140	0.0
Decrease Cost: Elimination of One-Time Items Approved in FY08 [Administration]	-2,920	0.0
Decrease Cost: Annualization of FY08 Personnel Costs	-16,290	0.0
Decrease Cost: Painting Contract [Facility Maintenance and Operations]	-32,070	0.0
Decrease Cost: Office Supplies [Administration]	-35,410	0.0
Decrease Cost: Procurement Specialist II term position [Procurement of Goods and Services]	-64,620	-1.0
Decrease Cost: Principal Administrative Aide [Procurement of Goods and Services]	-67,500	-1.0
Decrease Cost: Contract Carpentry [Facility Maintenance and Operations]	-105,000	0.0
Decrease Cost: Contract Masonry [Facility Maintenance and Operations]	-105,000	0.0
FY09 APPROVED:	28,321,280	166.7
PRINTING AND MAIL INTERNAL SERVICE FUND		
FY08 ORIGINAL APPROPRIATION	5,812,450	30.0
<u>Changes (with service impacts)</u>		
Add: Scanner Operator Positions [Central Duplicating, Imaging, Archiving & Mail Svcs.]	59,540	1.0
<u>Other Adjustments (with no service impacts)</u>		
Increase Cost: Replacement of Printing, Mail and Imaging Equipment per Schedule [Central Duplicating, Imaging, Archiving & Mail Svcs.]	362,000	0.0
Increase Cost: General Wage Adjustments and Service Increments	110,230	0.0
Increase Cost: Postage Increase [Central Duplicating, Imaging, Archiving & Mail Svcs.]	96,550	0.0
Increase Cost: Additional cost to pre-fund retiree health insurance on the multi-year schedule	42,160	0.0
Increase Cost: Master Lease Payments for Capital Outlay Equipment	40,750	0.0
Increase Cost: Group Insurance Adjustment	27,480	0.0
Increase Cost: Records Mangement Warehouse Lease	20,000	0.0
Increase Cost: Equipment Maintenance	9,400	0.0
Increase Cost: Motor Pool Rate Adjustment	8,910	0.0
Increase Cost: Retirement Adjustment	3,020	0.0
Increase Cost: Records Management Adjustment	550	0.0
Decrease Cost: Annualization of FY08 Personnel Costs	-9,570	0.0
FY09 APPROVED:	6,583,470	31.0

PROGRAM SUMMARY

	FY08 Approved		FY09 Approved	
	Expenditures	WYs	Expenditures	WYs
Procurement of Goods and Services	2,208,340	22.9	2,297,480	23.4
Minority, Female, and Disabled Persons Program	170,110	2.0	385,500	4.0
Automation	318,190	3.0	370,900	3.0
Facility Engineering and Management Services	351,810	2.7	0	0.0
Facility Maintenance and Operations	21,644,790	113.5	22,198,400	113.6
Central Duplicating, Imaging, Archiving & Mail Svcs.	5,812,450	30.0	6,583,470	31.0
Real Estate Program	872,310	7.0	906,490	7.0
Facility Construction	402,600	3.3	149,130	3.2
Administration	1,852,300	11.8	2,013,380	12.5
Totals	33,632,900	196.2	34,904,750	197.7

CHARGES TO OTHER DEPARTMENTS

Recipient Department	Recipient Fund	FY08		FY09	
		Total\$	WYs	Total\$	WYs
GENERAL FUND					
CIP	CIP	277,610	2.3	367,350	2.8
DEP-Solid Waste Services	Solid Waste Collection	9,780	0.1	36,660	0.1
DEP-Solid Waste Services	Solid Waste Disposal	45,980	0.5	44,910	0.5
DGS-Fleet Management Services	Motor Pool	258,780	0.8	260,240	0.8
DOT-Parking Lot Districts	Parking District - Bethesda	4,600	0.0	4,490	0.0
DOT-Parking Lot Districts	Parking District - Silver Spring	4,600	0.1	4,490	0.1
DOT-Transit Services	Mass Transit	178,990	0.1	324,700	0.3
Economic Development	General Fund	0	0.0	152,830	0.0
Environmental Protection	Water Quality Protection Fund	209,790	2.0	222,240	2.0
Liquor Control	Liquor Control	301,180	0.5	303,300	0.5
Utilities	General Fund	0	0.0	173,430	0.0

ANNUALIZATION OF PERSONNEL COSTS AND WORKYEARS

	FY09 Approved		FY10 Annualized	
	Expenditures	WYs	Expenditures	WYs
Add: Scanner Operator Positions [Central Duplicating, Imaging, Archiving & Mail Svcs.]	50,080	1.0	100,160	2.0
Enhance: Two Administrative Aides to support Senior Procurement Specialists [Procurement of Goods and Services]	72,140	1.6	90,170	2.0
Total	122,220	2.6	190,330	4.0