

Department of General Services

MISSION

The mission of the Maryland Department of General Services (DGS) is 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 and 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.

KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

Goal 1. Provide best value for customer agencies and taxpayers.

- Obj. 1.1** Annually complete 80 percent of non-complex competitive contract procurements within 120 days.
- Obj. 1.2** Increase sales of surplus property through efficient property processing.
- Obj. 1.3** Annually, 90 percent of transactions negotiated by the Office of Real Estate are at favorable terms to the State (leased space at or below market value, acquisitions at or below market value and disposals at or above market value).
- Obj. 1.4** Annually achieve "very satisfied" customer satisfaction in 85 percent of customer service surveys received.
- Obj. 1.5** Annually notify bond bill grantees with grant termination within one-year of expiration.
- Obj. 1.6** Annually at least 80 percent of procurements valued in excess of \$100,000 will have two or more bids/offers

Performance Measures	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.	2026 Est.	2027 Est.
Percent of large procurements completed within 90 days	87%	N/A	N/A	N/A	N/A	N/A	N/A
Number of new procurements to include Services & IT contracts	219	153	346	1,258	1,464	1,023	1,248
Total value of annual procurements (\$ millions)	248	461	599	522	1,134	752	803
Number of statewide contracts available to agencies	302	416	268	235	368	380	400
Percent of items sold	90%	99%	99%	88%	84%	89%	90%
Percent of real estate contracts negotiated at favorable market terms to the State	96%	98%	97%	96%	99%	98%	98%
Percentage of "satisfied" surveys received	75%	76%	80%	83%	64%	69%	74%
Percent of grantees notified at least one year from the bond bill expiration date	84%	86%	78%	85%	85%	90%	90%
Percent of competitive services procurements valued in excess of \$100,000 with two or more bids	70%	91%	95%	68%	84%	82%	85%

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Goal 2. Provide a safe and secure environment for State employees and visitors in complexes secured by Maryland Capitol Police.

Obj. 2.1 Reduce the threat of criminal activity at buildings secured by Maryland Capitol Police.

Obj. 2.2 Develop and offer active assailant, active shooter, and shelter-in-place training for State-served facilities, private institutions and local communities.

Performance Measures	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.	2026 Est.	2027 Est.
Number of criminal complaints filed	6	16	6	14	55	62	71
Number of patrol checks	33,044	34,061	33,078	47,684	59,905	61,530	63,425
Total number of individuals participating in DGS-offered trainings	263	588	1,446	735	439	618	664

Goal 3. Carry out social and economic responsibilities.

Obj. 3.1 Annually meet or exceed the Minority Business Enterprise (MBE) participation rate of 29 percent for the Department's total awarded procurement dollars.

Obj. 3.2 Annually meet or exceed Small Business Reserve (SBR) participation of 15 percent of annual payments under designated procurements.

Obj. 3.3 Annually meet or exceed the Veteran Owned Small Business Enterprise (VSBE) participation rate of 3% for the Department's total awarded and spent procurement dollars

Performance Measures	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.	2026 Est.	2027 Est.
Total percentage of MBE Prime and Subcontract awards	15.3%	20.1%	19.5%	21.4%	25.2%	26.0%	27.0%
Total dollars awarded to MBE firms (\$ millions, Prime / Subcontract)	12.2/21.2	14.2/55.1	34.2/78.3	95.2/49.7	97.2 / 54.2	75.5/59.3	80.5/62.2
Total dollars paid to MBE firms (\$ millions, Prime / Subcontract)	7.2/12.4	12.3/30.1	13.9/14.2	13.1/40.5	18.1 / 102.5	15.0/ 52.4	15.4/65.13
Dollars paid to SBR firms under designated procurement contracts (\$ millions)	6.38	\$9.00	\$7.60	\$3.36	\$1.00	\$3.99	\$4.80
Dollars paid to SBR firms under non-designated procurement contracts (\$ millions)	\$21.46	\$22.50	\$19.10	\$20.50	\$25.00	\$21.53	\$22.30
Dollars awarded / paid to VSBE firms (\$ millions)	9.3/9	25/9.1	19.9/5.8	13.7/22.5	38.8/13.4	24/13.9	13.9/16.6
Percentage of SBR-designated procurement payments	N/A	N/A	N/A	1.8%	1.0%	1.0%	1.5%
Percentage of VSBE participation	N/A	N/A	N/A	1.5%	6.2%	4.0%	5.0%
Number of outreach events focused on attracting more MBE/SBR/VSBE	N/A	N/A	N/A	28	24	24	24
Number of vendors registered as SBEs/SBRs	N/A	N/A	N/A	5091	5166	5200	5250

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Goal 4. Effectively maintain the condition of DGS-owned buildings to provide a comfortable environment for State employees and visitors.

Obj. 4.1 Reduce the incidence and cost of emergency maintenance projects through timely, scheduled maintenance.

Performance Measures	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.	2026 Est.	2027 Est.
Ratio of preventive maintenance to unscheduled work orders	0.73:1	0.45:1	0.42:1	87:100	1.59:1	1.76:1	1.94:1
Annual cost of emergency maintenance projects at DGS-owned facilities (\$ millions)	\$0.82	\$0.37	\$0.52	\$0.20	\$0.05	\$0.10	\$0.10

Goal 5. Improve the condition of the State's facility assets.

Obj. 5.1 Reduce the number of backlogged system replacement, repair, and systemic projects in Statewide critical maintenance program.

Performance Measures	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.	2026 Est.	2027 Est.
Annual funding appropriation for Statewide maintenance program (millions)	\$40.1	\$47.6	\$155.0	\$12.0	\$39.9	\$63.2	\$73.0
Total estimated dollar value of projects on backlog Statewide (millions)	\$285.0	\$230.0	\$270.2	\$340.0	\$399.0	\$332.9	\$450.0
Percent change in the number of projects on backlog Statewide	28.8%	-23.3%	-28.2%	8.7%	-11.3%	16.5%	1.3%
Annual cost of emergency maintenance projects Statewide (millions)	\$0.9	\$1.5	\$0.6	\$0.2	\$0.3	\$0.4	\$0.3
Number of building envelope related projects	N/A	N/A	47	98	183	200	215
Number of Mechanical/Electrical/Plumbing (MEP) related projects	N/A	N/A	317	314	360	377	400
Number of Life Safety related projects	N/A	N/A	18	37	37	24	35
Number of cosmetic (paint/carpet/flooring/other interior finishes) related projects	N/A	N/A	136	120	76	68	75

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Goal 6. Reduce State government energy consumption.

Obj. 6.1 Reduce State government energy consumption by facilitating energy performance contracts across the State.

Obj. 6.2 Increase the Department's ability to accurately measure Statewide energy consumption.

Performance Measures	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.	2026 Est.	2027 Est.
Number of Energy Performance Contracts (EPC)	26	26	24	19	19	14	8
Total energy savings achieved through EPCs (millions of MMBTUs)	1.20	1.20	0.90	0.72	0.70	0.12	0.17
Percent of Statewide facilities with complete data in the State's Energy Database	58.7%	59.3%	59.8%	60.3%	61.0%	61.5%	62.0%

Goal 7. Employee retention and appropriate training.

Obj. 7.1 Develop and implement an employee workforce development program to increase employee competencies and skills to support the agency's mission.

Obj. 7.2 Retain top level talent for career advancement.

Performance Measures	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.	2026 Est.	2027 Est.
Percent of employees who improved their overall performance evaluation ratings	N/A	N/A	N/A	3.0%	3.0%	4.0%	5.0%
Percent of employees who report applying training content to work activities	N/A	N/A	N/A	77.0%	98.0%	95.0%	95.0%
Percent of employees who voluntarily separated from DGS who participated in learning and development opportunities	N/A	N/A	20.8%	18.0%	2.0%	2.0%	2.0%

NOTES

¹ Data from FY 2025 and onward does not match data previously reported as metric was changed from reporting 'Very Satisfied' to 'Satisfied' customer survey responses.