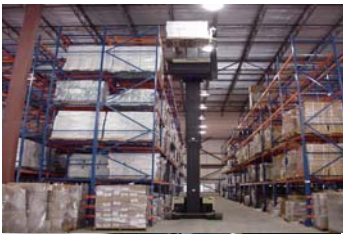


DEPARTMENT OF GENERAL SERVICES (DGS) HIGHLIGHTS

Serving Government. Serving Virginians.



AGENCY OVERVIEW

The Department of General Services (DGS) makes it easier for government to do business – and Virginians to do business with government – by providing a broad range of services to citizens, the Commonwealth, and business. DGS provides state agencies with support that enables them to focus on their core programs. Services include safe and secure public health, environmental, bio-terrorism and chemical terrorism laboratory

testing; management and review of projects to ensure compliance with the Virginia Uniform Statewide Building Code, life safety and accessibility standards for new construction and renovation projects statewide; Capitol Square facility and grounds operations, security, and maintenance services; establishing statewide non-technology procurement policies and procedures; managing the Commonwealth's electronic procurement system (eVA); acquiring real property, disposing of surplus property, and negotiating facility leases; state vehicle maintenance and management; providing lower-than-market-cost food items and other supplies to state and local government entities from its central distribution warehouse management and operation of mail services at the seat of government; management and operation of the state and federal surplus property programs; and graphic design services.

SAVINGS AND COST AVOIDANCE

- The VDC conducts Market Basket Surveys annually for cost avoidance, determining that for FY09 food-related purchases from the Virginia Distribution Center (VDC) resulted in a cost avoidance of 39.64 percent over purchasing from local sources, and a cost avoidance of 26.12 percent for house-keeping-related purchases. The total cost avoidance to the Commonwealth in FY09 was \$11.1 million.
- DGS awards and administers over 300 statewide and agency-specific contracts, generating approximately \$40 million in savings annually.
- DGS implemented the Virginia Partners in Procurement Program that leveraged the buying power of the Commonwealth to achieve \$30 million in savings in FY09.
- The Commonwealth's electronic procurement system (eVA) achieved \$30 million in savings for the purchase of goods and services in FY09 and has generated over \$278 million in savings since the program's inception in 2001.

- In FY09, over 378,000 transactions were processed through eVA yielding orders in excess of \$3.6 billion and approximately \$11 million in savings from electronic ordering efficiencies.
- Managing the Commonwealth's real estate assets, as a real estate portfolio, has generated a savings and cost avoidance of \$8.1 million in FY08 and \$20.6 million in the first six months of FY09. Since the real estate initiative began, DGS has generated \$63.9 million in rent savings and cost avoidance and has sold or contracted to sell surplus real estate generating over \$33.2 million in income.
- DGS is currently negotiating sales valued at about \$20.5 million and marketing additional properties valued at over \$1.8 million.
- As of December 2008, DGS has generated more than \$63.4 million in rent savings and cost avoidance since the real estate initiative began in 2005.
- In FY08, installed new energy efficient lighting fixtures that will provide a \$28,000 and a \$33,000 cost avoidance in the Pocahontas and Supreme Court Buildings, respectively.
- Outsourcing short-term vehicle rental needs to a private sector rental car company has resulted in a cost avoidance to the Commonwealth in FY09 of approximately \$910,526.

OPERATIONAL EFFECTIVENESS

- For FY09 vendor registration in eVA increased 22% to over 41,000. Of this total, more than 15,000 are certified small, women owned or minority-owned (SWaM) businesses.
- In 2008, DGS processed 121 lease transactions for a total of nearly 600,000 rentable square feet.
- DGS State Mail Services (SMS) has continued to develop the Capitol Square mail services consolidation program. Since 2006, the Commonwealth has experienced over \$6 million in cost avoidance by reducing postage costs and eliminating redundant services and equipment.
- Each year the Division of Consolidated Laboratory Services (DCLS) in DGS performs 7 million laboratory tests using 650 different testing methods.
- Developed a life safety contract in FY08 for the DGS facilities that allows for a more efficient and comprehensive plan to maintain fire alarm and fire sprinkler systems.
- Developed the Virginia Energy Conservation and Environmental Performance Standards as an alternate to LEED in accordance with the Code of Virginia.
- DGS has sold or has under contract to sell surplus real estate generating income of over \$35 million. As of September 2009, there are properties being marketed with a combined value of over \$2.4 million.
- Approximately 300 agencies and localities are



currently using the DGS state contract for the vehicle Fuel Card Program. This is about three times the number of agencies and localities than were in the program in FY07. Even as retail gasoline prices set all time records, the methodology of this program kept the FY08 average price per gallon at a respectable \$2.74.

- Completed or made progress on the following Capital Projects in FY08 and FY09:
 - Renovation of the Washington Building - Tenants moved-in March/April 2009
 - Demolition of the 8th Street Office Building
 - Design of building for 8th Street/renovation of the 9th Street Office Building
 - Completed renovation of historic Bell Tower
 - Constructed stairs from Governor St. to Capitol Sq.
 - Began Tax Channel facility design
 - Completed VA War Memorial Educational Wing design
 - Replaced chiller in Monroe Building
 - Performed restoration work on the Robert E. Lee Monument
 - Began critical repairs to General Assembly Building
 - Began design and construction for tenants to occupy the newly purchased 600 Main Street Building
 - Construction is underway at the newly purchased building at 400 East Cary Street to make the space suitable for the Richmond Health Department.
- Installed the first ethanol-based (E-85) based fueling site for state-owned vehicles at the DGS Office of Fleet Management Services Central Garage in October 2006.
- The opening of DGS' first retail Surplus Property Store in Wytheville in the fall of 2008 has increased average monthly revenue over 200%. Prior to opening the retail store, the average monthly revenue was \$5,150. During the first three months the store was opened it averaged a monthly revenue of \$25,200.
- In FY08, initiated a performance contracting partnership for the Pocahontas Building.

CUSTOMER-FOCUSED SERVICE

- Nearly 300 SWaM vendors use electronic catalogs in eVA which helps to promote vendors within the eVA marketplace and makes it easier for buyers to save time and money by having direct access to products online.
- DGS saved agencies \$318,116 in FY08 by providing 4,241 billable hours of graphic design and communication services to state agencies and institutions rather than contracting out the services to higher-priced private sector vendors.
- DGS hosted an Engineering and Buildings Procurement Seminars in FY08 and FY09 to provide an opportunity for facilities employees at state agencies, procurement staff supporting construction and professional services, and contractors, including pre-qualified SWaM vendors, to learn about

building contracts. Several hundred state employees and businesses participated.

- In May 2008, DGS initiated the Integrated Real Estate Management System through which agencies can monitor progress of their transactions. The system also provides a database of owned and leased facilities, and it interfaces with other DGS systems to promote timely and accurate lease payments.
- DGS has educated state drivers on the usage and availability of ethanol fuel. Since the first E-85 fueling site became operational at the Central Garage, over 13,700 gallons of fuel have been used as of June 31, 2009.
- Surplus Property has increased the use of the internet for selling surplus property belonging to agencies. The process from beginning to end takes 3 weeks or less. This saves on agency labor time, transportation costs, and provides for a quick turn around of moving the property. Also, agencies are able to retain a portion of the sales revenue.

SPECIAL EVENTS AND ASSIGNMENTS

- In 2008 there were a myriad of events that DGS played an important role – from providing facility set-up and general logistical support to coordinating media logistics and handling communications on behalf of the State Board of Elections. The events include:
 - Civil Rights Memorial Dedication
 - Presidential Primaries (February '08)
 - Presidential Election (November '08)
 - Holiday Tree Lighting
 - Ten film productions at state buildings
 - Legislative parking & other special event parking

If you are seeking information on:

- Procurement and eVA
- Virginia Distribution Center (VDC)
- Laboratory services (testing of human, animal, environmental, food, air and water samples for chemicals or infectious diseases)
- State vehicle management and maintenance
- Construction projects in and around Capitol Square
- Review of construction projects on state-owned property
- Facility maintenance in and around Capitol Square
- State mail services in and around Capitol Square
- State and federal surplus property programs
- Buying, selling and/or negotiating of leases for state-owned property and office space
- Graphic design services

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