

SELF- EVALUATION REPORT

SUNSET ADVISORY COMMISSION



GENERAL SERVICES COMMISSION

AUGUST 1999

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Attachments

(General Services Commission) Self-Evaluation Report

I. Key Functions, Powers, and Duties

Please provide the following information about the overall operations of the agency. More detailed information about individual programs will be requested in a later section.

A. Provide an overview of the agency's mission, key functions, powers, and duties. Specify which duties are statutory.

The mission of the General Services Commission is “to provide or acquire goods, services and facilities for our customers”. Customers include all state agencies, political subdivisions such as cities, counties and school districts, and thousands of vendors and building owners.

Fulfillment of statutory responsibilities is achieved under the direction of six commissioners who are appointed by the Governor, with the advice and consent of the Senate. The commissioners serve six year overlapping terms that expire on January 31 of odd numbered years. Members of the commission do not receive compensation but are entitled to reimbursement for actual and necessary expenses incurred in performing functions as a member of the commission.

Key functions the agency performs for it's customer agencies include central procurement, Historically Underutilized Business certification, telecommunications, facilities and construction management, leasing, environmental services, building and property services, support services including travel management, mail and messenger services and print shops, and the disposal of state and federal surplus property. The State Energy Conservation Office is currently located within GSC but will be transferred to the Office of State Comptroller in September 1999. All duties performed by the commission are carried out per guidance provided in statute. The agency has broad rule making authority. The agency has the power to negotiate and enter into contracts for goods, services and leases for use by other state agencies and units of government and to set goals for the Historically Underutilized Business program and certification criteria for HUBs. The agency also sets the fees all governmental bodies in the state may charge for copies of public information, can investigate allegations of abuse in obtaining public information and contracts for consolidated telecommunications systems for use by other state agencies, the legislature and political subdivisions.

B. Does the agency’s enabling law correctly reflect the agency’s mission, key functions, powers, and duties?

The mission of the commission over the years has fluctuated between service and control. The current emphasis is directed towards providing service to it’s customer agencies while at the same time maximizing savings to the Texas taxpayer through cost competitive decisions based upon informed market decisions. The commission’s enabling statutes for the most part support and reflect the agency’s mission, functions, powers, and duties.

C. Please explain why these functions are needed. Are any of these functions required by federal law?

The General Services Commission is afforded the opportunity to conduct many unique and integral functions not provided by other agencies in Texas State Government. The GSC views these functions as critical to efficient and effective state operations. Federal law does not require the state to conduct the functions provided by the GSC.

The major percentage of our customer base is state agencies and political subdivisions. The GSC is often referred to as a “central” or “lead” agency. We serve as a natural collection point of statewide data. The vast majority of GSC core business operations are not conducted by any other state agency. The functions can be segregated into the following four (4) categories:

- Oversight
- Central State Provider
- Unique State Provider
- Service Provider

The aforementioned categories are broad in nature and encompass many facets of an operation. For example, the GSC establishes rules and requirements to conduct state purchasing and we conduct pre-payment audits for procurements in excess of \$25,000. Our leadership position in the state’s procurement hierarchy enables us to utilize our experience and expertise to maximize our efforts in completing both tasks. By assigning the entire task of central purchasing to one agency, state leadership can easily audit the function, assess its value, and ensure the operation is conducted in a cost efficient manner.

Oversight

The GSC aids state leadership by conducting oversight function in the following programs:

- Central Procurement: we conduct pre-payment audits and establish minimum professional requirements for state purchasing officers

- Telecommunications Services: we are a major participant in the Telecommunications Planning Group to ensure the maximum use of centrally provided telecommunications services and the granting of waivers where cost-effective
- Historically Underutilized Business (HUB) Program: we ensure vendors seeking to participate in the state's HUB program meet state qualification guidelines.
- Facilities Planning: we verify state agency space requirements and assign space to agencies based on need.

Central State Provider

Another large benefit provided by GSC is in our role of central service provider. The GSC utilizes the state's volume buying power in obtaining a favorable price in the following areas:

- Central Purchasing: procures goods and services under term contracts for all state agencies and political sub-divisions. Manage the Centralized Masters Bidders List for all state agencies. Maintains the catalog purchasing and Qualified Information Systems Vendor (QISV) programs.
- Telecommunications: procures intra-city voice and data telecommunications services for capitol complex agencies and inter-city voice and data long-distance services from long-distance providers for all state agencies and political sub-divisions.
- Travel Management: State travel contracts for air travel providers and lodging
- Central Store re-sale items: the GSC by operating a central store can leverage the office product requirements of state agency requirements into large volume buys and pass the savings onto our state agency customers.
- Volume buying of utility services for the capitol complex has resulted in significant savings for the state

Unique State Provider

- Building and Property Services: For agencies in state-owned space on the GSC inventory, we can procure building-wide maintenance or custodial contracts, thereby minimizing the impact on tenant agencies and maximizing the state's purchasing power.
- Construction Services: For smaller agencies in need of construction management services, by combining this service into one agency, again the state ensures high quality services can be provided at minimum cost.
- Conduct facilities planning services for state leadership. Conduct long-range planning for state agency space needs. Prepare a biennial Facility Master plan.
- State and Federal Surplus Property Disposal: Provide an outlet for state and federal surplus property
- Conduct recycling for the capitol complex
- Collect state-wide vehicle fleet management data
- Operate the small-contractor assistance program

Service Provider

The GSC provides a number of standard business services to state agencies on a cost recovery basis, often competing with the private sector. By co-locating these various business services in one agency the GSC eases purchasing requirements for procuring agencies, maximizes the use of electronic payments through the inter-agency transaction voucher process and concomitantly minimizes the cost of the payment transaction for the state. Cost recovery services required by state agencies include:

- Printing Services
- Business machine Repair Services
- Minor Construction Services

The major non-cost recovery services include:

- State Leasing Services
- Building Maintenance and Custodial Services

To summarize, by combining all of these services into one agency there are many economies of scale achieved; volume buying, ease of data collection, maximizing use of critical expertise, and executing necessary oversight duties. Additionally, other benefits accrue; for example, by having one agency provide standard business services such as telephone service, maintenance and custodial service, and procure standard business supplies the management overhead necessary to conduct these functions is minimized. More importantly, medium and smaller state agencies do not have to devote precious resources to perform the functions. While it is not mandatory that one state agency conduct all the operations performed by the GSC, all state agencies utilize our services. Accordingly, to maximize the efficiency and effectiveness of state government operations, the GSC believes these services should be managed and provided by a single entity.

D. In general, how do other states carry out similar functions?

Most states perform services similar to those provided by the General Services Commission and to a large extent in a similar manner. A brief description of comparable major duties performed by other states and how they carry out similar functions are:

Building & Property Services

- Grounds Maintenance: Under appropriate circumstances volunteer labor and prison labor resources are utilized.
- The majority of other states have in-house Maintenance & Operations Programs typical of our Program here in Texas.

- Energy Management/Utilities: State Programs utilize Energy Utilization Indices (EUI-MMBTU/SF/Yr) as a standardized method of tracking utility performance.

Central Procurement - According to the National Association of State Procurement Officials (NASPO) Survey of State and Local Government Purchasing Practices (5th Edition, Revised 1998), all of the states responding (47) have statutory, regulatory, and/or administrative rules governing their purchasing authority. In addition, 44 of the 47 states responding to the survey confirmed that they have a central purchasing office responsible for buying or contracting for the requirements of most or all of their state agencies.

Business Services - Most states manage a master vendor list similar to the one managed by the agency. Services provided to and certification required by other states related to Historically Underutilized Business varies greatly between states.

Federal Surplus Property - State agencies or divisions of state agencies of other states handle the disposition of federal surplus personal property in the same manner as Texas. As prescribed by federal law, there is a state agency designated under state law (Texas Government Code, Title 10, subtitle D, Chapter 2175, sec. 361) responsible for the distribution within the state of federal surplus property. This distribution includes surplus property to public agencies and eligible non-profit, tax exempt activities (Code of Federal Regulations, Chapter 101-44, titled "donation of personal property")

State Surplus Property - According to a survey sent to all other states in the fall of 1997, the majority of the states that responded utilize methods for the disposal of surplus/salvage personal property very similar to those used in Texas. Some of these methods are transfers of surplus property to other state agencies and qualifying entities; such as political subdivisions, sealed bid and auction sales to the public. Now with the passage of Senate Bill 1105, 76th Legislative Session, effective 9/1/99, the transfer of data processing equipment not initially acquired by another state agency, political subdivision, or assistance organization to the Texas Dept. of Criminal Justice Industries Division for repair, refurbishment and recycling and to provide inmates with a marketable job skill.

The only major method the State of Texas does not utilize is the sale of surplus/salvage to the public in a store setting where the property is prepriced for sale. Senate Bill 1313, introduced during the 76th Legislative Session, contained this method but was not enacted.

Texan2000 - Other state networks such as California's CALNET, Florida's SUNCOM, etc..., are similar functions to those provided by the General Services Commission Telecommunications Services Division (TSD). The Texas Agency Network (TEXAN), long distance services, is the largest such state system, only the Federal Telecommunication System (FTS 2000) network is larger.

Support Services

In regards to GSC's printing and mail operations the states of Oregon and California are most similar to operations within our agency. Both states have implemented printing and mail programs, which provide for one-stop shopping, i.e., the printing and mailing of materials from one central source. All of GSC's printing and some of its mail activities operate on a cost recovery basis. Oregon and California are full cost recovery operations. The State of Oregon has one printing and mailing facility for all state government exclusive of Universities. Agencies have a choice to use this facility or go to the private sector for these services. California has a similar program. Oregon is considered to have the premier "print to post" model in state government.

Other state's, such as Colorado, California, Utah, Mississippi, and Louisiana have similar State Travel Management Programs for their travelers to use on official state business. Some of the programs are available to all state government entities and some are only available to executive branch state agencies, it varies from state to state.

Kansas, Florida, California and Oregon provide similar vehicle fleet management services.

Leasing

In general, other states carry out their leasing functions in various ways that range from fully staffed "full service" programs that are set up to perform a full range of leasing services or "turn key" leasing for agencies, to minimally staffed "limited services" state facilities leasing programs that work with agency designated leasing contacts as an extension to the state facilities leasing programs. The method of procuring lease space ranges from negotiation of lease contracts to procuring space through the bid process to a combination of both processes. The Facilities Leasing Program of the General Services Commission (1) has the statutory authority to contract for space on behalf of state agencies when state owned space is not available; (2) falls into the category of a minimally staffed "limited service program" that corresponds with designated agency leasing contacts; and (3) procures space on behalf of state agencies through a combination of bidding out space needs and negotiation of leases.

Facilities Planning

In a review of seven (7) states with similar inventories of state-managed facilities, Minnesota's "Statewide Predesign" and Virginia's "Review Section" employ capital budgeting processes most similar to one of Facilities Planning. Both states have recently revamped their capital budgeting processes with a centralized state program responsible for review and analyses of state agencies' requests for capital expenditures. Many responsibilities in these new processes and programs are identical to Facilities Planning's cost-benefit analyses, long-range planning, and capital improvement analyses & recommendation roles. The primary difference is that Minnesota and Virginia address comprehensive facilities planning, capital budgeting, and provision decisions for

all state agencies, while the GSC's planning field is limited to specific agencies.

Prevailing Wage Rate

Currently the Department of Labor (DOL), Davis-Bacon Act (DBA), and the Texas Department of Transportation (TxDot) are in existence and provide similar prevailing wage rate information.

E. Describe any major agency functions that are outsourced.

- Property Management functions for GSC facilities located in Houston, San Antonio, Ft Worth, Waco and Corpus Christi. Currently in the process of preparing bid specifications for Management of the new facility in El Paso, scheduled for occupancy late 1999.
- Elevator Maintenance for the Capitol Complex, North Austin Complex and the San Antonio Complex.
- Minor Construction projects that staff is unable to accommodate due to time constraints and/or lack of available personnel. These projects include, but are not limited to carpet repair/replacement, architectural modifications, extensive electrical and plumbing projects, etc.
- Deferred Maintenance projects through the utilization of the competitive bidding process and Indefinite Quantity contracts (IDQ's)
- Various service contracts for Preventive Maintenance, e.g, Emergency Generator, Fire Pump testing, etc.
- In the Central Procurement Services division, the Training and Communications program area outsources the purchaser training classes. Several types of classes are conducted year-round throughout the state in order to prepare purchasers for state required certification examinations.
- Beginning in 1989, the General Services Commission has utilized the data center services provided at the Austin Disaster Recovery Operations Center (DROC) first by the Department of Information Resources and now by Northrop Grumman Technical Services Inc. All VAX-based computer applications are run on the VAX cluster operated and maintained by NGTSI. GSC is billed monthly for the actual resources used. Applications run on the VAX include the central procurement applications, the telecommunications billing applications, some administrative applications, and the fiscal management application. In addition, programming and customer support services are also provided for the fiscal management and leave accounting software applications.
- The disposal of state surplus property through the auction process is provided by contract with a private auction company.
- Federal Surplus Property Program outsources portions of domestic and international freight forwarding requirements when bringing federal surplus property to Texas.
- TEXAN infrastructure is largely made up of services provided by the vendors with TSD staff serving only as coordinators and administration (e.g. Billing, ordering of services, first line of trouble resolution, coordination between telecommunication vendors, etc.). Statewide telecommunications services are currently leased under contract with sixty local exchange

companies (LECs) and six interexchange carriers (IXCs). Southwestern Bell (SWB) also has a service contract for the management, monitoring, and maintenance of the TEXAN Network. The existing TEXAN network design is in the process of being replaced by a new design that will have the industry performing even more of the services directly.

- Contract Custodial Services provide cleaning of a number of GSC buildings
- Large Scale Asbestos Abatement Projects.
- Heating, Ventilation & Air Conditioning Remediation projects [cleaning of HVAC systems]
- Construction management services are outsourced when circumstances dictate the best interest of the state will be served.
- The GSC Mail Operation outsourced its presorting and barcoding of outgoing mail as a Council on Competitive Government initiative.
- On occasion, project management services for large construction projects are outsourced to private firms.
- Detailed inspection services for large projects or projects located outside of Austin are outsourced to private firms.

F. Discuss anticipated changes in federal law and outstanding court cases as they impact the agency's key functions.

As a provider of services to customer agencies, changes in federal laws normally have limited impact on the majority of the agency's functions. The following anticipated changes could impact agency operations:

- Greater air quality standards may change the types of equipment used and the time period for which equipment is operated to better control emissions (Ozone Action Days).
- Higher water quality standards may place stricter regulations on chemical applicators and possibly extend regulations on fertilizer applications and its use.
- Deregulation of the electric utility industry. Negotiating utility rates is a task requiring specialists from multiple disciplines, e.g, engineering, rate structure analysis, legal, etc.
- Postal rate and classification changes which are proposed periodically to the Postal Rate Commission, affect the cost and method by which state agencies dispatch their outgoing mail.

G. Please fill in the following chart, listing citations for all state and federal statutes that grant authority to or otherwise significantly impact the agency. Do not include general state statutes that apply to all agencies, such as the Open Records Act, the Open Meetings Act, or the Administrative Procedure and Texas Register Act. Provide the same information for Attorney General opinions from FY 1995 – 1999, or earlier significant Attorney General opinions, that affect the agency's operations.

(General Services Commission)	
Exhibit 1: Statutes/Attorney General Opinions	
State Statutes	
Citation/Title	Authority/Impact on Agency (e.g., Provides authority to license and regulate nursing home administrators’)
V.T.C.A., Government Code, Title 10, Chapter 2152	<ul style="list-style-type: none"> • Authorizes the commission to adopt rules to administer Title 10 • Outlines the composition of the Commission and the appointment and duties of the Commissioners, Executive Director and Associate Deputy Directors
V.T.C.A., Government Code, Title 10, Chapter 2155	<ul style="list-style-type: none"> • Outlines the general purchasing rules and procedures • Authorizes the Commission to delegate purchasing functions to another state agency • Outlines purchases and agencies excluded from the commission’s purchasing authority • Provides exemptions from competitive bidding
V.T.C.A., Government Code, Title 10, Chapter 2156	<ul style="list-style-type: none"> • Details the three major purchasing procedures that the Commission is authorized to use: contract purchases, open market purchases, and competitive sealed proposals
V.T.C.A., Government Code, Title 10, Chapter 2157	<ul style="list-style-type: none"> • Outlines the method of purchasing Automated Information Systems
V.T.C.A., Government Code, Title 10, Chapter 2158	<ul style="list-style-type: none"> • Outlines the method of purchasing various other items including passenger vehicles, printing services and electrical items
V.T.C.A., Government Code, Title 10, Chapter 2161	<ul style="list-style-type: none"> • Governs the Historically Underutilized Businesses (HUBs) Program • Outlines the powers and duties of the commission, purchasing goals and planning and reporting requirements
V.T.C.A., Government Code, Title 10, Chapter 2162	<ul style="list-style-type: none"> • Outlines the powers and duties of the State Council on Competitive Government • Commission is a designated member of the Council

V.T.C.A., Government Code, Title 10, Chapter 2165	<ul style="list-style-type: none"> • Details the Commission’s responsibilities as the custodian of State buildings, grounds and property • Authorizes the lease of public grounds • Authorizes the lease of space in state-owned buildings to private tenants • Provides specific guidelines for particular buildings and property such as the State Cemetery, State Capitol, French Embassy and American Legion Building
V.T.C.A., Government Code, Title 10, Chapter 2166	<ul style="list-style-type: none"> • Grants the Commission authority to acquire and dispose of property • Authorizes the commission to engage in construction and acquire existing buildings
V.T.C.A., Government Code, Title 10, Chapter 2167	<ul style="list-style-type: none"> • Authorizes the Commission to lease property on behalf of state agencies and to adopt rules on leasing
V.T.C.A., Government Code, Title 10, Chapter 2170	<ul style="list-style-type: none"> • Authorizes the Commission to own, lease or lease-purchase facilities and equipment necessary to provide telecommunications services • Gives responsibility for the management of the operation of a system of telecommunications services for all state agencies to the Commission
V.T.C.A., Government Code, Title 10, Chapter 2171	<ul style="list-style-type: none"> • Requires the Commission to maintain a travel division consisting of the central travel office and office of vehicle fleet management for use by all state agencies • Responsible for negotiating travel contracts, maintaining state vehicles and encouraging the use of alternative fuels
V.T.C.A., Government Code, Title 10, Chapter 2172	<ul style="list-style-type: none"> • Authorizes the Commission to operate a central supply store and a business machine repair facility; authorizes the Commission to assist another state agency with its printing needs • Authorizes the Commission to store and display archives of Texas • Allows the Commission to solicit and accept private donations for the Congress Avenue beautification program • Authorizes the Commission to contract with a private business entity for the design and manufacture of official state lapels and rings for

	purchase by current and former members of the house of representatives and senate
V.T.C.A., Government Code, Title 10, Chapter 2175	<ul style="list-style-type: none"> • Authorizes the commission to transfer, sale and dispose of state surplus and salvage property • Allows the Commission to delegate the disposal of surplus and salvage to another state agency • Designates the Commission as the state agency responsible for acquiring, warehousing and distributing federal surplus property under the Federal Property and Administrative Services Act of 1949 (40 U.S.C. Section 484) • Requires the Commission to establish and maintain recycling collection for each building under its control • Allows the Commission to use surplus and salvage property as a trade-in on new property if in the best interest of the State
V.T.C.A., Government Code, Title 10, Chapter 2176	<ul style="list-style-type: none"> • Requires the Commission to evaluate the mail operations of state agencies in Travis County and make recommendations for improvement on the effectiveness and efficiency of the operations • Requires a periodic report to be sent to the governor and legislative budget office detailing the progress made in improving the mail operation • Gives the Commission responsibility for operating a messenger service for delivery between state agencies, the legislature and legislative agencies located in Travis County • Requires other state agencies to consult with the Commission prior to purchasing, upgrading or selling mail processing equipment and engaging in other activities that would have a significant impact on the agency's first-class mail practices
V.T.C.A., Government Code, Title 10, Chapter 2177	<ul style="list-style-type: none"> • Requires the Commission to establish and maintain an electronic procurement marketplace as well as participate in electronic commerce network
V.T.C.A., Government Code, Title 10, Section 2205.004	<ul style="list-style-type: none"> • Designates the Commission as an advisory member of the State Aircraft Pooling Board
V.T.C.A., Government Code, Title 10,	<ul style="list-style-type: none"> • State energy office is part of the Commission and

<p>Chapter 2305</p>	<p>serves as the supervising state agency for the following programs: state energy, alternative fuels, housing partnership, programs distributing funds under Chapter 447, renewable energy demonstration, local energy, transportation energy, and small hospitals energy management</p> <ul style="list-style-type: none"> • The energy office is charged with overseeing and monitoring the administration of programs under the Oil Overcharge Restitutionary Act
<p>V.T.C.A., Government Code, Title 10, Section 2252.003</p>	<ul style="list-style-type: none"> • Requires the Commission to annually publish in the Texas Register a citation and summary of recent law for each state that regulates the award of governmental contracts to businesses whose principal place of business is not located in that state
<p>V.T.C.A., Local Government Code, Title 8, Section 271.082</p>	<ul style="list-style-type: none"> • Requires the Commission to establish a purchasing program to be used by local governments
<p>V.T.C.A., Government Code, Title , Section 481.028(b)(9)</p>	<ul style="list-style-type: none"> • Requires Commission to enter into a contract with Texas Department of Economic Development regarding providing procurement information, certification, and technical assistance to small and historically underutilized businesses
<p>V.T.C.A., Human Resources Code, Title , Chapter 122</p>	<ul style="list-style-type: none"> • Commission is the depository for all records concerning the Texas Council on Purchasing from People with Disabilities’ operations • Commission is required to provide legal, clerical, administrative, and other necessary support to the council in accordance with legislative appropriation
<p>V.T.C.A., Education Code, Title , Chapter 34</p>	<ul style="list-style-type: none"> • Allows the Commission to purchase school motor vehicles on behalf of school districts • Enables the Commission to adopt rules to make such purchases • Requires DPS to seek the input of the Commission and Texas Education Agency on establishing safety standards for school buses used to transport children
<p>V.T.C.A., Government Code, Title 5, Chapter 552, Subchapter F</p>	<ul style="list-style-type: none"> • Requires the Commission to establish guidelines for allowable costs under the Texas Public Information Act

<p>Vernon’s Texas Civil Statutes, Title 132A, Article 9102</p>	<ul style="list-style-type: none"> • Requires the removal of barriers encountered by persons with disabilities in buildings and facilities that are used by the public • As the agency responsible for construction and leasing for the State, the Commission must ensure that all buildings comply with the requirements of Article 9102
<p>Vernon’s Texas Civil Statutes, Title 20, Article 601d, Section 9</p>	<ul style="list-style-type: none"> • Requires the board of the Texas Public Finance Authority (Authority) to promptly issue and sell bonds to finance the acquisition and construction of buildings when either authorized in accordance with the Public Finance Authority Act or under Section 5.4 or 5.342, State Purchasing and General Services Act (Article 601b, Vernon’s Texas Civil Statutes) • Allows the Authority to issue and sell obligations to finance the conversion of state agency vehicles to alternative fuels under Section 3.29, State Purchasing and General Services Act (Article 601b, Vernon’s Texas Civil Statutes); the construction and maintenance by the Commission of fueling stations supplying alternative fuels
<p>Acts of the 73rd Leg., HB 2626, Chapter 684, Reg. Sess. (1993), Section 65</p>	<p>Requires the Commission to adopt rules for the HUB program based on the Comptroller’s disparity study</p>
<p>Federal Statutes</p>	
<p>40 U.S.C. Sections 483c, 484</p>	<ul style="list-style-type: none"> • Authorizes a state agency to receive, upon request, federal property not in use for distribution according to the Federal Property Administrative Services Act of 1949 • Commission has been named the designated state agency pursuant to V.T.C.A., Government Code, Title 10, Chapter 2175
<p>13 C.F.R. 121.201</p>	<ul style="list-style-type: none"> • Details the size eligibility provisions and standards for the Small Business Administration programs • Commission uses these guidelines to establish HUB graduation size standards
<p>40 U.S.C. Section 276a (Davis-Bacon Act)</p>	<ul style="list-style-type: none"> • Davis-Bacon Act details the calculation of the prevailing wage rates for laborers and mechanics

	<p>for contracts involving the United States or the District of Columbia</p> <ul style="list-style-type: none"> • If the survey used to determine the prevailing rate under the Act was conducted within three years of the project bid in question, the Commission is authorized to adopt the prevailing wage rate under this Act rather than conducting an independent survey of local contractors, labor organizations in the locality to determine the prevailing wage
<p>42 U.S.C. §§ 4151 et seq. (Architectural Barriers Act of 1968, as amended)</p> <p>29 U.S.C. § 792 (Section 502 of the Rehabilitation Act of 1973, as amended)</p> <p>42 U.S.C. § 12204 (Section 504 of the Americans with Disabilities Act of 1990)</p>	<ul style="list-style-type: none"> • The Architectural Barriers Act of 1968 (ABA), as amended, requires buildings or other facilities financed with certain Federal funds to be accessible to persons with disabilities. • Section 502 of the Rehabilitation Act of 1973, as amended, establishes and sets out the functions of the Access. • The Americans with Disabilities Act of 1990 (ADA), significantly expanded the role of the Access Board. Under the ADA, the Access Board is responsible for developing accessibility guidelines for entities covered by the Act and for providing technical assistance to individuals and organizations on the removal of architectural, transportation, and communication barriers. • Because the Commission is charged with leasing property as well as constructing buildings for state agencies, the requirements of these Acts are of concern with each lease and construction project in which the State is a participant. • The requirements of the federal acts work in conjunction with Vernon's Texas Civil Statutes, Title 132A, Article 9102.
<p>47 U.S.C. §§ 153, 255 (Telecommunications Act of 1996)</p>	<ul style="list-style-type: none"> • The Telecommunications Act of 1996 requires the Access Board to develop and maintain accessibility guidelines for telecommunications and customer premises equipment. • As the entity responsible for providing the telecommunication needs for all state agencies pursuant to V.T.C.A., Government Code, Title 10, Chapter 2170, the Commission must also be prepared to provide services that will be

	accessible to persons with disabilities who fall under the federal act.
5.2392, 105 th Congress, 2d Session "Year 2000 Information and Readiness Disclosure Act"	Allows the agency to obtain federal immunity from suit by making disclosures on its status and readiness for the year 2000 computer problems. Disclosures must be made public by agency.
Attorney General Opinions	
Attorney General Opinion No.	Impact on Agency
Opinion No. DM-496 (1998)	Ruled that the Commission and other state agency are precluded from purchasing an automated information system except in compliance with chapter 2157; does not preclude the GSC and state agencies from purchasing automated information systems from community rehabilitation programs. The GSC or other state agency may do so either through the catalogue purchasing program, if the community rehabilitation program has been qualified as a vendor, or through another purchasing method authorized by subtitle D, if the commission or agency determines that the best value may be obtained by that alternate purchasing method.
Letter Opinion No. 98-063 (1998)	Two independent school districts may not contract between themselves for the purchase of surplus school buses of a value in excess of \$ 20,000 by one from the other without competitive bidding except by carrying out the transaction through the Commission.
Letter Opinion No. 97-109 (1997)	Chapter 271, subchapter D of the Local Government Code requires the Commission to establish a program to provide "purchasing services for local governments," not for the officers of a local government in their individual capacity.
Opinion No. DM-436 (1997)	Commission may exercise the power of eminent domain to obtain a building site if the legislature has authorized the particular building project. Accordingly, the Commission may not initiate condemnation proceedings on its own authority.
Opinion No. DM-409 (1996)	Commission is generally responsible for procuring

	<p>all of a state agency's goods and services. Commission must manage the operation of a telecommunications system for all state agencies. Commission also must, to the extent possible, satisfy each state agency's telecommunications needs.</p>
Opinion No. DM-375 (1996)	<p>A vendor that offers to sell local exchange, interexchange, cellular telephone, mobile radio, or pager services may not offer such services for purchase or lease through the catalogue purchase method set forth in chapter 2157, subchapter B of the Government Code. Chapter 2170 of the Government Code governs the sale of local exchange and interexchange service for certain state agencies. The Commission may acquire cellular telephone, mobile radio, or pager services pursuant to chapter 2157, subchapter C, which establishes a competitive sealed proposal method for the acquisition of "a telecommunications device, system, or service," but only if the commission "determines by rule that competitive sealed bidding and informal competitive bidding are not practical or are disadvantageous to the state." The acquisition of telecommunications services that is not governed by chapter 2170 also may occur in accordance with chapter 2157, subchapter C. Chapter 2157 of the Government Code does not apply to services provided by a public utility.</p>
Letter Opinion No. 95-049 (1995)	<p>Commission may enter a seven-year contract with the City of Austin for the provision of electric services to state buildings and facilities in Austin so long as the contract involves the provision of electricity at a specified rate per unit the state uses and the contract makes the state liable for electricity only as the state uses the service.</p>
Opinion No. DM-328 (1995)	<p>Commission does not have the authority to promulgate a rule to deem businesses owned by individuals with disabilities as "historically underutilized businesses" as that term is defined in section 1.02(3) of article 601b, V.T.C.S., because the legislature did not intend that term to refer to</p>

	businesses other than those owned by persons who are socially disadvantaged because of their identification as members of groups defined by gender, race, or ethnicity.
Letter Opinion No. 92-24 (1992)	Section 3.102, article 601b, V.T.C.S. prohibition against a bid or contract being accepted or awarded by a state agency that "includes financial participation" applies to a former employee of the agency who was paid either salary, wages or other compensation by the agency to participate in the preparation of specifications for that bid or contract.

H. Please fill in the following chart:

(General Services Commission) Exhibit 2: Agency Contacts			
	Name	Address	Telephone Number Fax Number E-mail Address
Agency Head	Carl Mullen (Acting Executive Director)	1711 San Jacinto CSB Rm 401I	PH. 463-3569 Fax: 463-7966 E-Mail: carl.mullen@gsc.state.tx.us
Agency's Sunset Liaison	Jerry Williams (Associate Deputy Director)	1711 San Jacinto CSB Rm 401M	Ph. 463-3404 Fax: 463-7966 E-Mail: jerry.williams@gsc.state.tx.us

Division	Name	Address	Telephone Number Fax Number E-mail Address
Fiscal	Gene Crump	1711 San Jacinto CSB Rm 112	Ph: 463-3591 Fax: 463-3400 gene.crump@gsc.state.tx.us
Office of General Counsel (Legal)	Judy Ponder	CSB Room 200	Ph: 463-7898 Fax:475-3779

			judy.ponder@gsc.state.tx.us
Internal Audit	Ena Wady	1711 San Jacinto CSB Rm 201D	Ph: 463-1438 Fax: 463-3310 ena.wady@gsc.state.tx.us
State Cemetery	Harry Bradley	909 Navasota St.	Ph: 463-6023 Fax: 463-8811 harry.bradley@gsc.state.tx.us
Building & Property Services	Joe Dykes	311 E. 14 th St.	Ph: 463-3565 Fax: 475-2508 joe.dykes@gsc.state.tx.us
Central Procurement	Paul Schlimper	CSB Room 300	Ph: 463-3443 Fax: 463-3543 paul.schlimper@gsc.state.tx.us
Information Systems	Donna Cordes	CSB Room 184	Ph: 475-2486 Fax: 463-3922 donna.cordes@gsc.state.tx.us
Human Resources	Larissa Albright	CSB Room 400A	Ph: 463-3437 Fax: 463-0691 larissa.albright@gsc.state.tx.us
Environmental Services	Wayne Wilson	CSB Room 107	Ph: 463-6864 Fax: 463-3535 wayne.wilson@gsc.state.tx.us
Surplus Property	Dan Bremer	Rusk Bldg #636	Ph: 463-4739 Fax: 463-3573 dan.bremer@gsc.state.tx.us
Facilities Construction and Space Management	John Davenport	CSB Room 200C	Ph: 463-3216 Fax: 463-3366 john.davenport@gsc.state.tx.us
Business Services	Sal Valdez	CSB Room 307	Ph: 936-2380 Fax: 305-9072 sal.valdez@gsc.state.tx.us

Support Services	Frank Mays	State Support Ctr. 131	Ph: 463-3208 Fax: 463-3543 frank.mays@gsc.state.tx.us
Telecommunication Services	Steve Parker	CSB Room 140	Ph: 463-3471 Fax: 463-3304 stephen.parker@gsc.state.tx.us

II. History and Major Events

Provide a timeline discussion of the agency's history, briefly describing the key events in the development of the agency, including:

- Ⓒ the date the agency was established;
- Ⓒ the original purpose and responsibilities of the agency;
- Ⓒ major changes in responsibilities or statutory authority;
- Ⓒ agency/policymaking body name and composition changes;
- Ⓒ the impact of state/federal legislation, mandates, and funding;
- Ⓒ the impact of significant state/federal litigation that specifically affects the agency's operations; and
- Ⓒ key organizational events and areas of change and impact on the agency's organization (e.g., a major reorganization of the agency's divisions or program areas).

See History and Major Events Examples or [click here to link directly to the examples](#).

- In 1919, the inception of the General Services Commission's occurred when the State Board of Control was created by Act of 36th Leg., ch. 167, Tex. Gen. Laws 323 (S.B. 147). The Act abolished and placed under the administration of the State Board of Control, the Board of

Public Printing, the State Expert Printer, the State Purchasing Agent, the Superintendent of Public Buildings and Grounds, the State Inspector of Masonry, Public Buildings and Works and the Board of Managers for each and all of the asylums of the State. The State Board of Control was organized under Vernon's Civil Statutes Articles 7150 1/4 and 7150 1/4a, which later became Article 601 under Revised Civil Statutes of Texas of 1925.

- Also in 1919, the maintenance and management of the Texas State Cemetery and State Surplus Property, previously under the responsibility of the Superintendent of Public Buildings and Grounds, was placed under the State Board of Control.
- The State Board of Control ("Board") consisted of three citizens of the State that were appointed by the Governor. In addition to the duties conferred upon the Board from the consolidation of the various state offices, its duties were to purchase supplies for all state institutions, schools and departments; the audit of all departments and institutions of the State government; and to design certain buildings and the design, construction and maintenance of public buildings and grounds, and State parks. The Board was comprised of the Division of Public Printing, Division of Purchasing, Division of Auditing, Division of Design, Construction and Maintenance, Division of Estimates and Appropriations, Division of Eleemosynary Institutions, and other divisions as may have been found necessary.
- In 1953, the State Board of Control was substantially reorganized by Act of 53rd Leg., ch. 208, Tex. Gen. Laws 559 (S. B. 77) with additional powers and duties and responsibilities which included the employment of a Director for the Board to manage the affairs of the Board. Further, it was reorganized under a new Vernon's Civil Statutes, Article 601.
- In 1963, the 58th Legislature charged the State Board of Control with the protection and policing of the Captol, Governor's Mansion, State Office Buildings and the grounds thereof, and certain other lands owned by the State in Travis County. (Act of 58th Leg., ch. 102, Tex Gen Laws 178 (S.B. 23) The State Board of Control was also charged with the regulation and control of parking facilities, streets, alleys and driveways of the aforementioned property.
- By Act of 1973, 63rd Leg., ch. 424, Tex. Gen. Laws 1112 (H.B. 6) the State Board of Control is charged with determining the cost of copies of public records and the publication of the cost figures for use by agencies. This law is currently organized in the Government Code, Sec. 552.261 of the Open Records Act.
- By Act of 1975, 64th Leg., ch. 333, Tex. Gen. Laws 875 (S.B. 1073) the State Board of Control is charged with planning, establishing and managing the operation of a telecommunications services system for all state agencies.

- Senate Bill 759 of the Sixty-fifth Legislature, which became effective September 1, 1997 abolished the State Building Commission and transferred all power, duties, records and properties to the State Board of Control.
- In 1979, the State Board of Control was later renamed to the "State Purchasing and General Services Commission" by Act of 66th Leg., ch. 773, Tex. Gen. Laws 1908 (H.B. 1673), to be known as the "State Purchasing and General Services Act.
- The State Purchasing and General Services Act of 1979 also provided for the commission to maintain a facility for the repair of office machines and the operation of a central supply store for state agencies including the legislature and legislative agencies.
- In 1981, the State Purchasing and General Services Act was amended by the Buildings-Accessibility-Standards and Specifications Act of 67th Leg, ch. 207, Tex. Gen. Laws 499 (S.B. 5), to provide authority to the State Purchasing and General Services Commission to waive or modify accessibility standards and specifications for buildings and facilities used by the public and that were funded by, federal, state, county, or municipal funds. The commission was to review plans and specifications, make inspections, and issue certifications that structures were free of architectural barriers. The intent was to make buildings and facilities accessible to and functional for the physically handicapped.
- By Act of 1987, 70th Leg., ch. 654, Tex. Gen. Laws 2463 (S.B. 115) the State Travel Management Program and the Vehicle Fleet Management Program were created and placed under the State Purchasing and General Services Act. The Act created a central travel office to monitor travel reservations and other travel arrangements, as well as to provide services to state agencies which includes negotiating contracts with private travel agents, travel and transportation providers, and credit card companies. The Vehicle Fleet Maintenance Office was created to establish a vehicle reporting system to assist state agencies to manage their vehicle fleets.
- In 1989, the 71st Legislature amended the State Purchasing and General Services Act by providing the Vehicle Fleet Maintenance Office with the authority to encourage and facilitate the conversion of and use of motor vehicles capable of using alternative fuels, especially compressed natural gas. (Act of 71st Leg., ch. 1189, Tex. Gen. Laws 4836 (S.B.740)) They were also provided by this Act with the authority to establish fueling stations throughout the State of Texas.
- January 23,1989, The Supreme Court decision in Richmond v. Croson and its implications for

the future of minority preference programs. This court case concluded that state and local governments must fully evaluate specific evidence of past discriminatory practices before establishing such programs for minorities and women. In 1994, the State of Texas Comptroller of Public Accounts conducted a Disparity Study and determined a disparity in the utilization and availability of minority and women.

- By Act of 71st Leg., ch. 778, Tex. Gen. Laws 3407 (S.B. 104) the State Purchasing and General Services Act was amended to charge the Commission with the responsibility of establishing programs and implementing a plan to improve the mail management of agencies. The commission was also charged with publishing and disseminating mail-management standards, guides, and instructions and implementing procedures.
- In 1991, the State Purchasing and General Services Commission and other state agencies by Act of 72nd Leg., ch. 677, Tex. Gen. Laws 2457 (H.B. 799) were required to report to the Office of Small Business Assistance of the Texas Department of Commerce the total number and dollar amount of contracts awarded to disadvantaged businesses. The commission by this Act was also required to offer assistance and training to disadvantaged businesses regarding state procurement procedures, and to advise disadvantage businesses of the availability of state contracts.
- The State Purchasing and General Services Commission underwent a reorganization by Act of 1991, 72nd Leg., 2nd Session, ch. 8, Tex. Gen. Laws 137 (H.B. 39) whereby its name was changed again to the "General Services Commission" and the number of members on the commission to be appointed by the governor was increased to six members.
- In 1991, by Act of the 72nd Leg., 2nd C.S., ch. 8, §4.01 Tex. Gen. Laws 137 (H.B. 39) the authority provided to the State Purchasing and General Services Commission under Article 7 of Art. 601b, Vernons Texas Civil Statutes, concerning Architectural Barriers was transferred to the Texas Department of Licensing and Regulation.
- In 1992, House Bill 799 established the definition of a "disadvantaged business" and transferred the responsibilities to certify Historically Underutilized Business from the Department of Commerce to the General Services Commission.
- In 1993, the authority to certify Historically Underutilized Businesses (previously referred to as Disadvantaged Businesses) was transferred from the Office of Small Business Assistance of the Texas Department of Commerce to the State Purchasing and General Services Commission by Act of 73rd Leg., ch. 684, Tex. Gen. Laws 2537 (H.B. 2626).
- Also in 1993, by Act of H.B. 2626, the State Council for Competitive Government (the

Council) was established and placed under the State Purchasing and General Services Act (Article 601b, Vernon's Texas Civil Statutes). The Council is charged with the duty of identifying commercially available services being performed by state agencies, and determining whether those services would be better provided through competition with private commercial sources or other state agency service providers. Pursuant to the General Appropriations Act of the 76th Legislature (1999), the funding for the State Council of Competitive Government has been transferred to the Office of the Comptroller of Public Accounts.

- In 1993, the responsibility of law enforcement and security, and the regulation and control of parking facilities within the Capitol Complex that had been under the control of the General Services Commission since 1963, was transferred to the Department of Public Safety. (Act of 73rd Leg., ch. 790, Tex. Gen. Laws 3088 (S.B. 510))
- The 73rd Legislature abolished the Texas Surplus Property Agency and established under the State Purchasing and General Services Act the Surplus and Salvage Property Division to administer the State Surplus and Federal Surplus Property programs . (Act of 73rd Leg., ch. 906, Tex. Gen. Laws 3823 (S.B. 381)) By this Act, the commission also became the designated state agency of the Federal Property and Administrative Services Act.
- In 1995, the State Purchasing and General Services Act was recodified by Act of 74th Leg., ch. 41, Tex. Gen. Laws 324 (S.B. 958) under the Texas Government Code, Title 10, Subtitle D, Chapters 2151 to 2177 whereby we currently exist.
- The State Energy Conservation Office was transferred from the Office of the Governor to the General Services Commission by Act of 1995, 74th Leg., ch. 526, Tex. Gen. Laws 3283 (S.B. 1020) The State Energy Conservation Office programs significantly impact energy cost and consumption in state agencies, public schools, city and county governments, institutions of higher education, private industries, and residential energy consumers. By the General Appropriations Act, 76th Legislature, the funding for the State Energy Conservation Office has been transferred to the Office of Comptroller of Public Accounts effective September 1, 1999.
- In 1997, the maintenance and management of the State Cemetery by the General Services Commission was transferred to the Texas State Cemetery Committee (the Committee) which was created by Act of 1997, 75th Leg., ch. 264, Tex. Gen. Laws 1213 (S.B. 973) The Committee is charged with overseeing all operations of the State Cemetery including rulemaking authority.
- By Act of 1997, 75th Leg., ch. 494, Tex. Gen. Laws 1820 (S.B.820) the General Services Commission was charged with establishing and managing an electronic procurement marketplace. The electronic marketplace contains information pertaining to standard

procurement specifications for goods and services, vendors, and the availability of surplus property. The Act also established an Electronic Commerce Network whereby the state's purchasing transactions with vendors are accomplished electronically.

- H.B. 3125, 76th Leg. (1999), effective September 1, 1999, requires the Vehicle Fleet Management Office (with guidance from the Council of Competitive Government) to develop detailed recommendations for improving the efficiency of states vehicle fleet operations, including the outsourcing of operation and management where appropriate. It also directs the General Services Commission to sell any excess vehicles identified in a management plan to be prepared by the Texas Department of Transportation, the Department of Public Safety, the Texas Parks and Wildlife, the Texas Department of Criminal Justice and the Texas Department on Mental Health and Mental Retardation.
- S.B. 73, 76th Leg. (1999), effective September 1, 1999, will require the International Trade and Technology Center at the University of Texas-Pan American to develop and implement a video teleconferencing pilot program to help small businesses in establishing international trade relationships working in conjunction with the General Services Commission.
- S.B. 494, 76th Leg. (1999), effective May 21, 1999, transferred the Pease Mansion currently under the General Services Commission property inventory to the State Preservation Board.
- S.B. 1105, 76th Leg. (1999), effective September 1, 1999, allows for the disposition of surplus or salvage data processing equipment from state agencies or certain other institutions to the Texas Department of Criminal Justice for repair or refurbishment.
- S.B. 1127, 76th Leg. (1999), effective June 18, 1999. The bill contains a provision requiring the State Auditor to contract with the University of Texas to conduct a review of the General Services Commission and to assist this agency in implementing those recommendations. The report is required to be presented to the State Auditor no later than December 1, 2000. Also, the bill requires the appointment of an interim legislative oversight committee consisting of two members each from the House and Senate.
- S.B. 1446, 76th Leg. (1999), effective August 30, 1999, allows the General Services Commission to sell the Hobby surface lot to the City of Austin. It also conveys certain state-owned property to the City of Austin at fair-market value.
- S.B. 1851, 76th Leg. (1999), effective September 1, 1999, expands the duties of the General Services Commission relating to the promulgation and enforcement of charges for copies of public information, as well as the commissions reporting duties. The Open Records Steering Committee will be a formal advisory committee chaired by the General Services Commission.

III. Policymaking Structure

A. Please complete the following chart:

(General Services Commission) Exhibit 3: Policymaking Body				
Member Name	Term/ Appointment	Qualification (e.g., public	Address	Telephone Number

	Dates/ Appointed by ____ (e.g., Governor, Lt. Governor, Speaker)	member, industry representative)		Fax Number E-mail Address
Gene Shull	6 yrs. 2/10/97 – 1/31/2003 Governor Bush	Public Member	A.E. Shull & Company P.O. Box 6673 Tyler, TX 75711	(903) 561- 5061 Fax: (903) 534-8946 aeshull@tyler.net
Tomas Cardenas, Jr.	6 yrs. 3/19/99 – 1/31/2005 Governor Bush	Public Member	ECM International 7500 Viscount Suite 101 El Paso, TX 79925	(915) 779- 6999 Fax: (915) 779-5999 tcardenas@ecmintl.com
James A. Cox, Jr.	6 yrs. 3/19/99 – 1/31/2005 Governor Bush	Public Member	2805 Pecos Street Austin, TX 78703	(512) 420- 0181 Fax: (512) 420-0182 jimcox@lookaway.com
Barbara Rusling	6 yrs. 2/10/97 – 1/31/2003 Governor Bush	Public Member	Coldwell Banker Hallmark Realty 7101 Bosque Rd. Waco, TX 75710	(254) 772- 8500 Fax: (254) 772-7197 brusling@aol.com
Dionicio Vidal (Sonny) Flores	6 yrs. 3/6/97 – 1/31/2001 Governor Bush	Public Member	PEC Corporation 1710 Telephone Rd. Houston, TX 77023	(713) 921- 4583 Fax: (713) 926-6366 peccorp@logixnet.net
Fred N. Moses	6 yrs. 8/28/98 – 1/31/2001	Public Member	Telecom Electric Supply Center	(972) 422- 0012 Fax: (972)

	Governor Bush		1304 Capital Avenue Plano, TX 75074	422-0467 fred@tes.com
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B. How is the chair of the policymaking body appointed?

The governor annually appoints the presiding officer from among the commission members.

C. Describe the primary role and responsibilities of the policymaking body.

The primary role and responsibility of the policymaking body is to develop and implement policies that clearly define the responsibilities of the commission and the commission’s staff. The commission employs an executive director to administer the commission’s functions, and three associate deputy directors to administer the divisions under the commission.

D. List any special circumstances or unique features about the policymaking body or its responsibilities.

N/A

E. In general, how often does the policymaking body meet? How many times did it meet in FY 1998? in FY 1999?

The commission meets at least once each month. In FY1998, eleven meetings were held. During FY1999, the commission has held eleven meetings to date.

F. What type of training do the agency’s policymaking body members receive?

The commission members receive training by the Governor’s Office. Also, in accordance with the Texas Government Code, Section 571.071, they receive training by the Texas Ethics Commission. The members may attend the annual conference Government Law and Liability Conference for Board Members and Agency Administrators by the Office of the Attorney General (“OAG”). The members are provided copies of the OAG publications: Administrative Law Handbook, Open Records Act Handbook, Open Meeting Act Handbook, and Public Officers: Traps for the Unwary.

G. Does the agency have policies that describe the respective roles of the policymaking body and agency staff in running the agency? If so, please describe these policies.

The policies of the General Services Commission are found in Title 1, Texas Administrative Code, Part V, Chapters 111 through 126. As mandated by Article IX, Section 167, the Appropriations Act, enacted in 1997, the commission published its rule review plan in the May 1, 1998 publication of the Texas Register (23 TexReg 4327). A comprehensive manual of the General Services Commission's Policies and Operating Procedure was completed in November of 1998. The manual is continually reviewed and updated with new or revised policies and procedures.

H. If the policymaking body uses subcommittees or advisory committees to carry out its duties, please fill in the following chart. See Exhibit 4 Example or [click here to link directly to the example](#).

No subcommittees are used.

(General Services Commission) Exhibit 4: Subcommittees and Advisory Committees			
Name of Subcommittee or Advisory Committee	Size/Composition/How members are appointed	Purpose/Duties	Legal Basis for Committee

I. How does the policymaking body obtain input from the public regarding issues under the jurisdiction of the agency? How is this input incorporated into the operations of the agency?

Generally, the commission obtains input from the public regarding issues under the jurisdiction of the agency during the rulemaking process. Also, the commission receives input from the public through the Vendor Advisory Committee and the Uniform General Conditions Committee. These committees are created by the commission and consist of staff and public members. Input from the committees is incorporated into the operations of the agency through new or revised policy and procedures. It may also be incorporated into new or revised rules during the rules review process.

IV. Funding

A. Describe the agency's process for determining budgetary needs and priorities.

The General Services Commission uses an iterative approach to determining funding needs and establishing priorities. Each level of the management chain reviews the budget submission received from a subordinate level. The funding request is reviewed and compared to needs and priorities. Each level of the management hierarchy has authority to re-allocate funding within promulgated guidelines. This process enables funding decisions to be made at the lowest level possible. When requests exceed available funds, program managers, division directors, budget personnel, executive staff and/or the Commission are consulted to ensure a cohesive and coordinated budget is produced for the Commission review and approval.

The process begins when the Fiscal Division issues annual operating budget instructions. The budget instructions allocate available general revenue and full-time equivalent positions. The instructions also provide additional ad-hoc information required by Division Directors to prepare a budget submission. The Fiscal Budget Section holds budget training and works individually with Directors as required. Initial funding and FTE thresholds are issued in accordance with the priorities already established in the General Appropriations Act.

Division Directors utilize the priorities established by our enabling legislation, the agency's strategic plan and legislative mandates to produce individual organizational code (i.e., cost center) budgets. Division Directors begin building budgets using historical data provided with the budget instructions. Requests for additional general revenue funds beyond approved base level requirements must be justified. Within a division, program managers may compete for resources, Directors have authority to re-allocate funds where appropriate. When overall division requirements exceed available funding, Division Directors identify those requirements as "Unfunded".

The Budget Section summarizes division requests and conducts another review of all budgets. Budget submissions are again compared to the priorities identified in the GSC's enabling legislation and Strategic Plan. Division Directors and program staff are consulted for information where questions arise. The Budget Staff then prepares a brief for the Executive Staff.

The Executive Staff conducts a strategic level review. Executive Staff is provided a number of individual budget exhibits to accurately assess staff requests. The Executive Staff normally conducts a program level review of summary budgets, Travel CAPS, FTE CAPS, unique capital procurements and unfunded requirements. Division Directors are consulted for input where necessary. The Executive Staff will re-allocate funding as necessary established priorities.

The operating budget is then presented to the Commission for final review and approval.

PLEASE FILL IN EACH OF THE CHARTS BELOW, USING EXACT DOLLAR AMOUNTS.

B. Show the agency's sources of revenue. Please include all local, state, and federal sources. See Exhibit 5 Example or [click here to link directly to the example](#).

General Services Commission Exhibit 5 – Sources of Revenue – Fiscal Year 1998	
General Revenue	34,908,148
General Revenue (UB for Construction)	482,808
Texas Department of Insurance Operating Fund	1,030,083
Federal Surplus Property Service Charge Account	2,967,402
Interagency Contracts	23,793,366
Appropriated Receipts	494,304
Federal Funds	870,467
Oil Overcharge Receipts	502,954
Bond Proceeds – Revenue Bonds	48,527,314
TOTAL	112,546,763

C. If you receive funds from multiple federal programs, show the types of federal funding sources. See Exhibit 6 Example or [click here to link directly to the example](#).

General Services Commission				
Exhibit 6: Federal Funds C Fiscal Year 1998 (Actual)				
Type of Fund	State/Federal Match Ratio	State Share	Federal Share	Total Funding
Department of Energy	20/80	216,000	870,467	1,086,467
TOTAL		216,000	870,467	1,086,467

D. Show the agency's expenditures by strategy. See Exhibit 7 Example or [click here to link directly to the example](#).

General Services Commission	
Exhibit 7: Expenditures by Strategy – Fiscal Year 1998	
Goal A: Goods and Services	26,966,615
Centralized Purchasing	3,160,289
Custodial Services	4,382,680
Central Office Services	5,800,676
Capitol Complex Telephone	6,703,079
Tex-An Network Services	3,746,716
Fleet Management	240,733
Travel Management	232,963
Competitive Government	104,050
Federal Surplus Property	2,595,428
Goal B: Facilities Management	78,083,910
Facilities Operation	21,142,453
Deferred Maintenance	4,228,126
Leasing Services	472,554
Office Space Management	52,240,777
Goal C: Energy Office	1,332,557

Energy Office	1,332,557
Goal D: Indirect Administration	6,163,680
Central Administration	2,926,838
Information Resources	2,375,350
Other Support Services	861,492
Grand Total:	112,546,763

E. Show the agency's expenditures and FTEs by program. See Exhibit 8 Example or [click here to link directly to the example](#).

General Services Commission					
Exhibit 8: Actual Expenditures and FTE's by Program – Fiscal Year 1998					
Program	Budgeted FTEs, FY1998	Actual FTEs as of August 31, 1998	Federal Funds Expended	State Funds Expended	Total Actual Expenditures
Internal Audit	5	5	6,337	225,108	231,445
Executive Administration	13	14	21,023	809,146	830,169
General Counsel	10	11	8,597	367,458	376,055
Human Resources	16	16	9,243	525,804	535,047
Fiscal Division	36	36	25,486	1,018,854	1,044,699
Council of Competitive Government	4	3		104,050	104,050
Environmental Services Division	125	121		4,350,525	4,350,525
Surplus Property Division	54	49		2,922,553	2,922,553
Facilities Construction & Space Management	43	43		2,089,492	2,089,492
State Cemetery Division	9	9		383,540	383,540
Building and Property Services	155	138	2,258	7,748,528	7,750,786
Central Purchasing	53	50		1,940,052	1,940,052

Business Services	29	26		893,111	893,111
Support Services	129	124	21,009	6,925,278	6,946,288
Information Systems	28	19	60,354	2,314,996	2,375,351
State Energy Office	25	25	715,800	616,757	1,322,557
Telecommunications	84	79		10,449,795	10,449,775
Deferred Maintenance				3,831,997	3,831,997
Utilities				11,554,827	11,554,827
Construction (non-bond funded)				4,077,109	4,107,109
Construction (bond-funded)				48,527,314	48,527,314
Total	818	765	870,467	111,676,296	112,546,763

F. If applicable, please provide information on fees collected by the agency. See Exhibit 9 Example or [click here to link directly to the example.](#)

The GSC has not been provided the authority to collect any statutory mandated fees. Accordingly, a “Fee Revenue and Statutory Fee Levels” input is not provided.

The GSC is authorized to operate a number of cost recovery functions to service state agencies and other authorized customers. The Central Store and Print Shop programs are examples of these functions. Revenue received is deposited back to the function providing the service.

(General Services Commission)				
Exhibit 9: Fee Revenue and Statutory Fee Levels C Fiscal Year 1998				
Description/ Program/ Statutory Citation	Current Fee/ Statutory maximum	Number of persons or entities paying fee	Fee Reven ue	Where Fee Revenue is Deposited (e.g., General Revenue Fund)
N/A	N/A	N/A	N/A	N/A

G. Please fill in the following chart. See Exhibit 10 Example or [click here to link directly to the example.](#)

(General Services Commission)				
Exhibit 10: Purchases from HUBs				
FISCAL YEAR 1996				
Category	Total \$ Spent	Total HUB \$ Spent	Percent	Statewide Goal
Heavy Construction	\$ 0	\$ 0	0%	11.9%
Building Construction	\$5,440	\$5,440	100%	26.1%
Special Trade	\$29,438,070	\$5,329,541	18%	57.2%
Professional Services	\$2,110,400	\$821,287	38.83%	20.0%
Other Services	\$6,354,364	\$2,299,502	36.1%	33.0%
Commodities	\$8,477,970	\$1,808,051	21.24%	12.6%
TOTAL	\$46,386,244.00	\$10,263,821.00	22.12%	
FISCAL YEAR 1997				
Category	Total \$ Spent	Total HUB \$ Spent	Percent	Statewide Goal
Heavy Construction	\$ 0	\$ 0	0%	11.9%
Building Construction	\$7,988,975	\$218,661	2.73%	26.1%
Special Trade	\$14,044,822	\$2,355,752	19.43%	57.2%
Professional Services	\$253,572	\$171,449	67.5%	20.0%
Other Services	\$7,714,256	\$2,520,797	32.6%	33.0%
Commodities	\$11,064,112	\$2,374,972	21.39%	12.6%
TOTAL	\$41,065,737.00	\$7,641,631.00	8.60%	
FISCAL YEAR 1998				
Category	Total \$ Spent	Total HUB \$ Spent	Percent	Statewide Goal
Heavy Construction	\$ 0	\$ 0	0%	11.9%
Building Construction	\$43,812,765	\$2,479,006	5.66%	26.1%
Special Trade	\$6,202,466	\$3,719,435	59.9%	57.2%

Professional Services	\$590,313	\$68,231	11.5%	20.0%
Other Services	\$8,404,912	\$1,818,610	21.6%	33.0%
Commodities	\$10,535,835	\$2,084,936	19.74%	12.6%
TOTAL	\$69,546,291.00	\$10,170,218.00	14.62%	

H. Does the agency have a HUB policy? How does the agency address performance shortfalls related to the policy?

There are two policies that relate to HUBs. The first policy governs all state agencies and their respective purchasing authority. The second relates to the purchasing authority of the GSC.

Policy for All Staff Agencies

According to Section 111.11 of the GSC HUB Rules, Subchapter B, it is the policy of the Commission to encourage the use of HUBs by state agencies and to assist agencies in achieving these goals through race, ethnic, and gender neutral means. The goal of this program is to promote full and equal business opportunities for all businesses in state contracting. The GSC publishes a semi-annual and annual HUB Report to assist agencies in ascertaining their progress in meeting goals as established by the State's Disparity Study.

The GSC addresses performance shortfalls by providing assistance to state agencies and HUB businesses according to the Texas Government Code, Title 10, Subtitle D, Sections 2161.062 and 2161.063. The Commission shall seek the advice of the Governor, legislature, and state agencies in identifying and developing opportunities for HUBs, offer HUBs assistance and training regarding state procurement procedures, advise HUBs of available state contracts and advise HUBs to apply for registration on the Commission's Centralized Master Bidders List (CMBL).

The Commission shall encourage state agencies to use HUBs by assisting state agencies in seeking HUBs capable of supplying required goods and services. The Commission shall encourage state agencies by identifying and advising HUBs on the types of goods and services the agencies need; and assisting state agencies in increasing the amount of business placed with HUBs and working with state agencies to establish a statewide policy for increasing the use of HUBs.

Policy for GSC Procurement

The purchasing authority of the GSC and internal HUB policy covers all acquisition of goods and services. Each division in the GSC conforms to our procurement guidelines as related to the utilization of HUBs. There are two specific organizational functions beyond each division that actually solicit

bids for GSC goods and services. These two functional areas are GSC Internal Procurement and Central Purchasing. Each GSC division is responsible for monitoring monthly progress reports generated by the HUB Reporting Coordinator within GSC. Additionally, GSC's Procurement Review is responsible for monitoring the purchasing transactions of each division and other state agencies' purchases to ensure compliance with the state's procurement guidelines.

In addition to the purchasing rules and the GSC Procurement Manual regarding contracting opportunities for Historically Underutilized Businesses (HUB), GSC agency policy requires that all spot purchases less than \$1,000 be procured from a HUB whenever possible. GSC's Internal Procurement Services is required to make a good faith effort to assist Historically Underutilized Businesses (HUBs) in receiving contract awards. Listed below are the GSC annual program goals percentage awards expected for the current fiscal year by contract type:

- Building Construction Contracts
 - 25.1% for Black Americans, Hispanic Americans and American Women; and
 - 1.0% for Asian Pacific Americans and Native Americans.
- Commodities
 - 11.5% for Black Americans, Hispanic Americans and American Women; and
 - 1.1% for Asian Pacific Americans and Native Americans.
- Heavy Construction Contracts
 - 6.6% for Black Americans, Hispanic Americans and American Women; and
 - 5.3% for Asian Pacific Americans and Native Americans.
- Leasing Contracts
 - 33% for Black Americans, Hispanic Americans, and American Women, Asian Pacific Americans and Native Americans.
- Professional Services
 - 18.1% for Black Americans, Hispanic Americans, and American Women; and
 - 1.9% for Asian Pacific Americans and Native Americans.
- Other Services
 - 33% for Black Americans, Hispanic Americans, and American Women, Asian Pacific Americans and Native Americans.
- Special Trade Construction
 - 47% for Black Americans and Hispanic Americans; and
 - 10.2% for American Women, Asian Pacific Americans and Native Americans.

GSC's Central Procurement Division is required to follow the Good Faith Effort Program (GFEP). For open market, term contracts, and scheduled purchases contracts, the GSC includes GFEP language for prime contractors to comply with GSC goals for subcontracting. A subcontractor is a business entity that enters into a contract with a contractor (vendor) to provide a portion of the goods for which the contractor is responsible under the terms of its contract with the State. A bid subject to HUB rules shall be disqualified if any of the GFEP information is not submitted or is incomplete. If subcontracting will be used and a HUB is not a participating subcontractor, then the vendor will be required to demonstrate what effort was made to solicit a certified HUB as a subcontractor and why a HUB was not selected if competitive bids were not used for selecting a subcontractor. After examination of the HUB subcontracting information, the purchaser shall determine whether the bidder "made a good faith effort" to secure a HUB as a subcontractor. If the determination is negative, the bid is disqualified and the vendor notified in writing with the deficiency(ies) identified. If the GFE is found satisfactory, the bidder is notified through a "Notice of Award" letter.

Every GSC Division Director is given a monthly HUB procurement report. This report details the previous months procurement totals in eight categories and the equivalent % spent with HUB firms. A year to date total is also provided. Each Division Director is responsible for adjusting its efforts to meet and or exceed its goals based on an ongoing review of progress. Each Director's performance evaluation reflects the achievement of these goals as a critical factor in their respective performance.

V. Organization

A. Please fill in the chart below. If applicable, list field or regional offices. See Exhibit 11 Example or [click here to link directly to the example.](#)

(General Services Commission) Exhibit 11: FTEs by Location C Fiscal Year 1998			
Headquarters, Region, or Field Office	Location	Number of Budgeted FTEs, FY 1998	Number of Actual FTEs as of August 31, 1998
General Services Commission (Headquarters)	1711 San Jacinto Austin, TX. 78711	781.62	736
FSP - Ft. Worth District Office	2826 North Beach Ft. Worth, TX. 76111-6201	9	7
FSP – Houston District Office	8611 Wallisville Road Houston, TX. 77029-1313	7	6
FSP – Lubbock District Office	714 W. 34 th Street Lubbock, TX. 79404-2134	8.38	6
FSP – San Antonio District Office	2103 Ackerman Rd. San Antonio, TX. 78219-3017	12	10
TOTAL		818	765

B. What was the agency's FTE cap for FY 1998?

The General Services Commission's FTE CAP for FY1998 = **818**.

C. How many temporary or contract employees did the agency have as of August 31, 1998?

Category	Number of personnel onboard as of 8/31/98
Temporary Personnel (hired from a Temporary Personnel Agency)	16
Contract Personnel (those personnel GSC contracted with directly)	0
Contractor Personnel (those personnel under contract to a vendor to perform a service for the GSC)	315

D. Please fill in the chart below. See Exhibit 12 Example or [click here to link directly to the example.](#)

(General Services Commission)							
Exhibit 12: Equal Employment Opportunity Statistics							
FISCAL YEAR 1996							
Job Category	Total Positions	Minority Workforce Percentages					
		Black		Hispanic		Female	
		Agency	Civilian Labor Force %	Agency	Civilian Labor Force %	Agency	Civilian Labor Force %
Officials/Administration	26	23%	5%	4%	8%	31%	26%
Professional	150	12%	7%	13%	7%	45%	44%
Technical	104	8%	13%	12%	14%	25%	41%
Protective Services	N/A	N/A	13%	N/A	18%	N/A	15%
Para-Professionals	72	22%	25%	24%	30%	68%	55%
Administrative Support	126	13%	16%	35%	17%	60%	84%
Skilled Craft	175	10%	11%	21%	20%	2%	8%
Service/Maintenance	147	48%	19%	25%	32%	34%	27%

(General Services Commission)							
Exhibit 12: Equal Employment Opportunity Statistics (cont.)							
FISCAL YEAR 1997							
Job Category	Total Positions	Minority Workforce Percentages					
		Black		Hispanic		Female	
		Agency	Civilian Labor Force %	Agency	Civilian Labor Force %	Agency	Civilian Labor Force %
Officials/Administration	26	27%	5%	4%	8%	23%	26%
Professional	149	12%	7%	11%	7%	44%	44%
Technical	116	7%	13%	13%	14%	27%	41%
Protective Services	N/A	N/A	13%	N/A	18%	N/A	15%
Para-Professionals	82	5%	25%	20%	30%	68%	55%
Administrative Support	134	14%	16%	30%	17%	60%	84%
Skilled Craft	174	10%	11%	21%	20%	2%	8%
Service/Maintenance	137	47%	19%	27%	32%	31%	27%
FISCAL YEAR 1998							
Job Category	Total Positions	Minority Workforce Percentages					
		Black		Hispanic		Female	
		Agency	Civilian Labor Force %	Agency	Civilian Labor Force %	Agency	Civilian Labor Force %
Officials/Administration	22	23%	5%	5%	8%	27%	26%
Professional	168	13%	7%	14%	7%	46%	44%
Technical	118	6%	13%	19%	14%	21%	41%

Protective Services	N/A	N/A	13%	N/A	18%	N/A	15%
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Para-Professionals	85	6%	25%	19%	30%	69%	55%
Administrative Support	123	11%	16%	33%	17%	60%	84%
Skilled Craft	126	13%	11%	24%	20%	2%	8%
Service/Maintenance	117	48%	19%	26%	32%	27%	27%

E. Does the agency have an equal employment opportunity policy? How does the agency address performance shortfalls related to the policy?

WORK FORCE DIVERSITY/AFFIRMATIVE ACTION PLAN

POLICY STATEMENT

The State of Texas General Services Commission (GSC) is committed to providing equal opportunity in employment for all qualified persons and strictly prohibits discrimination on the basis of race, color, religion, sex, sexual orientation, national origin, age, disability, veteran status or political affiliation. Recruitment, selection, promotion, compensation and other personnel actions are based on the principles of equal employment opportunity and are free from any form of discrimination prohibited by law. All agency hiring decisions are based strictly on the needs of the agency, the requirements of the position, and the qualifications of the individual. The agency shall employ work force diversity recruiting efforts to comply with the Texas Human Rights Commission minority hiring goals and to avoid adverse agency impact due to under-utilization of a particular group.

All GSC management is responsible for the effective implementation of this work force diversity/affirmative action plan policy commensurate with their position responsibilities. Appropriate corrective and/or disciplinary action shall be taken against any employee found to be in violation of this policy. Employees may file a complaint of discrimination with the Director of Human Resources or the Internal Ombudsman. Retaliation against any employee who files a complaint or cooperates in an investigation is strictly prohibited.

It is the commitment of GSC and its Commissioners to ensure that equal employment opportunity be provided to all agency employees and prospective employees.

WORK FORCE DIVERSITY/AFFIRMATIVE ACTION PLAN
PURPOSE

The purpose of the GSC Work Force Diversity/Affirmative Action Plan is to ensure compliance with all state and federal employment laws and to comply with the General Appropriations Act, 75th Legislature, Regular Session, Article IX, Section 122 mandating submission of this plan to the Texas Commission on Human Rights (TCHR). The GSC plan outlines the guidelines which the agency will follow to provide fair and equal access to employment, promotion opportunities, and in all other personnel actions (training, performance evaluations, transfers, etc.)

The GSC plan will be reviewed and updated annually. A report detailing agency compliance and progress will be submitted to TCHR in accordance with current legislation. Achieving the goals of this plan will be critical to the success of this agency and its mission.

DISSEMINATION OF POLICY STATEMENT AND WORK FORCE DIVERSITY/AFFIRMATIVE ACTION PLAN

GSC will continuously educate its employees about the agency work force diversity/affirmative action policy by:

- Including the policy statement in the Employee Handbook.
- Publicizing the policy statement and plan in the Employee Newsletter.
- Explaining the policy statement and plan at new employee orientation.
- Conducting special meetings with management staff to explain the intent of the plan and their individual responsibility for its effective implementation.
- Posting equal employment information on agency bulletin boards.

Additionally, the agency will disseminate its policy externally by:

- Including an equal employment opportunity statement on all job postings. A copy of the agency policy statement and plan will be made available to applicants upon request.
- Informing all recruiting sources of the agency's policy.

RESPONSIBILITY FOR IMPLEMENTATION

The Executive Director has assigned the responsibility of the implementation and oversight of the Work Force Diversity/Affirmative Action Plan to the Human Resources Office, however each member of management shares in the responsibility of its implementation and success. The primary roles and responsibilities are outlined as follows:

Executive Director

- Ensures adequate resources are made available to implement plan objectives.
- Informs GSC Commissioners of plan challenges and progress.
- Ensures that agency management staff comply with the plan.
- Approves all employment decisions along with the Deputy Executive Director and Associate Deputy Commissioners.

Human Resources Director

- Oversees the development, modification and implementation of the plan.
- Advises the Executive Director and management regarding plan challenges and progress.
- Provides management support and direction to the Employment and Classification Manager and the Internal Ombudsman.
- Reviews and develops human resources policies and processes for compliance with the plan.

Employment and Classification Manager

- Oversees the agency selection process to ensure compliance with the plan.
- Provides recruitment assistance for underrepresented areas.
- Reviews employment data and provides periodic reports to the Human Resources Director and Executive Management.
- Participates in the review of human resources policies and processes for compliance with the plan.

Internal Ombudsman

- Investigates complaints of discrimination and harassment.
- Participates in the review of human resources policies and processes for compliance with the plan.

Management/Supervisory Staff

- Ensures adherence of agency policy and plan within area of responsibility.
- Participates in review of agency job classification audits.

WORK FORCE ANALYSIS

The GSC utilizes employee data from the HRIS, EEO-4 report compiled by the Comptroller of Public Accounts. The EEO-4 report provides information regarding the number of employees in the agency, their race, gender and EEO job category. The EEO job categories are divided into: Official/Administrative, Professional, Technical, Protective Services (not applicable to GSC), Para-Professional, Administrative Support, Skilled Craft and Service/Maintenance. Based on the goals outlined by the civilian labor force statistics listed in the current Appropriations Act, GSC utilizes the EEO-4, job category and utilization analysis to determine agency challenges and progress. Quarterly reports are submitted to the Human Resources Director and Executive Management. (Copies of the most recent analysis are attached as exhibit I)

Beginning in Fiscal Year 1999, the agency will annually review the following personnel practices to ensure compliance with the work force diversity/affirmative action plan:

- Composition of the agency work force by minority group status and gender.
- Composition of applicant flow by minority group status and gender.
- The selection process including job classifications/descriptions, postings, interview results and final selection.
- Transfer and promotion policies and practices.
- Agency sponsored programs such as training and educational assistance.
- Composition of minority work force population in the surrounding area.
- Comparison of minority work force population to total population in the surrounding area.
- Comparison of minority unemployment to total population unemployment in the surrounding area.

DEVELOPMENT AND EXECUTION OF WORK FORCE DIVERSITY/AFFIRMATIVE ACTION PLAN

RECRUITMENT

The agency recognizes the benefits of a diversified work force. In an effort to both adhere to Legislative mandates and cultivate agency affirmative action and equal employment initiatives, the Human Resources Office actively recruits women and minority candidates for employment. Recruitment efforts include advertising vacant positions in minority newspapers and trade magazines, attendance at job fairs, college and university "Career Days" and communicating with community organizations and agencies that can refer qualified applicants. The Human Resources Office will continually update its list of recruiting sources. Minority and women currently employed by the agency will be utilized to refer qualified minority applicants whenever practical.

Supervisors and managers are informed of the agency's progress in hiring qualified women and minorities on a quarterly basis. Based on hiring goals set forth by the civilian labor force statistics listed in the current Appropriations Act, agency recruiting efforts are adjusted accordingly. Internal employees are encouraged to further their career goals through agency training, outside specialized training and the tuition reimbursement program for those seeking to further their education. Managers are also given the latitude to promote qualified employees by posting positions internally.

SELECTION PROCEDURES

The civilian labor force statistics listed in the current Appropriations Act provide numerical hiring goals for minorities and women by job category. In order to reduce any disparities, the agency was instructed by TCHR to implement a structured hiring process to ensure the availability of a diverse pool of applicants. (See Exhibit II) Posting requests are reviewed closely to determine minimum qualifications in an effort to increase the qualified applicant pool. Utilization of this hiring process ensures that each hiring decision made is objective and based upon job-related, measurable criteria.

The agency hiring process includes the posting, screening, interviewing, selection and conditional job offer of applicants. Vacant positions are normally posted externally for ten days. Copies of the postings are faxed to agency program areas, the Governors' Job Bank, other state agencies and community organizations. Copies are also posted on bulletin boards in the Human Resources Employment Office. (See Exhibit III) The Human Resources Office makes every effort to recruit qualified minorities, women, veterans, and persons with disabilities for every position.

After the position closes, the Human Resources Office screens all applicants using a matrix that identifies the minimum qualifications of the job. All qualified applicants are referred to the hiring authority (supervisor) for review and possible further screening. Internal applicants who are currently on disciplinary probation or have been on probation in the past six months are not eligible for interviewing. The hiring authority also has the prerogative to further screen using approved measures when ten or more applicants meet the minimum qualifications.

All questions and/or tests used during the interview process are approved in advance by the Human Resources Office. A Human Resources representative is present at all interviews. The representative is a non-scoring participant and is tasked with observing the interview, ensuring compliance with hiring policies and procedures, and responding to questions about the hiring process. The hiring authority may interview alone or assemble a panel. If a panel is used, it must be diverse and participate throughout the process. Applicant responses to the interview are scored based on a predetermined point structure and the selection is made based upon the applicant with

the highest score. In the event of a tie, an applicant with veteran's status as it relates to Senate Bill 646 is given preference.

Background investigations are completed on all potential employees and the personnel action form requesting hire must be routed through program management, Human Resources, and the appropriate Executive staff.

JOB CLASSIFICATION AUDITS

On a continuing basis, the Employment and Classification Manager shall review position descriptions to ensure compliance with the Position Classification Act and consistency in essential functions and experience requirements. Requests for job classification audits will be conducted using only job performance criteria to ensure they are job-related and non-discriminatory.

PROMOTIONS

The agency will ensure that all qualified employees have equal opportunity for promotion by posting promotional job opportunities or using a well defined career ladder, providing internal training and educational assistance, and providing an employee performance evaluation program.

EMPLOYEE WELFARE

All employees are encouraged to participate in agency programs and activities. Programs and activities that foster appreciation of cultural diversity and personal and professional growth are encouraged. The Staff Development trains all staff in cultural diversity on an annual basis.

REPORTING AND AUDITING RESPONSIBILITIES

The Employment and Classification Manager is responsible for the quarterly and annual reporting of the agency's work force diversity progress. Reports will identify personnel actions including new hires, promotions, terminations, vacancies, applicant pool for vacancies, and status by race and gender of the civilian labor force statistics listed in the current Appropriations Act.

Reports are submitted to the Human Resources Director and Executive management. The Internal Ombudsman will track the number of complaints, the grounds for the complaint and the resolution for complaint submitted. Should tracking the complaints result in identifying a disproportionate number of complaints from minorities and/or women, Executive staff will be notified immediately.

SUPPORT OF COMMUNITY PROGRAMS

The Human Resources Office will make every effort to partner with minority, women, and other organizations serving persons with disabilities and veterans to foster community relationships.

ALTERNATIVE DISPUTE RESOLUTION

All employees may file complaints of discrimination or harassment with the agency Internal Ombudsman, Division Management, or the Human Resources Director. Employees are encouraged to utilize the agency ADR process, but may at any time seek remedy outside of the agency. Agency policy strictly prohibits intimidation or retaliation toward employees or applicants who file complaints of discrimination or harassment or who participate in an investigation of a complaint.

COMPLIANCE WITH GUIDELINES ON SEX DISCRIMINATION

GSC policies prohibit discrimination on the basis of sex. Agency policies apply to every employee on an equal basis without regard to the sex of the employee. All employees have an equal opportunity for any job for which they apply and are qualified. The agency does not currently have any positions for which sex would be considered a bona fide occupational qualification.

Women are not penalized in employment for pregnancy, maternity leave or medical conditions associated with pregnancy. Agency leave policies treat these conditions as disabilities subject to the same guidelines as other medical conditions.

The agency does not tolerate sexual harassment or any other form of harassment. Agency policy directs employees to seek assistance from their supervisor, the Human Resources Director or the Internal Ombudsman if they believe they have been subjected to this behavior. Employees are subject to disciplinary action, up to and including termination, if allegations of harassment are proven.

COMPLIANCE WITH GUIDELINES ON DISCRIMINATION BECAUSE OF RELIGION OR NATIONAL ORIGIN

Agency policies and employment practices exist without regard to religion or national origin. The agency values all employees of various religions and ethnic groups. To the extent possible, GSC accommodates the religious observances and practices of employees except where an accommodation would cause an undue hardship on the business practices of the agency.

COMPLIANCE WITH GUIDELINES FOR REASONABLE ACCOMMODATION AND DISCRIMINATION BECAUSE OF VETERAN STATUS

Reasonable Accommodation

Upon conditional offer of employment or at any time during employment, an employee or potential employee who has a self-identified disability for which a reasonable accommodation is needed, may request an accommodation of the supervisor or the agency to ensure adequate performance of essential job functions. In accordance with the Americans with Disabilities Act of 1991, any identification of a disability by the employee or potential employee at the time of hire, is subject to evaluation and documentation of the accommodation request. Management will refer existing staff to the Human Resources Office for processing of accommodation requests.

A determination of what is a reasonable accommodation will be made through the agency ADA Coordinator, the Human Resources Director and the supervisor. The agency will make every effort to reasonably accommodate the physical and mental limitations of employees or potential employees otherwise qualified, to the extent that the accommodation does not cause an undue hardship to the agency. The agency will consider financial costs and business necessity in its determination.

The agency considers the special needs of individuals with disabilities in its space management. Access to the building, parking, rest room facilities, conference space, and configuration of modular furniture are carefully considered in all space planning. The agency complies with the Americans with Disabilities Act.

Veteran Status

The agency makes every effort to eliminate barriers to employment and promotion for covered veterans. The agency selection procedures allow for preference to be given to veterans in the event of a tie score during the interview process. Copies of job postings are faxed to agencies and organizations that assist veterans in finding employment. Agency policies and procedures do not discriminate based on veteran status.

CONCLUSION

The Human Resources Office acts under the laws applicable to state employees, including, but not limited to general laws enacted by the Legislature, the biennial Appropriations Act (Article IX), Attorney General's opinions, Texas Commission on Human Rights Act, Equal Pay Act, the Fair

Labor Standards Act, Age Discrimination in Employment Act, Americans with Disabilities Act, Family and Medical Leave Act, the Civil Rights Act, and Title VII as amended.

The GSC strives to provide its employees and potential employees with clear and concise policies and procedures in accordance with equal opportunity in employment laws. The agency makes a good faith effort to enhance employee work experiences through the utilization of fair and measurable practices. Ongoing evaluation and modification ensure that all personnel actions are job related, consistent and non-discriminatory.

VI. Guide to Agency Programs

Please complete this section for each agency program (or each agency function, activity, or service). Copy and paste the question boxes as many times as needed to discuss each program. Please contact Sunset staff with any questions about applying this section to the agency.

A. Please complete the following chart.

(General Services Commission) Exhibit 13: Program Information C Fiscal Year 1998	
Name of Program	Texas State Cemetery
Location/Division	909 Navasota, Austin, Texas 78702 State Cemetery
Contact Name	Harry Bradley - 463-6023
Number of Budgeted FTEs, FY 1998	12
Number of Actual FTEs as of August 31, 1998	12

B. What are the key services and functions of this program? Describe the major program activities involved in providing all services or functions.

Interment of State Officials and others who have been approved for burial, providing historical tours of the Cemetery, and maintaining a website and research files.

C. When and for what purpose was the program created? Describe any statutory or other requirements for this program.

The Cemetery was created in 1851 to honor Edward Burleson, Vice President of the Republic of Texas, and to create a place of interest for state officials and other eligible individuals.

D. Describe any important history not included in the general agency history section, including a discussion of how the services or functions have changed from the original intent. Will there be a time when the mission will be accomplished and the program will no longer be needed?

- In 1995, the Cemetery Division was established and has division level status.
- A three(3) member Texas State Cemetery Committee appointed by the Governor was established in 1997 (SB963) and oversees all operations of the Texas State Cemetery.
- Has not changed from original function and should always be dedicated as a historical cemetery.
- During the 1996-1997 biennium, the State Cemetery underwent a \$5.8 million renovation.

E. Describe who this program serves. How many people or entities are served? List any qualifications or eligibility requirements for receiving services or benefits.

Serves those who are eligible to be buried at the Cemetery and visitors. As of FY 99 the Cemetery has over 4,000 persons buried in the Cemetery. Eligibility includes: * members or former members of the Texas Legislature, elected state officials or state officials appointed by the Governor and confirmed by the Senate, persons designated by Governor's Proclamation or a concurrent Resolution of the Legislature and approved by the Texas State Cemetery Committee, Confederate Veterans, spouses of anyone meeting these criteria, persons who have made a significant contribution to Texas culture and history as determined by the State Cemetery Committee. Visitor interaction for FY 98 was approximately 10,710 persons. The Cemetery gates are open seven (7) days a week.

F. Describe how the program is administered. Include flowcharts, timelines, or other illustrations as necessary. List any field or regional services.

The program is administered under the policy direction and oversight of the 3 member State Cemetery Committee created by Texas Government Code, Section 2165.2561. Administration and support functions are provided by General Services Commission employees.

(Texas State Cemetery) Exhibit 3: Policymaking Body				
Member Name	Term/ Appointment Dates/ Appointed by ____ (e.g., Governor, Lt. Governor, Speaker)	Qualification (e.g., public member, industry representative)	Address	Telephone Number Fax Number E-mail Address
Martin L. Allday	Sept. 97 – Sept. 2003 Governor	Public Member	600 Congress Ave., Ste. 1500, Austin, Texas 78701	(512) 495-6354
George Christian	Sept. 97 – Sept. 2001 Governor	Public Member	400 W. 15 th St., Suite 420, Austin, Texas 78701	(512) 476-2113

Ralph Wayne	Sept. 97 – Sept. 99 Governor	Public Member	401 W. 15 th , Suite 975, Austin, Texas 78701	(512) 320-0474
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G. If the program works with local units of government, (e.g., Councils of Governments, Soil and Water Conservation Districts), please include a brief, general description of these entities and their relationship to the agency. Briefly discuss any memorandums of understanding (MOUs), interagency agreements, or interagency contracts.

N/A

H. Identify all funding sources and amounts for the program, including federal grants and pass-through monies. Describe any funding formulas or funding conventions. For state funding sources, please specify (e.g., general revenue, appropriations rider, budget strategy, fees/dues).

FY 99 Budget \$374,000 General Revenue.

I. Are current and future funding resources appropriate to achieve program mission, goals, objectives, and performance targets? Explain.

Operating Budget is sufficient with minimum increases. May need additional funding for Capital Improvements.

J. Identify any programs internal or external to the agency that provide identical or similar services or functions. Describe the similarities and differences.

The State Cemetery is the only state cemetery for the State of Texas.

K. Discuss how the program is coordinating its activities to avoid duplication or conflict with the other programs listed in Question J and with the agency's customers.

N/A

L. Please provide any additional information needed to gain a preliminary understanding of the program.

N/A

M. Regulatory programs relate to the licensing, registration, certification, or permitting of a person, business, or other entity. If this is a regulatory program, please describe:

- why the regulation is needed;
- the scope of, and procedures for, inspections or audits of regulated entities;
- follow-up activities conducted when non-compliance is identified;
- sanctions available to the agency to ensure compliance; and

procedures for handling consumer/public complaints against regulated entities.

Does not apply to General Services Commission (Not a Regulatory Agency)

N. Please fill in the following chart for each regulatory program. The chart headings may be changed if needed to better reflect the agency's practices.

Does not apply to General Services Commission (Not a Regulatory Agency)

(Agency Name)		
(Regulatory Program Name)		
Exhibit 14: Complaints Against Regulated Entities B Fiscal Years 1997 and 1998		
	FY 1997	FY 1998
Number of complaints received		
Number of complaints resolved		
Number of complaints dropped/found to be without merit		
Number of sanctions		
Number of complaints pending from prior years		
Average time period for resolution of a complaint		

Number of entities inspected or audited by the agency		
Total number of entities regulated by the agency		

VI. Guide to Agency Programs (continued)

A. Please complete the following chart.

(General Services Commission) Exhibit 13: Program Information C Fiscal Year 1998	
Name of Program	Maintenance & Operations
Location/Division	311 E. 14 th St. Austin, Texas 78711 Building and Property Services
Contact Name	Joe Dykes, Division Director
Number of Budgeted FTEs, FY 1998	141
Number of Actual FTEs as of August 31, 1998	123

B. What are the key services and functions of this program? Describe the major program activities involved in providing all services or functions.

The Maintenance & Operations Program is charged with maintaining and repairing Capitol Complex area facilities, our North Austin Zone Complex, and 6 facilities located outside the Austin area. This responsibility includes Deferred Maintenance, Elevator Maintenance and Preventive Maintenance along with the day-to-day routine maintenance tasks. The program also receives funding to provide custodial services to the 'out of Austin' or remote buildings, which are maintained under Property Management contracts with private sector firms or other governmental entities. Additionally, the LoanSTAR Utility Program & Utilities Distribution are also a part of Maintenance & Operations.

C. When and for what purpose was the program created? Describe any statutory or other requirements for this program.

The Program as it currently exists was created as a part of the State Purchasing and General Services Commission (SPGSC) in 1979 by House Bill #1673 to maintain, repair and operate the buildings and grounds on the SPGSC inventory.

Texas Government Code, Title 10, Subchapter A, *Charge and Control of State Buildings and Property* requires the Commission to: control all public buildings, grounds and property of the State; act as the custodian of all public personal property; and, be responsible for the care and protection of such property.

D. Describe any important history not included in the general agency history section, including a discussion of how the services or functions have changed from the original intent. Will there be a time when the mission will be accomplished and the program will no longer be needed?

Upon inception and throughout the Program's existence, it has maintained many facilities other than State Office Buildings. Some of these facilities have included: the Capitol; Capitol Extension; Austin State Hospital; Pease Mansion; Governor's Mansion; Robert Mueller Aircraft Pooling Board; the Museum; El Rose Apartment Building; Carrington/Covert House; the Seed Lab; the Bolm Road Warehouse; Railroad Commission Lab; Disaster Recovery Center; Gesthamane Lutheran Church; and, numerous Parking Garages.

Over the years, through mandates established by the Legislature, a number of these facilities are no longer included in the GSC inventory. These mandates included transfer of facilities to the State Preservation Board and the sale and/or relocation of an existing facility, as in the case of the Robert Mueller Aircraft Pooling Board relocating to Bergstrom International Airport.

- 1994 Outsourced the Maintenance and Operations for the North Austin Complex and the Austin State Hospital with additional duties and responsibilities added.
- 1995 Returned Maintenance and Operations of North Austin Complex from outsourcing.
- 1996 Maintenance and Operations of Houston, Waco, and Corpus Christi buildings were added.
- 1997 Austin State Hospital Maintenance and Operations returned to MHMR.
- 1997 State Preservation Board assumed responsibilities for the Capitol, Capitol Extension, and the Visitor Center.
- 1998 Maintenance and Operations of the Fort Worth building was added.
- 1999 Outsourced Maintenance and Operations for the San Antonio facility to private contracts.
- 2000 Will assume Maintenance and Operations of El Paso and Robert E. Johnson buildings.

There will continue to be a need for the services provided by the Maintenance & Operations Program as long as the state owns the building currently under GSC's responsibility.

E. Describe who this program serves. How many people or entities are served? List any qualifications or eligibility requirements for receiving services or benefits.

The program has identified its target population to consist of State agencies, Legislative Members/Staff, and the general public that utilizes our State facilities. The program manages approximately 8 million square feet of space for approximately 12,000 tenants within the Austin area. Outside of Austin, through contract management, the program is responsible for approximately 1 million square feet of space for 3,300 occupying tenants.

F. Describe how the program is administered. Include flowcharts, timelines, or other illustrations as necessary. List any field or regional services.

The Maintenance & Operations Program provides routine and preventative maintenance with the following staff:

- *Capitol Complex* (Maint/Operations) – 85 FTE's (1 Plant Manager, 7 Supervisors, 68 Mechanics and 2 Support Staff) This section also includes a Preventive Maintenance Crew which consists of 1 Supervisor and 6 Mechanics
- *North Austin Complex* (Maint./Operations) – 27 FTE's (1 Plant Manager, 2 Supervisors, 22 Mechanics and 2 Support Staff)
- *Grounds Maintenance* – 22 FTE's (1 Manager, 4 Supervisors, 17 Mechanics)

Deferred Maintenance is primarily provided through contracts with private contractors with the BPS Minor Construction Program performing some of the work. Most Deferred Maintenance Projects utilize a contracted professional engineer that develops the plans and specifications used in the competitive bidding process.

Maintenance and Operation to six “out of town” buildings is provided through contracts with private building management companies or other governmental entities.

Elevator Maintenance for all facilities locate in Austin is provided through contracts with private companies.

G. If the program works with local units of government, (e.g., Councils of Governments, Soil and Water Conservation Districts), please include a brief, general description of these entities and their relationship to the agency. Briefly discuss any memorandums of understanding (MOUs), interagency agreements, or interagency contracts.

The program does not work directly with local units of government. The program does contract with other government entities for certain services.

H. Identify all funding sources and amounts for the program, including federal grants and pass-through monies. Describe any funding formulas or funding conventions. For state funding sources, please specify (e.g., general revenue, appropriations rider, budget strategy, fees/dues).

Funding for the program is primarily from general revenue with a limited amount provided through cost recovery services.

I. Are current and future funding resources appropriate to achieve program mission, goals, objectives, and performance targets? Explain.

Current funding is adequate to continue the same level of maintenance as in recent years. Funding provided for deferred maintenance projects has increased significantly in the last two bienniums (98-99 & 00-01) but is still not adequate to fund all of the needs.

J. Identify any programs internal or external to the agency that provide identical or similar services or functions. Describe the similarities and differences.

Other state agencies; such as the Texas Department of Transportation, Texas Department of Health, Texas Department of Criminal Justice, Department of Public Safety and the State Preservation Board that have authority to own and maintain buildings, provide similar or identical services.

K. Discuss how the program is coordinating its activities to avoid duplication or conflict with the other programs listed in Question J and with the agency's customers.

The Maintenance and Operations Program is the sole provider of maintenance to specific facilities, thus duplicate or conflicting services by other programs does not exist.

L. Please provide any additional information needed to gain a preliminary understanding of the program (Division).

- The Deferred Maintenance Section was established to complete capital improvement needs for each state owned facility on the GSC inventory. The projects consist of cost effective measures to diminish risks/real liabilities and maximize the efficiency of state owned buildings. Projects included in this Program must meet the following criteria: 1) repair or replace broken critical building systems to avoid liabilities associated with life-safety or federally mandated compliance programs and disruption of vital government operations; 2) eliminate any deferred maintenance; 3) upgrade building systems to increase current building capacities; and 4) improve performance level consistent with industry standards through preventive maintenance practices.
- Maintenance & Operations of the facilities includes the total maintenance and repair of building systems internal and external. Examples are electrical, HVAC, plumbing, hardware, fire alarm systems, building automation system and architectural systems. The Program also maintains (24 hours, 7 days per week), several central power plants that provide the heating and cooling for the Complexes. An Electronic Controls System section maintains and programs the fire alarm systems and the HVAC energy management systems for the facilities. The fire systems are comprised of multiple computer programs and approximately 10,000 smoke/heat detectors.
- The Grounds Maintenance Section provides landscaping services for all GSC facilities and other state owned buildings. This includes custodial type services to garages and parking facilities on GSC inventoried properties. The barricading of outside areas during emergencies and the spreading of sand in icy weather conditions are additional functions of this Program.
- The Preventive Maintenance Section provides periodic inspection of equipment to uncover conditions leading to equipment breakdown or harmful depreciation, and the correction of the condition to prevent such loss. Preventive maintenance includes examination, lubrication, replacement of parts, minor adjustments and minor repairs of equipment and systems which are performed on a scheduled basis, i.e. weekly monthly, quarterly, etc.).
- The Energy Management/Utilities Section was established to monitor usage patterns and the operational capabilities of State facilities as it relates to utility rate structures. Efficiency measures designed into a facility must be maintainable over the life of the facility. Another area of focus occurs during construction. Evaluation and providing direction regarding the

installation options is a key element. During initial occupancy, the focus shifts to adapting the finished product to best support the client’s program, while maintaining the intended efficiency. Providing technical support to corrective maintenance efforts is also essential to maintaining efficiency. The Section also supports continuous commissioning, whereby periodic visits into a facility are performed to ensure all systems are evaluated as to fulfilling their requirements for cost effectiveness. In addition, the Section manages LoanSTAR funded projects.

M. Regulatory programs relate to the licensing, registration, certification, or permitting of a person, business, or other entity. If this is a regulatory program, please describe:

- why the regulation is needed;
- the scope of, and procedures for, inspections or audits of regulated entities;
- follow-up activities conducted when non-compliance is identified;
- sanctions available to the agency to ensure compliance; and

procedures for handling consumer/public complaints against regulated entities.

Does not apply to General Services Commission (Not a Regulatory Agency)

N. Please fill in the following chart for each regulatory program. The chart headings may be changed if needed to better reflect the agency’s practices.

Does not apply to General Services Commission (Not a Regulatory Agency)

(Agency Name)		
(Regulatory Program Name)		
Exhibit 14: Complaints Against Regulated Entities B Fiscal Years 1997 and 1998		
	FY 1997	FY 1998
Number of complaints received		
Number of complaints resolved		
Number of complaints dropped/found to be without merit		
Number of sanctions		
Number of complaints pending from prior years		

Average time period for resolution of a complaint		
Number of entities inspected or audited by the agency		
Total number of entities regulated by the agency		

VI. Guide to Agency Programs (continued)

A. Please complete the following chart.

(General Services Commission) Exhibit 13: Program Information C Fiscal Year 1998	
Name of Program	Minor Construction
Location/Division	311 E. 14 th St. Austin, Texas 78711 Building and Property Services
Contact Name	Walt Pearson, Program Manager
Number of Budgeted FTEs, FY 1998	15
Number of Actual FTEs as of August 31, 1998	12

B. What are the key services and functions of this program? Describe the major program activities involved in providing all services or functions.

The Minor Construction Program provides repairs and/or modification services to customers on a cost recovery basis. The services provided include the repair and/or modifications to carpet, electrical, architectural, plumbing or HVAC.

C. When and for what purpose was the program created? Describe any statutory or other requirements for this program.

The Minor Construction Program was established in 1992 to efficiently and effectively manage requests from customers for repairs and/or renovations to the facilities they occupy, that are not considered routine Maintenance and Operations.

D. Describe any important history not included in the general agency history section, including a discussion of how the services or functions have changed from the original intent. Will there be a time when the mission will be accomplished and the program will no longer be needed?

The need for the services will continue as long as office space is provided for agencies in state owned space.

E. Describe who this program serves. How many people or entities are served? List any qualifications or eligibility requirements for receiving services or benefits.

The Minor Construction Program serves state agencies and/other governmental entities requesting modifications to facilities they occupy.

F. Describe how the program is administered. Include flowcharts, timelines, or other illustrations as necessary. List any field or regional services.

Services of the program are provided with a staff of 14 craftsmen. Projects that are too large for the staff to complete, or that staff cannot complete in a timely manner, due to workload, are performed by private firms.

G. If the program works with local units of government, (e.g., Councils of Governments, Soil and Water Conservation Districts), please include a brief, general description of these entities and their relationship to the agency. Briefly discuss any memorandums of understanding (MOUs), interagency agreements, or interagency contracts.

The Program does not work directly with local units of government, except to provide limited services on a cost recovery basis.

H. Identify all funding sources and amounts for the program, including federal grants and pass-through monies. Describe any funding formulas or funding conventions. For state funding sources, please specify (e.g., general revenue, appropriations rider, budget strategy, fees/dues).

The Minor Construction Program is 100% Cost Recovery and receives no GR funding.

I. Are current and future funding resources appropriate to achieve program mission, goals, objectives, and performance targets? Explain.

N/A

J. Identify any programs internal or external to the agency that provide identical or similar services or functions. Describe the similarities and differences.

The Minor Construction Program and the Maintenance and Operations Program provide similar services or functions. The primary difference is that the Minor Construction Program provides services that are cost recovery and Maintenance and Operations provide services funded from general revenue.

K. Discuss how the program is coordinating its activities to avoid duplication or conflict with the other programs listed in Question J and with the agency's customers.

The Minor Construction Program performs services on specific projects as requested by customers, thus there is no duplication or conflict with other programs.

L. Please provide any additional information needed to gain a preliminary understanding of the Program.

The Minor Construction Program primarily provides minor renovation and rehabilitation projects for the customers in GSC facilities. This Program is 100% cost recovery and receives funding through charging the customer agencies for their services.

M. Regulatory programs relate to the licensing, registration, certification, or permitting of a person, business, or other entity. If this is a regulatory program, please describe:

- why the regulation is needed;
- the scope of, and procedures for, inspections or audits of regulated entities;
- follow-up activities conducted when non-compliance is identified;
- sanctions available to the agency to ensure compliance; and

procedures for handling consumer/public complaints against regulated entities.

Does not apply to General Services Commission (Not a Regulatory Agency)

N. Please fill in the following chart for each regulatory program. The chart headings may be changed if needed to better reflect the agency's practices.

Does not apply to General Services Commission (Not a Regulatory Agency)

(Agency Name)		
(Regulatory Program Name)		
Exhibit 14: Complaints Against Regulated Entities B Fiscal Years 1997 and 1998		
	FY 1997	FY 1998
Number of complaints received		
Number of complaints resolved		
Number of complaints dropped/found to be without merit		
Number of sanctions		
Number of complaints pending from prior years		
Average time period for resolution of a complaint		
Number of entities inspected or audited by the agency		
Total number of entities regulated by the agency		

VI. Guide to Agency Programs (continued)**A. Please complete the following chart.**

(Agency Name) Exhibit 13: Program Information C Fiscal Year 1998	
Name of Program	Risk Management/Safety & Health
Location/Division	311 E. 14 th St. Austin, Texas 78711 Building and Property Services
Contact Name	Sam Lucchese, Program Manager
Number of Budgeted FTEs, FY 1998	2.5
Number of Actual FTEs as of August 31, 1998	2.5

B. What are the key services and functions of this program? Describe the major program activities involved in providing all services or functions.

Key functions of the Risk Management/Safety & Health Program are (1) mitigation of risks generated and encountered by the GSC in the execution of the activities in which it engages in order to pursue its mission(s); (2) it is the GSC's policy and intent, "to provide its employees with a reasonably safe place of employment..." and (3) represent and work on behalf of the GSC and its responsibilities to the State Office of Risk Management, the Division of Emergency Management of the DPS, and the Governor's Emergency Management Council.

Services of the program that are intended to accomplish the above functions are:

- Identification and mitigation of agency liability exposures
- Monitoring of risk management policies and procedures
- Direct the agency safety and health program
- Manage the coordination of Workers' Compensation Claims reporting
- Manage the electronic access control system of the CSB
- Manage the internal building security system of the CSB
- Represent the agency to the State Office of Risk Management (SORM)
- Represent the agency to the Division of Emergency Management of the Texas Department of

Public Safety (DEM/DPS)

- Represent the agency to the Governor's Emergency Management Council (GEMC)
- Manage the program's operating budget
- Represent the GSC in tenant council meetings of various other agencies.

II. When and for what purpose was the program created? Describe any statutory or other requirements for this program.

The Risk Management/Safety & Health Program was established to minimize and control exposures to loss that could affect its human, physical, fiscal, and environmental resources and provide its employees with a reasonably safe place of employment free of recognized hazards which could cause or contribute to accident, injury or illness.

D. Describe any important history not included in the general agency history section, including a discussion of how the services or functions have changed from the original intent. Will there be a time when the mission will be accomplished and the program will no longer be needed?

The need to mitigate the risks generated and encountered by the GSC will exist as long as the GSC continues to perform its functions.

E. Describe who this program serves. How many people or entities are served? List any qualifications or eligibility requirements for receiving services or benefits.

In the execution of its risk management functions within the agency, the Program serves the interests of the GSC, the SORM, and ultimately the State of Texas. In the execution of its safety and health functions within the agency, the Program primarily serves the interests of the employees of the GSC. In the execution of its responsibilities to the DEM/DPS and the GEMC, the Program ultimately serves the interests of the citizens of the State of Texas.

F. Describe how the program is administered. Include flowcharts, timelines, or other illustrations as necessary. List any field or regional services.

The Program is authorized 2.5 FTE's. This includes 1 Risk Manager, 1 Safety Officer and .5 administrative staff.

G. If the program works with local units of government, (e.g., Councils of Governments,

Soil and Water Conservation Districts), please include a brief, general description of these entities and their relationship to the agency. Briefly discuss any memorandums of understanding (MOUs), interagency agreements, or interagency contracts.

N/A

H. Identify all funding sources and amounts for the program, including federal grants and pass-through monies. Describe any funding formulas or funding conventions. For state funding sources, please specify (e.g., general revenue, appropriations rider, budget strategy, fees/dues).

The Program is funded by General Revenue.

I. Are current and future funding resources appropriate to achieve program mission, goals, objectives, and performance targets? Explain.

Current funding is adequate to perform the objectives of the program.

J. Identify any programs internal or external to the agency that provide identical or similar services or functions. Describe the similarities and differences.

State agency Risk Management/Safety and Health Programs are intended to function independently and "stand on their own" in an effort to accomplish the functions and services outlined above. They receive guidance from entities such as the SORM and the DEM/DPS, but are free to develop and implement their own policies and operating procedures.

K. Discuss how the program is coordinating its activities to avoid duplication or conflict with the other programs listed in Question J and with the agency's customers.

The activities of the Program are unique to the program or provide co-ordination, thus duplication does not exist.

L. Please provide any additional information needed to gain a preliminary understanding of the Program.

- The Program was established to minimize and control exposures to loss that could affect its human, physical, fiscal, and environmental resources and provide its employees with a reasonably safe place of employment free of recognized hazards, which could cause or contribute to accident, injury or illness.

M. Regulatory programs relate to the licensing, registration, certification, or permitting of a person, business, or other entity. If this is a regulatory program, please describe:

- why the regulation is needed;
- the scope of, and procedures for, inspections or audits of regulated entities;
- follow-up activities conducted when non-compliance is identified;
- sanctions available to the agency to ensure compliance; and

procedures for handling consumer/public complaints against regulated entities.

Does not apply to General Services Commission (Not a Regulatory Agency)

N. Please fill in the following chart for each regulatory program. The chart headings may be changed if needed to better reflect the agency's practices.

Does not apply to General Services Commission (Not a Regulatory Agency)

(Agency Name)		
(Regulatory Program Name)		
Exhibit 14: Complaints Against Regulated Entities B Fiscal Years 1997 and 1998		
	FY 1997	FY 1998
Number of complaints received		

Number of complaints resolved		
Number of complaints dropped/found to be without merit		
Number of sanctions		
Number of complaints pending from prior years		
Average time period for resolution of a complaint		
Number of entities inspected or audited by the agency		
Total number of entities regulated by the agency		

VI. Guide to Agency Programs (continued)

A. Please complete the following chart.

(General Services Commission) Exhibit 13: Program Information C Fiscal Year 1998	
Name of Program	Public Information/Open Records
Location/Division	Central Services Building/Executive
Contact Name	Matt Kelly
Number of Budgeted FTEs, FY 1998	4
Number of Actual FTEs as of August 31, 1998	4

B. What are the key services and functions of this program? Describe the major program activities involved in providing all services or functions.

The Open Records section is administered within the Public Information Program performs the agency's statutory duties under Texas Government Code, Chapter 552.

C. When and for what purpose was the program created? Describe any statutory or other requirements for this program.

The Open Records section is the agency's vehicle for its statutory duties under Texas Government Code, Chapter 552, such as the promulgation of cost of copies of public records, investigation of overcharges, grant/denial of exemptions, reporting, etc.

D. Describe any important history not included in the general agency history section, including a discussion of how the services or functions have changed from the original intent. Will there be a time when the mission will be accomplished and the program will no longer be needed?

The General Services Commission has the statutory requirement to set fees for charges for providing responses to public information, as well as reporting duties regarding state agencies' charges and procedures for processing open records requests as long as the statutory requirement exists.

E. Describe who this program serves. How many people or entities are served? List any qualifications or eligibility requirements for receiving services or benefits.

This program serves all other state agencies, political subdivisions in the state, the news media, the commission and the general public.

F. Describe how the program is administered. Include flowcharts, timelines, or other illustrations as necessary. List any field or regional services.

The program is administered with GSC staff in accordance with Government Code, Chapter 552, as well as agency procedures. For the most part, Chapter 552 sets the timelines. The program serves the entire state from one central office.

G. If the program works with local units of government, (e.g., Councils of Governments, Soil and Water Conservation Districts), please include a brief, general description of these entities and their relationship to the agency. Briefly discuss any memorandums of

understanding (MOUs), interagency agreements, or interagency contracts.

The program works with local units of government under the mandates of Government Code, Chapter 552. The program does not have MOUs, interagency agreements or interagency contracts.

H. Identify all funding sources and amounts for the program, including federal grants and pass-through monies. Describe any funding formulas or funding conventions. For state funding sources, please specify (e.g., general revenue, appropriations rider, budget strategy, fees/dues).

This program is funded through general revenue with some limited cost recovery in the open records program.

I. Are current and future funding resources appropriate to achieve program mission, goals, objectives, and performance targets? Explain.

At this time, the Open Records Section consists of one FTE. Due to increased duties under Government Code, Chapter 552, the Section would greatly benefit from an additional FTE.

J. Identify any programs internal or external to the agency that provide identical or similar services or functions. Describe the similarities and differences.

N/A

K. Discuss how the program is coordinating its activities to avoid duplication or conflict with the other programs listed in Question J and with the agency's customers.

N/A

L. Please provide any additional information needed to gain a preliminary understanding of the program.

The duties and timelines that rule this program are spelled out in statute, and are the same for all governmental bodies, as they relate to the provision of public information. This program has

additional duties related to statutory mandates such as the promulgation of rules for charges for copies of public information, investigation of complaints of overcharges for copies of public information, exemptions to the rules, etc. Additionally, new legislation enacted by the 76th legislature formalized the Open Records Steering Committee, with GSC as the presiding officer; mandated GSC to promulgate additional rules to address a sign to advise citizens and public employees of their rights and responsibilities under Chapter 552; and mandated the study and determination of information that state agencies should put on their websites because it is useful to citizens and cost efficient to the state.

M. Regulatory programs relate to the licensing, registration, certification, or permitting of a person, business, or other entity. If this is a regulatory program, please describe:

- why the regulation is needed;
- the scope of, and procedures for, inspections or audits of regulated entities;
- follow-up activities conducted when non-compliance is identified;
- sanctions available to the agency to ensure compliance; and

procedures for handling consumer/public complaints against regulated entities.

Does not apply to General Services Commission (Not a Regulatory Agency)

N. Please fill in the following chart for each regulatory program. The chart headings may be changed if needed to better reflect the agency's practices.

Does not apply to General Services Commission (Not a Regulatory Agency)

(Agency Name)		
(Regulatory Program Name)		
Exhibit 14: Complaints Against Regulated Entities B Fiscal Years 1997 and 1998		
	FY 1997	FY 1998
Number of complaints received		
Number of complaints resolved		

Number of complaints dropped/found to be without merit		
Number of sanctions		
Number of complaints pending from prior years		
Average time period for resolution of a complaint		
Number of entities inspected or audited by the agency		
Total number of entities regulated by the agency		

VI. Guide to Agency Programs (continued)**A. Please complete the following chart.**

(General Services Commission) Exhibit 13: Program Information C Fiscal Year 1998	
Name of Program	Cooperative Purchasing Program
Location/Division	CSB/Central Procurement Services
Contact Name	Jamie Spiegel
Number of Budgeted FTEs, FY 1998	4
Number of Actual FTEs as of August 31, 1998	3

B. What are the key services and functions of this program? Describe the major program activities involved in providing all services or functions.

To recruit, approve, and retain members of the Cooperative Purchasing Program. The major service provided is the access by members to products and services (on GSC term contract) at favorable prices not normally available to small units of government. The staff also assists member entities with use of term contracts as well as a limited number of open market orders. As a member, the entity can access contract information via the Internet, hard copy catalogs, or microfiche.

C. When and for what purpose was the program created? Describe any statutory or other requirements for this program.

The purpose of the program was to give qualified entities the ability to use the statewide term contracts to reduce costs associated with purchasing commodities and selected services. The statute for the program can be found in the Texas Government Code, Title 8, Subtitle C, Section 271.082(a).

D. Describe any important history not included in the general agency history section, including a discussion of how the services or functions have changed from the original intent. Will there be a time when the mission will be accomplished and the program will no longer be needed?

Originally, program members were only allowed to participate in only those term contracts that were specified in their application for the program. This was revised to allow for the members to use all contracts. The program will be needed indefinitely unless it is determined that the program is not cost effective.

E. Describe who this program serves. How many people or entities are served? List any qualifications or eligibility requirements for receiving services or benefits.

This program serves any local governments, political subdivisions, school districts, assistance organizations that meet the requirements for eligibility. Currently, there are 1400+ members. The main requirement for eligibility is that the entity receives funding from the state.

F. Describe how the program is administered. Include flowcharts, timelines, or other illustrations as necessary. List any field or regional services.

The program currently has three FTEs. The manager of the program has signature authority for approval of potential members, recruiting of new members and preparing budget and cost recovery justification. There are two administrative support personnel assigned to specific categories of members. They handle the day-to-day correspondences, reviewing of files, and retention duties.

G. If the program works with local units of government, (e.g., Councils of Governments, Soil and Water Conservation Districts), please include a brief, general description of these entities and their relationship to the agency. Briefly discuss any memorandums of understanding (MOUs), interagency agreements, or interagency contracts.

The program is authorized by statute and only a completed application and submission of the yearly fee is necessary for participation.

H. Identify all funding sources and amounts for the program, including federal grants and pass-through monies. Describe any funding formulas or funding conventions. For state funding sources, please specify (e.g., general revenue, appropriations rider, budget

strategy, fees/dues).

The program is 100% cost recovery. All funding for this program is from membership cost recovery fees (currently \$210/year). Cost Recovery fees are determined by the cost of operations for the program (personnel salaries, operating costs, indirect costs, etc.).

I. Are current and future funding resources appropriate to achieve program mission, goals, objectives, and performance targets? Explain.

The current funding source is adequate for the program's goals and objectives. However, with future plans related to Internet access of purchasing through the term contracts, the cost to participate may have to be increased.

J. Identify any programs internal or external to the agency that provide identical or similar services or functions. Describe the similarities and differences.

State law allows for the formation of cooperative buying groups for certain local governments to use if it is in their best interest. The main differences between the GSC Co-op and the buying groups are the number of contracts / items available, the buying power of the state as a whole to lower prices, and the backing of GSC if a problem should occur.

K. Discuss how the program is coordinating its activities to avoid duplication or conflict with the other programs listed in Question J and with the agency's customers.

The program is more interested in retaining the members of the program. Therefore, if a local or regional buying group has developed a method or process that can be "duplicated" by the GSC Co-op program, it could be considered.

L. Please provide any additional information needed to gain a preliminary understanding of the program.

More information about the program and the requirements can be found in the Cooperative Purchasing Program Manual. This manual is provided to all new members and is available through program personnel.

M. Regulatory programs relate to the licensing, registration, certification, or permitting of a person, business, or other entity. If this is a regulatory program, please describe:

- why the regulation is needed;
- the scope of, and procedures for, inspections or audits of regulated entities;
- follow-up activities conducted when non-compliance is identified;
- sanctions available to the agency to ensure compliance; and
- procedures for handling consumer/public complaints against regulated entities.

Does not apply to General Services Commission (Not a Regulatory Agency)

N. Please fill in the following chart for each regulatory program. The chart headings may be changed if needed to better reflect the agency's practices.

Does not apply to General Services Commission (Not a Regulatory Agency)

(Agency Name)		
(Regulatory Program Name)		
Exhibit 14: Complaints Against Regulated Entities B Fiscal Years 1997 and 1998		
	FY 1997	FY 1998
Number of complaints received		
Number of complaints resolved		
Number of complaints dropped/found to be without merit		
Number of sanctions		
Number of complaints pending from prior years		
Average time period for resolution of a complaint		
Number of entities inspected or audited by the agency		
Total number of entities regulated by the agency		

*VI. Guide to Agency Programs (continued)***A. Please complete the following chart.**

(General Services Commission) Exhibit 13: Program Information C Fiscal Year 1998	
Name of Program	Procurement Audit Program
Location/Division	Central Services Bldg./Central Procurement Services
Contact Name	Norma Barrera
Number of Budgeted FTEs, FY 1998	6
Number of Actual FTEs as of August 31, 1998	6

B. What are the key services and functions of this program? Describe the major program activities involved in providing all services or functions.

Conduct audits for all procurements (delegated and non-delegated) for all state agencies and institutions of higher education.

Pre-Payment & Procurement Audits: Pre-payment audits are conducted for all service contracts, emergency purchases, and research purchases exceeding \$25,000 after the procurement process has been completed but prior to payments being released to the vendor through the Comptroller's Uniform Statewide Accounting System (USAS). Contracts are audited for compliance with applicable purchasing statutes and rules. In addition, all real property lease

payments are monitored and approved for payment to the vendor by the team. This includes document type 3 (Purchase Category Codes (PCC) R, S, T, & Z).

Post-Procurement & Payment Audits: Post-procurement audits are conducted at least once during a biennium for each state agency and institution of higher education for compliance with purchasing statutes, rules, and procedures. Document type 2 and 9 are audited after the procurement and payments have been issued into the USAS system. A ten percent random sample is taken for each procurement category entered into USAS for the selected month for each state agency.

SB 1752, 75th Legislature, 1999, requires the GSC to now submit a non-compliant audit determination report to the Governor, Lieutenant Governor, the Speaker of the House of Representatives, and the Legislative Budget Board.

C. When and for what purpose was the program created? Describe any statutory or other requirements for this program.

Program created to perform procurement audit functions as authorized and required in the Texas Government Code, Title 10, Chapter 2155.

D. Describe any important history not included in the general agency history section, including a discussion of how the services or functions have changed from the original intent. Will there be a time when the mission will be accomplished and the program will no longer be needed?

The mission of the program area is on going. Legislative action would be required to change the mission and purpose of the program area.

E. Describe who this program serves. How many people or entities are served? List any qualifications or eligibility requirements for receiving services or benefits.

Audits are conducted on approximately 230 state agencies and institutions of higher education during the biennium.

F. Describe how the program is administered. Include flowcharts, timelines, or other illustrations as necessary. List any field or regional services.

Pre-payment audits are conducted as soon as an agency awards a contract over \$25,000. Pre-payment audit information is given to each agency's purchasing director/manager every six months to give the agency indication of their compliance rate before a full post-audit is performed.

Post-procurement audits are conducted, at a minimum, once during a biennium. The program staff strives to audit each agency once a year in order to provide timely information and advise of changes as soon as possible. Training is given to any agency making the request.

G. If the program works with local units of government, (e.g., Councils of Governments, Soil and Water Conservation Districts), please include a brief, general description of these entities and their relationship to the agency. Briefly discuss any memorandums of understanding (MOUs), interagency agreements, or interagency contracts.

N/A

H. Identify all funding sources and amounts for the program, including federal grants and pass-through monies. Describe any funding formulas or funding conventions. For state funding sources, please specify (e.g., general revenue, appropriations rider, budget strategy, fees/dues).

The program is funded through general revenue. The program is also tasked with printing and distributing the State of Texas Procurement Manual, which is done on a cost recovery basis to offset the cost of printing the manual.

I. Are current and future funding resources appropriate to achieve program mission, goals, objectives, and performance targets? Explain.

Additional funding would allow the program to perform more on-site post procurement audits to accommodate the agency's automated purchasing systems and to facilitate and take advantage of agency electronic purchasing systems.

J. Identify any programs internal or external to the agency that provide identical or similar services or functions. Describe the similarities and differences.

The Comptroller audits the financial information while the GSC audits the procurement information for all state agencies. While the Office of the State Auditor also audits both types of information, the extent of the procurement audit is unique to this program. Internal audit programs for different agencies also do not audit to the extent of the GSC Procurement Audit Program. Many agency's internal audit divisions will "piggy-back" off our program audit since it may provide them assistance in writing and implementing procedures within their agency. The program staff members are frequently asked to review agency's internal procedures to ensure they have captured all necessary information needed for procurement.

K. Discuss how the program is coordinating its activities to avoid duplication or conflict with the other programs listed in Question J and with the agency's customers.

See "J." above.

L. Please provide any additional information needed to gain a preliminary understanding of the program.

The Procurement Audit Program also maintains agency's procurement plans, authorized proprietary signatures, proprietary purchase letters, authorized membership signatures, authorized purchasers signatures, vending machine contracts, and oversees any agency in a pre-audit status. The program staff maintains the revisions/updates to the Procurement Manual, the CPS Internal Procedures Manual, the Request for Proposal Handbook, and contribute to the CPS quarterly newsletter.

M. Regulatory programs relate to the licensing, registration, certification, or permitting of a person, business, or other entity. If this is a regulatory program, please describe:

- why the regulation is needed;
- the scope of, and procedures for, inspections or audits of regulated entities;
- follow-up activities conducted when non-compliance is identified;
- sanctions available to the agency to ensure compliance; and

procedures for handling consumer/public complaints against regulated entities.

Does not apply to General Services Commission (Not a Regulatory Agency)

N. Please fill in the following chart for each regulatory program. The chart headings may be changed if needed to better reflect the agency's practices.

Does not apply to General Services Commission (Not a Regulatory Agency)

(Agency Name) (Regulatory Program Name) Exhibit 14: Complaints Against Regulated Entities B Fiscal Years 1997 and 1998		
	FY 1997	FY 1998
Number of complaints received		
Number of complaints resolved		
Number of complaints dropped/found to be without merit		
Number of sanctions		
Number of complaints pending from prior years		
Average time period for resolution of a complaint		
Number of entities inspected or audited by the agency		
Total number of entities regulated by the agency		

VI. Guide to Agency Programs (continued)

A. Please complete the following chart.

(General Services Commission) Exhibit 13: Program Information C Fiscal Year 1998	
Name of Program	Procurement Customer Support
Location/Division	Central Services Bldg./Central Procurement Services
Contact Name	Linda Y. Hinojosa

Number of Budgeted FTEs, FY 1998	5
Number of Actual FTEs as of August 31, 1998	5

B. What are the key services and functions of this program? Describe the major program activities involved in providing all services or functions.

Key services and functions include providing:

Procurement Data Management Reports – The management, administration and processing of recurring procurement data management reports. These reports include but are not limited to receiving, reviewing, compiling and calculating Monthly Workload Measures and Quarterly Performance Measures. Compiles and monitors many other data management reports such as the monthly Requisition Time report, Requisition Time Back-up Detail report, Open Market Activity report, and the Contract and Open Market Workload Percentages for the division's performance measures. In addition, develops variance explanations for Quarterly Performance Measures, reviewing and analyzing procurement data and variances with CPS management and submits quarterly to Fiscal management.

Legislative Mandated Reports – The following reports are required by the Legislature, the Texas Government Code, or Texas Administrative Code Rules:

Non-resident Bidder Report - A report that identifies each non-resident to whom the agency or institution of higher education awarded a contract with a value of \$25,000 or more. A non-resident bidder is one who does not maintain a permanently staffed full-time office in Texas, in accordance with Texas Government Code, Title 10, Subtitle D, Section 2152.064 and the General Appropriations Act, Article IX, Section 93.

Non Compliance Audit Determination Report - A report of state agencies and institutions procurement audit results who fell below the 90% procurement audit compliance level as required by Texas Government Code, Title 10, Subtitle D, Section 2155.132.

Statewide HUB Report - Directs the work of the statewide semi-annual and annual HUB reports by the established fiscal year reporting periods as required by Texas Government Code, Title 10, Subtitle D, Section 2161.121- 2161.122 and General Appropriations Act, Article IX, Section 124. Effective 7/1/99 this function was transferred to Business Services Division.

Monthly Internal GSC HUB Report - Directs the work of the GSC internal monthly HUB Reports periods as required by Texas Government Code, Title 10, Subtitle D, Section 2161.122. Effective 7/1/99 this function was transferred to Business Services Division.

State Agency HUB Progress Report - Each agency and institution of higher education of higher education shall prepare a report documenting the progress under its strategic plan for increasing the use of HUBs in the format as prescribed by GSC. This report shall be included in the agency's or institution's of higher education's Annual Financial Report (AFR) in accordance with Texas Government Code, Title 10, Subtitle D, Section 2161.124 and General Appropriations Act, Article IX, Section 86 (10). Effective 7/1/99 this function was transferred to Business Services Division.

Prison Made Goods Act Report - The GSC is required to provide a report detailing the types and amounts of articles and products sold by the Texas Department of Criminal Justice Institutional Division, in accordance with the Prison Made Goods Act, Texas Government Code, Title 4, Subtitle G, Section 497.0322(b).

Procurement Plan - GSC is authorized to require each agency and institution of higher education of higher education to formulate an agency procurement plan that identifies an agency's management controls and purchasing oversight authority in accordance with the policy guidance contained in the Procurement Manual. The agency must submit a copy of the procurement plan during GSC's Procurement Audit of the agency's purchasing documents or upon request by the GSC. This is in accordance with Texas Government Code, Title 10, Subtitle D, Section 2155.132 and GSC Rule 1TAC 113.11(h).

Expenditures for Recycled Material - Each agency and institution of higher education shall report the total expenditures for purchases for goods that have recycled material content or that are remanufactured or environmentally sensitive as defined by the GSC. This is in accordance with Texas Government Code, Title 10, Subtitle D, Section 2155.448.

Reporting of Delegated Purchases - Each agency and institution of higher education will report to the GSC information related to the delegated purchasing activity for goods and services in the form prescribed by the GSC. The format for reporting this information is currently being developed by a committee consisting of GSC staff and the State Agency Coordinate Committee, Purchasing Subcommittee (SACC). This is in accordance with

Texas Government Code, Title 10, Subtitle D, Section 2155.132(c) and GSC Rule 1TAC 113.11(j).

Communications - Directs the review of Central Procurement Services (CPS) communication, information publications and brochures, including the CPS Web Page. Coordinates and prioritizes all the CPS automated information systems projects.

Prepares or oversees the preparation of training and operational manuals, educational materials, and information programs, including the CPS Procurement Manual and the BuyWays newsletter.

Travels with the HUB Program to represent CPS at the Economic Opportunity Forums. Provides training to businesses (titled "How to do business with the State of Texas") and to state purchasers (titled "Procurement Updates"). Participates and conducts other training seminars or Workshops as requested (i.e. Contract Vendor EXPO).

C. When and for what purpose was the program created? Describe any statutory or other requirements for this program.

Program created to provide procurement and customer support functions as required by the Texas Government Code, Title 10.

D. Describe any important history not included in the general agency history section, including a discussion of how the services or functions have changed from the original intent. Will there be a time when the mission will be accomplished and the program will no longer be needed?

N/A

E. Describe who this program serves. How many people or entities are served? List any qualifications or eligibility requirements for receiving services or benefits.

Internal Customers: CPS staff and GSC divisions.

External Customers: Legislature, state agencies and institutions of higher education (approximately 250), HUB Coop Committee, cooperative purchasing members (approximately 1,400), businesses, and the general public.

F. Describe how the program is administered. Include flowcharts, timelines, or other illustrations as necessary. List any field or regional services.

See "B above.

G. If the program works with local units of government, (e.g., Councils of Governments, Soil and Water Conservation Districts), please include a brief, general description of these entities and their relationship to the agency. Briefly discuss any memorandums of understanding (MOUs), interagency agreements, or interagency contracts.

N/A

H. Identify all funding sources and amounts for the program, including federal grants and pass-through monies. Describe any funding formulas or funding conventions. For state funding sources, please specify (e.g., general revenue, appropriations rider, budget strategy, fees/dues).

The program is funded through general revenue (however, two employees from the Procurement Support team are funded through Cooperative Purchasing cost recovery fees). The HUB Report and the Procurement Manual, Term Contract Books, and Micro Fiche are printed on a cost recovery basis. The Contract Vendor EXPO was a total cost recovery show.

I. Are current and future funding resources appropriate to achieve program mission, goals, objectives, and performance targets? Explain.

Current and future funding resources appear to be sufficient to achieve program mission goals and objectives.

J. Identify any programs internal or external to the agency that provide identical or similar services or functions. Describe the similarities and differences.

All agencies are required to compile and maintain an internal monthly HUB Report and track HUB subcontracting data.

K. Discuss how the program is coordinating its activities to avoid duplication or conflict with the other programs listed in Question J and with the agency's customers.

The internal monthly HUB Report is required, although similar, but not a duplication, since it is a unique report to each agency.

L. Please provide any additional information needed to gain a preliminary understanding of the program.

N/A

M. Regulatory programs relate to the licensing, registration, certification, or permitting of a person, business, or other entity. If this is a regulatory program, please describe:

- why the regulation is needed;
- the scope of, and procedures for, inspections or audits of regulated entities;
- follow-up activities conducted when non-compliance is identified;
- sanctions available to the agency to ensure compliance; and

procedures for handling consumer/public complaints against regulated entities.

Does not apply to General Services Commission (Not a Regulatory Agency)

N. Please fill in the following chart for each regulatory program. The chart headings may be changed if needed to better reflect the agency's practices.

Does not apply to General Services Commission (Not a Regulatory Agency)

(Agency Name)		
(Regulatory Program Name)		
Exhibit 14: Complaints Against Regulated Entities B Fiscal Years 1997 and 1998		
	FY 1997	FY 1998
Number of complaints received		
Number of complaints resolved		
Number of complaints dropped/found to be without merit		

Number of sanctions		
Number of complaints pending from prior years		
Average time period for resolution of a complaint		
Number of entities inspected or audited by the agency		
Total number of entities regulated by the agency		

VI. Guide to Agency Programs (continued)

A. Please complete the following chart.

(General Services Commission) Exhibit 13: Program Information C Fiscal Year 1998	
Name of Program	Procurement Teams (A & B)
Location/Division	Central Services Commission/Central Procurement Services
Contact Name	Stephen Knippa, Deputy Director Ted Jarrell, Procurement Manager
Number of Budgeted FTEs, FY 1998	30
Number of Actual FTEs as of August 31, 1998	26

B. What are the key services and functions of this program? Describe the major program activities involved in providing all services or functions.

To acquire by purchase, lease, rental or other manner, all goods and services for state agencies, except those procurements delegated to state agencies or otherwise exempt from GSC review.

C. When and for what purpose was the program created? Describe any statutory or other requirements for this program.

The legislature created the State Board of Control by consolidating 21 state agencies in 1919. The Board of Control performed the purchasing for management of the state's asylums and charitable institutions. The primary statutory requirements for this program are found in the Texas Government Code, Title 10, Chapters 2155 (Purchasing - General Rules and Procedures) and 2156 (Purchasing Methods).

D. Describe any important history not included in the general agency history section, including a discussion of how the services or functions have changed from the original intent. Will there be a time when the mission will be accomplished and the program will no longer be needed?

Over the past 25 years, legislative changes have resulted in the agency's transition from the Board of Control to a service-oriented agency. It is anticipated that the program will be needed in the future as the mission is ongoing.

E. Describe who this program serves. How many people or entities are served? List any qualifications or eligibility requirements for receiving services or benefits.

Services are provided to all state agencies and those political subdivisions that are members of the Cooperative Purchasing Program. The Central Procurement Services division serves approximately 250 state agencies and 1,400 co-op members.

F. Describe how the program is administered. Include flowcharts, timelines, or other illustrations as necessary. List any field or regional services.

The Central Procurement Services division is the centralized purchasing authority for the state of Texas. Two procurement teams are responsible for managing and administering over 200 state-wide term contracts. They also process open market requisitions (average over 2,700/year for FY 97 & 98) on behalf of state agencies, and they assist and educate agency clients as well as contract vendors regarding procurement policies, procedures, rules, and statutes.

G. If the program works with local units of government, (e.g., Councils of Governments, Soil and Water Conservation Districts), please include a brief, general description of these entities and their relationship to the agency. Briefly discuss any memorandums of understanding (MOUs), interagency agreements, or interagency contracts.

Political subdivisions that are members of the Cooperative Purchasing Program are authorized to purchase goods and services from GSC statewide term contracts. Co-op members can also use GSC services for open market purchases and do so for school bus purchases, as an example.

H. Identify all funding sources and amounts for the program, including federal grants and pass-through monies. Describe any funding formulas or funding conventions. For state

funding sources, please specify (e.g., general revenue, appropriations rider, budget strategy, fees/dues).

Procurement Teams A & B are funded by general revenue.

I. Are current and future funding resources appropriate to achieve program mission, goals, objectives, and performance targets? Explain.

Additional funding could be utilized to increase authorized purchaser and support staff. This would result in higher level of services to vendors, political subdivisions and state agencies.

J. Identify any programs internal or external to the agency that provide identical or similar services or functions. Describe the similarities and differences.

There are no programs that offer identical or similar services or functions. Certain agencies have legislative exemptions to the requirement to use Central Procurement. The procurement of goods and services is the common denominator using standard or special statutes and processes, but state agency purchasing personnel, soon to be certified by the GSC, accomplishes the procurements.

K. Discuss how the program is coordinating its activities to avoid duplication or conflict with the other programs listed in Question J and with the agency's customers.

The Central Procurement Services division processes only those procurements under its jurisdiction, although it audits (selectively) all procurements.

L. Please provide any additional information needed to gain a preliminary understanding of the program.

N/A

M. Regulatory programs relate to the licensing, registration, certification, or permitting of a person, business, or other entity. If this is a regulatory program, please describe:

 C why the regulation is needed;

- the scope of, and procedures for, inspections or audits of regulated entities;
- follow-up activities conducted when non-compliance is identified;
- sanctions available to the agency to ensure compliance; and
- procedures for handling consumer/public complaints against regulated entities.

Does not apply to General Services Commission (Not a Regulatory Agency).

N. Please fill in the following chart for each regulatory program. The chart headings may be changed if needed to better reflect the agency's practices.

Does not apply to General Services Commission (Not a Regulatory Agency)

(Agency Name) (Regulatory Program Name) Exhibit 14: Complaints Against Regulated Entities B Fiscal Years 1997 and 1998		
	FY 1997	FY 1998
Number of complaints received		
Number of complaints resolved		
Number of complaints dropped/found to be without merit		
Number of sanctions		
Number of complaints pending from prior years		
Average time period for resolution of a complaint		
Number of entities inspected or audited by the agency		

Total number of entities regulated by the agency		
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VI. Guide to Agency Programs (continued)**A. Please complete the following chart.**

(General Services Commission) Exhibit 13: Program Information C Fiscal Year 1998	
Name of Program	Qualified Information System Vendors (Catalogue Purchasing Program)
Location/Division	Central Services Bldg./Central Procurement Services
Contact Name	Jamie Spiegel
Number of Budgeted FTEs, FY 1998	3
Number of Actual FTEs as of August 31, 1998	3

B. What are the key services and functions of this program? Describe the major program activities involved in providing all services or functions.

Qualify applying vendors to allow them to sell automated information systems (AIS) products / services to authorized entities. Educate and communicate with vendors concerning program procedures and how to maintain an up-to-date catalogue. Educate and advise qualified entities as to their responsibilities in using this program.

C. When and for what purpose was the program created? Describe any statutory or other requirements for this program.

The program was established by the 73rd Legislative session (TGC 2157) to allow entities to purchase AIS products/services using negotiations and best value. The only significant recent change to statute was the requirement for state agencies to evaluate three proposals, when possible, and for catalogues to be placed on the Internet.

D. Describe any important history not included in the general agency history section, including a discussion of how the services or functions have changed from the original intent. Will there be a time when the mission will be accomplished and the program will

no longer be needed?

There were no major changes to the original intent. The program will remain until the statute is repealed.

E. Describe who this program serves. How many people or entities are served? List any qualifications or eligibility requirements for receiving services or benefits.

The primary customers are the state agencies and members of the Cooperative Purchasing Program (Co-op). There are 200+ state agencies and 1400+ Co-op members.

F. Describe how the program is administered. Include flowcharts, timelines, or other illustrations as necessary. List any field or regional services.

There are three FTEs in the program. The program director is the signature approver of all applicants, and communicates with the vendors and entities concerning program issues. The new application evaluator is responsible for reviewing new applications. The administrative support handles correspondences and telephone inquiries.

G. If the program works with local units of government, (e.g., Councils of Governments, Soil and Water Conservation Districts), please include a brief, general description of these entities and their relationship to the agency. Briefly discuss any memorandums of understanding (MOUs), interagency agreements, or interagency contracts.

As stated above, members of the Co-op program are eligible, which includes cities, counties, school districts, municipalities, etc. The Attorney General's Opinion #DM-350, dated June 6, 1995, stated that the catalogue-purchasing program met the competitive bidding requirement of the Local Government Code.

H. Identify all funding sources and amounts for the program, including federal grants and pass-through monies. Describe any funding formulas or funding conventions. For state funding sources, please specify (e.g., general revenue, appropriations rider, budget strategy, fees/dues).

This program is fully funded through general revenue.

I. Are current and future funding resources appropriate to achieve program mission,

goals, objectives, and performance targets? Explain.

Future requirements may require vendor-based fees.

J. Identify any programs internal or external to the agency that provide identical or similar services or functions. Describe the similarities and differences.

No known entities provide like service.

K. Discuss how the program is coordinating its activities to avoid duplication or conflict with the other programs listed in Question J and with the agency's customers.

N/A

L. Please provide any additional information needed to gain a preliminary understanding of the program.

Agencies are fully exempted from GSC oversight related to QISV purchases. Co-op members have the option to use the program if it meets their needs.

M. Regulatory programs relate to the licensing, registration, certification, or permitting of a person, business, or other entity. If this is a regulatory program, please describe:

- why the regulation is needed;
- the scope of, and procedures for, inspections or audits of regulated entities;
- follow-up activities conducted when non-compliance is identified;
- sanctions available to the agency to ensure compliance; and
- procedures for handling consumer/public complaints against regulated entities.

Does not apply to General Services Commission (Not a Regulatory Agency)

N. Please fill in the following chart for each regulatory program. The chart headings may be changed if needed to better reflect the agency's practices.

Does not apply to General Services Commission (Not a Regulatory Agency)

(Agency Name) (Regulatory Program Name) Exhibit 14: Complaints Against Regulated Entities B Fiscal Years 1997 and 1998		
	FY 1997	FY 1998
Number of complaints received		
Number of complaints resolved		
Number of complaints dropped/found to be without merit		
Number of sanctions		
Number of complaints pending from prior years		
Average time period for resolution of a complaint		
Number of entities inspected or audited by the agency		
Total number of entities regulated by the agency		

VI. Guide to Agency Programs (continued)

A. Please complete the following chart.

(General Services Commission) Exhibit 13: Program Information C Fiscal Year 1998	
Name of Program	Training and Communications Program
Location/Division	Central Services Bldg./ Central Procurement Services
Contact Name	John White, Program Director
Number of Budgeted FTEs, FY 1998	4
Number of Actual FTEs as of August 31, 1998	3

B. What are the key services and functions of this program? Describe the major program activities involved in providing all services or functions.

The key service and function of this program is to train and certify all state agency and university purchasing personnel in accordance with the Texas Government Code, Subtitle D, Section 2155.078. Major program activities include the coordination and scheduling of training classes across the state, the development of specifications related to testing and certification requirements, maintaining detailed records of personnel trained, tested, and certified, as well as continuing education/certification credit for those certified.

C. When and for what purpose was the program created? Describe any statutory or other requirements for this program.

Program mandated in 1997 by the 75th Legislature (SB 1752).

D. Describe any important history not included in the general agency history section, including a discussion of how the services or functions have changed from the original intent. Will there be a time when the mission will be accomplished and the program will no longer be needed?

Program is two years old. Legislative action would be required to rescind the program area.

E. Describe who this program serves. How many people or entities are served? List any qualifications or eligibility requirements for receiving services or benefits.

Program is required, by statute, to train and certify state agency purchasing personnel. State agencies are to identify employees who perform the purchasing function within their agency and, in turn, have those employees trained and certified.

F. Describe how the program is administered. Include flowcharts, timelines, or other illustrations as necessary. List any field or regional services.

Several types of training classes (i.e. Basic Public Purchasing, Advanced Public Purchasing, etc.) are offered across the state year-round. Most of the staffing has been accomplished through outsourcing. Contracts have also been used for registration services, fee collections, and testing services through the University of Texas at Austin. Instructors are provided by contract through the National Association of Purchasing Managers.

G. If the program works with local units of government, (e.g., Councils of Governments, Soil and Water Conservation Districts), please include a brief, general description of these entities and their relationship to the agency. Briefly discuss any memorandums of understanding (MOUs), interagency agreements, or interagency contracts.

The training and certification offered through the program is available to other Texas governmental entities on a voluntary basis as cost recovery to the program.

H. Identify all funding sources and amounts for the program, including federal grants and pass-through monies. Describe any funding formulas or funding conventions. For state funding sources, please specify (e.g., general revenue, appropriations rider, budget strategy, fees/dues).

Funding for the program is 100% cost recovery.

I. Are current and future funding resources appropriate to achieve program mission, goals, objectives, and performance targets? Explain.

Funding for the program is 100% cost recovery, thus funding will track the need.

J. Identify any programs internal or external to the agency that provide identical or similar services or functions. Describe the similarities and differences.

The National Institute of Governmental Purchasing (NIGP) provides training and certification to public purchasers. However, NIGP training, compared to the state's program, focuses on the broad picture of public purchasing issues rather than those specific statutes, rules, policies, and procedures unique and applicable to state of Texas procurement.

K. Discuss how the program is coordinating its activities to avoid duplication or conflict with the other programs listed in Question J and with the agency's customers.

See answer to "J" above.

L. Please provide any additional information needed to gain a preliminary understanding of the program.

N/A

M. Regulatory programs relate to the licensing, registration, certification, or permitting of a person, business, or other entity. If this is a regulatory program, please describe:

- Ⓒ why the regulation is needed;
- Ⓒ the scope of, and procedures for, inspections or audits of regulated entities;
- Ⓒ follow-up activities conducted when non-compliance is identified;

sanctions available to the agency to ensure compliance; and
 procedures for handling consumer/public complaints against regulated entities.

Does not apply to General Services Commission (Not a Regulatory Agency)

N. Please fill in the following chart for each regulatory program. The chart headings may be changed if needed to better reflect the agency's practices.

Does not apply to General Services Commission (Not a Regulatory Agency)

(Agency Name) (Regulatory Program Name) Exhibit 14: Complaints Against Regulated Entities B Fiscal Years 1997 and 1998		
	FY 1997	FY 1998
Number of complaints received		
Number of complaints resolved		
Number of complaints dropped/found to be without merit		
Number of sanctions		
Number of complaints pending from prior years		
Average time period for resolution of a complaint		
Number of entities inspected or audited by the agency		
Total number of entities regulated by the agency		

VI. Guide to Agency Programs (continued)**A. Please complete the following chart.**

(General Services Commission) Exhibit 13: Program Information C Fiscal Year 1998	
Name of Program	Vendor Relations Program
Location/Division	Central Services Bldg./Central Procurement Services
Contact Name	Carla James
Number of Budgeted FTEs, FY 1998	3
Number of Actual FTEs as of August 31, 1998	3

B. What are the key services and functions of this program? Describe the major program activities involved in providing all services or functions.

Monitoring of vendor performance, inspections of commodities, facilitates Vendor Advisory Committee, takes appropriate action on poor vendors including suspension or debarment, liaison between purchasing entities and vendors, vendor training, vendor counseling, adjudication of protests, investigations of complaints, mediation and problem resolution.

C. When and for what purpose was the program created? Describe any statutory or other requirements for this program.

Program was created to provide a process by which a vendor may be barred from participating in state contracts, Texas Government Code, Title 10, Subtitle D, Chapter 2155.077. The formation of the program fulfilled the needs of the state to monitor past vendor performance to be used in sound procurement decisions based upon "best value".

D. Describe any important history not included in the general agency history section, including a discussion of how the services or functions have changed from the original intent. Will there be a time when the mission will be accomplished and the program will no longer be needed?

The program is designed to debar poor vendors from doing business with the State. As a part of the process, the program tracks all vendor performance, both good and bad. This information is used as a tool to assist purchasers across the state in determining, based upon several factors, whether the lowest vendor will provide the “best value” for the State. The program is also responsible for counseling vendors in an attempt to better their performance and alleviate the need for debarment. Additionally, vendor training is offered to those vendors that do not know how to do business with the State and therefore may need assistance. The program is also used as a tool by purchasing entities to make the vendors aware that performance is being monitored.

E. Describe who this program serves. How many people or entities are served? List any qualifications or eligibility requirements for receiving services or benefits.

The program serves all qualified purchasing entities in the State including state agencies and cooperative purchasing members. The approximate number of purchasing entities served is 1800. The vendors are also served through this program to receive counseling, guidance and training. There are approximately 11,000 vendors pre-registered to do business with the State and these services are available to all who register.

F. Describe how the program is administered. Include flowcharts, timelines, or other illustrations as necessary. List any field or regional services.

All information monitored in the program is submitted by purchasing entities. The purchasing entities complete a vendor performance form when they have above or below standard performance to report and submit that documentation to the program. The program will also accept letters, faxes, or memos from the purchasing entities to the vendors for tracking. This information is entered into a database and the documentation is submitted to the file room for permanent record keeping. When a purchasing entity requires past performance information, they submit a request via telephone, fax or mail to the program and the information regarding a vendor they have chosen is taken from the database system and provided the requestor. When an inspection is required by a purchasing entity, the GSC inspector is notified and an inspection is scheduled. The inspection information is gathered and submitted to the program for entry into the database. The purchasing entity is also made aware of the outcome via letter.

G. If the program works with local units of government, (e.g., Councils of Governments, Soil and Water Conservation Districts), please include a brief, general description of these entities and their relationship to the agency. Briefly discuss any memorandums of understanding (MOUs), interagency agreements, or interagency contracts.

The program provides support to the Cooperative Purchasing Program participants which include councils of governments, school districts, counties, cities, etc... The entities are encouraged to submit vendor performance information.

H. Identify all funding sources and amounts for the program, including federal grants and pass-through monies. Describe any funding formulas or funding conventions. For state funding sources, please specify (e.g., general revenue, appropriations rider, budget strategy, fees/dues).

This program is funded through general revenue.

I. Are current and future funding resources appropriate to achieve program mission, goals, objectives, and performance targets? Explain.

Current resources are appropriate for the near future. Future funding may need to be increased to assist in the data entry of the vendor performance information. As agencies and cooperative purchasing program members become more aware of the program and begin to utilize it further, the data entry function should grow proportionally. The amount of performance information submitted has doubled since the establishment of the program in October of 1998.

J. Identify any programs internal or external to the agency that provide identical or similar services or functions. Describe the similarities and differences.

There are no other entities in the State that provide the identical or similar services or functions.

K. Discuss how the program is coordinating its activities to avoid duplication or conflict with the other programs listed in Question J and with the agency's customers.

N/A

L. Please provide any additional information needed to gain a preliminary understanding of the program.

N/A

M. Regulatory programs relate to the licensing, registration, certification, or permitting of a person, business, or other entity. If this is a regulatory program, please describe:

- why the regulation is needed;
- the scope of, and procedures for, inspections or audits of regulated entities;
- follow-up activities conducted when non-compliance is identified;
- sanctions available to the agency to ensure compliance; and

procedures for handling consumer/public complaints against regulated entities.

Does not apply to General Services Commission (Not a Regulatory Agency)

N. Please fill in the following chart for each regulatory program. The chart headings may be changed if needed to better reflect the agency's practices.

Does not apply to General Services Commission (Not a Regulatory Agency)

(Agency Name)		
(Regulatory Program Name)		
Exhibit 14: Complaints Against Regulated Entities B Fiscal Years 1997 and 1998		
	FY 1997	FY 1998
Number of complaints received		

Number of complaints resolved		
Number of complaints dropped/found to be without merit		
Number of sanctions		
Number of complaints pending from prior years		
Average time period for resolution of a complaint		
Number of entities inspected or audited by the agency		
Total number of entities regulated by the agency		

VI. Guide to Agency Programs (continued)**A. Please complete the following chart.**

(General Services Commission) Exhibit 13: Program Information C Fiscal Year 1998	
Name of Program	Central Supply Store
Location/Division	State Support Center/Support Services Division
Contact Name	Rick C. Lloyd
Number of Budgeted FTEs, FY 1998	9
Number of Actual FTEs as of August 31, 1998	9

B. What are the key services and functions of this program? Describe the major program activities involved in providing all services or functions.

To provide small office supplies to state agencies that have an immediate need or a need for such small quantities that conventional contract ordering would not be the best choice. Users of the Store use credit cards, allowing transactions to be completed with minimal paperwork and administrative costs.

Services are provided to the state agencies, the legislature, legislative agencies and universities.

C. When and for what purpose was the program created? Describe any statutory or other requirements for this program.

The Central Supply Store was established in 1971 to provide a cost-effective source for state agencies to procure small desktop items, paper products and other office supplies.

The Central Supply Store operates under Texas Government Code, Title 10, Chapter 2172.

D. Describe any important history not included in the general agency history section, including a discussion of how the services or functions have changed from the original intent. Will there be a time when the mission will be accomplished and the program will no longer be needed?

In 1971, the General Services Commission (GSC) then known as the Board of Control established the Central Supply Store (Store). The Store is a central state operated office supply depot for state agencies to procure small desktop office products and paper products. The original concept for the Store was a revolving fund for the cost of the office products, while General Revenue funded operation costs. On the basis of audits conducted by the Texas Performance Review, the Store changed into a full cost recovery operation on January 1, 1994. The Store has effectively maintained sales adequate to fund all operating costs.

The Store was first located in the basement of the Sam Houston State Office Building located in Austin. In 1980, the Store moved to the newly completed Central Services Building at 1711 San Jacinto in Austin. In 1989, the Store moved into the newly remodeled State Support Center located on 11th & IH-35.

The Central Supply Store is an ongoing mission and we foresee no closure unless a more viable and cost effective source can be realized or established. The Store maintains a consistent customer base and frequently adjusts our operating procedures to coincide with changes occurring in our customer agencies.

E. Describe who this program serves. How many people or entities are served? List any qualifications or eligibility requirements for receiving services or benefits.

Services are provided to an average of 200 state agencies, the legislature, legislative agencies and universities annually. To be serviced by the Store, the customer must be a state agency, the legislature, legislative agency or university.

F. Describe how the program is administered. Include flowcharts, timelines, or other illustrations as necessary. List any field or regional services.

The Central Supply Store is a self-service store. If the user agency is located in Austin, personnel must do their own shopping. Exceptions are made for agencies located outside the Austin Metropolitan area. Customers shop the Store like any supermarket except each item is recorded on

the Sales Listing. Store personnel assist customers with their selections and answer any questions. At the checkout counter, Store personnel tally the listing twice to assure accuracy and the sale is completed with the agency's credit card. The customer can either take the merchandise with them or have their items delivered in 3-5 days. Approximately 50% of items sold by the Store can be purchased in large case lot quantities. Agencies requiring only case lot quantities can phone or fax their orders to be delivered. The Store offers back orders on out-of-stock items, desktop delivery, a 30-day return policy. Agencies not located in the Austin Area can phone, fax or mail their orders. Store personnel package and charge the items requested and submit these items to the Store Warehouse for shipping. At the end of each month, all agency transactions for the preceding month are submitted to automated billing system. An Interagency Transaction Voucher (ITV) is generated, along with an itemized listing of the agency's purchases. Agencies chose to pay by either transfer via the USAS system, or by other funding methods.

G. If the program works with local units of government, (e.g., Councils of Governments, Soil and Water Conservation Districts), please include a brief, general description of these entities and their relationship to the agency. Briefly discuss any memorandums of understanding (MOUs), interagency agreements, or interagency contracts.

N/A - The Central Supply Store can only service state agencies, the legislature, legislative agencies and universities.

H. Identify all funding sources and amounts for the program, including federal grants and pass-through monies. Describe any funding formulas or funding conventions. For state funding sources, please specify (e.g., general revenue, appropriations rider, budget strategy, fees/dues).

The Central Supply Store is a cost recovery operation. Operating costs are funded by a percentage markup on goods sold. The Store's current "selling" price is compared to the "street" prices of local office product retail stores. We then compare the differences to ensure we are providing a lower cost to the agencies. Operational costs are estimated for the preceding fiscal year, and calculations are made to determine the percentage markup needed to fund operational costs. The percentage markup is reviewed quarterly to determine if operational costs are being met or exceeded. The percentage markup may or may not be adjusted dependent on this review.

I. Are current and future funding resources appropriate to achieve program mission, goals, objectives, and performance targets? Explain.

Current funding resources are adequate to achieve program mission, goals, objectives, and performance targets. Rates (percentage markup on cost of goods) are checked quarterly to ensure adequate funding for operational costs.

J. Identify any programs internal or external to the agency that provide identical or similar services or functions. Describe the similarities and differences.

Many larger agencies have office supply “shops” or “stores”, which purchase supplies from the state contracts and our program to stock for their internal customers. TDCJ operates the Texas Correctional Industries, which sells items via the State Term Contracts. TxDot operates Texas Highways, which has a gift shop.

Both sell to the general public, as well as state government. As stated above, the Central Supply Store does not service the general public, only state agencies, the legislature, legislative agencies and universities.

We are not aware of any other “office supply store” type state operation that sells to just state agencies.

K. Discuss how the program is coordinating its activities to avoid duplication or conflict with the other programs listed in Question J and with the agency’s customers.

The Central Supply Store coordinates daily with our customers to achieve maximum customer satisfaction. This includes providing information to the customer on state term contracts, better pricing elsewhere, coordinating delivery schedules, etc.

L. Please provide any additional information needed to gain a preliminary understanding of the program.

The Central Supply Store’s customer’s sales average \$3.2 million annually. We provide actual desktop delivery and have requested an additional FTE to decrease turnaround time on our

deliveries. No General Revenue is needed to fund the Central Supply Store, all operational costs are funded from sales.

M. Regulatory programs relate to the licensing, registration, certification, or permitting of a person, business, or other entity. If this is a regulatory program, please describe:

- why the regulation is needed;
- the scope of, and procedures for, inspections or audits of regulated entities;
- follow-up activities conducted when non-compliance is identified;
- sanctions available to the agency to ensure compliance; and

procedures for handling consumer/public complaints against regulated entities.

Does not apply to General Services Commission (Not a Regulatory Agency)

N. Please fill in the following chart for each regulatory program. The chart headings may be changed if needed to better reflect the agency's practices.

Does not apply to General Services Commission (Not a Regulatory Agency)

(Agency Name)		
(Regulatory Program Name)		
Exhibit 14: Complaints Against Regulated Entities B Fiscal Years 1997 and 1998		
	FY 1997	FY 1998
Number of complaints received		

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Number of complaints resolved		
Number of complaints dropped/found to be without merit		
Number of sanctions		
Number of complaints pending from prior years		
Average time period for resolution of a complaint		
Number of entities inspected or audited by the agency		
Total number of entities regulated by the agency		

VI. Guide to Agency Programs (continued)

A. Please complete the following chart.

(General Services Commission) Exhibit 13: Program Information C Fiscal Year 1998	
Name of Program	Business Machine Repair
Location/Division	State Support Center/Support Services
Contact Name	Lance Turner
Number of Budgeted FTEs, FY 1998	16.26
Number of Actual FTEs as of August 31, 1998	15.26

B. What are the key services and functions of this program? Describe the major program activities involved in providing all services or functions.

The facility offers full service on most makes and models of office equipment such as personal computers, laser printers, facsimiles, computer monitors, typewriters, calculators, and dictating units. Full service includes service calls, preventive maintenance, upgrades, and major overhauls

on office equipment. Agencies request service and a technician is dispatched to repair the equipment. Some repairs will require that the equipment be brought to the shop such as major repairs and upgrades.

C. When and for what purpose was the program created? Describe any statutory or other requirements for this program.

Texas Government Code Title 10 section 2172.002. Business Machine Repair states the following.

- (a) The commission shall maintain a facility for repairing office machines and shall offer repair services to the following entities located in Austin:
 - (1) state agencies;
 - (2) the legislature; and
 - (3) Legislative agencies.
- (d) Using entities shall pay the commission for repair services by vouchers prepared and sent to the using entity by the commission.
- (e) The commission may not repair or maintain a privately owned machine.

To comply with the statute, GSC established the Business Machine Repair (BMR) Section that has the responsibility to provide office machine repairs and maintenance to state agencies and other governmental entities. The intent of the legislature was to provide agencies with a centralized cost-effective source for service of state office equipment. The Business Machine Repair facility has met the challenge of providing efficient and professional office machine service and will continue to improve the quality of service in an effort to meet the service needs of its customers.

D. Describe any important history not included in the general agency history section, including a discussion of how the services or functions have changed from the original intent. Will there be a time when the mission will be accomplished and the program will no longer be needed?

The business machine repair facility continues to change because of technology. When BMR was first established most products that were supported were strictly mechanical. Around 1982 BMR started progressing into the electronic field of repair. Our technicians were factory trained by an IBM instructor at our facility.

This program will always be needed as long as BMR continues to stay abreast with technology and provide a cost effective repair facility to agencies.

E. Describe who this program serves. How many people or entities are served? List any qualifications or eligibility requirements for receiving services or benefits.

Business Machine Repair serves all state agencies, the legislature, and legislative agencies in the Austin area. This includes the legislative, executive, and judicial branch of government. During FY 98 BMR completed 7,507 service requests to various state agencies. 9,285.50 total hours were required to complete those service requests.

F. Describe how the program is administered. Include flowcharts, timelines, or other illustrations as necessary. List any field or regional services.

Under the direct supervision of the program director are 10 service technicians and one purchasing supervisor. The purchasing supervisor supervises one parts clerk and two administrative support personnel.

Repairs are performed either on a per call basis or agencies can place their equipment under an annual maintenance agreement.

G. If the program works with local units of government, (e.g., Councils of Governments, Soil and Water Conservation Districts), please include a brief, general description of these entities and their relationship to the agency. Briefly discuss any memorandums of understanding (MOUs), interagency agreements, or interagency contracts.

N/A

H. Identify all funding sources and amounts for the program, including federal grants and pass-through monies. Describe any funding formulas or funding conventions. For state funding sources, please specify (e.g., general revenue, appropriations rider, budget strategy, fees/dues).

BMR is a full cost recovery operation that is required to fund all budget requirements of its program and indirect costs that are required to the General Services Commission proper.

BMR puts out a rate schedule that is required each fiscal year. Based upon the budget requirements and projected business for the next fiscal year, our rates are set accordingly.

There are three areas of funding that BMR utilizes.

- Revenue from our hourly rate. (Also known as our per call rate). This is the fee that BMR charges if a customer does not have a maintenance agreement on their equipment. We charge a minimum of one hour per service request for the first hour or any fraction thereof.
- Revenue from our maintenance contracts. The annual rate schedule lists all products that BMR supports. Agencies have the option to place their equipment on an annual maintenance agreement. The annual rate charged is billed to the agency at 1/12th the cost per month.
- Revenue from 15% parts markup. All parts that are billed to customers have 15% markup charge.

I. Are current and future funding resources appropriate to achieve program mission, goals, objectives, and performance targets? Explain.

Yes, but only if rates are kept in tune with the private sector for like kind services. By benchmarking our rates and continuing to be a break-even operation we feel that we are meeting our performance target and giving agencies a competitive alternative to the private sector.

J. Identify any programs internal or external to the agency that provide identical or similar services or functions. Describe the similarities and differences.

Duplication of services in other agencies to what BMR can provide is substantial. There are many entities similar to BMR within agencies that have come about since laser printers and personal computers have taken over as the main stay of office equipment. These “internal repair facilities” duplicate many of the services that BMR could provide.

K. Discuss how the program is coordinating its activities to avoid duplication or conflict with the other programs listed in Question J and with the agency’s customers.

In regard to other agencies performing the same type service as BMR, there is little coordination that can be done to eliminate this duplication of services. Some of these internal “shops” will use BMR to supplement their staff in times of difficult repairs.

L. Please provide any additional information needed to gain a preliminary understanding of the program.

Prior to the mid 80's BMR was funded by General Revenue with agencies paying only for parts that were used to repair the equipment. The program is now 100% cost recovery with agencies paying the cost for both parts and labor.

M. Regulatory programs relate to the licensing, registration, certification, or permitting of a person, business, or other entity. If this is a regulatory program, please describe:

- why the regulation is needed;
- the scope of, and procedures for, inspections or audits of regulated entities;
- follow-up activities conducted when non-compliance is identified;
- sanctions available to the agency to ensure compliance; and

procedures for handling consumer/public complaints against regulated entities.

Does not apply to General Services Commission (Not a Regulatory Agency)

N. Please fill in the following chart for each regulatory program. The chart headings may be changed if needed to better reflect the agency's practices.

Does not apply to General Services Commission (Not a Regulatory Agency)

(Agency Name) (Regulatory Program Name) Exhibit 14: Complaints Against Regulated Entities B Fiscal Years 1997 and 1998		
	FY 1997	FY 1998
Number of complaints received		
Number of complaints resolved		
Number of complaints dropped/found to be without merit		
Number of sanctions		
Number of complaints pending from prior years		
Average time period for resolution of a complaint		
Number of entities inspected or audited by the agency		
Total number of entities regulated by the agency		

VI. Guide to Agency Programs (continued)**A. Please complete the following chart.**

(General Services Commission) Exhibit 13: Program Information C Fiscal Year 1998	
Name of Program	State Travel Management
Location/Division	Central Services Bldg./Support Services Division
Contact Name	Ms. Gerry Pavelka
Number of Budgeted FTEs, FY 1998	7
Number of Actual FTEs as of August 31, 1998	7

B. What are the key services and functions of this program? Describe the major program activities involved in providing all services or functions.

Texas Government Code Title 10 Section 2171.051 states that the central travel office shall monitor travel reservations and other travel arrangements required for business travel by a state employee or state agency and shall provide travel-related services in executive branch state agencies. Travel-related services are provided by negotiating contracts with private travel agents, with travel and transportation providers, and with credit card companies to provide travel services and other benefits to the state.

C. When and for what purpose was the program created? Describe any statutory or other requirements for this program.

The State Travel Management Program (STMP) was created by the 70th Texas Legislature in 1987 to provide centralized management and coordination of state business travel. In accordance with its enabling law, Texas Government Code Title 10, Section 2171, the purpose of the STMP is to provide centralized management control and coordination of state travel with the overall goal to reduce expenses and improve services for state agencies resulting in more efficient use of taxpayer dollars. State agencies in the executive branch of state government are required to participate in the STMP by using the contracts for travel services awarded by GSC. These contracts include

services from travel agencies, charge card providers, rental car companies, airlines, hotels, and group/meeting planning services. Institutions of higher education are not required to use the contracts for travel agency services but are required to use all other travel service contracts when the services are purchased by General Revenue or Educational and General Funds.

The STMP is required by statute to contract with any travel agency that meets minimum requirements, giving preference to a State of Texas resident entities.

D. Describe any important history not included in the general agency history section, including a discussion of how the services or functions have changed from the original intent. Will there be a time when the mission will be accomplished and the program will no longer be needed?

House Bill 255 passed during the 75th Legislature Session allows a Texas County Sheriff or deputy sheriff or juvenile probation officer who is transporting a State of Texas prisoner under a felony warrant to use the program's contract airline fares for purposes of obtaining reduced airline fares for the law enforcement or probation officer and the prisoner. This portion of the program was implemented September 1, 1997. Also, SB 204 was passed during the 76th Legislature Session allowing county officers and employees to use the program's contract airline fares for purposes of obtaining reduced airline fares while traveling on official county business. SB 204 is to be implemented on September 1, 1999.

The State of Texas will always have a need to travel to conduct official business, therefore the mission of the STMP will be continuing and will be needed to negotiate contracts with travel vendors resulting in more efficient use of taxpayer dollars.

E. Describe who this program serves. How many people or entities are served? List any qualifications or eligibility requirements for receiving services or benefits.

The STMP serves approximately 240 state agencies and universities. There are approximately 60,000 to 70,000 travelers that travel on official state business on an annual basis. The state agency has to submit a formal request to participate in the STMP through submission of a Travel Service Requisition (TSR). The TSR is required to participate in the contract travel agencies and charge card portions of the STMP. There is no cost to the state agencies to participate in the STMP.

Also, the 254 State of Texas counties are eligible to use the program's contract airline fares. The county's officers and employees, including a county sheriff, deputy sheriff or juvenile probation

officer traveling on official county business may use the program's contract airline fare for purposes of obtaining reduced airline fares. A Texas county seeking to participate in the program to use the contract airline fares must complete and submit an inter-local agreement as prescribed by the STMP. The inter-local agreement shall include, but is not limited to the following provisions: participation fee; participation dates; use of contract airline fares; reporting requirements; and contract termination. The enabling statute allows GSC to charge a participating county a fee not to exceed the administration costs incurred by GSC.

F. Describe how the program is administered. Include flowcharts, timelines, or other illustrations as necessary. List any field or regional services.

The STMP; administered by a staff of seven, assists state agencies to manage state travel expenditures, monitors the state's travel activity, and provides travel services to state agencies and to counties. The Travel Team members consists of a Program Director, one (1) administrative assistant to the Program Director who also administers the county program; four (4) contract administrators who administers different travel contracts and one (1) administrative assistant for the four contract administrators.

The STMP negotiates contracts with travel agencies, charge card vendor, rental car vendors and lodging establishments. Each contract administrator is responsible for administering a travel contract, including writing the request for proposal, researches and resolves incidents, disseminates pertinent information to state agencies and contract travel vendors, and responds to telephone and written inquires. Also, one the contract administrator's provides group/meeting planning services to state agencies by assisting the state agencies in finding facilities to hold their group meetings or conventions.

The STMP administers the program from the headquarter location of the GSC.

G. If the program works with local units of government, (e.g., Councils of Governments, Soil and Water Conservation Districts), please include a brief, general description of these entities and their relationship to the agency. Briefly discuss any memorandums of understanding (MOUs), interagency agreements, or interagency contracts.

N/A

H. Identify all funding sources and amounts for the program, including federal grants and pass-through monies. Describe any funding formulas or funding conventions. For state funding sources, please specify (e.g., general revenue, appropriations rider, budget

strategy, fees/dues).

The total FY 98 budget was \$280,452.00. Funding was provided by General Revenue Funds of \$157,207 and \$123,245.00 was received from the sales of travel directories and administration costs of the hotel rate agreements.

I. Are current and future funding resources appropriate to achieve program mission, goals, objectives, and performance targets? Explain.

The current funding is appropriate to achieve the program mission, goals, objective, and performance targets, but is limited if there is growth in expenditures. However, if the Texas State Travel Directory becomes accessible through the Internet, revenues generated from the sale of the directories will be lost and thus additional funding will have to be found elsewhere. Core business will be effected as the demand for hard copies will decrease or cease completely.

J. Identify any programs internal or external to the agency that provide identical or similar services or functions. Describe the similarities and differences.

There are no programs internal or external that provide similar services or functions to the State of Texas state agencies, universities and counties. The STMP receives consolidated travel data from the contract vendors which enables the negotiation of travel contracts based on statewide data. Through the use of these services provided by the contract travel vendors by the travelers traveling on official state or county business, it results in a more efficient use of taxpayer dollars.

There are other state's, such as Colorado, California, Utah, Mississippi, Louisiana, that have similar State Travel Management Programs for their travelers to use on official state business. Some of the programs are available to all state government entities and some are only available to executive branch state agencies, it varies from state to state.

K. Discuss how the program is coordinating its activities to avoid duplication or conflict with the other programs listed in Question J and with the agency's customers.

N/A

L. Please provide any additional information needed to gain a preliminary understanding of the program.

From Fiscal Year 1989 through Fiscal Year 1997, the STMP has had a positive fiscal impact of over \$108.26 million in airfare, rental car and GMP contract savings and revenue sharing.

M. Regulatory programs relate to the licensing, registration, certification, or permitting of a person, business, or other entity. If this is a regulatory program, please describe:

- why the regulation is needed;
- the scope of, and procedures for, inspections or audits of regulated entities;
- follow-up activities conducted when non-compliance is identified;
- sanctions available to the agency to ensure compliance; and

procedures for handling consumer/public complaints against regulated entities.

Does not apply to General Services Commission (Not a Regulatory Agency)

N. Please fill in the following chart for each regulatory program. The chart headings may be changed if needed to better reflect the agency's practices.

Does not apply to General Services Commission (Not a Regulatory Agency)

(Agency Name)		
(Regulatory Program Name)		
Exhibit 14: Complaints Against Regulated Entities B Fiscal Years 1997 and 1998		
	FY 1997	FY 1998
Number of complaints received		
Number of complaints resolved		
Number of complaints dropped/found to be without merit		
Number of sanctions		
Number of complaints pending from prior years		
Average time period for resolution of a complaint		
Number of entities inspected or audited by the agency		
Total number of entities regulated by the agency		

VI. Guide to Agency Programs (continued)**A. Please complete the following chart.**

(General Services Commission) Exhibit 13: Program Information C Fiscal Year 1998	
Name of Program	Customer Services
Location/Division	Central Services Bldg./ Support Services Division
Contact Name	Frank Beynon
Number of Budgeted FTEs, FY 1998	1
Number of Actual FTEs as of August 31, 1998	1

B. What are the key services and functions of this program? Describe the major program activities involved in providing all services or functions.

The program makes every effort to help coordinate a successful relationship between the customer and individual GSC programs in order to measure the level of customer satisfaction and monitor the formal written complaints against the agency. This office also serves as the external ombudsman to help establish and maintain an effective means of communication for our customer agencies.

A Customer Service database is maintained to enable management to monitor how GSC programs are performing as they participate in our Customer Service Card Survey. The Customer Service Program administers a Formal Written Complaint Process that receives and tracks Formal Written Complaints received by the agency.

The GSC Customer Service Card system provides detailed data from customers to identify and implement potential opportunities to meet customer needs and to ensure effective, professional customer service is provided by the agency. This Program also monitors on a regular basis the Tenant Council meetings that are held in various locations around the state where we have tenants. Tenant Meetings give the customer agencies a chance to express themselves about customer service and other matters relating to our relationship with the agencies.

C. When and for what purpose was the program created? Describe any statutory or other requirements for this program.

This Program was first started in 1995 as a result of a Customer Satisfaction Pilot Project after the 74th Legislative Session. We are included in the Customer Satisfaction Assessment rider (Article IX, Section 68, 74th Legislative Session). In our Operating Procedures Manual, Customer Service Cards can be found under EA-10.8 and Written Complaints under EA-10.5. Written Complaints can also be found in Written Complaints, TAC, title 10, section 2152.060.

The main purpose of the Program is to report tabulated results of customer card responses to executive staff and program directors on a scheduled basis, and to maintain a central repository of response information. Another purpose is to receive and track written complaints, and forward for resolution to the appropriate program director for resolution of the complaint.

D. Describe any important history not included in the general agency history section, including a discussion of how the services or functions have changed from the original intent. Will there be a time when the mission will be accomplished and the program will no longer be needed?

In 1997, the Comptroller's office placed a survey in the November 1997 issue of Fiscal Notes, a monthly publication of the agency, asking readers to rate state service on several criteria. With eight hundred responses, 64% rated state government customer service either as excellent or good, and 36% rated its service fair or bad.

SB 1563 of the 76th Legislative Session requires all state agencies to create a program relating to establishing customer service standards and performance. This bill calls for each agency to appoint a customer relations' representative to coordinate the agency's customer service and gather information and evaluations from the public about an agency's customer service. The agency is required to have a toll-free telephone line, an internet site with the listing of services and programs and whom to contact for further information or to complain.

E. Describe who this program serves. How many people or entities are served? List any qualifications or eligibility requirements for receiving services or benefits.

The program serves the Governor, the Lt. Governor and their staffs, the legislators and their staffs,

as well as all state agencies, vendors, suppliers, and the general public.

F. Describe how the program is administered. Include flowcharts, timelines, or other illustrations as necessary. List any field or regional services.

The Program is currently administered by the Customer Service Representative (CSR). Both the Customer Service Card Program and the Formal Written Complaint Program is administered by the customer service office.

In the Customer Service Card Program, each program distributes customer service cards on a regular basis to random customers that they provide service to. The cards returned by customers are reviewed and entered into a database that enables management to continually monitor customer satisfaction for each program.

G. If the program works with local units of government, (e.g., Councils of Governments, Soil and Water Conservation Districts), please include a brief, general description of these entities and their relationship to the agency. Briefly discuss any memorandums of understanding (MOUs), interagency agreements, or interagency contracts.

N/A

H. Identify all funding sources and amounts for the program, including federal grants and pass-through monies. Describe any funding formulas or funding conventions. For state funding sources, please specify (e.g., general revenue, appropriations rider, budget strategy, fees/dues).

The funding source is general revenue.

I. Are current and future funding resources appropriate to achieve program mission, goals, objectives, and performance targets? Explain.

Yes, as the scope of this program increases, more funding may be needed in the future.

J. Identify any programs internal or external to the agency that provide identical or similar services or functions. Describe the similarities and differences.

No identical or similar services or functions have been identified.

K. Discuss how the program is coordinating its activities to avoid duplication or conflict with the other programs listed in Question J and with the agency's customers.

N/A

L. Please provide any additional information needed to gain a preliminary understanding of the program.

Since the Customer Service Card Program was established as a response to a customer satisfaction pilot program project, it is important to know that not only our agency but most agencies will soon be surveying their customers with different methods.

In our agency, the CSR approves the card format, and allows the program to receive, compile and tabulate their own cards. These cards are then forwarded to the CSR office for evaluation. Results are distributed on a quarterly and annual basis by the CSR to the Program Directors, Executive Director and Deputy Directors.

The objective of the Formal Written Complaint Program is to establish a system for handling complaints from consumers, service recipients and persons contracting with the General Services Commission. This procedure applies to all divisions and specifies how to receive and track complaints received by the Commission.

M. Regulatory programs relate to the licensing, registration, certification, or permitting of a person, business, or other entity. If this is a regulatory program, please describe:

- Ⓒ why the regulation is needed;
- Ⓒ the scope of, and procedures for, inspections or audits of regulated entities;
- Ⓒ follow-up activities conducted when non-compliance is identified;

sanctions available to the agency to ensure compliance; and
 procedures for handling consumer/public complaints against regulated entities.

Does not apply to General Services Commission (Not a Regulatory Agency)

N. Please fill in the following chart for each regulatory program. The chart headings may be changed if needed to better reflect the agency's practices.

Does not apply to General Services Commission (Not a Regulatory Agency)

(Agency Name) (Regulatory Program Name) Exhibit 14: Complaints Against Regulated Entities B Fiscal Years 1997 and 1998		
	FY 1997	FY 1998
Number of complaints received		
Number of complaints resolved		
Number of complaints dropped/found to be without merit		
Number of sanctions		
Number of complaints pending from prior years		
Average time period for resolution of a complaint		
Number of entities inspected or audited by the agency		
Total number of entities regulated by the agency		

VI. Guide to Agency Programs (continued)

A. Please complete the following chart.

(General Services Commission) Exhibit 13: Program Information C Fiscal Year 1998	
Name of Program	Vehicle Fleet Management
Location/Division	Central Services Bldg./Support Services Division
Contact Name	Randy Ormsby
Number of Budgeted FTEs, FY 1998	6
Number of Actual FTEs as of August 31, 1998	6

B. What are the key services and functions of this program? Describe the major program activities involved in providing all services or functions.

- Maintains the Statewide Vehicle Fleet Management System to provide detailed data on fleet use; Provides vehicle repair services in Travis County through a small repair shop and contracted private repair shops;
- Operates a 24-hour alternative fuels refueling station within the Capitol Complex;
- Evaluates and grants or denies alternative fuel waiver requests from state agencies and universities;
- Maintain database to track waivers;
- Administers, monitors and reports on fuel service contracts established by the Council on Competitive Government;
- Provides monthly benchmark analyses and suggestions to state agencies and universities to assist with fleet decision making;
- Manages the GSC fleet of about 150 vehicles, including a small pool fleet; and
- Manages shared conference room scheduling database.

C. When and for what purpose was the program created? Describe any statutory or other requirements for this program.

The 70th Texas Legislature established the office of Vehicle Fleet Management (VFM) as part of

the Travel Division of the Purchasing and General Services Commission in May of 1987 with the passage of Senate Bill 115, Article 14. This legislation mandated the vehicle reporting system "to assist each state agency in the management of its vehicle fleet," directed the office to "maintain a complete inventory of agency vehicles by class of vehicle," and to "determine the average cost of operation for each class of vehicle." Another section of the legislation required VFM to "provide routine periodic maintenance service to state agencies located in Travis County." Two years later, another section added to this legislation the authority of VFM to "act as necessary to encourage and facilitate the conversion and use of motor vehicles that are capable of using alternative fuels." The same year (1989) SB 740 established the alternative fuel waiver authority for GSC.

D. Describe any important history not included in the general agency history section, including a discussion of how the services or functions have changed from the original intent. Will there be a time when the mission will be accomplished and the program will no longer be needed?

The functions have not changed from their original intent, but have been refined to better serve the customers of the program.

The basic mission of VFM is to collect and track vehicle data for the state fleet. That is an on-going effort that will be needed as long as the state has vehicles.

E. Describe who this program serves. How many people or entities are served? List any qualifications or eligibility requirements for receiving services or benefits.

This program currently serves 112 state agencies and universities through the Vehicle Fleet Management System. All state agencies and universities with state vehicles in inventory are required to report data through the Vehicle Fleet Management System. The Vehicle Fleet Maintenance Garage serves about 23 state agencies in Travis County. The alternative fuel waiver program serves about 90 state agencies (only agencies with 15 or more vehicles are required to seek waivers).

F. Describe how the program is administered. Include flowcharts, timelines, or other illustrations as necessary. List any field or regional services.

There are currently seven full-time employees. A reorganization is planned to take effect September 1, 1999, due to a staffing decrease mandated by the 76th Legislature. The VFM section will no longer exist as a separate section, but will become a part of the Travel section.

G. If the program works with local units of government, (e.g., Councils of Governments, Soil and Water Conservation Districts), please include a brief, general description of these entities and their relationship to the agency. Briefly discuss any memorandums of understanding (MOUs), interagency agreements, or interagency contracts.

N/A

H. Identify all funding sources and amounts for the program, including federal grants and pass-through monies. Describe any funding formulas or funding conventions. For state funding sources, please specify (e.g., general revenue, appropriations rider, budget strategy, fees/dues).

The Vehicle Fleet Management Program receives General Revenue Funds to operate the program and also receives rebates on purchases of fuel from fuel card contracts. The Fleet Maintenance Shop is a cost recovery operation and receives no general funding but collects revenue from reimbursement of labor and materials from the repair shop.

I. Are current and future funding resources appropriate to achieve program mission, goals, objectives, and performance targets? Explain.

Funding resources are adequate to achieve current program goals, etc., but this is subject to change upon completion of a management study now on-going as a result of HB 3125, passed by the 76th Legislature. This bill directs VFM to complete a management study for the entire state fleet by May 31, 2000. Depending upon what that plan entails, the office of VFM may need to be significantly expanded to meet greater responsibilities.

J. Identify any programs internal or external to the agency that provide identical or similar services or functions. Describe the similarities and differences.

There are no internal programs that provide identical services, but there are a number of external programs providing similar services. No other state or private entity is currently collecting the vehicle data required to be collected by VFM, although there are other agencies and private entities capable of doing so.

A number of other state agencies run their own vehicle maintenance shops in Travis County, not to mention private vendors who could be contracted to perform this service. For several years, in fact, VFM maintained maintenance contracts with a number of private vendors. We re-opened our maintenance shop only after being able to demonstrate lower cost and superior quality.

VFM's alternative fuel station is the only site in Travis County we know of where both propane and compressed natural gas are available 24-hours a day to state vehicles capable of operating on one or the other fuels.

No other agency offers alternative fuel waiver determination.

No other agency offers fuel card service contracts for the entire state fleet.

No other agency offers benchmark reports from the data collected by the VFM information system.

K. Discuss how the program is coordinating its activities to avoid duplication or conflict with the other programs listed in Question J and with the agency's Customers.

There is no identified duplication or conflict with other programs. The VFM maintenance shop is not in competition with other agency shops, since those agencies who have shops sometimes use our shop for overflow work and agencies without shops enjoy the benefit of low prices and quality work. There is little competition with private vendors, either, since most major body and engine work is farmed out to private contractors. The shop exists primarily for routine maintenance and minor repairs, but does offer customers the convenience of not having to seek bids on major repair work done by outside contractors.

L. Please provide any additional information needed to gain a preliminary understanding of the program.

N/A

M. Regulatory programs relate to the licensing, registration, certification, or permitting of a person, business, or other entity. If this is a regulatory program, please describe:

- Ⓒ why the regulation is needed;
- Ⓒ the scope of, and procedures for, inspections or audits of regulated entities;

- follow-up activities conducted when non-compliance is identified;
- sanctions available to the agency to ensure compliance; and
- procedures for handling consumer/public complaints against regulated entities.

Does not apply to General Services Commission (Not a Regulatory Agency)

N. Please fill in the following chart for each regulatory program. The chart headings may be changed if needed to better reflect the agency's practices.

Does not apply to General Services Commission (Not a Regulatory Agency)

(Agency Name)		
(Regulatory Program Name)		
Exhibit 14: Complaints Against Regulated Entities B Fiscal Years 1997 and 1998		
	FY 1997	FY 1998
Number of complaints received		
Number of complaints resolved		
Number of complaints dropped/found to be without merit		
Number of sanctions		
Number of complaints pending from prior years		
Average time period for resolution of a complaint		
Number of entities inspected or audited by the agency		
Total number of entities regulated by the agency		

VI. Guide to Agency Programs (continued)

A. Please complete the following chart.

(General Services Commission) Exhibit 13: Program Information C Fiscal Year 1998	
Name of Program	Staff Services - Print Shop Central
Location/Division	1811 Airport Blvd. / Support Services Division
Contact Name	Thomas Knippel/Manager Paul Adkins/Program Director
Number of Budgeted FTEs, FY 1998	40.25 Note: 4 FTE's support a mailing service for Office of the Comptroller
Number of Actual FTEs as of August 31, 1998	36.25 Note: 4 FTE's support a mailing service, see above.

(General Services Commission) Exhibit 13: Program Information C Fiscal Year 1998	
Name of Program	Staff Services - Print Shop North
Location/Division	2105 Denton Drive / Support Services Division
Contact Name	Troy Jordan/Manager Paul Adkins/Program Director
Number of Budgeted FTEs, FY 1998	24
Number of Actual FTEs as of August 31, 1998	23

(General Services Commission) Exhibit 13: Program Information C Fiscal Year 99 (transferred to GSC June 1, 1999)	
Name of Program	Staff Services - Print Shop West
Location/Division	2601 McHale Court / Support Services Division
Contact Name	Manuel Ledesma / Manager Paul Adkins/Program Director
Number of Budgeted FTEs, FY 1999	28
Number of Actual FTEs as of June 1, 1999	27

B. What are the key services and functions of this program? Describe the major program activities involved in providing all services or functions.

The GSC Print Shops are full service print operations. Key services provided include pre-press services, including traditional camera and digital imaging; offset printing; and complete binding capabilities. The operation is wholly full cost recovery and receives no general revenue appropriations. The customer base is state agencies.

C. When and for what purpose was the program created? Describe any statutory or other requirements for this program.

The Purpose of the Program is to efficiently and effectively provide a broad range of high quality printing services to internal agency customers and any state agency within the State of Texas.

Texas Government Code Title 10, Subtitle D, Chapter 2172 describes the commissions statutory requirements as detailed below:

- (a) The commission may:
 - (1) assist a state agency with the agency's printing activities; and
 - (2) assess and evaluate those activities.
- (b) The commission may recommend changes intended to increase the productivity and cost-effectiveness of printing operations of state agencies. Recommendations may be reported periodically to the appropriate associate deputy director under commission rules.
- (c) The commission may:
 - (1) adopt standard accounting procedures that permit evaluating and comparing the costs of printing operations conducted by state agencies;
 - (2) coordinate activities among state print shops;
 - (3) review state agency requisitions for new printing equipment;
 - (4) assist state agencies in expediting the production of printing and graphic arts;
 - (5) maintain a roster of state agency print shops and their equipment, facilities, and special capabilities;
 - (6) serve as a clearinghouse for private vendors of printing services to ensure that printing services and supplies are purchased in the most cost effective and economical manner;
 - (7) coordinate the consolidation of print shops operated by state agencies when the agencies involved determine that consolidation is appropriate; and
 - (8) develop procedures for the recovery of the commission's reasonable costs under Chapter 317 from amounts appropriated to the state agencies for which identified savings are achieved.

- (i) This section does not apply to an institution of higher education.

D. Describe any important history not included in the general agency history section, including a discussion of how the services or functions have changed from the original intent. Will there be a time when the mission will be accomplished and the program will no longer be needed?

- Until January 1994, GSC's print shop consisted of only 4 personnel. In January 1994, the Office of the Comptroller solicited bids for its print shop needs. Public and private sector bidders were both eligible and the Comptroller specifically wanted to test public and private sector competition. The GSC was the low bidder and was awarded the contract to provide print services to the Comptroller. Terms of this award included the transfer of all Comptroller printing staff; equipment and stock inventory, and assumption of the print plant utilities & lease. The combined print shop at that time became a full cost recovery interagency operation with approximately 25 FTE's and provided an opportunity to more fully utilize all assets.
- In April 1994, the Council on Competitive Government directed the GSC to develop an overall Plan by September 1, 1994 which provided for the consolidation of approximately 33 state print shops into 9 print shops in Travis County. Each of the 9 print shops submitted individual Plans which detailed the agencies that were consolidating with whom, and the names of personnel and assets being consolidated. The consolidation Plan GSC submitted provided for the merger of the Office of the Attorney General and the Department of Treasury print shops with GSC's. Each of the 9 shops agreed to follow Council guidelines as to cost recovery methodology and operate individually under an Interagency Agreement with GSC which provided for general oversight by the GSC. Failure to follow the terms of the Agreement would result in the loss of the print shop.
- On September 1, 1994, 29 print shops consolidated into 9 print shops. Three print shops were exempted and one operation was determined to be a quick copy operation only.
- On September 1, 1997, one of the nine approved print shops, the Texas Natural Resource Conservation Commission's (TNRCC) print shop, consolidated into the GSC (known as GSC print shop north). The print shops from the Department of Insurance and the Public Utility Commission had previously merged with TNRCC's.
- On June 1, 1999, the Texas Education Agency (TEA) print shop, another of the nine print shops, merged with GSC. The former TEA print shop had previously merged with the Railroad Commission print shop. It is now known as GSC Print Shop West.

- It is conceivable, additional consolidation of state print shop(s) with the GSC's will occur in the future. It is anticipated that the central, north and west print facilities will co-locate not later than year 2002 to achieve additional cost efficiencies.

E. Describe who this program serves. How many people or entities are served? List any qualifications or eligibility requirements for receiving services or benefits.

Print services are available to all programs within the General Services Commission and any state agency within the State of Texas. The GSC print operation does not currently have the authority to service other political entities such as cities, counties or other political subdivisions. In FY98, the GSC print shops (Central and North) served a total of 47 state agencies. For FY99 and beyond, because of the merger of the TEA Print Shop with GSC, some expansion of the customer base is anticipated. For example, TEA had 23 interagency printing contracts (IAC's). However, some of these were also served concurrently by the other two print shops operated by GSC.

F. Describe how the program is administered. Include flowcharts, timelines, or other illustrations as necessary. List any field or regional services.

GSC's full cost recovery print shops are administered and operate in a manner to ensure they are in compliance with the Council on Competitive Governments Cost Methodology Guidelines, appropriation guidelines, GSC Fiscal office guidelines and GSC Operating Policies and Procedures. The print shops are a part of GSC revolving fund activities.

G. If the program works with local units of government, (e.g., Councils of Governments, Soil and Water Conservation Districts), please include a brief, general description of these entities and their relationship to the agency. Briefly discuss any memorandums of understanding (MOUs), interagency agreements, or interagency contracts.

The program does not work with local units of government.

H. Identify all funding sources and amounts for the program, including federal grants and pass-through monies. Describe any funding formulas or funding conventions.

For state funding sources, please specify (e.g., general revenue, appropriations rider, budget strategy, fees/dues).

GSC print shops are funded from collected revenue, i.e., through receipts received from sales to state agencies. The print shops receive no general revenue, grants or other funds. The print shops are one of the GSC revolving fund activities. Copies of operating budget requests can be provided as required.

I. Are current and future funding resources appropriate to achieve program mission, goals, objectives, and performance targets? Explain.

GSC print shops establish a budget based on historical trends in accordance with the appropriate guidelines (as previously described). Since state agency customers make the determination as to who does their printing, GSC has no guarantee that our “current or future budget plans” can be met or exceeded. Again, we make predictions based on historical trends although we do try to forecast or anticipate future requirements so these are incorporated into our budget and strategic planning process. We strive to maintain and or enhance our relationships so that our plans will hopefully match our customers requirements. To the extent we are successful, mission, goals, objectives and performance targets should be met.

To the extent existing customer make a decision internally which would have the effect of reducing our workload and thus collected revenue, the operation would be negatively impacted. It is highly desirable that agency forecast their intentions to us, instead of make abrupt decisions (and not collaboratively). We see on occasion, instances where agencies have made decisions, not based on cost, to take their print jobs elsewhere.

J. Identify any programs internal or external to the agency that provide identical or similar services or functions. Describe the similarities and differences.

Identical programs:

Listed below, as of June 1, 1999, is a complete listing of Council approved print shops in Travis County. A few state agency print shops are located outside of Travis County, such as those operated by Texas A&M University and the Texas Department of Criminal Justice.

General Services Commission

Central Site - Tommy Knippel, Leo Schwartz

1811 Airport Blvd.
Austin, Texas 78702-3047
ph. 463-4841 fax 463-6250

North Site - Troy Jordan

2105 Denton Drive
Austin, Texas 78758
ph. 837-6782 fax - 837-3772

West Site - Manual Ledesma

2601 McHale Court, Suite 155B
Austin, Texas 78752
ph. 837-7689 fax 837-1503

Central Site - John Burlison

1100 West 49th St. Serv. Bldg. Rm.S-101B
Austin, Texas 78727 Y-909
ph. 458-7561 ext. 2762 fax 458-7698

Health & Human Services

North Site - Robert McDaniel

12300 Technology Blvd.
Austin, Texas 78756
ph. 438-4735 fax 219-1958

Texas Workforce Commission - George Barton

4405 Springdale Rd.
Austin, Texas 78723
ph. 927-0002 fax 927-0014

Texas Dept. of Transportation - Linda Moos/Larry Schaefer

6400 Hwy 290E
LaCosta Center
Austin, Texas 78754
ph. 451-6206 fax - 467-7661

Department of Public Safety - Ronnie Sladek

5900 Guadalupe Street
Austin, Texas 78752
ph. 424-2108 fax 424-5753

Parks & Wildlife – Logan Brown

4200 Smith School Rd.
Austin, Texas 78744
ph. 389-4968 fax 389-8038

University of Texas - Carolyn Todd

2100 Comal

Austin, Texas 78722

ph. 471-5464 fax 471-1876

As stated elsewhere in this self-appraisal, each print shop listed above is to operate in accordance with the requirements of the "Franchise Agreements" between GSC and the respective agency.

K. Discuss how the program is coordinating its activities to avoid duplication or conflict with the other programs listed in Question J and with the agency's customers.

In accordance with Consolidation Plan approved by the CCG and Title 10, Section 2172, the GSC has some general oversight responsibilities regarding printing and to a lesser extent quick copy operations. As stated previously, most of the authorized print shops consolidated with other agencies thus developing a core customer base. The Texas Highway Department, Department of Public Safety and Parks & Wildlife were the exception. These agencies are primarily or wholly self-serving, i.e., perform little or no interagency services. A review of equipment, facilities, staffing, etc. reveals each print shop is unique. In general, each operation has unique costs and capabilities and while one operation may be capable for example of providing 4-color process printing, another cannot (or at least cannot do so cost effectively).

Overall, the consolidation of printing from 29 to 9 agencies was for the purpose of reducing duplication of procurements, and maximizing use of assets & savings opportunities. Initially, the nine shops were not in competition with one another due to core constituencies, however, a gradual trend towards competition is emerging as well as more frequent cooperative efforts or joint ventures. Since most shops except GSC do not operate multiple shifts, a state printer may have a work volume suitable to his turnaround capability. This would limit a service provider's ability to take on any additional customer volumes unless personnel and shifts are added.

L. Please provide any additional information needed to gain a preliminary understanding of the program.

As stated previously, consolidation allows the state to maximize its use of equipment and space. In addition, older and less-efficient equipment can be sold or otherwise phased out, reducing the work's labor intensity, and thus its cost. Similarly, this may offer opportunities to reduce staffing as more efficient equipment and processes are deployed within the consolidated print shop. Furthermore, consolidation makes it easier to plan and allocate printing resources efficiently in light of overall state needs and resources. The GSC print shop utilizes the Council Cost Methodology and is wholly dependent upon collected revenue that is deposited into the agency's

revolving fund. The GSC print shop must compete for jobs with both public and private sector printers as to cost and the quality of its finished product. GSC continues to be a proponent of continued consolidation.

GSC's print operation goal is to re-engineer our processes similar to what the State of Oregon has implemented and begin looking at print and mail as interrelated functions. We will gradually move away from customers sending print orders to plant through interagency mail and when completed shipped back to customer agency via interagency mail or delivery services where the printed materials will be mailed. This redesign would ultimately result in one stop shopping for print and mail customers and include developing the capability for customers to submit PostScript files to GSC via Wide-Area Network and/or Web Site. This capability would include the ability to manage print files from Mainframe Shops; and UNIX, NT Workstations; or Desktop PC's or Macs and direct these print jobs and mailings to the appropriate print solution. UNIX and Desktop files would be directed through our operations File/Print Server and then directed to a Hi-Res Imagesetters and printing press, or submitted directly to a Cut-Sheet Printer. Mainframe shop files would be directed to cut-sheet printers. After binding and finishing is completed, ink jet addressing may be applied and the printed materials may be sent to intelligent inserters, barcode sorters, and distributed to the customer or directly to the United States Postal System for mailing. This one-stop shopping concept would not only be successful for remote customers, but especially attractive for state agencies co-locating at the former Airport location. Again, as a consequence of the actions of the 76th Legislature, it appears this opportunity won't be available in the near future. As print and mail operations are centralized, economies of print scale and maximum postal discounts can be achieved. This redesign may include private sector partners.

M. Regulatory programs relate to the licensing, registration, certification, or permitting of a person, business, or other entity. If this is a regulatory program, please describe:

- why the regulation is needed;
- the scope of, and procedures for, inspections or audits of regulated entities;
- follow-up activities conducted when non-compliance is identified;
- sanctions available to the agency to ensure compliance; and

procedures for handling consumer/public complaints against regulated entities.

Does not apply to General Services Commission (Not a Regulatory Agency)

N. Please fill in the following chart for each regulatory program. The chart headings may be changed if needed to better reflect the agency's practices.

Does not apply to General Services Commission (Not a Regulatory Agency)

(Agency Name) (Regulatory Program Name) Exhibit 14: Complaints Against Regulated Entities B Fiscal Years 1997 and 1998		
	FY 1997	FY 1998
Number of complaints received		
Number of complaints resolved		
Number of complaints dropped/found to be without merit		
Number of sanctions		
Number of complaints pending from prior years		
Average time period for resolution of a complaint		
Number of entities inspected or audited by the agency		
Total number of entities regulated by the agency		

VI. Guide to Agency Programs (continued)

A. Please complete the following chart.

(General Services Commission) Exhibit 13: Program Information C Fiscal Year 1998	
Name of Program	Staff Services – Mail & Messenger Service

Location/Division	1711 San Jacinto Blvd. / Support Services Division
Contact Name	Roxy Sauer / Manager - Paul Adkins Program Director
Number of Budgeted FTEs, FY 1998	18.61
Number of Actual FTEs as of August 31, 1998	16.61

(General Services Commission) Exhibit 13: Program Information C Fiscal Year 1998	
Name of Program	Staff Services – Mailroom & Postage
Location/Division	1711 San Jacinto Blvd. / Support Services Division
Contact Name	Roxy Sauer/Manager - Paul Adkins Program Director
Number of Budgeted FTEs, FY 1998	10.61
Number of Actual FTEs as of August 31, 1998	10.49

Note: To better present GSC's mail operation responsibilities, the Mail & Messenger Services and the Mailroom/Postage Operations are combined.

B. What are the key services and functions of this program? Describe the major program activities involved in providing all services or functions.

Services are provided to programs within the General Services Commission and state agencies within Travis County. Our general responsibility is: To provide all mail services for internal customers and a variety of mail services to state agencies within Travis County.

Mail Operations is made up of four (4) distinct sections, as follows: Internal Mail Operations, Mail and Messenger, Outgoing Mail and the State Mail Office. All sections work under the common goal of, "providing services in a cost effective manner".

Internal Mail Operations provides all mail services for internal customers (all GSC departments). Responsibilities include:

- Picking up, time-stamping, sorting, opening and distributing of all incoming mail for GSC; and
- Folding, inserting and labeling outgoing mail for GSC.

Internal Mail Operations is an indirect support function of the agency and is funded by General Revenue and indirect support from other departments.

Mail and Messenger provides services to state agencies within Travis County, 150 state agencies at 195 locations. Services include:

- Interagency mail;
- Incoming and outgoing United States Postal Service mail;
- State warrants from the Office of the Comptroller; and
- Accountable Mail (certified, registered, express, etc.).

Mail and Messenger transports on average one (1) million pieces of interagency mail, over four (4) million pieces of outgoing mail and over twelve (12) million pounds of mail annually. Services are provided at no cost to customer agencies. Mail and Messenger is a General Revenue funded program.

Outgoing Mail provides the following services to all internal customers (GSC departments) and 70 agencies within Travis County:

- Metering all classes of outgoing mail;
- Folding, labeling and inserting;
- Preparation of mail for processing through State Contracts for postage discounts; and
- Assisting customers with mail piece design and consultation services to achieve the most cost effective and efficient mailing practices.

Outgoing mail processes over four (4) million pieces of mail annually. Use of state contracts for discount postage services results in over \$160,000 in postage savings annually. The majority of outgoing mail services are provided at no cost to customer agencies. Outgoing Mail is funded primarily by General Revenue.

The State Mail Office was organized in FY97 to support several statewide mail related initiatives, projects, and mandates. This office provides services and performs a variety of tasks, as follows:

- State Mail Services Contract Administration;
- State Contract Development through GSC's Central Procurement Division and the Council on Competitive Government (CCG);

- Mail Equipment and Service reviews and consultations, including: Analysis, Information, Tracking, Specification Assistance, Bid Evaluations, Pre-Bid Conferences, Cost Benefit Analysis', and related administrative duties;
- Development and Distribution of Guidelines;
- Mail Operation Evaluations;
- United States Postal Service Liaison;
- Training; and

The State Mail Office is funded by Cost Recovery and General Revenue. State Mail Services Contract Administration costs are recovered from contract user agencies. All other State Mail Office functions are funded by General Revenue.

C. When and for what purpose was the program created? Describe any statutory or other requirements for this program.

In 1972, pursuant to the recommendation of the State Auditors Office, the legislature mandated the State Board of Control to establish an interagency mail courier service (mail messenger service) for state agencies located in Travis County and to provide outgoing mail metering services for smaller agencies. Additionally, other miscellaneous mail services for external customers have been added incrementally when determined by GSC to be both cost effective and feasible. The purpose for establishing this interagency service bureau was principally to realize some economies of scale, thereby reducing duplicative services, duplicative purchases of mailing equipment and achieve a higher utilization of both equipment and staffing, by state agencies in the Capitol Complex.

D. Describe any important history not included in the general agency history section, including a discussion of how the services or functions have changed from the original intent. Will there be a time when the mission will be accomplished and the program will no longer be needed?

With the passage of SB104 by the 71st Legislature and SB381 by the 73rd Legislature, the GSC has increasingly been tasked with new responsibilities, such as surveying, evaluating, and reporting on mail activities by state agencies in Travis County.

Additional mail transport and outgoing mail services (provided by Mail & Messenger) have been implemented over time to meet customer demand and increase efficiencies.

HB3576, passed by the 75th Legislature required the SMO to assist and educate state agencies on opportunities to lower postage costs as it relates to determining which type of special mail services to use (certified, priority confirmation, etc.), and on available change of address services.

The statutory cite for mail operations is Texas Government Code, Title 10, Chapter 2176.

Additionally, the GSC has entered into a partnership with the United States Postal Service (USPS) and to date has a dedicated Liaison to GSC for this purpose.

It is evident the industry is moving toward the Print to Post concept (one stop shopping for print and mail needs). Customer demand continues to evolve in this regard. GSC is in the process of studying implementation of this type operation. Study and cost analysis will drive our decision to what extent these services will be provided by state operations and/or partnerships and contracts with outside sector providers.

E. Describe who this program serves. How many people or entities are served? List any qualifications or eligibility requirements for receiving services or benefits.

Mail Operations functions serve the following customers:

- Internal Mail Operations provides all mail services for internal customers (all GSC departments).
- Mail & Messenger provides services to state agencies within Travis County, 150 state agencies at 196 locations.
- Outgoing Mail provides services to internal customers (all GSC departments) and 70 state agencies within Travis County.
- The State Mail Office provides services to all state agencies within Travis County.

F. Describe how the program is administered. Include flowcharts, timelines, or other illustrations as necessary. List any field or regional services.

GSC's Mail Operations are administered and operate in a manner to ensure they are in compliance with statute, appropriation guidelines, GSC Operating Policies and Procedures, and Internal Operating Procedures. Procedures are available on request.

G. If the program works with local units of government, (e.g., Councils of Governments, Soil and Water Conservation Districts), please include a brief, general description of these entities and their relationship to the agency. Briefly discuss any memorandums

of understanding (MOUs), interagency agreements, or interagency contracts.

The program does not work with local units of government except that GSC Mail Operations personnel may serve as an information resource regarding mail issues.

On occasion, GSC uses interagency contracts/agreements for some outgoing mail related services and especially for contract administration.

H. Identify all funding sources and amounts for the program, including federal grants and pass-through monies. Describe any funding formulas or funding conventions. For state funding sources, please specify (e.g., general revenue, appropriations rider, budget strategy, fees/dues).

Most of the program is general revenue funded although some activities receive collected revenue to support the operation. Contract Administration is an example of a collected revenue operation. Copies of program budgets and cost recovery methodologies are available on request.

I. Are current and future funding resources appropriate to achieve program mission, goals, objectives, and performance targets? Explain.

Based upon the current scope of program mission, goals, objectives and performance targets, current and projected funding resources are appropriate. As the program changes, the amount of funding and the type of funding may need to change to meet future requirements.

J. Identify any programs internal or external to the agency that provide identical or similar services or functions. Describe the similarities and differences.

All agencies require internal mail operations to support internal requirements. Such internal requirement should be similar in scope to those detailed for internal mail operations. Mail and Messenger operations and the State Mail Office are unique to GSC. Outgoing mail operations support 70 agencies and in general, the GSC is the only consolidated state agency service provider for this purpose (Health Dept. provides service to a few nearby agencies).

K. Discuss how the program is coordinating its activities to avoid duplication or conflict with the other programs listed in Question J and with the agency's customers.

The purpose for establishing this interagency service bureau was principally to realize economies of scale, thereby reducing duplicative services, staffing and redundant purchases of mailing equipment

by state agencies in the Capitol Complex. With the passage of SB104 by the 71st Legislature, the GSC has increasingly been tasked with new responsibilities, such as surveying, evaluating, and reporting on mail activities by state agencies in Travis County. GSC through its consultation role, trainer, consolidator, is continuously reviewing activities of other agencies as to cost effectiveness, re-engineering, etc.

L. Please provide any additional information needed to gain a preliminary understanding of the program.

Under the “print to post” concept and future consolidations overall FTE and equipment requirements would decrease as a consequence of improved efficiencies. Should any other printing or mail shop mergers occur with GSC, additional increases in FTE's would be necessary as these personnel are transferred. GSC believes that the combined FTE count in our print and mail operation would over time decrease as a consequence of improved efficiencies. For example the consolidation of 29 print shops into 9 resulted in an FTE reduction of approximately 31 FTE's over a two-year period. This reduction was achieved through attrition and was feasible due to efficiencies.

M. Regulatory programs relate to the licensing, registration, certification, or permitting of a person, business, or other entity. If this is a regulatory program, please describe:

- why the regulation is needed;
- the scope of, and procedures for, inspections or audits of regulated entities;
- follow-up activities conducted when non-compliance is identified;
- sanctions available to the agency to ensure compliance; and

procedures for handling consumer/public complaints against regulated entities.

Does not apply to General Services Commission (Not a Regulatory Agency)

N. Please fill in the following chart for each regulatory program. The chart headings may be changed if needed to better reflect the agency's practices.

Does not apply to General Services Commission (Not a Regulatory Agency)

(Agency Name)		
(Regulatory Program Name)		
Exhibit 14: Complaints Against Regulated Entities B Fiscal Years 1997 and 1998		
	FY 1997	FY 1998
Number of complaints received		
Number of complaints resolved		
Number of complaints dropped/found to be without merit		
Number of sanctions		
Number of complaints pending from prior years		
Average time period for resolution of a complaint		
Number of entities inspected or audited by the agency		
Total number of entities regulated by the agency		

VI. Guide to Agency Programs (continued)

A. Please complete the following chart.

(General Services Commission) Exhibit 13: Program Information C Fiscal Year 1998	
Name of Program	Bid Services
Location/Division	Central Services Bldg./Business Services
Contact Name	Gregory Watson
Number of Budgeted FTEs, FY 1998	10
Number of Actual FTEs as of August 31, 1998	10

B. What are the key services and functions of this program? Describe the major program activities involved in providing all services or functions.

Centralized Master Bidders List: Texas Government Code, Title 10, Subtitle D, Section 2155.261 requires that all state agencies and institutions of higher education utilize the Centralized Master Bidders List (CMBL) for all purchases or other acquisitions including the acquisition of services, for which competitive bidding or competitive sealed proposals (CSP/RFP) are required. The CMBL is a mailing list of bidders who have registered for bidding with the State of Texas and is maintained by the General Services Commission. The CMBL is available on the Internet at <http://www.gsc.state.tx.us/cmb/cmbhub.html>.

GSC, through Bid Services, maintains the CMBL, a comprehensive subscription mailing list of bidders, and welcomes the opportunity to list additional businesses that will actively compete for State business. The CMBL is an effective tool for businesses to use for marketing their products and services to state agencies and Cooperative Purchasing members. An uniformed application secures the information needed to secure competitive bid for goods and services by state agencies and universities.

The CMBL staff maintains the automated mailing list of vendors who wish to bid on goods and services for state agencies and other entities. Routine actions include the mailing applications,

receipt of monies and completed applications, and performing data entry to the database system to update the bidding status of businesses and individuals wishing to do business with the State of Texas.

Bid Tabulation: The integrity of the competitive bid system depends on all bids being submitted as sealed bids by competing bidders. In order to maintain the confidence of the suppliers and the general public in the integrity of the bidding system, the Bid Tabulation Section has three fundamental responsibilities:

- Focal point for receipt, control, and security of bids received as response to Open Market, Contract, Schedule, Leasing, and Surplus Invitations for Bids; Request for Proposals; and Requests for Information until they are opened.
- Responsible for opening and public reading of bids (when requested) at the prescribed time and the timely recording and tabulation of Open Market, Surplus, and Leasing bids.
- Short-term repository for Public Information files and facilitating public access.

Surplus Property Mailing List: The GSC disposes of salvage and surplus personal property from Texas state agencies. The GSC also manages disposition of surplus and salvage donated to the State by federal programs. To this end, the Commission maintains a mailing list of prospective buyers of surplus and salvage property as required by the *Texas Government Code, Title 10, Subtitle D, Subchapter B, Chapter 2175.062*. The Surplus Property Mailing List (SPML), a function of Bid Services within the Business Services Division of The General Services Commission, has the statutory responsibility for the trade, sale or disposal of surplus and salvage property as prescribed by State law.

C. When and for what purpose was the program created? Describe any statutory or other requirements for this program.

Centralized Master Bidders List: The CMBL was implemented in accordance to House Bill 2626 of the 73rd Legislative Session. The CMBL applies to each state agency that makes purchases or other acquisitions under Texas Government Code, Title 10, Subtitle D, Subchapter E, Chapter 2155.261-2155.270. The CMBL was implemented on September 1, 1995 as an uniformed registration point for all vendors wishing to do business with state agencies.

Bid Tabulation: Article 601(b). Section 3.11 and 3.101(b) of the State Purchasing and General Services Act describes the competitive bidding process and authorizes the functions of the Bid Tabulation Operations. Texas Government Code, Title 10, Subtitle D, Subchapter E, Chapter 2155 deal with the various responsibilities of the Bid Tabulation Department.

Surplus Property Mailing List: Added by Acts 1995, 74th Leg., ch. 41, Sec. 1, eff. Sept. 1, 1995 and found in Texas Government Code, Title 10, Subtitle D, Subchapter B, Chapter 2175.062.

C. Describe any important history not included in the general agency history section, including a discussion of how the services or functions have changed from the original intent. Will there be a time when the mission will be accomplished and the program will no longer be needed?

Centralized Master Bidders List History:

- May, 1992 (FY 93) - \$75.00 bidders' registration fee on an annual basis was instituted and required the purchase of the commodity book since information had not been implemented on the internet and was in effect until September 1, 1995 (FY 96).
- The 73rd Legislature directed that the GSC create and implement a Centralized Master Bidders List (CMBL) by September 1, 1995. The statute mandated that all state agencies and institutions of higher education use the CMBL to solicit bids and proposals. The CMBL was designed to include bidders already registered with the GSC, the GSC's Historically Underutilized Businesses (HUBs) and bidders currently on other agencies' bidders lists. State agencies were to no longer maintain their own bidders lists. The agencies' list, including commodity and service providers will be consolidated with the GSC bidders' list.
- As part of the legislative requirement to develop and maintain a centralized bidders list, all vendors will be required to pay the maintenance fee in order to be listed for class-item information and to be included in bid mailing lists. HUBS who choose not to be a part of the CMBL will be listed as "HUB Certified Only".
- The \$100.00 maintenance fee for the CMBL will be for a two year period starting September 1, 1995 (previously \$75.00 for 1 year from FY 1992-1995)
- In March of 1995, GSC surveyed state agencies to determine the number of bidders on their bidders list. The number of bidders estimated to be gained from agencies ranged from 70,000 to 420,000, however the number of duplicate vendors reduced this number since vendors were required at the time to be on each individual agency bid list.
- On May 12, 1995, GSC requested that state agencies transfer their bidders list to GSC by June 15, 1995 by diskette. An agency-by-agency search for duplicate files has been implemented. Business were given a free trial period of 90 days before having to make a decision to register

on the CMBL. Bidders that did not register were deleted after the trial period.

- August 1, 1995 - Bidders were no longer required to purchase a Commodity Book prior to registering on the CMBL. The GSC Commodity Book became available at Texas State Depository Libraries, State Purchasing Departments and on the Internet. The cost of the commodity book has ranged from \$9.50 from report date of September 16, 1992 to its present cost of \$18.96 (book only-does not reflect tax or postage)
- On August 16 and August 17 of 1995, GSC conducted two training sessions for agencies which consisted of an overview of the CMBL and review of the new registration form.
- October of 1995 CMBL/HUB application revised (re:10/95)
- October 31, 1995 deadline for HUBs (previously named Disadvantage Business Enterprise-DBE) which were added the CMBL for a trial period and received bid invitations would be deleted from CMBL status if fee of \$100.00 was not received.
- Legislative mandate for the CMBL is HB2626 (amended Art. 601b, Sec. 3.101)
- House Bill 2626, Section 8, Section 3.101(a) (1), states that the CMBL "applies to all purchases or other acquisitions under this article, including the acquisition of services for which competitive bidding or competitive sealed proposals are required. " A state agency must use the CMBL for all purchases including the acquisition of services that are competitive. if over \$2,000.00
- 74th Legislature passed HB958, Subtitle D, Title 10 Government Code (formerly known as Art .601b). Mandate for use and authority to implement CMBL is Subchapter E, Chapter 2155, Subtitle D, Title 10, Government Code.
- October 1996 - Implementation and unveiling of CMBL Web Site.

Bid Tabulation History Highpoints:

- Article 601(b). Section 3.11 and 3.101(b) of the State Purchasing and General Services Act describes the competitive bidding process and authorizes the functions of the Bid Tabulation and Bid List Operations. The two operations together form Bid Services.

- The Bid Tabulation Section was established with the responsibility for receipt and security of bids, opening of bids at the time scheduled for opening, public reading of bids and producing the automated tabulation of bids. This section also assembles bid files for delivery to the purchasers and provides awarded bid tabulation information to bidders and other interested parties.
- FY 1995 Tabulation Accounts (T - Accounts) were created with a required deposit amount \$50.00 in order to provide vendors with copies of tabulation sheets of bids in which they participated. The cost of each tabulation was deducted from the \$50.00 opening balance and vendors were notified if they needed to deposit additional money. This increased efficiency by decreasing the time, effort and paperwork necessary to manually provide this customer service.
- In April 1998, with the initiation of the Fax Back System which allows vendors to receive tabulations via fax rather than requesting paper based copies and paying 10 cents a page the T-Accounts were terminated and balance refunded to vendors.
- As a result of the November 1993 audit, implementation of Electronic Commerce (web site and other electronic information sources) contributed effectively in providing information regarding bid opportunities. Open Market, Contract, Scheduled Purchasing Tabulations and Awards and Surplus Sales and other pertinent procurement related information are available on the GSC web site.

Services of the program are anticipated to be needed as long as the GSC provides Central Procurement Services.

E. Describe who this program serves. How many people or entities are served? List any qualifications or eligibility requirements for receiving services or benefits.

Centralized Master Bidders List: All state agencies and universities (approx. 250) and 1400+ Cooperative Purchasing members (school districts, bus companies, colleges and qualifying entities) use the CMBL to select vendor mailing list for purchasing opportunities. Vendors wishing to be listed in the CMBL must complete the uniformed application and submit a \$100 maintenance fee good for a two-year period.

Bid Tabulation: GSC Purchasers and Central Procurement Staff, State and Federal Surplus Property Programs, Facilities Construction and Space Management (FCSM) Division, and GSC Internal Procurement. Bid Tabulation also services the vendors who bid on GSC requisitions by providing tabulation and public readings of all bids received. Currently, approximately 18,000+

vendors are on the Vendor Lists.

Surplus Property Mailing List:

benefits from the maintaining of

benefit from the opportunities to bid on surplus property. To qualify to receive bids and/or auction notices, a vendor must simply fill out a one-page application with applicable information needed for the maintenance of the database.

at the Commission
information. The vendors

F. Describe how the program is administered. Include flowcharts, timelines, or other illustrations as necessary. List any field or regional services.

The program is administered by GSC staff - Procedures are available upon request.

G. If the program works with local units of government, (e.g., Councils of Governments, Soil and Water Conservation Districts), please include a brief, general description of these entities and their relationship to the agency. Briefly discuss any memorandums of understanding (MOUs), interagency agreements, or interagency contracts.

The program does not work directly with local units of government, but provides services to eligible members of the Cooperative Purchasing Program.

H. Identify all funding sources and amounts for the program, including federal grants and pass-through monies. Describe any funding formulas or funding conventions. For state funding sources, please specify (e.g., general revenue, appropriations rider, budget strategy, fees/dues).

Funding to the program is provided by general revenue and from cost recovery. General revenue is provided for bid services and for the surplus property mailing lists, while the CMBL is funded from cost recovery fees.

I. Are current and future funding resources appropriate to achieve program mission, goals, objectives, and performance targets? Explain.

Funding is adequate for the program to meet its current objectives.

J. Identify any programs internal or external to the agency that provide identical or similar services or functions. Describe the similarities and differences.

Not any that we are aware of.

K. Discuss how the program is coordinating its activities to avoid duplication or conflict with the other programs listed in Question J and with the agency's customers.

The Centralized Master Bidders List serves as the uniformed registration point for vendors wishing to bid on procurement opportunities within the state of Texas. This is also true for the State Surplus Property Mailing List.

L. Please provide any additional information needed to gain a preliminary understanding of the program.

Exceptions to the CMBL

The commission may authorize an agency to maintain and use its own bidders lists for specialized needs only by approval of the GSC commissioners in open meeting. The requests must be made in writing to the executive director and signed by the chief executive officer of the requesting agency. All requests should clearly identify the reasons and justification for the request.

For purchases between \$2,000 and \$10,000, informal bid procedures must be followed: Obtain a minimum of 3 bids from vendors on CMBL with 2 bids from the GSC certified Historically Underutilized Business (HUB) list (one minority owned and one female owned of any ethnicity). Purchases between \$2,000 and \$5,000 may also be supplemented with non-CMBL bidders.

An agency may supplement the bidders list with its own list of GSC certified HUBs if it determines that supplementing the CMBL will increase the number of HUBs that submit bids.

M. Regulatory programs relate to the licensing, registration, certification, or permitting of a person, business, or other entity. If this is a regulatory program, please describe:

- Ⓒ why the regulation is needed;
- Ⓒ the scope of, and procedures for, inspections or audits of regulated entities;

- follow-up activities conducted when non-compliance is identified;
- sanctions available to the agency to ensure compliance; and
- procedures for handling consumer/public complaints against regulated entities.

Does not apply to General Services Commission (Not a Regulatory Agency)

N. Please fill in the following chart for each regulatory program. The chart headings may be changed if needed to better reflect the agency's practices.

Does not apply to General Services Commission (Not a Regulatory Agency)

(Agency Name) (Regulatory Program Name) Exhibit 14: Complaints Against Regulated Entities B Fiscal Years 1997 and 1998		
	FY 1997	FY 1998
Number of complaints received		
Number of complaints resolved		
Number of complaints dropped/found to be without merit		
Number of sanctions		
Number of complaints pending from prior years		
Average time period for resolution of a complaint		
Number of entities inspected or audited by the agency		

Total number of entities regulated by the agency		
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VI. Guide to Agency Programs (continued)

A. Please complete the following chart.

(General Services Commission)	
Exhibit 13: Program Information C Fiscal Year 1998	
Name of Program	Historically Underutilized Business
Location/Division	Central Services Bldg./Business Services Division
Contact Name	Robert Hall
Number of Budgeted FTEs, FY 1998	12.7
Number of Actual FTEs as of August 31, 1998	10.0

B. What are the key services and functions of this program? Describe the major program activities involved in providing all services or functions.

- Certify eligible applicants who apply for HUB certification to ensure maximum opportunities for state contracts;
- Conduct random compliance reviews of applicants and certified businesses to verify the information submitted by a business is accurate and that the business remains eligible after certification has been granted to ensure utilization by state agencies in meeting their strategic plan goals;
- Develop agreements with other certification entities to increase minority/women availability and utilization for state agencies, universities, political subdivisions, non-HUB prime contractors, other certification entities, and private entities.
- Report state expenditures and payment information regarding HUB utilization during each fiscal year;
- Develop a Mentor Protégé process that enhances relationships between state agencies, prime contractors, and HUB vendors;
- Establish graduation size standards that can compete in the state procurement market. I B certification
HUBs that have overcome their discouraging success stories of
- I

- Develop HUB Subcontracting Plans for all contracts over \$100,000 to ensure equal opportunities for HUBs;
- Provide consulting services to state agencies and HUB Coordinators;
- Provide quarterly updates to key HUB Cooperative groups regarding the HUB Program;
- Provide information to HUBs regarding the benefits of HUB certification; and
- Provide access to information, bid tabulations, and contract opportunities to all HUBs.

K. When and for what purpose was the program created? Describe any statutory or other requirements for this program.

The basic HUB Program responsibilities were established in 1992 and 1993 with the passage of House Bills 799 and 2626 respectively. The GSC was tasked with 1.) Certifying Historically Underutilized Businesses (HUBs), 2.) Preparing and updating a directory of HUBs semiannually, 3.) Providing the directory to agencies electronically or in other format, 4.) Preparing a report on the total number and dollar amount of contracts awarded to HUBs in the preceding fiscal year, and 5.) Requiring information from state agencies (as necessary) and promulgating rules to administer the Program.

L. Describe any important history not included in the general agency history section, including a discussion of how the services or functions have changed from the original intent. Will there be a time when the mission will be accomplished and the program will no longer be needed?

- Beginning in 1992 with a self-certification program, to the current program process of reviews and audits of documentation submitted for certification, the HUB Program has continued to evolve. This evolution has been based on legislative directives which subsequently required GSC rule changes for the administration of the HUB Program. With the change from self-certification to a mid-level certification by GSC, came other key changes. The State's Certification Program is vital to tracking the amount of funds expended by individual agencies on minority and women owned businesses and the generation of required reports. Certification provides a "standard" test by which those businesses are measured against to qualify as HUBs. Potential HUBs all register for certification with the GSC voluntarily. Those who are certified comprise the HUB list. The semi-annual and annual Statewide HUB Report was and is currently designed to only capture the procurement data of "certified" HUBs from the Texas Comptrollers payee data.
- In 1993, House Bill 2626 (codified in Article 601b) identifies "Historically Underutilized Businesses" and directs the GSC to: 1.) Prepare and update a directory of HUBs semiannually, 2.) Prepare and provide access to the HUB Directory for agencies in either an electronic or

hard copy format, 3.) Prepare reports of the total dollar amount and number of contracts awarded to HUBs in the preceding fiscal year, and 4.) Gives GSC the authority to request information from state agencies and promulgate rules to administer the HUB Program.

- In 1993, House Bill 2310 (codified in Article 601i) establishes a civil penalty against a person claiming disadvantaged business status and the general contractor who knowingly contracts with such person.
- In September 1993, the GSC adopts HUB Certification Rules. These rules provide definitions and processes for certification, revocation, re-certification, protests, compliance audits for eligibility, Texas Historically Underutilized Business Certification Directory, and state agency reporting requirements.
- In October 1995, the GSC adopts HUB Rule revisions (Rules 111.11-111.23) in conjunction with the Texas Disparity Study relating to the utilization of HUB businesses, agency goals, and a business' size.
- In 1999, Senate Bill 178 amends and adds sections of the HUB statute providing the GSC with the authority to: 1) establish size standards for HUBs, 2) adopt HUB rules based on disparity studies prepared on behalf of the State, 3) adopt HUB rules relative to state contracts (i.e., construction, goods, and services), 4) provide a report of non-compliant agencies by the State Auditor's Office to the Commission, 5) send orientation packets to recently certified HUBs, 6) implement a mentor protégé program, 7) develop forums for agencies and HUBS, 8) assist HUB Coordinators/Procurement Directors in identifying HUBs for state contracts, 9) report the number of businesses participating in state bonds, the number of contracts awarded, and the number of bids/proposals received by agencies, 10) State Auditor's Office determines the state agencies conducting a "Good Faith Effort", 11) report the outcome of education and training efforts to the Governor, Lieutenant Governor, and Speaker, and 12) agencies should report their "Good Faith Efforts" for the last two years, and develop Good Faith Effort HUB Subcontracting Plans for their prime contractors.

B. Describe who this program serves. How many people or entities are served? List any qualifications or eligibility requirements for receiving services or benefits.

The HUB Program is dedicated to serving and assisting state agencies, state supported universities, political subdivisions, chambers of commerce, other certification entities, and business owners. Assistance is provided to state agencies, universities, and political subdivisions in meeting their HUB goals as part of their HUB Strategic Plan for inclusion of HUBs in State procurements. In accordance with the Texas Government Code, Chapter 2161, all state agencies and universities should make a "good faith effort to award at least 30% of all contracts to HUBs. After

certification, HUBs are listed in the HUB Directory on the Centralized Master Bidders List (CMBL). The CMBL is comprised of registered bidders, HUBs and Qualified Information System Vendors (QISVs). State agencies use the CMBL to locate these bidders for potential contract opportunities. It has been determined that over 10,000 viewers are served daily by accessing the CMBL via the internet. By being certified, HUB vendors increase their opportunities for contracts with the State of Texas.

Assistance is provided to chambers of commerce, other certification entities, and business owners by providing information regarding contract opportunities to all minority/woman-owned businesses. There are not set-asides for HUBs. Awards are based on the lowest price and best value. State agencies are required to use the CMBL and report expenditures associated with the utilization of HUBs. The utilization of HUBs is monitored in the State semi-annual and annual HUB Reports.

All applicants for the CMBL must complete an application for registration and certification as bidder and HUB. Applicants for the QISV Program must submit a catalogue of products offered to the GSC's Central Procurement Division for approval. Registration and certification on the CMBL as a bidder and HUB, respectively is for two consecutive years. QISV certification is indefinite, provided the applicant maintains registration on the CMBL as a bidder.

Eligibility Requirements for HUB Certification

Eligible businesses must be owned, operated and controlled by persons who are socially disadvantaged American citizens and who have been historically underutilized because of their identification as members of the following groups: 1.) Black (African) Americans, 2.) Hispanic Americans, 3.) Asian-Pacific Americans, 4.) Native Americans, and 5.) American Women. Businesses must be one of the following business structures to qualify: 1.) Sole Proprietorship, 2.) Partnership, 3.) Corporation, 4.) Joint Venture, and 5.) other legally recognized business entities (i.e., LLCs and LLPs). Non-Profit Organizations are not eligible for certification as a HUB with the State of Texas. Eligible HUB applicants and holders of the majority shares of stock or securities are expected to actively participate and be involved in the management, policies, major decisions, and day-to-day operations of the business. Absentee or titular ownership by eligible owners who do not take an active role in controlling the business is not consistent with the State's definition of a HUB. Each eligible owner must be able to make independent and unilateral business decisions which guide the future and destiny of the business (i.e., administrative activities, personnel management, negotiations and execution of contracts, and execution (signature) of financial (credit, banking and bonding) transactions and agreements). Finally, a HUB business shall be graduated from being used to fulfill HUB procurement utilization goals and continued

certification when it has maintained graduation thresholds for four consecutive years that exceed the

C. Describe how the program is administered. Include flowcharts, timelines, or other illustrations as necessary. List any field or regional services.

The Program is administered by GSC employees.

All applicants will receive notification regarding their certification within 30 days of receipt of the application. Currently there are no regional services utilized by the HUB Certification and Compliance Program. However, the Commission is required by SB 178 (76th Leg. Session) to develop agreements with other entities for minority/woman-owned business certification.

D. If the program works with local units of government, (e.g., Councils of Governments, Soil and Water Conservation Districts), please include a brief, general description of these entities and their relationship to the agency. Briefly discuss any memorandums of understanding (MOUs), interagency agreements, or interagency contracts.

The program does not work directly with local units of government, except in co-sponsoring Economic Opportunity Forums.

E. Identify all funding sources and amounts for the program, including federal grants and pass-through monies. Describe any funding formulas or funding conventions. For state funding sources, please specify (e.g., general revenue, appropriations rider, budget strategy, fees/dues).

The HUB Program is funded with general revenue.

F. Are current and future funding resources appropriate to achieve program mission, goals, objectives, and performance targets? Explain.

Funding resources are appropriate for the current program, however additional funding resources are necessary for educational outreach to HUBs regarding the procurement process. Through training via the Economic Opportunity Forums (EOFs) that are hosted and co-hosted statewide, the GSC has learned that businesses need additional information specifically regarding how to bid on state contracts, comprehension of contract specifications, understanding competitive bid tabulations, and ascertaining

past information through the Open Records process regarding bid opportunities. Currently, without the appropriate funding, resources are limited.

G. Identify any programs internal or external to the agency that provide identical or similar services or functions. Describe the similarities and differences.

There are no internal programs that certify minority and woman-owned businesses. However, Bid Services is responsible for registering bidders including minority and women-owned businesses. Externally, other entities that conduct minority and women-owned business certification are: Capital Metro, City of Austin, North Central Texas Regional Certification Agency (NCTRCA), Texas Department of Transportation (TxDOT), Houston Metropolitan Transit Authority, the City of Houston, and Via Metropolitan. Most of these entities operate under the 49 Code of Federal Regulations (CFR). The GSC HUB Program operates under state statute and HUB Rules. GSC has implemented a Memorandum of Agreement with TxDOT whereby businesses that are certified with TxDOT and meet the GSC's HUB eligibility requirements may be certified and listed in the HUB Directory. To fully determine the similarities and differences between the GSC HUB Program and other programs, a complete and thorough comparison would be necessary.

H. Discuss how the program is coordinating its activities to avoid duplication or conflict with the other programs listed in Question J and with the agency's customers.

The GSC's HUB Program is the only state approved program that certifies minority and women-owned businesses as Historically Underutilized Businesses (HUBs) with the State of Texas. Other certification entities in Texas certify Minority Business Enterprises (MBE's), Women Owned Business Enterprises (WBEs), or Disadvantaged Business Enterprises (DBEs). The goals identified for the State of Texas HUB Program are different from the federally mandated programs.

L. Please provide any additional information needed to gain a preliminary understanding of the program.

The Texas Department of Transportation (TxDOT) and the GSC worked collectively on behalf of Texas businesses to finalize an MOA that would certify TxDOT Disadvantaged Business Enterprises (DBEs) as HUBs. On September 10, 1998, this agreement was signed by both agencies' Executive staff and Program Directors and was implemented on October 1, 1998. In accordance with the agreement, TxDOT will forward an electronic download of certified DBEs to GSC on the last working day of each month. These DBEs will be identified as certified HUBs in GSC's HUB Directory. Additionally, each certified DBE will receive a certificate acknowledging

their certification with the GSC. The ultimate goal of this MOA is to increase the total number of certified HUBs doing business with the State of Texas.

M. Regulatory programs relate to the licensing, registration, certification, or permitting of a person, business, or other entity. If this is a regulatory program, please describe:

- why the regulation is needed;
- the scope of, and procedures for, inspections or audits of regulated entities;
- follow-up activities conducted when non-compliance is identified;
- sanctions available to the agency to ensure compliance; and

procedures for handling consumer/public complaints against regulated entities.

Does not apply to General Services Commission (Not a Regulatory Agency)

N. Please fill in the following chart for each regulatory program. The chart headings may be changed if needed to better reflect the agency's practices.

Does not apply to General Services Commission (Not a Regulatory Agency)

(Agency Name)		
(Regulatory Program Name)		
Exhibit 14: Complaints Against Regulated Entities B Fiscal Years 1997 and 1998		
	FY 1997	FY 1998
Number of complaints received		
Number of complaints resolved		
Number of complaints dropped/found to be without merit		
Number of sanctions		
Number of complaints pending from prior years		
Average time period for resolution of a complaint		

Number of entities inspected or audited by the agency		
Total number of entities regulated by the agency		

VI. Guide to Agency Programs (continued)**A. Please complete the following chart.**

(General Services Commission) Exhibit 13: Program Information C Fiscal Year 1998	
Name of Program	Federal Surplus Property
Location/Division	208 E. 10 th Street, Austin Surplus Division
Contact Name	Dan Bremer
Number of Budgeted FTEs, FY 1998	56.28
Number of Actual FTEs as of August 31, 1998	45

B. What are the key services and functions of this program? Describe the major program activities involved in providing all services or functions.

The program is administered as set forth in Texas Government Code, Title 10, Subtitle D, Chapter 2175.

State agencies, political subdivisions, and certain nonprofit organizations are eligible to receive federal surplus property through the GSC. Participating groups must be currently certified and on file with the GSC to receive donated property.

The State of Texas, Federal Surplus Property program receives no general appropriations from the Texas Legislature, but is wholly dependent upon its "handling charge fee" assessed to sustain its operations on a cost recovery basis which supports the following functions: locating, inspecting, listing property, administrative processing, trucking, operating regional distribution/staging centers, maintaining required federal records, and checking the appropriate utilization of transferred property.

Federal surplus property is obtained domestically and internationally and distributed through four districts throughout the state. The regional offices are located in Fort Worth, Houston, Lubbock, and San Antonio. Each regional office includes a warehouse where surplus property is collected,

sorted, and stored prior to distribution. Participating organizations can send their appointed representatives to any of the warehouses to inspect property. The GSC also publishes a bulletin, which lists some of the property available at each warehouse along with other pertinent information. A listing of federal surplus is available on the Internet at <http://www.gsc.state.tx.us/surplus/fsphome.html>.

C. When and for what purpose was the program created? Describe any statutory or other requirements for this program.

The function of the Texas Surplus Property Program is to administer the Donation of Federal Surplus Personal Property programs in the State of Texas. Personal property which is surplus to the needs of the Federal Government is approved for transfer to the states on a fair and equitable basis by the U. S. General Services Administration.

The program services provide the link between the Federal agencies that generate the property and eligible organizations in Texas which use donated property for a wide variety of public programs. The property is obtained from the Federal Government at no cost to the State except for the expense associated with screening, transporting and temporarily warehousing the property. The program is self-supporting, assessing a minimal services and handling fee to sustain its operations on a full cost recovery basis.

The "Texas State Educational Agency for Surplus Property" was established by the Governor in 1945 by executive order under authority of his "War Emergency Powers." In 1949, the 51st Legislature of Texas changed the name to "Texas Surplus Property Agency" and continued the Agency by passage of Senate Concurrent Resolution No. 33.

Each successive Legislature continued the Texas Surplus Property Agency by Concurrent Resolutions until March 19, 1971, when House Bill 216 became law as Article 6252-6b, Vernon's Annotated Revised Civil Statutes of the State of Texas, establishing the Texas Surplus Property Agency as a permanent agency of the State.

On June 19, 1993, the 73rd Legislature passed Senate Bill 381 abolishing the Texas Surplus Property Agency. The bill called for the functions of the agency to pass to the General Services Commission effective September 1, 1993, thus establishing the General Services Commission, Federal Surplus Property Program.

The Federal surplus property program is administered by the General Services Commission (GSC) as set forth in Texas Government Code, Title 10, Subtitle D, Chapter 2175.

D. Describe any important history not included in the general agency history section, including a discussion of how the services or functions have changed from the original intent. Will there be a time when the mission will be accomplished and the program will no longer be needed?

The federal donation program is dependent on the release of excess property declared surplus by the federal government. Changes in the quantity of property can fluctuate from year to year depending on availability and federal government initiatives, such as active military conflicts around the world. All states utilizing the program are very competitive in bringing as much donable property as possible back to their home state. The process of finding what is available and seeking GSA allocation approval is an on-going effort to return as much property as possible to eligible Texas taxpayers.

E. Describe who this program serves. How many people or entities are served? List any qualifications or eligibility requirements for receiving services or benefits.

The program makes surplus property from Federal agencies available for use by political subdivisions such as state agencies, counties, municipalities, public schools and certain nonprofit organizations. The program is regulated by the US General Services Administration (GSA), a federal agency, however, it is administered in Texas by the Texas General Services Commission (GSC).

The program is open only to eligible donees, not private citizens or the general public.

An organization's application must be approved before it can participate in the program. Once approved, the organization will become eligible to acquire surplus property at costs below market value.

Currently, there are approximately 3300 eligible recipients statewide in the program. Performance Measure data indicates a 1998 state-wide savings of approximately \$6,000,000. by using surplus as compared to buying new equipment.

The types of surplus items which become available are diverse: Office supplies and furniture, kitchen equipment, appliances, various packaged foodstuffs, miscellaneous tools, passenger vehicles, grounds maintenance equipment and heavy machinery. Handling fees will vary according to condition of the

item and demand, but are usually significantly lower than the cost of comparable items on the open market. The difference in value is considered a “donation” from the federal government; hence, participants in the program are referred to as “donees”.

F. Describe how the program is administered. Include flowcharts, timelines, or other illustrations as necessary. List any field or regional services.

The program is administered as provided in the “State Plan of Operations” (copy available) with the administrative offices located in Austin and district warehouses located in Houston, San Antonio, Lubbock, and Fort Worth.

G. If the program works with local units of government, (e.g., Councils of Governments, Soil and Water Conservation Districts), please include a brief, general description of these entities and their relationship to the agency. Briefly discuss any memorandums of understanding (MOUs), interagency agreements, or interagency contracts.

N/A

H. Identify all funding sources and amounts for the program, including federal grants and pass-through monies. Describe any funding formulas or funding conventions. For state funding sources, please specify (e.g., general revenue, appropriations rider, budget strategy, fees/dues).

The Federal Surplus Property (FSP) program as allowed by Texas Government Code Title 10, subtitle D, Chapter 2175, sec. 369 and 370, collects a service charge for the acquisition, warehousing, distribution or transfer of federal property. GSC then deposits charges collected in the State Treasury to the credit of the federal surplus property service charge fund (570). Money in the federal surplus property service charge fund may be used only to accomplish the GSC’s function of the program. The FSP program receives no appropriated funding from the State, but receives the authority to spend money in fund 570.

The following is a working guideline for financing and service charges of the program and is based on the program’s “State Plan of Operation” required and approved by U.S. General Services Administration:

cing of Program

The Commission, in providing for the disposition of federal surplus property, shall require the payment of such service charges by the donees. Revenue from these charges will be used for the operation of the Program to the benefit of participating donees. Service charges will support the direct and indirect costs of the Program's activities and will provide for the accumulation and maintenance of a working capital reserve. The Program shall also generate revenues from, but not limited to, sales and compliance proceeds, charges for handling and processing late payments, interest on savings and investments, gifts and grants.

B. Service Charges

Services charges assessed by the Program will be fair and equitable and based on the services performed or paid for by the Program, which include direct and indirect costs of administering the surplus property program plus accumulation and maintenance of a working capital reserve. Those costs include, but are not limited to: Equipment, travel, screening, transportation, promotions, depreciation, operating reserve, insurance, printing, advertising, marketing, compliance, warehousing, accounting, maintenance, fuels, personnel, packing, crating, postage, utilities, telephone, supplies and administration.

C. Criteria for Assessing Charges

Charges and fees for services will be assessed at a level which the Commission estimates will be sufficient to recover its expenses, including reasonable indirect costs of administering the surplus property program. In determining charges and fees, consideration will be given to the following criteria:

Expenses of operation as set out above.

- The original government acquisition cost or estimated fair market value of the property.
- The type or nature of the property which would indicate its usefulness.
- The condition and/or quantity of the property.
- Special processing, handling, transportation, or services.

These criteria and the following scale of acquisition costs versus percentages will serve as guidelines in establishing the handling fee:

<u>If acquisition cost is:</u>	<u>Handling fee % range is:</u>
\$0 -50,000	0 - 50%

50,001 - 250,000	0 - 45%
250,001 - 1 million	0 - 40%
over 1 million	0 - 35%

D. Minimal Charges

Eligible agencies or institutions which, through their initiative in locating items or by virtue of being physically located near federal holding agencies, desire to pick up property direct from the holding agency may do so using their own transportation. In such instances, the normal service charge which would be assessed on the item if it were transported, warehoused and transferred through a distribution center will be discounted by 30%. This discount will be granted considering that agency screening, administrative, direct and indirect operational, and compliance responsibility costs will still apply to the property.

An additional discount of 10% may be granted where no direct screening costs are incurred by the agency.

The service charge may be further reduced for major items of equipment, and in each instance will be negotiable to ensure it is fair and equitable.

E. Special Discount for Homeless Assistance

Assistance Act

enacted July 22, 1987), will be provided a discount of up to 50% off of the normal service charge.

F. Use of Funds

Funds accumulated from service charges, as well as from other sources such as sales, compliance actions, gifts, grants, appropriations, etc., will be used to:

- F.1. Cover direct and indirect costs of the Program's operation
- F.2. Purchase necessary equipment and supplies and any such other purchases as deemed necessary to carry out the Program's operations.
- F.3. Accumulate and maintain a working capital reserve, to be sufficient for projected costs of operation for one full year.

surplus property.
center facilities.

deposit of Funds

The Commission, with the advice of the State Comptroller, has authority to deposit and invest funds in accordance with State laws. Deposits and/or investments will be in the best interests of the State and in the type and forms allowed by law. All service charges and interest earned shall be credited to the surplus property service charge fund.

Authority

Commission to use

service charges in either acquiring or improving program office space or distribution facilities. In the event the Commission disposes of a facility or facilities purchased with service and handling charges by sale or otherwise, and assets are realized, those assets shall remain in the surplus property service charge fund and may be used for operations and activities of the Program. Any funds remaining in the surplus property service charge fund from prior Program activities shall be retained in the fund for the continued operation of the Program.

Service Charges

costs the projected

costs of operation for one full year prorated in an equitable manner.

I. Are current and future funding resources appropriate to achieve program mission, goals, objectives, and performance targets? Explain.

The Federal Surplus Property program receives no appropriated funds so this would not be applicable. The program does maintain goals and performance targets to maintain business operations.

J. Identify any programs internal or external to the agency that provide identical or similar services or functions. Describe the similarities and differences.

The GSC's Federal Surplus Property program is the single entity prescribed by law to administer the federal donation program in Texas.

K. Discuss how the program is coordinating its activities to avoid duplication or conflict with the other programs listed in Question J and with the agency's customers.

N/A

L. Please provide any additional information needed to gain a preliminary understanding of the program.

The “State Plan of Operation” is the Federal Surplus Property Program’s basic guidelines approved for operations by U.S. General Services Administration. This will provide an additional understanding of this program.

M. Regulatory programs relate to the licensing, registration, certification, or permitting of a person, business, or other entity. If this is a regulatory program, please describe:

- why the regulation is needed;
- the scope of, and procedures for, inspections or audits of regulated entities;
- follow-up activities conducted when non-compliance is identified;
- sanctions available to the agency to ensure compliance; and

procedures for handling consumer/public complaints against regulated entities.

Does not apply to General Services Commission (Not a Regulatory Agency)

N. Please fill in the following chart for each regulatory program. The chart headings may be changed if needed to better reflect the agency’s practices.

Does not apply to General Services Commission (Not a Regulatory Agency)

(Agency Name) (Regulatory Program Name) Exhibit 14: Complaints Against Regulated Entities B Fiscal Years 1997 and 1998		
	FY 1997	FY 1998
Number of complaints received		
Number of complaints resolved		
Number of complaints dropped/found to be without merit		
Number of sanctions		
Number of complaints pending from prior years		
Average time period for resolution of a complaint		
Number of entities inspected or audited by the agency		
Total number of entities regulated by the agency		

VI. Guide to Agency Programs (continued)

A. Please complete the following chart.

(General Services Commission) Exhibit 13: Program Information C Fiscal Year 1998	
Name of Program	State Surplus Property
Location/Division	Surplus Division
Contact Name	Marilyn Grimm
Number of Budgeted FTEs, FY 1998	2.10

Number of Actual FTEs as of August 31, 1998	2.10
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B. What are the key services and functions of this program? Describe the major program activities involved in providing all services or functions.

The General Services Commission (GSC) state surplus program facilitates the placement and disposal of state surplus and salvage for agencies that fall under the requirements of Chapter 2175, Texas Government Code, Title 10, Subtitle D.

Property is declared surplus by each agency's property management area utilizing the State Property Accounting (SPA) System of the Comptroller's office. Initially state surplus is made available to state agencies, political subdivisions, and assistance organizations for a 30-day period. A new listing of surplus property is disseminated at the first of each month. This listing of state surplus is available on the Internet at <http://www.window.state.tx.us/localinf/surpintro.html> or can be linked to through the GSC website at www.gsc.state.tx.us. Political subdivisions and assistance organizations may still subscribe for a fee to a printed copy of the listing.

During this 30-day period, the agency owning the property determines the price, if any, for each item. The first state agency, political subdivision, or assistance organization that commits to the price is entitled to the property unless a competing equivalent request is received from a state agency and a political subdivision or assistance organization. If a competing equivalent request is received, priority is given to the state agency. Requests are considered "competing and equivalent" if each meets the price established by the agency on the same business day within the 30-day period.

Following this 30-day period, property that does not transfer to a qualifying entity can be scheduled for public sale through the state surplus program, either by sealed bid or auction, or an agency may request delegation to hold the sale. The GSC maintains mailing lists of prospective buyers for these public sales. For sealed bid sales the GSC state surplus program oversees all aspects of the process, i.e. the production and mailing of invitations to bid, advertisement of bids in newspapers (if applicable), tabulation and awarding of bids, and collection of payment from the successful bidders. For auction sales the GSC state surplus program contracts with an auctioneer for the actual auctioneering and some related services, however, GSC still prepares and mails a notice to prospective bidders, prepares newspaper advertisements, arranges for the auction site and appropriate security, takes possession of the proceeds from the sale on auction day, and audits the documentation received from the auctioneer after the sale.

C. When and for what purpose was the program created? Describe any statutory or other requirements for this program.

The state surplus program was created by Senate Bill 59, Special Session of the 18th Legislature in 1884. It authorized the office of the Superintendent of Public Building and Grounds to dispose of property that was "unfit for use or no longer needed" utilizing the public auction method.

The statutory authority for the current surplus/salvage program administered by the General Services Commission (GSC) is found in Chapter 2175, Texas Government Code, Title 10, Subtitle D. It requires the GSC to realize the maximum benefit to the state in selling or disposing of surplus and salvage property. The law requires that agencies subject to the statute provide the GSC with information regarding the property. The GSC then is required to facilitate the distribution of this information to other state agencies, political subdivisions and assistance organizations for possible transfer to these entities with state agencies having priority.

Effective 9/1/99 if disposition of surplus/salvage data processing equipment is not made to qualifying entities as identified in applicable laws, state agencies (including higher ed and eleemosynary institutions) are to transfer remaining data processing equipment to the Industries Division of the Texas Dept. of Criminal Justice for repair, refurbishment or recycling.

Surplus property other than data processing equipment is required to be included in either a sealed bid sale or auction coordinated by the GSC. These sales, if expected to realize more than \$5,000, require that GSC advertise them in a newspaper in the vicinity of where the property is located. These public sales require the collection of a purchaser fee (in addition to the bid price and applicable tax) to recover the costs associated with the sale. The purchaser fee is to be reviewed annually. For auctions, this fee does not include the auctioneers commission and the cost of applicable newspaper advertising by the GSC and for sealed bids it does not include the cost of newspaper advertising. These costs are recovered from the appropriate state agencies.

GSC is required by statute to maintain two mailing lists in the administration of the surplus program:

- For hard copies of the "Monthly Surplus" publication which lists property available for transfer to qualifying entities, payment of a fee is charged to recover the costs of publication (printing, postage, etc.) Note: listing is also available electronically on Internet via Comptroller's website, *Window on State Government*.
- For sealed bid and auction sales, a list of prospective buyers is maintained by category and area of the state.

D. Describe any important history not included in the general agency history section, including a discussion of how the services or functions have changed from the original intent. Will there be a time when the mission will be accomplished and the program will no longer be needed?

- 1884 - 18th Legislative Session -Beginning of state surplus/salvage program. Legislature authorized the office of the Superintendent of Building and Grounds to dispose of property belonging to the state and situated in Austin that was "unfit for use or no longer needed" utilizing the public auction method. Required advertising for five days. Selling agency received credit for the proceeds from the sale.
- 1925 - 39th Legislative Session - Changed five day advertising requirements for auction to be in two newspapers in Austin. Changed deposit of proceeds to General Revenue.
- 1943 - 48th Legislative Session - With the exception of eleemosynary institutions and institutions of higher education, included all state property, regardless of location, in Board of Control disposal process. Required Board of Control to coordinate transfer of property between agencies at market price. No longer specified "auction" method of disposal. Changed newspaper advertising to four days in a newspaper in the county where the property was situated if expected return was over \$100 or if no newspaper was located in county, required posting of sale in county in three public places (one being the county courthouse).
- 1947 - 50th Legislative Session - Included the Texas Prison System as an exception to disposal of property to the public through the Board of Control. Changed the deposit of proceeds from the sale back to the owning agency. Elaborated on the transfer of property from one agency to another (including property from eleemosynary institutions, higher ed, and the Texas Prison System)--Specifically excluded the sale of supplies manufactured by the Texas Prison System. Added a new provision to allow trade-in of surplus on new property of the same type.
- 1949 - 51st Legislative Session - Added a provision for destruction of property with no resale value.
- 1957 - 55th Legislative Session - Terminology for "property unfit for use or no longer needed" was replaced by the terms "surplus and salvage property." Required competitive bidding if property did not transfer to another agency. Required the Board of Control to maintain a list

of prospective buyers for public sales. Raised the threshold for advertising sales in newspapers to \$1,000. Changed the newspaper advertising requirement to at least one newspaper of general circulation in the vicinity where property was located. Allowed for delegation of sales to agencies. Continued the exclusion for eleemosynary and higher ed but not the Texas Prison System. Specifically stated that products and by products of research, forestry, agriculture, livestock and industrial products could be excluded under certain conditions.

1967 - 60th Legislative Session - Gave the Texas Partners of the Alliance (now the Texas Partners of the Americas) the opportunity for a 60-day period to purchase surplus and salvage after being offered to other agencies and before being offered for sale to the public.

1971 - 62nd Legislative Session - Inserted a timeframe during which counties could acquire property (between transfer to agency and Texas Partners of the Alliance) and required the Board of Control to maintain a list (renewable annually) of counties that requested information on surplus and salvage property.

1975 - 64th Legislative Session - Gave municipalities, school districts and jr. college districts the same ability to acquire surplus/salvage as counties.

1977 - 65th Legislative Session - Provided for the direct coordination of transfers between agencies (no longer had to come through state surplus program of Board of Control to accomplish). Same statute also transferred the property accounting system from the Comptroller to the Board of Control.

1979 - 66th Legislative Session - Excluded disposal by the State Purchasing and General Services Commission of surplus/salvage from the legislature. Added a requirement for the sale of wastepaper in buildings under control of State Purchasing and General Services Commission.

1985 - 69th Legislative Session - Included food banks as a qualifying entity for the acquisition of surplus/salvage property.

1987 - 70th Legislative Session - Authorized the State Purchasing and General Services Commission to set a fee to be collected from the purchaser of surplus and salvage property at a public sale (sealed bid or auction) to recover the costs associated with the sale. Included rural fire prevention districts and volunteer fire departments under the definition of political subdivision to acquire state surplus/salvage property by transfer.

- 1989 - 71st Legislative Session - Provided the Texas Surplus Property Agency in San Antonio a 25-day period of time during which they were to provide assistance to further effect transfers of state surplus/salvage to state agencies and political subdivisions. Also added a new category, assistance organizations, as being allowed to acquire state surplus/salvage property by transfer via the Texas Surplus Property Agency.
- 1993 - 73rd Legislative Session - With the transfer of the Texas Surplus Property Agency to the General Services Commission the required period of time that had been provided to them to effect further disposal of state surplus to state agencies, political subdivisions and assistance organizations was eliminated. Included assistance organizations as a qualifying entity for the transfer of surplus during the initial period of time for transfers. (Note: this same year the state property accounting system transferred from the General Services Commission back to the Comptroller of Public Accounts.)
- 1995 - 74th Legislative Session - Statute was recodified.
- 1997 - 75th Legislative Session - Raised the dollar amount for public sales that required newspaper advertising from \$1,000 to \$5,000. Shortened the time period for making state surplus/salvage available to other qualifying entities from 35 to 30 days.
- 1999 - 76th Legislative Session (effective 9/1/99) - Required state agencies (including higher ed and eleemosynary institutions) to transfer surplus data processing equipment not transferred to qualifying entities as provided by law, to the Texas Dept. of Criminal Justice Industries Program to be refurbished, repaired, or recycled for resale to school districts, state agencies, and political subdivisions. Expanded the definition of assistance organization for the purpose of acquiring state surplus/salvage to include groups that provide assistance to clients of health and human services agencies. Required higher ed to advertise the availability of instructional materials and equipment to school districts, in particular low performing ones via the Texas Higher Education Coordinating Board website.

The services provided by the state surplus program have been expanded from its inception in 1884. In that year state property located in Austin that was unfit for use or no longer needed was sold in an auction with the public being given notice. Over the years the law changed to include the requirement to offer the surplus property to other agencies, political subdivisions, and assistance organizations before anything was sold in a public sale. The ability to transfer property to qualifying entities maximized the return to the state as a whole.

The law also changed to include property not only located in Austin but all over the state. This allowed qualifying entities in all areas of the state to acquire surplus that was in their vicinity. It, however, still did exclude higher ed and eleemosynary institutions.

The law was only recently changed to allow other avenues for reutilization of property. One change is the provision that higher ed advertise instructional materials and equipment to school districts, in particular low performing districts before proceeding with other disposal. Another change is that the transfer of surplus/salvage data processing equipment not acquired by another entity as provided by law be transferred to the Texas Dept. of Criminal Justice Industries Program for repair, refurbishment and recycling and to give inmates a marketable job skill. The law does include data processing equipment from higher ed and eleemosynary institutions.

The law over the years also changed public disposal from the utilization of only the auction method to include disposal via sealed bid sales which gave more flexibility to the disposal of property to the public especially where the property was located in remote areas of the state.

As long as state agencies acquire new property, there will be a necessity for end disposal of surplus/salvage property.

E. Describe who this program serves. How many people or entities are served? List any qualifications or eligibility requirements for receiving services or benefits.

The state surplus program services approximately 150 agencies in the complete cycle of the disposal of their surplus property and has the potential of serving:

- 254 counties
- 1,081 independent school districts/charter schools
- 1,178 cities
- 1,800 volunteer fire departments
- along with other political subdivisions including junior/community colleges,
- MHMR community centers and an untold number of assistance organizations in acquiring surplus property for use in their programs.

Insofar as eligibility, political subdivisions and assistance organizations are usually only required to sign a "Certificate of Acquisition" when they acquire surplus along with remitting any applicable payment for the property as determined by the owning agency. Assistance organizations may also be required to provide supplemental documentation such as proof of nonprofit status.

F. Describe how the program is administered. Include flowcharts, timelines, or other illustrations as necessary. List any field or regional services.

- The state surplus property program is administered by a Division Director who heads both the Federal and state surplus property programs. Personnel within the state surplus program itself include a Program Administrator and an Administrative Technician. Additional support is provided by programs in other divisions within the agency. These include Bid Services (maintaining list of public bidders and tabulating bids), Procurement Support (entering data for invitations for bid and awards), Cash Management (collecting payments), and others such as Information Systems, Legal, Mail Operations.

G. If the program works with local units of government, (e.g., Councils of Governments, Soil and Water Conservation Districts), please include a brief, general description of these entities and their relationship to the agency. Briefly discuss any memorandums of understanding (MOUs), interagency agreements, or interagency contracts.

Under the state surplus program, surplus property is made available to political subdivisions (and assistance organizations) before it progresses in the cycle to public sale. Political subdivisions include cities, counties, school districts, jr./community colleges, MHMR community centers, and other units of local government. These entities interact directly with the agency owning the property and can acquire surplus by committing to the price (if any) set by the owning agency.

H. Identify all funding sources and amounts for the program, including federal grants and pass-through monies. Describe any funding formulas or funding conventions. For state funding sources, please specify (e.g., general revenue, appropriations rider, budget strategy, fees/dues).

The state surplus program is funded by general revenue. The fiscal year 1999 budget was approx. \$420,000. The General Services Commission (GSC), however, recovers costs in several areas:

- The GSC charges political subdivisions and assistance organizations for the hardcopy of the "Monthly Surplus" publication to recover the costs of printing, mailing, maintaining list. etc.
- The GSC charges a legislatively mandated purchaser fee to recover the costs of public sales, sealed bids and auctions (excluding newspaper advertisements and auctioneer's commission). The purchaser fee is subject to review annually. This fee is deposited to General Revenue.
- The GSC recovers the auctioneer's commission and the cost of newspaper advertisements from the agencies disposing of the surplus.

I. Are current and future funding resources appropriate to achieve program mission, goals, objectives, and performance targets? Explain.

The General Services Commission believes current and future funding resources are appropriate to achieve program mission, goals, objectives, and performance targets as most of these costs are recovered in various ways and must be adjusted to reflect current expenses.

J. Identify any programs internal or external to the agency that provide identical or similar services or functions. Describe the similarities and differences.

The Federal surplus program (also a part of this division) provides similar services for the donation of Federal surplus to eligible entities but must follow Federal requirements and laws.

K. Discuss how the program is coordinating its activities to avoid duplication or conflict with the other programs listed in Question J and with the agency's customers.

As the Federal surplus program must comply with Federal laws and the state program must comply with state law, very few activities can be combined. Both programs share a Program Administrator (Division Director).

The state surplus program in its "Monthly Surplus" listing (both hardcopy and Internet version) does make reference to and provides Internet links to the Federal program. Personnel in both programs also routinely refer qualifying entities to the other program.

L. Please provide any additional information needed to gain a preliminary understanding of the program.

N/A – No additional information provided.

M. Regulatory programs relate to the licensing, registration, certification, or permitting of a person, business, or other entity. If this is a regulatory program, please describe:

 c why the regulation is needed;

- the scope of, and procedures for, inspections or audits of regulated entities;
- follow-up activities conducted when non-compliance is identified;
- sanctions available to the agency to ensure compliance; and
- procedures for handling consumer/public complaints against regulated entities.

Does not apply to General Services Commission (Not a Regulatory Agency)

N. Please fill in the following chart for each regulatory program. The chart headings may be changed if needed to better reflect the agency's practices.

Does not apply to General Services Commission (Not a Regulatory Agency)

(Agency Name)		
(Regulatory Program Name)		
Exhibit 14: Complaints Against Regulated Entities B Fiscal Years 1997 and 1998		
	FY 1997	FY 1998
Number of complaints received		
Number of complaints resolved		
Number of complaints dropped/found to be without merit		
Number of sanctions		
Number of complaints pending from prior years		
Average time period for resolution of a complaint		
Number of entities inspected or audited by the agency		
Total number of entities regulated by the agency		

VI. Guide to Agency Programs- (continued)**A. Please complete the following chart.**

(General Services Commission) Exhibit 13: Program Information C Fiscal Year 1998	
Name of Program	TEXAN (Texas Agency Network)
Location/Division	Central Services Bldg./ Telecommunication Services
Contact Name	Steve Parker
Number of Budgeted FTEs, FY 1998	43
Number of Actual FTEs as of August 31, 1998	38

B. What are the key services and functions of this program? Describe the major program activities involved in providing all services or functions.

TEXAN is a multi-node hybrid network utilizing digital facilities on the backbone and within each Local Access and Transport Area (LATA) where services are available and cost-effective. Services include Interstate, Intrastate, 1-800, etc..., voice services as well as dedicated circuits, Internet access, Video conferencing, etc..., data services. Utilizing the economies of bulk purchasing, TEXAN re-sales telecommunications equipment to customers. Total TEXAN Sales for all services are approximately \$60,000,000 per year. TEXAN infrastructure is largely made up of services provided by the vendors with TSD staff serving as coordination (e.g. Billing, ordering of services, first line of trouble resolution, coordination between telecommunication vendors, etc.). Statewide telecommunications services are currently leased under contract with sixty local exchange companies (LECs) and six inter-exchange carriers (IXCs). Southwestern Bell (SWB) also has a service contract for the coordination, management, monitoring, and maintenance of the TEXAN Network. The network serves over 4,500 locations with more than 25,000 circuits statewide. The existing TEXAN network design is in the process of being replaced by a new design that will have the industry performing even more of the services directly. The TEXAN 2000 Project is a system of fiber optic backbone connection circuits and switching throughout the State designed to meet existing and projected telecommunications needs for state agencies and other approved users for the next (10) years. The statewide design will utilize advanced telecommunications technologies in the delivery of

video, voice and data services in a scaleable, secure and cost-effective manner. The TEX-AN 2000 Project will be a standards based solution that fully complies with the "Texas Government Strategic Plan for Telecommunications Services" as written by the Telecommunications Planning Group (TPG) and submitted to the 75th Texas Legislature.

C. When and for what purpose was the program created? Describe any statutory or other requirements for this program.

Section 2170.051 of the Texas Government Code states that the General Services Commission (GSC) will "...manage the operation of a system of telecommunications services for all state agencies..." The statute also states the GSC will "...provide centralized telephone service for the state agencies, each house of the legislature, and legislative agencies in the capitol complex..."

D. Describe any important history not included in the general agency history section, including a discussion of how the services or functions have changed from the original intent. Will there be a time when the mission will be accomplished and the program will no longer be needed?

In February, 1997, the General Services Commission (GSC) and the Department of Information Resources (DIR) began the consolidation of the DIR Statewide Telecommunications into the Telecommunications Services Division of GSC. The consolidation was completed in April 1997 and resulted in the integration of CAPnet (Capitol Complex FDDI fiber ring) VIDnet (video) services into the statewide TEX-AN network thus increasing efficiencies and reducing operating costs. The collective talent of both organizations were merged in a manner which allowed the focus to be placed on providing quality and cost effective services to the user community. This new consolidated and more focused effort allowed for major expansion into new service areas.

The program's basic function has remained constant over its history, however, as technology has changed and developed, so has the division (e.g. the addition of Internet services, Video conferencing services, etc...). The mission is ongoing and will be needed for the foreseeable future.

E. Describe who this program serves. How many people or entities are served? List any qualifications or eligibility requirements for receiving services or benefits.

TSD TEXAN serves approximately 500 state agencies, institutions of higher education and political subdivisions (e.g. City and County governments, public schools, libraries, etc...).

F. Describe how the program is administered. Include flowcharts, timelines, or other illustrations as necessary. List any field or regional services.

TSD has a Division Director that is responsible for management and administration. There are two positions for Assistant Directors. There are four managers, one for each of the major sections of TSD: Statewide Solutions (primarily TEXAN but also CCTS), Operations (includes both TEXAN and CCTS), Projects (both TEXAN and CCTS), and Billings (both TEXAN and CCTS). Within each section there are a number of supervisors (e.g. in the Billing Section, there is a Supervisor for Accounts Payable and a Supervisor for Accounts Receivable).

G. If the program works with local units of government, (e.g., Councils of Governments, Soil and Water Conservation Districts), please include a brief, general description of these entities and their relationship to the agency. Briefly discuss any memorandums of understanding (MOUs), interagency agreements, or interagency contracts.

TSD customers include most state agencies and numerous political subdivisions (e.g. city and county governments, public schools, libraries, U.S. District Courts, etc...). TSD has contracts with the political subdivisions. Contracts are generally required for special services. In general, as state agencies are required to use the basic TSD services, no explicit contracts are required.

H. Identify all funding sources and amounts for the program, including federal grants and pass-through monies. Describe any funding formulas or funding conventions. For state funding sources, please specify (e.g., general revenue, appropriations rider, budget strategy, fees/dues).

TSD TEXAN operations are funded through collected revenues generated by the fees it charges for services provided. For example, TEXAN's Interstate Day Rate is \$0.074 per minute which, based on data compiled and published by the Public Utility Commission, is estimated to be about 30% below rates generally charged by major carriers in Texas. Other services, e.g. 1-800, Internet Access, etc..., are billed at rates that approximate the industry cost structure or the long-run incremental cost plus estimated overhead allocations associated with providing the service.

I. Are current and future funding resources appropriate to achieve program mission, goals, objectives, and performance targets? Explain.

Yes, collected revenue funding is the appropriate way to pay for services.

J. Identify any programs internal or external to the agency that provide identical or similar services or functions. Describe the similarities and differences.

Other state agencies (e.g. University of Texas at Austin, ...) have telecommunication division, but on a much smaller scale than TEXAN. The only other possible providers would be the telecommunication industry itself (e.g. AT&T, Southwestern Bell, Worldcom, Sprint, etc...).

K. Discuss how the program is coordinating its activities to avoid duplication or conflict with the other programs listed in Question J and with the agency's customers.

The Telecommunications Planning Group (TPG) was originally established in 1991 to develop functional specifications for the third generation of TEX-AN. TSD is one of three charter members with the Comptroller of Public Accounts and the Department of Information Resources. Six other agencies are designated as advisory agencies. The TPG is responsible for developing network configurations, operational plans and policies, technical specifications, and network plans and functional specifications. Additionally, the TPG is active in strategic planning, standards and applications.

L. Please provide any additional information needed to gain a preliminary understanding of the program.

N/A

M. Regulatory programs relate to the licensing, registration, certification, or permitting of a person, business, or other entity. If this is a regulatory program, please describe:

- Ⓒ why the regulation is needed;
- Ⓒ the scope of, and procedures for, inspections or audits of regulated entities;
- Ⓒ follow-up activities conducted when non-compliance is identified;

sanctions available to the agency to ensure compliance; and

procedures for handling consumer/public complaints against regulated entities.

Does not apply to General Services Commission (Not a Regulatory Agency)

N. Please fill in the following chart for each regulatory program. The chart headings may be changed if needed to better reflect the agency's practices.

Does not apply to General Services Commission (Not a Regulatory Agency)

(Agency Name)		
(Regulatory Program Name)		
Exhibit 14: Complaints Against Regulated Entities B Fiscal Years 1997 and 1998		
	FY 1997	FY 1998
Number of complaints received		
Number of complaints resolved		
Number of complaints dropped/found to be without merit		
Number of sanctions		
Number of complaints pending from prior years		
Average time period for resolution of a complaint		
Number of entities inspected or audited by the agency		
Total number of entities regulated by the agency		

VI. Guide to Agency Programs (continued)**A. Please complete the following chart.**

(General Services Commission) Exhibit 13: Program Information C Fiscal Year 1998	
Name of Program	CCTS (Capitol Complex Telephone System)
Location/Division	Central Services Bldg./Telecommunication Services
Contact Name	Steve Parker
Number of Budgeted FTEs, FY 1998	41
Number of Actual FTEs as of August 31, 1998	41

B. What are the key services and functions of this program? Describe the major program activities involved in providing all services or functions.

The Telecommunications Services Division (TSD) has operated the CCTS since 1985. The CCTS system serves the Austin Capitol Complex and consists of four Intecom Digital PBX's to provide dialtone, two Multilink audio conference bridges, and two Octel Overture 350 voice mail systems. CCTS provides centralized telephone services for 94 state agencies in 43 buildings, supporting over 22,000 users. Total Revenues are approximately \$6,000,000 per year. CCTS staff also serves to coordinate telecommunication services for any new buildings in the capital complex.

C. When and for what purpose was the program created? Describe any statutory or other requirements for this program.

Section 2170.051 of the Texas Government Code states that the General Services Commission (GSC) will "...manage the operation of a system of telecommunications services for all state agencies..." The statute also states the GSC will "... provide centralized telephone service for the state agencies, each house of the legislature, and legislative agencies in the capitol complex..."

D. Describe any important history not included in the general agency history section, including a discussion of how the services or functions have changed from the original intent. Will there be a time when the mission will be accomplished and the program will no longer be needed?

The program's basic function has remained constant over its history, however, as technology has changed and developed, so to has the division (e.g. the addition of Advanced Call Distribution, Integrated Voice Response, Voice Mail, etc...). The mission is ongoing and will be needed for the foreseeable future.

E. Describe who this program serves. How many people or entities are served? List any qualifications or eligibility requirements for receiving services or benefits.

TSD CCTS serves approximately 100 state agencies located in the Capitol Complex area in 43 buildings, supporting over 22,000 users.

F. Describe how the program is administered. Include flowcharts, timelines, or other illustrations as necessary. List any field or regional services.

TSD has a Division Director that is responsible for management and administration. There are two positions for Assistant Directors. There are four managers, one for each of the major sections of TSD: Statewide Solutions (primarily TEXAN but also CCTS), Operations (includes both TEXAN and CCTS), Projects (both TEXAN and CCTS), and Billings (both TEXAN and CCTS). Within each section there are a number of supervisors (e.g. in the Billing Section, there is a Supervisor for Accounts Payable and a Supervisor for Accounts Receivable).

G. If the program works with local units of government, (e.g., Councils of Governments, Soil and Water Conservation Districts), please include a brief, general description of these entities and their relationship to the agency. Briefly discuss any memorandums of understanding (MOUs), interagency agreements, or interagency contracts.

CCTS operates, generally, for states agencies located in Austin, mostly located in the Capitol Complex area. Some phone systems in buildings outside of Austin (e.g. Ft Worth, El Paso) are to a limited degree administered by CCTS staff.

H. Identify all funding sources and amounts for the program, including federal grants and pass-through monies. Describe any funding formulas or funding conventions. For state funding sources, please specify (e.g., general revenue, appropriations rider, budget strategy, fees/dues).

The CCTS is a full cost recovery operation. The station rate for dialtone service is currently \$14.75 per station per month, based on data compiled and published by the Texas PUC, this appears to be about 35% below industry charges. Where possible, TSD tries to benchmark service rates and charge below industry yet cover cost (note: some cost are not included in our rates, for example, Fringe Benefits, Rent, Utilities, etc.). Other services such as Voice Mail is billed at rates (e.g. \$3 per month for a Voice Mail Box) to approximate the long run incremental cost plus estimated overhead allocated to the service.

I. Are current and future funding resources appropriate to achieve program mission, goals, objectives, and performance targets? Explain.

Yes, collected revenue funding is the appropriate way to pay for services.

J. Identify any programs internal or external to the agency that provide identical or similar services or functions. Describe the similarities and differences.

Other state agencies (e.g. University of Texas at Austin, ...) have telecommunication division, but on a much smaller scale than CCTS. The only other possible providers would be the telecommunication industry itself (e.g. Southwestern Bell, WilTel, etc...).

K. Discuss how the program is coordinating its activities to avoid duplication or conflict with the other programs listed in Question J and with the agency's customers.

CCTS is the only local phone service provider for the Capitol Complex.

L. Please provide any additional information needed to gain a preliminary understanding of the program.

N/A

M. Regulatory programs relate to the licensing, registration, certification, or permitting of a person, business, or other entity. If this is a regulatory program, please describe:

- why the regulation is needed;
- the scope of, and procedures for, inspections or audits of regulated entities;
- follow-up activities conducted when non-compliance is identified;
- sanctions available to the agency to ensure compliance; and

procedures for handling consumer/public complaints against regulated entities.

Does not apply to General Services Commission (Not a Regulatory Agency)

N. Please fill in the following chart for each regulatory program. The chart headings may be changed if needed to better reflect the agency's practices.

Does not apply to General Services Commission (Not a Regulatory Agency)

(Agency Name)		
(Regulatory Program Name)		
Exhibit 14: Complaints Against Regulated Entities B Fiscal Years 1997 and 1998		
	FY 1997	FY 1998
Number of complaints received		
Number of complaints resolved		
Number of complaints dropped/found to be without		

merit		
Number of sanctions		
Number of complaints pending from prior years		
Average time period for resolution of a complaint		
Number of entities inspected or audited by the agency		
Total number of entities regulated by the agency		

VI. Guide to Agency Programs (continued)

A. Please complete the following chart.

(General Services Commission) Exhibit 13: Program Information C Fiscal Year 1999	
Name of Program	Custodial Operations Program
Location/Division	Environmental Services Division
Contact Name	Wayne Wilson, Division Director Michael Young, Program Manager – Nights Luther Elmore, Program Manager – Days
Number of Budgeted FTEs, FY 1998	110.5
Number of Actual FTEs as of August 31, 1998	80

B. What are the key services and functions of this program? Describe the major program activities involved in providing all services or functions.

The custodial program provides detailed cleaning services for state office facilities on GSC’s inventory that includes floorcare maintenance of buffing, shampooing, stripping, waxing, sealing, carpet shampooing, etc. Detailed cleaning is performed in the evening hours either with GSC employees or by contract service providers. Day time maid service is provided by GSC

employees. The program also provides pest control services for facilities serviced.

C. When and for what purpose was the program created? Describe any statutory or other requirements for this program.

Texas Government Code, Section 2165.001 states in part, the General Services Commission shall have charge and control of all public building, grounds and property of the State, and is the custodian of all public property, and is responsible for the proper care and protection of such property from damage, intrusion, or improper use.

D. Describe any important history not included in the general agency history section, including a discussion of how the services or functions have changed from the original intent. Will there be a time when the mission will be accomplished and the program will no longer be needed?

Service delivery of custodial services to the facilities under GSC's management have been diversified to include approximately one-half (1/2) of the facilities being serviced by in-house staff and one-half (1/2) of the facilities being serviced by private contract staff, this includes TIBH contractors.

E. Describe who this program serves. How many people or entities are served? List any qualifications or eligibility requirements for receiving services or benefits.

The program services the tenants in the facilities under GSC control and a limited number of other public facilities not on the GSC inventory on a cost recovery basis.

F. Describe how the program is administered. Include flowcharts, timelines, or other illustrations as necessary. List any field or regional services.

The program is within the Environmental Services Division and is supervised by a Night Program Manager and a Day Program Manager. A contract administrator maintains the custodial contracts.

G. If the program works with local units of government, (e.g., Councils of Governments, Soil and Water Conservation Districts), please include a brief, general description of these entities and their relationship to the agency. Briefly discuss any memorandums of understanding (MOUs), interagency agreements, or interagency contracts.

The program enters into MOU's to provide various custodial services.

H. Identify all funding sources and amounts for the program, including federal grants and pass-through monies. Describe any funding formulas or funding conventions. For state funding sources, please specify (e.g., general revenue, appropriations rider, budget strategy, fees/dues).

The Program is funded primarily by general revenue with less than 3 percent coming from cost recovery services.

I. Are current and future funding resources appropriate to achieve program mission, goals, objectives, and performance targets? Explain.

Custodial operations has operated with less than desired funds to address the growing needs of facility occupants, aging of facilities, and changing technology of equipment needed to efficiently and effectively accomplish the mission related services.

J. Identify any programs internal or external to the agency that provide identical or similar services or functions. Describe the similarities and differences.

Other state agencies such as; the Texas Department of Transportation, Texas Department of Health, Texas Department of Criminal Justice, Department of Public Safety and the State Preservation Board that have authority to own and maintain buildings, provide similar or identical services.

K. Discuss how the program is coordinating its activities to avoid duplication or conflict with the other programs listed in Question J and with the agency's customers.

The Custodial Operations program is the sole provider of cleaning services to specific facilities, thus duplication or conflicting services by other programs does not exist.

L. Please provide any additional information needed to gain a preliminary understanding of the program.

N/A

M. Regulatory programs relate to the licensing, registration, certification, or permitting of a person, business, or other entity. If this is a regulatory program, please describe:

- Ⓒ why the regulation is needed;
- Ⓒ the scope of, and procedures for, inspections or audits of regulated entities;
- Ⓒ follow-up activities conducted when non-compliance is identified;
- Ⓒ sanctions available to the agency to ensure compliance; and
- Ⓒ procedures for handling consumer/public complaints against regulated entities.

Does not apply to General Services Commission (Not a Regulatory Agency)

N. Please fill in the following chart for each regulatory program. The chart headings may be changed if needed to better reflect the agency's practices.

Does not apply to General Services Commission (Not a Regulatory Agency)

(Agency Name)		
(Regulatory Program Name)		
Exhibit 14: Complaints Against Regulated Entities B Fiscal Years 1997 and 1998		
	FY 1997	FY 1998

Number of complaints received		
Number of complaints resolved		
Number of complaints dropped/found to be without merit		
Number of sanctions		
Number of complaints pending from prior years		
Average time period for resolution of a complaint		
Number of entities inspected or audited by the agency		
Total number of entities regulated by the agency		

VI. Guide to Agency Programs (continued)**A. Please complete the following chart.**

(General Services Commission) Exhibit 13: Program Information C Fiscal Year 1999	
Name of Program	Environmental Hazards Program
Location/Division	Environmental Services Division
Contact Name	Wayne Wilson, Division Director James Reid, Program Manager
Number of Budgeted FTEs, FY 1998	10.50
Number of Actual FTEs as of August 31, 1998	10.50

B. What are the key services and functions of this program? Describe the major program activities involved in providing all services or functions.

The Environmental Hazards Program provides environmental services for GSC facilities of the following disciplines; Asbestos abatement, indoor air quality investigation, HVAC inspections and redemption, hazardous waste disposal, hazardous materials emergency response, and environmental site assessments.

C. When and for what purpose was the program created? Describe any statutory or other requirements for this program.

The program was created to provide an asbestos abatement and operations and maintenance program for GSC inventory facilities. A number of GSC facilities had and still contain certain levels of asbestos that require monitoring and maintenance.

D. Describe any important history not included in the general agency history section, including a discussion of how the services or functions have changed from the original intent. Will there be a time when the mission will be accomplished and the program will no longer be needed?

The program has evolved from a basic asbestos abatement/asbestos operations & maintenance program to address other environmental hazard issues regarding GSC facilities, to include indoor air quality program, HVAC remediation, and site assessments for sites being considered for purchase.

E. Describe who this program serves. How many people or entities are served? List any qualifications or eligibility requirements for receiving services or benefits.

State agencies occupying GSC facilities. Services are also provided to state agencies in non-GSC facilities on a cost recovery basis.

F. Describe how the program is administered. Include flowcharts, timelines, or other illustrations as necessary. List any field or regional services.

The program is a section within the Environmental Services Division of GSC. It is supervised by a Program Director, and staffed at 10.5 FTE's. Maintenance and small asbestos jobs are performed by GSC employees while large abatement projects are provided by contract with private companies.

G. If the program works with local units of government, (e.g., Councils of Governments, Soil and Water Conservation Districts), please include a brief, general description of these entities and their relationship to the agency. Briefly discuss any memorandums of understanding (MOUs), interagency agreements, or interagency contracts.

The program works with various regulatory entities including, EPA, TNRCC, TDH, and enters into MOU's to provide services to various agencies.

H. Identify all funding sources and amounts for the program, including federal grants and pass-through monies. Describe any funding formulas or funding conventions. For state funding sources, please specify (e.g., general revenue, appropriations rider, budget

strategy, fees/dues).

Program funding is approximately 59% General Revenue, and 41% Cost Recovery.

I. Are current and future funding resources appropriate to achieve program mission, goals, objectives, and performance targets? Explain.

Indoor air quality concerns are increasing within GSC facilities as the facilities age, thus additional funding will be required in future years to adequately address the situation.

J. Identify any programs internal or external to the agency that provide identical or similar services or functions. Describe the similarities and differences.

TDCJ provides asbestos abatement services utilizing inmate labor. TDH and TNRCC provide regulatory oversight on various environmental disciplines. We are not aware of other programs, which provide the spectrum of services we provide. This is evidenced by the fact that other agencies have historically contracted with ESD to provide services pertaining to environmental issues.

K. Discuss how the program is coordinating its activities to avoid duplication or conflict with the other programs listed in Question J and with the agency's customers.

Services are specific to individual buildings thus no duplication or conflict.

L. Please provide any additional information needed to gain a preliminary understanding of the program.

N/A

M. Regulatory programs relate to the licensing, registration, certification, or permitting of a person, business, or other entity. If this is a regulatory program, please describe:

C why the regulation is needed;

- C the scope of, and procedures for, inspections or audits of regulated entities;
- C follow-up activities conducted when non-compliance is identified;
- C sanctions available to the agency to ensure compliance; and
- C procedures for handling consumer/public complaints against regulated entities.

Does not apply to General Services Commission (Not a Regulatory Agency)

N. Please fill in the following chart for each regulatory program. The chart headings may be changed if needed to better reflect the agency's practices.

Does not apply to General Services Commission (Not a Regulatory Agency)

(Agency Name)		
(Regulatory Program Name)		
Exhibit 14: Complaints Against Regulated Entities B Fiscal Years 1997 and 1998		
	FY 1997	FY 1998
Number of complaints received		
Number of complaints resolved		
Number of complaints dropped/found to be without merit		
Number of sanctions		
Number of complaints pending from prior years		
Average time period for resolution of a complaint		
Number of entities inspected or audited by the agency		
Total number of entities regulated by the agency		

VI. Guide to Agency Programs (continued)**A. Please complete the following chart.**

(General Services Commission) Exhibit 13: Program Information C Fiscal Year 1998	
Name of Program	Recycling Program
Location/Division	Central Services Bldg./Environmental Services Division
Contact Name	Luther Elmore
Number of Budgeted FTEs, FY 1998	9.50
Number of Actual FTEs as of August 31, 1998	9.50

B. What are the key services and functions of this program? Describe the major program activities involved in providing all services or functions.

The program provides for recycling of paper and aluminum products for facilities on the GSC inventory. The program also disposes of non-hazardous waste products from facilities on the GSC inventory, and non-GSC facilities on a cost recovery basis.

C. When and for what purpose was the program created? Describe any statutory or other requirements for this program.

Texas Government Code, Section 2175.902 directs the commission to establish and maintain, in each building under it's control procedures for collecting separately from other wastes, all paper for recycling disposed of in that building. Also, Health and Safety Code, Section 361.425, directs a state agency, state court or judicial agency, a university or institution of higher education, county municipality, school district, or special district shall; in cooperation with General Services Commission or the department to establish a program for the separation and collection of all recyclable materials generated by the entity's operations, including, at a minimum, aluminum, steel containers, aseptic packaging and polycoated paperboard cartons, high-grade office paper, and corrugated cardboard.

D. Describe any important history not included in the general agency history section, including a discussion of how the services or functions have changed from the original intent. Will there be a time when the mission will be accomplished and the program will no longer be needed?

The emphasis on recycling changes periodically. The need for a coordinate program for the GSC managed facilities should always be needed to help in reducing operating costs and to assist with the continual problem of land fill availability and rising costs.

E. Describe who this program serves. How many people or entities are served? List any qualifications or eligibility requirements for receiving services or benefits.

This program provides recycling services to all the facilities on the GSC inventory, thus it serves all the occupants of those facilities.

F. Describe how the program is administered. Include flowcharts, timelines, or other illustrations as necessary. List any field or regional services.

The program is administered within the Environmental Services Division and is supervised by a program manager.

G. If the program works with local units of government, (e.g., Councils of Governments, Soil and Water Conservation Districts), please include a brief, general description of these entities and their relationship to the agency. Briefly discuss any memorandums of understanding (MOUs), interagency agreements, or interagency contracts.

The program does not work directly with local units of government.

H. Identify all funding sources and amounts for the program, including federal grants and pass-through monies. Describe any funding formulas or funding conventions. For state funding sources, please specify (e.g., general revenue, appropriations rider, budget strategy, fees/dues).

The program is funded approximated 69% general revenue, and 31% cost recovery.

I. Are current and future funding resources appropriate to achieve program mission, goals, objectives, and performance targets? Explain.

The cost of recycling, as with most other operating costs, continues to increase while the return on recycling paper has not increased, to offset the increasing costs.

J. Identify any programs internal or external to the agency that provide identical or similar services or functions. Describe the similarities and differences.

Not aware of other programs which provides similar or identical services or functions.

K. Discuss how the program is coordinating its activities to avoid duplication or conflict with the other programs listed in Question J and with the agency's customers.

N/A

L. Please provide any additional information needed to gain a preliminary understanding of the program.

N/A

M. Regulatory programs relate to the licensing, registration, certification, or permitting of a person, business, or other entity. If this is a regulatory program, please describe:

- why the regulation is needed;
- the scope of, and procedures for, inspections or audits of regulated entities;
- follow-up activities conducted when non-compliance is identified;
- sanctions available to the agency to ensure compliance; and

procedures for handling consumer/public complaints against regulated entities.

Does not apply to General Services Commission (Not a Regulatory agency)

N. Please fill in the following chart for each regulatory program. The chart headings may be changed if needed to better reflect the agency' s practices.

Does not apply to General Services Commission (Not a Regulatory agency)

(Agency Name)		
(Regulatory Program Name)		
Exhibit 14: Complaints Against Regulated Entities B Fiscal Years 1997 and 1998		
	FY 1997	FY 1998
Number of complaints received		
Number of complaints resolved		
Number of complaints dropped/found to be without merit		
Number of sanctions		
Number of complaints pending from prior years		
Average time period for resolution of a complaint		
Number of entities inspected or audited by the agency		
Total number of entities regulated by the agency		

VI. Guide to Agency Programs (continued)**A. Please complete the following chart.**

(General Services Commission) Exhibit 13: Program Information C Fiscal Year 1998	
Name of Program	Design & Construction
Location/Division	Central Services Bldg./Facilities Construction & Space Management
Contact Name	Rob Parnell
Number of Budgeted FTEs, FY 1998	14.69
Number of Actual FTEs as of August 31, 1998	14.69

B. What are the key services and functions of this program? Describe the major program activities involved in providing all services or functions.

The program is responsible for the management of building construction projects funded to the GSC and for projects funded to other agencies that are not excluded per statute.

C. When and for what purpose was the program created? Describe any statutory or other requirements for this program.

The D&C program's statutory responsibilities are contained in Texas Government Code, Title 10, Subtitle D, Chapter 2166.

The program was initially a part of the State Building Commission, which was abolished September 1, 1997, at which time its duties were transferred to the State Board of Control.

D. Describe any important history not included in the general agency history section, including a discussion of how the services or functions have changed from the original intent. Will there be a time when the mission will be accomplished and the program will no longer be needed?

The program's current functions have been progressively defined since 1919 through enacted legislation and recommendations, citations, and sanctions contained in audits and government efficiency reports. The continuing need for new state facilities to be constructed or existing facilities to be rehabilitated does not indicate a time when the program will no longer be required.

E. Describe who this program serves. How many people or entities are served? List any qualifications or eligibility requirements for receiving services or benefits.

The program primarily serves the agencies for which construction and renovation projects are managed. Ultimately, the services are for the occupants of the facility and the Texas taxpayers who funded the projects.

F. Describe how the program is administered. Include flowcharts, timelines, or other illustrations as necessary. List any field or regional services.

The program is involved in construction projects from the time a project is initially planned through the preparation of a Project Analysis, which is used to secure funding from the legislature, to the facility being occupied. The following discusses the various components of a construction project:

- **Project Analysis:** Per Texas Government Code, Chapter 2166, Subchapter D, the program has the task of preparing project analyses for the commission on behalf of a using agency. This involves analyzing the initial description of a project submitted by a using agency. The D&C program either retains a private design professional or uses D&C staff to prepare a project analysis.

In preparing the project analysis either the private design professional under the management of the D&C staff or a D&C staff member will prepare a project analysis that will consist of the following:

- A complete description of the project and project justification based on the using agency's request and further input.

- A space analysis based on the using agency's current and future needs.
- A description of the project prepared by a licensed professional that contains a detailed estimate of probable cost, schematic plans and outline specifications that state type of construction and materials to be used, some basic site plan with estimated cost of site improvements, an overall estimate of the project cost including indirect and indirect costs associated with the project.
- Information prepared under Section 2166.451 about historical structures considered as alternatives to new construction.
- An evaluation of energy alternatives.

The Project Analysis could reveal alternate proposals such as the use of new and existing structures (including historic structures) for the proposed project.

If the proposed project involves the construction or rehabilitation of a building that is to be used primarily as a parking garage or for office space then the analysis must address the use of space for private tenants. If leased space to private tenants is not feasible then the project analysis must state that fact.

All estimates must be carefully documented and incorporated into the project analysis. The cost estimate derived from the project analysis will be used by the using agency as the basis of a request for funds to the state's budget offices.

- **Project Design Management:** After the legislature approves a project and the D&C program initiates the process of contracting with and managing design professionals on behalf of the commission, and/or using agencies and the State of Texas. This includes maintaining files on prospective private design professionals who have expressed interest in working for the state. The D&C program must adhere to commission rules in the selection of private design professionals. These rules ensure the selection of competent and qualified professionals for each project. Tasks involved in these rules require interviewing design professionals except in emergency situations. The D&C program involves the using agencies in this process by soliciting from using agencies their recommendation regarding private design professionals and inviting the using agency to participate in selection interviews. Compensation for said private design professionals is also established in compliance with legislated caps. The compensation identifies all designated task of the design professional and follow the minimum payment recommendations of the Texas Society of Architects and the Texas Society of Professional Engineers. The D&C program

provides other information beneficial to the design professional for accurate design of the planned facility. At the end of design phases and upon the completion of the design, the D&C program will review all documents before submitting to the using agency for their acceptance or use. The using agency must provide their approval at each phase prior to D&C approving that phase and directing the private design professional to proceed to the next phase.

Based on cost estimates and appropriations, if a project is financially-challenged then the D&C staff will work with the using agency and the private design professional to bring the project cost within the amount appropriated. All efforts will be made to maintain the project's design intent as originally submitted. With the using agency's approval of the contract documents, the D&C staff will advertise the project to bid. All potential bidders must submit and meet qualification criteria set forth by the D&C staff to ensure that potential bidders are qualified to be awarded the project if they are the successful low bidder. The D&C staff submits to the commission the lowest responsible bidder for consideration and approval. The Commission approves award of the contract and the Chairman signs the Resolution of award. Funds are then certified by the Comptroller of Public Accounts and a construction contract award is made.

- **Project Construction Management:** The D&C program in coordination with the Inspection Program is responsible for protecting the state's interest during the actual construction of the project. The D&C staff also administer the mandated laws pertaining to contract payments administration. It is the responsibility of the D&C staff to ensure that the private design professional administers their functions in the construction administration phase of the projects. This includes, but is not limited to, timely responses to questions by the Contractor, timely processing of paperwork involving payment request, change requests, pay applications, change orders, the request of the using agency as they relate to the design of the project, and to meet as necessary with all affected parties to provide resolution to construction issues. The D&C staff will also coordinate as necessary with the Inspection program to ensure that the project is built according to the contract documents. During the final close-out portion of the project, the D&C staff will verify for completeness of contract work and close out documents prior to the final payment either to the private design professional or to the Contractor. Also warranty issues will be administered by both the D&C staff and the Inspection program to ensure faulty or defective work is corrected.
- **Uniform General Conditions (UGC) and State Energy Code:** The D&C program incorporates into the specifications of all construction documents uniform general conditions. These conditions are the very basic and broad language incorporated into all construction documents to ensure fair and adequate protection of the state during the construction process. The UGC must be reviewed no less than every five years. This review is performed by a committee appointed by the Commission that includes a diverse range of construction industry

professions, through their appropriate associations, that review the UGC to insure compliance with any changes in the law and other related issues.

- **Alternate energy conservation measures are evaluated:** Another D&C Program activity is to ensure that alternate energy conservation measures are evaluated for use in any project where an analysis is conducted. The evaluation includes information about the economic and environmental impact of various energy alternatives. The D&C Program also has adopted and enforces the required use of xeriscape on state property (except where exempt) for new facilities where construction has occurred on or after January 1, 1994.

G. If the program works with local units of government, (e.g., Councils of Governments, Soil and Water Conservation Districts), please include a brief, general description of these entities and their relationship to the agency. Briefly discuss any memorandums of understanding (MOUs), interagency agreements, or interagency contracts.

The program's only involvement with local government is when state property is juxtaposed to local rights of way where the need to tie in to a city's infrastructures is required for the completion of a state facility.

H. Identify all funding sources and amounts for the program, including federal grants and pass-through monies. Describe any funding formulas or funding conventions. For state funding sources, please specify (e.g., general revenue, appropriations rider, budget strategy, fees/dues).

The Design & Construction Program is 100% collected revenue. Revenues are collected from project appropriations as authorized by the legislature.

I. Are current and future funding resources appropriate to achieve program mission, goals, objectives, and performance targets? Explain.

Funding of the program's operations is included in each project funded by the Legislature thus funding fluctuates with workloads and has been sufficient to achieve the programs duties. With major construction projects being completed in the next year or so, the workload of the program will decrease proportionally.

J. Identify any programs internal or external to the agency that provide identical or similar services or functions. Describe the similarities and differences.

The exempt agencies identified in 2166.003 & 2166.004 perform similar functions for facilities whose type and uses are specific to their individual agency needs and requirements. Also, Deferred Maintenance Projects that are managed by GSC's Building and Property Services Division, provide similar services.

K. Discuss how the program is coordinating its activities to avoid duplication or conflict with the other programs listed in Question J and with the agency's customers.

Coordinating activities that avoid duplication occurs from the process that exempt agencies obtain funding through different sources, and that those types of facilities being constructed are unique to the mission of that exempt agency.

L. Please provide any additional information needed to gain a preliminary understanding of the program.

The D&C Program consist of staff that must adapt as necessary to the challenges that occur in the design and construction of large, multiple, complex facilities. A broad base of knowledge of construction and state law and construction means and methods is required. Staff must possess the ability to review and recognize complete and accurate construction documents and to act as a liaison between using agencies, the private design professionals and the contractor to insure completion of a successful project. The program is the steward over the state construction funds that are mandated by law and all in the program must strive to make decisions that give the State the safest, most adequate and cost effective facilities for use for years to come.

M. Regulatory programs relate to the licensing, registration, certification, or permitting of a person, business, or other entity. If this is a regulatory program, please describe:

- why the regulation is needed;
- the scope of, and procedures for, inspections or audits of regulated entities;
- follow-up activities conducted when non-compliance is identified;
- sanctions available to the agency to ensure compliance; and

procedures for handling consumer/public complaints against regulated entities.

Does not apply to General Services Commission (Not a Regulatory Agency)

N. Please fill in the following chart for each regulatory program. The chart headings may be changed if needed to better reflect the agency's practices.

Does not apply to General Services Commission (Not a Regulatory Agency)

(Agency Name)		
(Regulatory Program Name)		
Exhibit 14: Complaints Against Regulated Entities B Fiscal Years 1997 and 1998		
	FY 1997	FY 1998
Number of complaints received		
Number of complaints resolved		
Number of complaints dropped/found to be without merit		
Number of sanctions		
Number of complaints pending from prior years		
Average time period for resolution of a complaint		
Number of entities inspected or audited by the agency		
Total number of entities regulated by the agency		

VI. Guide to Agency Programs (continued)**A. Please complete the following chart.**

(General Services Commission) Exhibit 13: Program Information - Fiscal Year 1998	
Name of Program	Inspection's Program
Location/Division	Central Services Bldg./Facilities Construction & Space Management
Contact Name	Elizabeth J. Simpson
Number of Budgeted FTEs, FY 1998	11.90
Number of Actual FTEs as of August 31, 1998	8.75

B. What are the key services and functions of this program? Describe the major program activities involved in providing all services or functions.

The Inspection program provides inspection services for all projects managed by the FCSM Division. The projects include new and renovation construction of state office buildings and miscellaneous structures. Inspections are performed to assure workmanship and materials comply to the standards of the national construction codes to safeguard life or limb, health, property and public welfare. The Program's primary functions include:

- Maintaining construction documents as required by law and contract documents;
- Assuring contractor compliance to plans, specifications and contract;
- Ensuring accurate records of existing and new utility locations;
- Providing an information conduit between the design professionals, project manager, contractor, the commission and the tenant;
- Provide detailed inspection services for large, complex construction projects where a general inspector is assigned on a full time basis on site;
- Providing General Inspections for less complex projects and periodic inspections for other agencies for the purpose of assuring work complies to accepted codes and construction practice;
- Providing Final Inspections and Warranty Inspections to assure compliance to deficiencies identified during detailed or general inspection and to assure material, workmanship and construction is free of defects prior to the expiration of the construction and product warranty period.

C. When and for what purpose was the program created? Describe any statutory or other requirements for this program.

The Texas Government Code, Title 10, Subtitle H, Chapter 2166 provides the statute reference for the program. The Inspection Program in coordination with the Design and Construction Program is responsible for protecting the state's interests during the actual construction of a project.

The program was initially a part of the State Building Commission which was abolished September 1, 1997, at which time its duties were transferred to the State Board of Control.

D. Describe any important history not included in the general agency history section, including a discussion of how the services or functions have changed from the original intent. Will there be a time when the mission will be accomplished and the program will no longer be needed?

The program's current functions have been defined since its inception and are based on nationally recognized and state adopted standards of construction and workmanship to provide safe and healthy buildings. The need for the program will continue as long as the state continues to construct new facilities or renovate existing facilities.

E. Describe who this program serves. How many people or entities are served? List any qualifications or eligibility requirements for receiving services or benefits.

The program primarily serves the agencies for which construction and renovation projects are managed. Ultimately, the services are for the occupants of the facility and the Texas taxpayers who funded the projects.

F. Describe how the program is administered. Include flowcharts, timelines, or other illustrations as necessary. List any field or regional services.

The program is administered with a Program Director and a staff of inspectors. Most inspections are performed by the Program's staff of inspectors. Detailed Inspections for large projects is either provided by a staff inspector or the contracted Architect/Engineer. All general & final inspections are performed by staff inspectors.

G. If the program works with local units of government, (e.g., Councils of Governments, Soil and Water Conservation Districts), please include a brief, general description of these entities and their relationship to the agency. Briefly discuss any memorandums of understanding (MOUs), interagency agreements, or interagency contracts.

N/A

H. Identify all funding sources and amounts for the program, including federal grants and pass-through monies. Describe any funding formulas or funding conventions. For state funding sources, please specify (e.g., general revenue, appropriations rider, budget strategy, fees/dues).

The program's funding is 100% collected revenue (cost recoverable expenses) for inspections. Collected revenues are generated based upon the number of inspection hours required on each project.

I. Are current and future funding resources appropriate to achieve program mission, goals, objectives, and performance targets? Explain.

Funding of the program's operations is included in each project funded by the Legislature thus funding fluctuates with workloads and has been sufficient to achieve the programs duties. With major construction projects being completed in the next year or so, the workload of the program will decrease proportionally.

J. Identify any programs internal or external to the agency that provide identical or similar services or functions. Describe the similarities and differences.

Except for those agencies/programs exempted in 2166.003 and 2166.004, there are no other programs providing the Inspection services provided by FCSM.

K. Discuss how the program is coordinating its activities to avoid duplication or conflict with the other programs listed in Question J and with the agency's customers.

Inspections are specific to individual projects thus there is no duplication or conflict.

L. Please provide any additional information needed to gain a preliminary understanding of the program.

The Inspection Program is the impartial oversight for the State of Texas and it's citizens to assure that the construction requirements established under national construction standards and under the laws and rules of the State of Texas, to protect the life, safety and health of the public.

M. Regulatory programs relate to the licensing, registration, certification, or permitting of a person, business, or other entity. If this is a regulatory program, please describe:

- why the regulation is needed;
- the scope of, and procedures for, inspections or audits of regulated entities;
- follow-up activities conducted when non-compliance is identified;
- sanctions available to the agency to ensure compliance; and
- procedures for handling consumer/public complaints against regulated entities.

Does not apply to General Services Commission (Not a Regulatory Agency)

N. Please fill in the following chart for each regulatory program. The chart headings may be changed if needed to better reflect the agency's practices.

Does not apply to General Services Commission (Not a Regulatory Agency)

(Agency Name)		
(Regulatory Program Name)		
Exhibit 14: Complaints Against Regulated Entities - Fiscal Years 1997 and 1998		
	FY 1997	FY 1998
Number of complaints received		
Number of complaints resolved		
Number of complaints dropped/found to be without merit		
Number of sanctions		
Number of complaints pending from prior years		
Average time period for resolution of a complaint		
Number of entities inspected or audited by the agency		
Total number of entities regulated by the agency		

VI. Guide to Agency Programs (continued)**A. Please complete the following chart.**

(General Services Commission) Exhibit 13: Program Information C Fiscal Year 1998	
Name of Program	Facilities Leasing
Location/Division	Central Services Bldg./ Facilities and Space Management
Contact Name	Carlos J. Hodge
Number of Budgeted FTEs, FY 1998	15
Number of Actual FTEs as of August 31, 1998	15

B. What are the key services and functions of this program? Describe the major program activities involved in providing all services or functions.

The purpose of the Facilities Leasing Program is to address the requirements imposed upon the General Services Commission by Texas Government Code, Title 10, Subtitle D, Chapter 2167. To that end, the Facilities Leasing Program seeks: to objectively obtain and provide for state agencies the necessary lease space to enable them to fulfill their statutory obligations while assuring that the space is obtained at the lowest possible cost; to assist agencies in solving problems that arise during the term of lease contracts; to encourage agencies' optimum utilization of leased space; to reduce long term lease costs; and to maintain a central record of all lease space. Over time these services and functions have remained constant.

The Facilities Leasing Program accomplishes the above by: maintaining complete documentation and contract records for all currently leased space; analyzing the functions and lease space needs of state agencies; obtaining leased space through competitive bidding or contract negotiation; amending lease contracts as needed or as requested by agencies; developing and utilizing standard lease specifications; planning and implementing lease consolidations or co-locations; enforcing lease contract and specification provisions; renegotiating leases; inspecting space and monitoring

progress of pre-occupancy construction; performing market analyses; providing technical assistance to agencies for their planning and budgeting of future space needs; and providing lease data to Legislative Officials and the Legislature as requested.

C. When and for what purpose was the program created? Describe any statutory or other requirements for this program.

The 65th Legislative Session authorized the State Board of Control (now General Services Commission) to establish the Facilities Leasing Program which began operation September 1, 1977. The office was created in order to centralize the state's leasing function, gain better control and consistency over the contracting process, and to create a fair, open and above board leasing program. The General Services Commission, Facilities Leasing Program is authorized to lease space for a state agency in accordance with Texas Government Code, Title 10, Subtitle D, Chapter 2167 if: (1) state-owned space is not otherwise available to the agency; and (2) the agency has verified it has money available to pay for the lease.

D. Describe any important history not included in the general agency history section, including a discussion of how the services or functions have changed from the original intent. Will there be a time when the mission will be accomplished and the program will no longer be needed?

The Facilities Leasing Program began operation on September 1, 1977. The program was created in order to centralize the state's leasing function, gain better control and consistency over the contracting process, and to create a fair, open and above board leasing program. The original program had a staff of 4 employees and administered leasing services for state agencies in approximately 1,200 leases consisting of 5.1 million square feet of space at an annual cost of 23.1 million dollars. The current Facilities Leasing Program has grown to 15 staff and has the responsibility for oversight, planning, managing, organizing and directing the State's leasing program for approximately 100 state agencies occupying 11.7 million square feet of space in approximately 1,300 leases at an annual cost of approximately 108.5 million dollars.

Currently, the majority of the space leased for state agencies is office and warehouse space. Originally, the Facilities Leasing Program was responsible for leasing all types of space for state agencies. However, space that is unique to an agency and/or space where few dollars are involved, has been shifted from the Facilities Leasing Program over time. Examples of space the Facilities Leasing Program is no longer required to acquire include aircraft hanger space, radio antenna space, boat storage space, vehicle parking space and residential space for programs of the Texas Department of Mental Health and Mental Retardation and the Texas Youth Commission.

The services or functions of the Facilities Leasing Program have remained fairly constant, however, the leasing process has gotten much more complex due to increased sophistication of the market place, requirements for accessible space, co-location of agencies, compliance with space utilization mandates, etc. Space needs of agencies are ongoing and it is not expected in the foreseeable future that there will be available state owned space to meet agencies needs. Therefore, it is not anticipated that there will be a time when the mission is accomplished and the program will no longer be needed.

E. Describe who this program serves. How many people or entities are served? List any qualifications or eligibility requirements for receiving services or benefits.

Facilities Leasing Program currently serves over 100 state agencies.

F. Describe how the program is administered. Include flowcharts, timelines, or other illustrations as necessary. List any field or regional services.

The Facilities Leasing Program is administered with a staff of lease planners who work closely with agencies needing to lease space by coordinating lease specifications, advertising space needs, awarding contracts, and managing the contracts. Coordination with agencies needing space is critical due to the long lead time necessary to lease space, thus agencies are requested to submit lease needs in accordance with the following schedule:

- Space requests of 30,000 net usable sq. ft. and over should be submitted at least 19 months in advance of effective date.
- Space requests of 15,000 to 30,000 net usable sq. ft. should be submitted at least 15 months in advance of effective date.
- Space requests of 7,000 to 15,000 net usable sq. ft. should be submitted at least 11 months in advance of effective date.
- Space requests of 3,000 to 7,000 net usable sq. ft. should be submitted at least 9 months in advance of effective date.
- Space requests of up to 3,000 net usable sq. ft. should be submitted at least 8 months in advance of effective date.
- Specification requirements for a replacement lease must accompany the request, along with certification of available funding.

G. If the program works with local units of government, (e.g., Councils of Governments, Soil and Water Conservation Districts), please include a brief, general description of these entities and their relationship to the agency. Briefly discuss any memorandums of understanding (MOUs), interagency agreements, or interagency contracts.

The Facilities Leasing Program provides leasing services to state agencies. The program works with Local Councils of Government only in the event that such an entity is a Lessor from which space is leased for State Agency Occupancy.

H. Identify all funding sources and amounts for the program, including federal grants and pass-through monies. Describe any funding formulas or funding conventions. For state funding sources, please specify (e.g., general revenue, appropriations rider, budget strategy, fees/dues).

The Facilities Leasing Program is funded entirely by general revenue funds appropriated by the Legislature.

I. Are current and future funding resources appropriate to achieve program mission, goals, objectives, and performance targets? Explain.

Current funding resources make it very difficult to:

- Inspect lease space prior to occupancy for compliance with specifications. Annually, approximately 350 leases need to be inspected for compliance with specifications.
- Travel to analyze real estate markets, resource new lessors and potential space for agency needs.
- Provide a forum for agencies, boards and commissions, brokers and lessor/general public feedback relative to GSC Leasing real estate practices.

J. Identify any programs internal or external to the agency that provide identical or similar services or functions. Describe the similarities and differences.

The Facilities Leasing Program services are provided to all state agencies, with the exception of those agencies that have independent or delegated leasing authority, in accordance with Texas statutes. Only those agencies with independent or delegated leasing authority would perform an identical leasing function and the identical leasing function would only be performed for that agency.

As Lessee, the General Services Commission's approval and signature is required on all contractual documents pertaining to leasing for those agencies that do not have independent or

delegated leasing authority. The larger State agencies have Regional and State headquarters staff that, as the occupying agency, perform many complementary routine functions involved in occupying lease space. Agencies such as the Department of Human Services (DHS) have a number of employees administering /performing real estate leasing functions. These larger State agencies perform functions needed in the lease process that GSC Facilities Leasing Program is unable to perform due to staffing and budgetary constraints.

K. Discuss how the program is coordinating its activities to avoid duplication or conflict with the other programs listed in Question J and with the agency's customers.

State statutes allow some State agencies independent or delegated leasing authority. These agencies, because they have their own leasing authority, never duplicate GSC Facilities Leasing Program's activities.

As the Lessee on State leases, the General Services Commission's approval and signature is required on all contractual documents pertaining to leasing for those agencies that do not have independent or delegated leasing authority. Unless statute(s) change this authority, these activities can never be duplicated.

L. Please provide any additional information needed to gain a preliminary understanding of the program.

None at this time.

M. Regulatory programs relate to the licensing, registration, certification, or permitting of a person, business, or other entity. If this is a regulatory program, please describe:

- Ⓒ why the regulation is needed;
- Ⓒ the scope of, and procedures for, inspections or audits of regulated entities;
- Ⓒ follow-up activities conducted when non-compliance is identified;

<input type="checkbox"/> sanctions available to the agency to ensure compliance; and <input checked="" type="checkbox"/> procedures for handling consumer/public complaints against regulated entities.
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Does not apply to General Services Commission (Not a Regulatory Agency)

N. Please fill in the following chart for each regulatory program. The chart headings may be changed if needed to better reflect the agency's practices.

Does not apply to General Services Commission (Not a Regulatory Agency)

(Agency Name) (Regulatory Program Name) Exhibit 14: Complaints Against Regulated Entities B Fiscal Years 1997 and 1998		
	FY 1997	FY 1998
Number of complaints received		
Number of complaints resolved		
Number of complaints dropped/found to be without merit		
Number of sanctions		
Number of complaints pending from prior years		
Average time period for resolution of a complaint		
Number of entities inspected or audited by the agency		
Total number of entities regulated by the agency		

VI. Guide to Agency Programs (continued)**A. Please complete the following chart.**

(General Services Commission) Exhibit 13: Program Information C Fiscal Year 1998	
Name of Program	Small Contractors Participation Assistance Program
Location/Division	Central Services Bldg./Facilities Construction & Space Management
Contact Name	Don Pearce
Number of Budgeted FTEs, FY 1998	1
Number of Actual FTEs as of August 31, 1998	1

B. What are the key services and functions of this program? Describe the major program activities involved in providing all services or functions.

The key services the Small Contractors Participation Assistance Program (SCPAP) provides to small contractors (businesses) is technical assistance, bonding assistance and financing assistance. The technical assistance consists of plans and proposal training; bidding and estimating training; payments and claims training; scheduling and planning training; elements of contract training; and job cost training. The bonding assistance consists of conducting a bonding needs assessment; completing a bonding pre-qualification application; conducting a bonding pre-qualification evaluation; submitting bonding pre-qualification applications to insurance agency and surety; securing bonding pre-qualification and securing a bonding limit increase. The financing assistance consists of conducting a financial needs assessment; financial reporting and disclosure counseling; credit management counseling; credit application preparation for bank; establishing credit with bank, and expanding credit with bank. The function and goal of this program is to develop, provide and promote contracting opportunities for small contractors and to increase the competitiveness of the GSC bidding market by supplementing the available pool of contractors with the participants in the SCPAP program.

C. When and for what purpose was the program created? Describe any statutory or other requirements for this program.

In 1993 the 73rd Legislature passed HB 2626, which requires the General Services Commission to provide a program of assistance to small contractors wishing to participate in state public works construction projects. The purpose of the Small Contractors Participation Assistance Program is to save the State of Texas money and to increase small contractor bidding and participation on GSC construction projects.

D. Describe any important history not included in the general agency history section, including a discussion of how the services or functions have changed from the original intent. Will there be a time when the mission will be accomplished and the program will no longer be needed?

The original intent of the program was to enroll 70 small contractors in the program and train and educate them on how to become a competitive business and learn how to bid on state projects. The program has evolved to where it is also seen as an opportunity to recruit and train minority and women owned small businesses into our HUB program. The program has also grown from our original goal of 70 enrollees in SCPAP, to today where we currently have 269 enrollees receiving training and assistance. Of these 269 enrollees, 95% are HUB certifiable.

The SCPAP recruits and restocks our construction contractors talent pool. Without this program there is a possibility that there will be less and less competition and this will drive construction costs up and in turn will cost the state money.

E. Describe who this program serves. How many people or entities are served? List any qualifications or eligibility requirements for receiving services or benefits.

This SCPAP is race and gender neutral and any Texas based construction related small business is eligible to enroll in the program. There are currently 269 small businesses enrolled in the program. A small business is a business that satisfies the majority of the following characteristics: Has no more than 100 permanent employees, has underdeveloped networking opportunities in the public and private markets, lacks technical skills and education in bidding, estimating, project scheduling, planning. Has cash flow or working capital constraints. Lacks necessary bonding and insurance.

F. Describe how the program is administered. Include flowcharts, timelines, or other illustrations as necessary. List any field or regional services.

SCPAP is administered through a contract with a private company to help manage the program. The contractor conducts marketing and public outreach forums, advises small contractors of their opportunity to participate in SCPAP, reviews their bonding capacity, gives a credit needs assessment and provides technical assistance.

G. If the program works with local units of government, (e.g., Councils of Governments, Soil and Water Conservation Districts), please include a brief, general description of these entities and their relationship to the agency. Briefly discuss any memorandums of understanding (MOUs), interagency agreements, or interagency contracts.

N/A

H. Identify all funding sources and amounts for the program, including federal grants and pass-through monies. Describe any funding formulas or funding conventions. For state funding sources, please specify (e.g., general revenue, appropriations rider, budget strategy, fees/dues).

The SCPAP is funded through the savings realized by the ROCIP (Rolling Owner Controlled Insurance Program). The state provides insurance, through ROCIP, for eighteen construction projects. The difference between what the contractor would pay for insurance; builders risk, general liability and workers compensation for example, and what ROCIP costs is the money used to fund SCPAP.

I. Are current and future funding resources appropriate to achieve program mission, goals, objectives, and performance targets? Explain.

The current funding is adequate, but the ROCIP contract expires in March of 2000. After March 2000 an alternate source of funding to continue the program will have to be identified.

J. Identify any programs internal or external to the agency that provide identical or similar services or functions. Describe the similarities and differences.

There are no other programs that have been identified that provide similar services or functions.

K. Discuss how the program is coordinating its activities to avoid duplication or conflict with the other programs listed in Question J and with the agency's customers.

N/A

L. Please provide any additional information needed to gain a preliminary understanding of the program.

N/A

M. Regulatory programs relate to the licensing, registration, certification, or permitting of a person, business, or other entity. If this is a regulatory program, please describe:

- why the regulation is needed;
- the scope of, and procedures for, inspections or audits of regulated entities;
- follow-up activities conducted when non-compliance is identified;
- sanctions available to the agency to ensure compliance; and

procedures for handling consumer/public complaints against regulated entities.

Does not apply to General Services Commission (Not a Regulatory Agency)

N. Please fill in the following chart for each regulatory program. The chart headings may be changed if needed to better reflect the agency's practices.

Does not apply to General Services Commission (Not a Regulatory Agency)

(Agency Name)		
(Regulatory Program Name)		
Exhibit 14: Complaints Against Regulated Entities B Fiscal Years 1997 and 1998		
	FY 1997	FY 1998
Number of complaints received		
Number of complaints resolved		

Number of complaints dropped/found to be without merit		
Number of sanctions		
Number of complaints pending from prior years		
Average time period for resolution of a complaint		
Number of entities inspected or audited by the agency		
Total number of entities regulated by the agency		

VI. Guide to Agency Programs (continued)

A. Please complete the following chart.

(General Services Commission) Exhibit 13: Program Information C Fiscal Year 1998	
Name of Program	Facilities Planning
Location/Division	Central Services Bldg./Facilities Construction and Space Management
Contact Name	Michael J. Lacy
Number of Budgeted FTEs, FY 1998	7.8
Number of Actual FTEs as of August 31, 1998	7.8

B. What are the key services and functions of this program? Describe the major program activities involved in providing all services or functions.

The key services and functions performed by the Facilities Planning Program are:

- Long-range and strategic analyses & planning;
- space allocation & management;
- database development & maintenance; and
- pre-design, space programming & plan review.

Long-range and strategic analyses & planning: Per statute, the program continuously evaluates the state's real property inventory and performs financial analyses, market analyses, buy versus build versus lease studies, space use studies, and project analyses that result in proposals for

improved space utilization, facilities acquisitions, dispositions, leasing, modifications, or new construction. Any agency that obtains space through the commission must participate in these planning processes. A significant portion of the program's analyses and planning responsibilities are contained in its biennially produced State of Texas Facilities Master Plan. The 'Master Plan' is a statutorily required document and the commission's vehicle to inform state leadership of agencies' current and future facilities needs, report statewide facilities costs in contrast to commercial real estate markets, recommend new strategies to meet facilities needs, present itemized legislative appropriation requests for new building and Capital Improvement Projects, and report on previous commission facilities related benchmarks.

Space allocation & management: The program has planning and oversight responsibilities for assigning / allocating space to all agencies under Article I, II, V, VI, VIII of the General Appropriations Act. These responsibilities encompass the commission's inventory - approximately 17 million square feet (10 million leased and 7 million owned). Under newly approved rules, the program evaluates / approves all requests for allocation, relinquishment, or modifications to state leased or owned facilities. In addition, the program performs limited architectural and estimating services for interior modifications as required to meet the functional needs of tenant agencies.

Database development & maintenance: The program maintains data on the volume, utilization, and costs of state-owned and leased space under the commission's control. This effort requires 'interfacing' with other program's databases. Data related to volume and utilization of the commission's state-owned inventory are developed and managed through the program's computer aided design (CAD) plans and space utilization databases. Building operating & maintenance cost data is maintained by the Building & Property Services Division (BPS) and State-leased data is maintained by the Leasing Program (FCSM).

Pre-design, space programming & plan review: Financial analyses, market analyses, feasibility studies, Space Use Studies, project analyses, and buy versus build versus lease analyses make up the programs Pre-Design functions. New facilities are quite often the result of the program's recommendations and the programming of the volume of space needed has been accomplished during the program's earlier analyses. The program works closely with the Design & Construction Program (FCSM) in the early stages of building projects and reviews / approves space allocations for tenant agencies. For example, in a new state office facility Facilities Planning establishes each tenant agencies overall allocation by working with each agency to determine maximum space needs. This work results in a detailed space program for each tenant agency that meets both their needs and satisfies the commission's oversight responsibilities. In other cases, the program reviews project plans and lease specifications for space allocation compliance / oversight.

C. When and for what purpose was the program created? Describe any statutory or other requirements for this program.

The commission is statutorily mandated to provide the space needed by agencies for the functions of government. Facilities Planning's purpose is to ensure that space is efficiently planned,

provided, and used. The Facilities Planning Program has emerged in parallel with over thirty (30) specific legislative mandates that range from allocating space to statewide planning and reporting to facilities and land acquisitions. The program's statutory responsibilities are contained in Texas Government Code, Title 10, Subtitle D, Chapters 2165 through 2167, and within relevant riders in the General Appropriations Act.

D. Describe any important history not included in the general agency history section, including a discussion of how the services or functions have changed from the original intent. Will there be a time when the mission will be accomplished and the program will no longer be needed?

The program's current functions have been progressively defined through enacted legislation and recommendations, citations, and sanctions contained in audits and government efficiency reports. The mission of strategically planning facilities to meet the needs of state government will be required as long as there is state government.

E. Describe who this program serves. How many people or entities are served? List any qualifications or eligibility requirements for receiving services or benefits.

The program primarily serves other state agencies, but also provides the states leadership with proposed solutions to agencies space needs.

F. Describe how the program is administered. Include flowcharts, timelines, or other illustrations as necessary. List any field or regional services.

The program is made up of 7.8 team members (FTEs): a program director, four (4) planners, a CAD manager, a database administrator (part-time), and an administrative technician. The **program director** is responsible for: developing the program's vision, rules and procedures; managing, coaching, and leading team members toward achieving the program's goals, objectives & performance measures; assigning / prioritizing team tasks; liaison with commission and user agencies management; negotiating Interagency Contracts (IAC's) for cost-recoverable services with user agencies; determining space use efficiencies; approving / determining space allocation and modification requests; and writing and editorial control of all studies and reports (e.g., the State of Texas Facilities Master Plan). The **planners** are multi-disciplinary and responsible for research and evaluations / analyses pertaining to: requests for space and modifications; buy versus build versus lease feasibility studies;

land acquisitions; performance measure tracking and reporting; space allocation programming for large renovation and new construction projects; statewide real estate market costs and trend information; developing CAD generated design alternatives for modification requests; preliminary cost estimating and scheduling for small or large projects; development and coordination of building, land, and property management procurement processes; project analyses; Fiscal Notes and legislation analyses / responses; and collation and prioritization of capital improvement legislative appropriation requests (within the State of Texas Facilities Master Plan).

The **CAD manager** is responsible for: development and maintenance of the commission's state-of-the-art computer aided design (CAD) master drawing files (databases) that accurately represent GSC's state-owned facilities inventory; development of Architectural / Engineering drawing standards; review and oversight of A/E CAD drawings to assure compliance with commission standards; field verification of all facility dimensional / volumetric data and master database updates; and coordinating Space Utilization relational databases that interface with the CAD system.

The **database administrator** is responsible for developing and maintaining the program's core relational **databases** containing leased and state-owned facilities' space utilization and cost information and generating reports that support the program's evaluation and analyses duties. This team member also generates reports that support the Fiscal Division's cost allocation and bond debt reporting duties related to the Legislative Budget Board, Texas Public Finance Authority, the Governor's Office of Budget & Planning budget / appropriation processes.

The **administrative technician** is a multi-disciplinary position responsible for coordinating the program's administrative requirements, report production, operational budget tracking, and supporting the team's relational database access needs.

G. If the program works with local units of government, (e.g., Councils of Governments, Soil and Water Conservation Districts), please include a brief, general description of these entities and their relationship to the agency. Briefly discuss any memorandums of understanding (MOUs), interagency agreements, or interagency contracts.

N/A

H. Identify all funding sources and amounts for the program, including federal grants and pass-through monies. Describe any funding formulas or funding conventions. For state funding sources, please specify (e.g., general revenue, appropriations rider, budget strategy, fees/dues).

The program's funding is made up of general revenue and collected revenue (cost-recoverable expenses) for specific functions. The program's FY '99 funding source split was 85% GR and with cost recoverable expenses making up the rest. Collected revenues are generated from the program's small project / modification planning and estimating activities; Space Use Studies conducted at the request of agencies; and plan review / allocation programming work on large new construction or renovation projects (through agreements with FCSM's Design & Construction program). FY 2000

budget is estimated to require 72 %GR. The program's ability to garner cost-recoverable work in the volumes represented in FY 1999 and 2000 depends on the availability of work to the Design & Construction program.

I. Are current and future funding resources appropriate to achieve program mission, goals, objectives, and performance targets? Explain.

The program's estimated GR needs have diminished over the last biennium and the balance of funding needs were met through revenue the program collected. The largest collected revenue source has been Design & Construction Program's large projects. The 76th Leg. Session yielded no new work for Design & Construction and the ramifications will be felt in Facilities Planning if adjustments in the amount of GR are not possible.

J. Identify any programs internal or external to the agency that provide identical or similar services or functions. Describe the similarities and differences.

There are no known programs within state government with identical functions. Several other agencies such as, Texas Higher Education Coordinating Board, Texas Department of Transportation, Texas Mental Health and Mental Retardation have similar capital budgeting responsibilities and conceivably similar processes. However, the commission is the only agency known to have long-range forecasting responsibilities as exemplified in the State of Texas Facilities Master Plan. The Comptroller of Public Accounts collects facilities utilization and cost data through Annual Financial Reports (AFRs) (S.B.176, 76th Leg.) from state agencies that is similar to the information the program has the responsibility to gather for its State of Texas Facilities Master Plan.

K. Discuss how the program is coordinating its activities to avoid duplication or conflict with the other programs listed in Question J and with the agency's customers.

The program will request state agencies to submit copies of their AFR submissions (sections per S.B. 176) in its upcoming "Survey of Agencies Space Needs". Information collected through this survey comprises the program's space utilization and cost database work related to the agencies current and future facilities needs. In previous years, the subject AFR information was requested / required by the program as well as the Comptroller. There are no conflicts with the other mentioned agencies as their enabling legislation allows them to maintain and control their own inventories of facilities (outside the realm of the commission).

L. Please provide any additional information needed to gain a preliminary understanding of the program.

The program also consults with various oversight agencies in matters concerning space use efficiencies. For example, Sunset Commission's review of the Teacher's Retirement System; Texas Performance Review's analyses of TMHMR, TWC, and direct involvement with issues contained in their biennial reports.

For a good overview of the program's Action Plan should be most helpful in this regard.

M. Regulatory programs relate to the licensing, registration, certification, or permitting of a person, business, or other entity. If this is a regulatory program, please describe:

- why the regulation is needed;
- the scope of, and procedures for, inspections or audits of regulated entities;
- follow-up activities conducted when non-compliance is identified;
- sanctions available to the agency to ensure compliance; and

procedures for handling consumer/public complaints against regulated entities.

Does not apply to General Services Commission (Not a Regulatory Agency)

N. Please fill in the following chart for each regulatory program. The chart headings may be changed if needed to better reflect the agency's practices.

Does not apply to General Services Commission (Not a Regulatory Agency)

(Agency Name)		
(Regulatory Program Name)		
Exhibit 14: Complaints Against Regulated Entities B Fiscal Years 1997 and 1998		
	FY 1997	FY 1998

Number of complaints received		
Number of complaints resolved		
Number of complaints dropped/found to be without merit		
Number of sanctions		
Number of complaints pending from prior years		
Average time period for resolution of a complaint		
Number of entities inspected or audited by the agency		
Total number of entities regulated by the agency		

VI. Guide to Agency Programs - (continued)

A. Please complete the following chart.

(General Services Commission) Exhibit 13: Program Information C Fiscal Year 1998	
Name of Program	Wage Rate Determination Program
Location/Division	Central Services Bldg./Facilities Construction & Space Management
Contact Name	Teree Llano
Number of Budgeted FTEs, FY 1998	1
Number of Actual FTEs as of August 31, 1998	1

B. What are the key services and functions of this program? Describe the major program activities involved in providing all services or functions.

The Wage Rate Determination Program provides prevailing wage rate determinations for building construction trades to the General Services Commission, other state agencies, institutions of higher education, and political Subdivisions who are affected by Texas Government Code 10, Chapter

2258 Prevailing Wage Rates.

In accordance with Chapter 2258.021, Texas Government Code, the General Services Commission is to ensure that not less than the prevailing wage rate of pay is paid to all workers on a GSC owned building construction project.

C. When and for what purpose was the program created? Describe any statutory or other requirements for this program.

In November 1993, the Council on Competitive Government ruled that GSC would provide wage rate determinations for the state of Texas.

Federally, the law is known as the Davis Bacon Act. In Texas, it is Chapter 2258 of the Government Code Title 10.

The law further states that it is up to the state agency or political subdivision who owns the project to determine the prevailing wage rate for the locality of the work and to post this wage determination in their bid specifications. It is also up to the state agency or political subdivision to enforce the law with their contractors and/or subcontractors and to follow-up on any wage complaints from workers on their projects.

A contractor or subcontractor can be penalized \$60 per day, per worker, for every day the worker was on the job and not paid the prevailing wage rate. In addition, the contractor or subcontractor has to make up the difference between the amount paid and the wage rate for every hour the worker worked and was under paid. The entity owning the project can withhold payment from the contractor, however, this is rarely done.

D. Describe any important history not included in the general agency history section, including a discussion of how the services or functions have changed from the original intent. Will there be a time when the mission will be accomplished and the program will no longer be needed?

N/A

E. Describe who this program serves. How many people or entities are served? List any qualifications or eligibility requirements for receiving services or benefits.

Anyone conducting a public works construction project that is not a maintenance project and is not Federally funded. This would include state agencies, cities, counties, municipalities, universities, school districts, and political subdivision. Sometimes an architect or contractor requests a determination.

F. Describe how the program is administered. Include flowcharts, timelines, or other illustrations as necessary. List any field or regional services.

Before a survey can be conducted of contractors and subcontractors throughout the state, a database is established, and a mailing list is compiled. The mailing list database is updated on a monthly basis, as time allows. Searches are made on the Internet for new contractors and/or subcontractors to add to the database.

In compliance with Chapter 2258, Texas Government Code, GSC performs surveys of construction contractors and subcontractors to ascertain the hourly rate of pay being paid to various classifications of workers on construction projects throughout the state. This survey is to determine the prevailing wage rates for each worker classification listed on the survey form, in each county. Once survey results are received, the responses are entered into the computer. A Paradox program has been developed to tabulate a prevailing wage rate determination for each worker classification listed, in each county of the state.

G. If the program works with local units of government, (e.g., Councils of Governments, Soil and Water Conservation Districts), please include a brief, general description of these entities and their relationship to the agency. Briefly discuss any memorandums of understanding (MOUs), interagency agreements, or interagency contracts.

N/A

H. Identify all funding sources and amounts for the program, including federal grants and pass-through monies. Describe any funding formulas or funding conventions. For state funding sources, please specify (e.g., general revenue, appropriations rider, budget strategy, fees/dues).

Funding for the program is provided from fees charged for wage rate determinations.

I. Are current and future funding resources appropriate to achieve program mission, goals, objectives, and performance targets? Explain.

Funding from wage rate determinations probably will not totally fund the program in its current structure.

J. Identify any programs internal or external to the agency that provide identical or similar services or functions. Describe the similarities and differences.

The Federal Department of Labor, and TxDot have similar functions.

K. Discuss how the program is coordinating its activities to avoid duplication or conflict with the other programs listed in Question J and with the agency's customers.

Due to the fact that such entities as the DOL, TxDot, and the Davis-Bacon Act perform the same activities that are done within the program, it is recognized that there is a duplication of efforts by other entities.

L. Please provide any additional information needed to gain a preliminary understanding of the program.

N/A

M. Regulatory programs relate to the licensing, registration, certification, or permitting of a person, business, or other entity. If this is a regulatory program, please describe:

- why the regulation is needed;
- the scope of, and procedures for, inspections or audits of regulated entities;
- follow-up activities conducted when non-compliance is identified;

sanctions available to the agency to ensure compliance; and

procedures for handling consumer/public complaints against regulated entities.

Does not apply to General Services Commission (Not a Regulatory Agency)

N. Please fill in the following chart for each regulatory program. The chart headings may be changed if needed to better reflect the agency's practices.

Does not apply to General Services Commission (Not a Regulatory Agency)

(Agency Name) (Regulatory Program Name) Exhibit 14: Complaints Against Regulated Entities B Fiscal Years 1997 and 1998		
	FY 1997	FY 1998
Number of complaints received		
Number of complaints resolved		
Number of complaints dropped/found to be without merit		
Number of sanctions		
Number of complaints pending from prior years		
Average time period for resolution of a complaint		
Number of entities inspected or audited by the agency		
Total number of entities regulated by the agency		

VII. Agency Performance Evaluation

A. What are the agency's most significant accomplishments?

The recent significant accomplishments of the General Services Commission are as follows:

Establishment of Statewide Procurement Training Program

The 75th Legislature mandated by statute that all state agency and university purchasing personnel are to be trained and certified to the extent required by the General Services Commission. Our goal is to exceed the statutory requirements and provide our state with the best and most qualified purchasing professionals available. To accomplish this goal, we offer a series of public purchasing courses and certification testing tailor-made for Texas. Each course has been developed with the assistance of a nationally recognized professional purchasing association. In addition, all the instructors have extensive experience in public purchasing and instruction techniques. A board of Texas purchasers actually doing the work in the field will approve the certification tests.

The program contains three levels of training and two levels of certification.

Training Courses:

- Level One (Texas Basic Public Purchasing) - an entry-level survey course of the principles of public purchasing used in Texas. This is a 2-1/2 day course.
- Level Two (Texas Advanced Public Purchasing) - a more in-depth look at the purchasing techniques and concepts introduced in Basic Public Purchasing. This is a 2-1/2 day course.
- Level Three (CNC) - consists of three individual one-day courses offered back-to-back. The courses are: Cost & Price Analysis, Negotiation Skills and Contract Administration.

Certifications:

- Level One Certification - The first level is the Certified Texas Public Purchaser (CTPP). It requires one year of experience and successful completion of a written test. To be eligible to take the certification test, a person must have completed both the Texas Basic and Texas Advanced Public Purchasing courses.
- Level Two Certification - The second level certification is the Certified Texas Procurement Manager (CTPM). In addition to a written test, an oral examination will be required. To be eligible to take the certification test, a person must have three years experience and have completed all three courses.

FY99 is the first full year of the program and expenditures are estimated to be \$469K. As a cost recovery program, funding is generated by tuition paid by students.

Significant Completion of Funded Deferred Maintenance Projects

The State of Texas Facilities Master Plan released in July 1996 listed all deferred maintenance projects associated with buildings on the GSC inventory. Only a small percentage of these projects could be funded from the existing FY1996/1997 budget. Historically, funding constraints had precluded state leadership from adequately addressing deferred maintenance projects.

Utilizing the “exceptional item” process to highlight the deficiency, the GSC received \$11.9M for deferred maintenance funding during the 1998/1999 biennium. The Building and Property Services (BPS) Division was charged with the responsibility of executing these funds.

As of June 30, 1999, BPS had committed and/or expended almost **\$9.4M** of the original \$11.9M. Funding to purchase the Pease Mansion for \$2.6M, is included in the \$9.4M figure. Staff’s goal is to commit to contract or expend the remaining **\$2.5M** on critical projects by years end.

The 76th Legislature restored the \$2.6M, utilized by GSC to purchase the Pease Mansion, in the

FY2000/2001 budget. GSC has been provided \$14.9M in deferred maintenance funding for FY2000/2001.

Competed Remediation of Y2K Concerns

Of significant concern to all state agencies is the Year 2000 (Y2K) computer challenges that must be corrected. The following is a recapitulation of staff's efforts with respect to Y2K concerns. The GSC was allocated \$549K, over and above budgeted operating funds, to correct these deficiencies. Additionally, staff has utilized GSC operating funds to replace personal computer hardware and software to supplement the effort. The following summarizes staff's efforts by categories:

Testing of VAX-based Computer Systems

All VAX (mainframe based) applications supporting Central Procurement, Telecommunications Billing, and Administrative Applications have been modified and tested for Y2K compliance.

Personal Computer Local Area Network

Managewise, network management software, was purchased and installed. All PCs connected to the GSC LAN were tested for Y2K compliance. As a result, over 65 desktop PCs and three servers were replaced with Y2K funding. The agency has successfully transitioned from the Windows 3.1 operating system to Windows NT and is in the process of updating the office suite applications to Microsoft Office 97. Other LAN based software was upgraded to Y2K compliant versions. Remote sites in Lubbock, Fort Worth, San Antonio, and Houston will be upgraded in the fall of 1999.

Vehicle/Fleet Management Software

A new vehicle/fleet management software package, E-Track by Consolidated Service Corporation, was purchased and is currently being implemented. GSC vehicle management staff is exploring storing data for other state agencies should there be interest.

Mail Management Software

New Y2K compliant software has been purchased and will be implemented in early FY2000.

Financial Management Software

Northrop Grumman, under contract to DIR, modified the current DFAS system for Year 2000 compliance. GSC Fiscal staff is in the testing process. GSC, in partnership with the Texas Department of Agriculture, the Texas School for the Deaf, and the Texas Department of Insurance, has contracted with Northrop Grumman to upgrade the DFAS system to client/server technology with increased functionality. This new version will be implemented over the next six to nine months.

Required Reporting

GSC is current with all required reporting to the DIR Year 2000 Project Office. The Y2K Project Office currently rates GSC as low risk.

Embedded Systems

All known embedded system deficiencies on the GSC inventory have been funded except the Delta Fire Alarm System. GSC is seeking \$200K in additional funding from the Department of Information Resources Y2K funding to correct this last known deficiency.

Establishment of a Preventative Maintenance Database

A new Preventive Maintenance Database was developed which will track estimated and actual hours expended on all preventive maintenance tasks for any and all equipment located within each of our facilities. Equipment information on all facilities is currently being entered into the database. The Database program is scheduled to be in full operation by September 1, 1999.

Implemented Energy Cost Reduction Measures

Via the LoanSTAR Loan Program, Energy Efficiency Measures totaling over \$4.5M were completed that represent an overall payback of under 4 years.

State Office of Risk Management

For 1998 the GSC was awarded the Silver Safety Award from the State Office of Risk Management. The award is for state agencies which reduced their Workers' Compensation injuries (claims) by at least 30% below the average of the preceding 3 years.

Successful implementation of Central Procurement Initiatives

- Creation and administration of the Cooperative Purchasing Program area (RE: Local Government Code, Subchapter D, Section 271.082);
- Creation and administration of the Catalogue Purchasing Program area (RE: 73rd Legislature, 1993);
- Creation and administration of the Training and Certification Program for state agency purchasing personnel (RE: SB 1752, 75th Legislature, 1997);
- Creation and administration of the Vendor Relations Program (RE: indirect result of SB 1752, 75th Legislature, 1997);
- Establishment of the Vendor Advisory Committee and Agency Advisory Committee (RE: SB 1752, 75th Legislature, 1997);
- Creation and administration of the electronic procurement marketplace (RE: 75th Legislature, 1997);

- Publication and distribution of Agency Procurement Manual and Request for Proposal Guidelines. Said publications create standard procurement procedures and practices used by all state agencies.

Successful Completion of Feasibility Study for Electronic Commerce

Formed an interagency Electronic Commerce Task Force in July, 1997 which completed a feasibility study of the state's readiness for electronic commerce.

Successful Implementation of Historically Underutilized Business Initiatives

- Transition from a self-certification to mid-level certification process in order to uphold the integrity of the program. The mid-level program requires applicants to submit relevant documentation to substantiate eligibility.
- Implementation of the Good Faith Effort to incorporate HUBs in the bidding process in contracts over \$100,000 and contracts less than \$25,000.
- Training and outreach efforts have stimulated awareness about HUB participation and accountability.
- Development of an Application Committee to implement the new HUB application (effective 9/1/99) with the efforts of vendors and state agency representatives.
- Overall utilization of HUBs from 2% in 1992 to over 13% currently.

Federal Surplus Property

- 1997 & 1998 were record years for property received through the program and made available to eligible participants.
- In 1997 program returned a record amount of heavy equipment from "overseas" property offerings.
- 1999 GSA audit review for program operations in 1997 and 1998 had no recommendations resulting from review.
- Program was able to supply critically needed property and support for Del Rio and Central Texas floods as part of Disaster relief in 1998.

Savings to the State from Tex-An Services

The current TEXAN network was implemented in February 1994 and resulted in overall savings to the State of about \$8,000,000 per year (representing approximately a 25% reduction on all network services). Through contract negotiations, TSD was able to reduce rates another \$2,000,000 per year during FY97/98 to TEXAN customers of Interstate long distance, 1-800 calling services, International calls, and Frame Relay services.

Reduction in Capital Complex Telephone System Rates

At the start of FY96 the CCTS basic station rate was reduced from \$21.85 per month to \$16.40 per

month, a 25% reduction. This reduction resulted in a total of approximately a \$1,000,000 per year reduction in the cost of telecommunications to CCTS customers. During FY97/98 the CCTS equipment underwent a series of major upgrades to newer switching equipment. At the start of FY99, the station rate was lowered by 10% to \$14.74 per month.

Implementation of Indefinite Quantity Contract Process

An Indefinite Quantity Contract process has been established for the selection of professional services such as Real Estate Appraisal, Construction Material Testing, and Architectural and Engineering Services, Surveying and Roofing Replacement. This process has allowed the D&C Programs and Deferred Maintenance to expedite the retention of professional services and has prevented delays to many construction projects and our using agencies. Also, the D&C Program has created and implemented its internal procedures, updated its filing system, established project databases and information files.

Implementation of Small Contractors Participation Assistance

When this program was started in 1997, a goal was established of enrolling and assisting 70 small contractors in their quest to bid on and win a state construction contract. As of July 20, 1999 there was 269 contractors in the program and 191 are currently receiving some form of assistance. This group has made 120 bids for state contracts and has been awarded 97 contracts. Without the program's help and assistance these small contractors would probably have never been awarded a state contract.

Savings from Agency Consolidations

Since 1995, Houston, Waco, Austin, Ft. Worth, and soon to be occupied El Paso state office buildings have absorbed 560,000 square feet of leased space - consolidating 52 state agencies and leading to \$6.3 million per year in avoided lease costs.

B. Describe the internal process used to evaluate agency performance, including how often performance is formally evaluated and how the resulting information is used by the policymaking body, management, the public, and customers.

The General Services Commission uses the following methods to evaluate performance:

- Customer Surveys. The GSC distributes, collects and analyzes customer survey cards. The cards are distributed to external customers. A summary of responses is prepared quarterly. The survey cards represent a direct link to our customers, indicating their objective evaluation of our performance and ideas for improvement.

- Performance Measures. The GSC utilizes standard performance measures to evaluate performance. In addition to the numerous performance measures found in the GSC Strategic Plan, many more program specific measures are contained in each Division's action plan intended to evaluate performance. Data for strategic plan performance measures are maintained in an on-line database. Hard copy reports of performance measure reports are forwarded to Exec Staff quarterly.
- Required Reports. The GSC is required to produce a number of reports. The Historically Underutilized Business (HUB) Report is a good example. Simple analysis of required reports provides the GSC excellent feedback upon which to judge performance.
- Modified Accrual Financial Reports. A significant amount of the services conducted by the GSC are performed on a cost recovery basis. Full cost recovery revolving fund programs are provided quarterly financial reports to evaluate their performance. Non-revolving fund cost recovery programs are provided a monthly analysis to evaluate their performance.
- Monthly Budget Analysis Reports. Budget reports are produced on a monthly basis for decision-makers to utilize in conjunction with their performance reports to evaluate efficient and effective business processes.
- Ad-Hoc Reports. Most divisions maintain a number of ad-hoc reports used by decision-makers at all levels to judge and /or report on performance.
- Internal Audits. The GSC IA Staff prepares a standard annual audit plan. Normal audits involve an objective evaluation of a program's performance.

Survey of Organizational Excellence

The agency participated in the University of Texas School of Social Work's "Survey of Organizational Excellence". In FY1998, the agency's management promoted the survey to provide a benchmark by which to mark improvements. The agency is scheduled to participate in the survey in FY2000.

C. What are the agency's biggest opportunities for improvement?

Create a Dedicated Preventive Maintenance Team

A GSC Internal Audit recommendation stated additional staff is required to adequately perform preventive maintenance (PM) functions. Staff believes proper preventive maintenance will reduce the requirement for deferred dollars by maximizing our investment in our buildings and associated systems. Historically, the GSC only performs 44% of required preventive maintenance within existing funding levels.

The GSC requested funding for a dedicated 6 man PM team in the FY2000/2001 Legislative Appropriations Request. The funding and associated Full-Time-Equivalent (FTE) positions were not provided. Staff does not want to lose the momentum gained by the improvements funded by deferred maintenance dollars. Accordingly, following specific actions have been initiated to support our PM effort:

- Working with Information Systems, The Building and Property Services (BPS) division developed a new PM database designed to track estimated and actual hours expended on all preventive maintenance tasks for each piece of equipment located within each of our facilities. The database is scheduled to be in full operation by September 1, 1999.
- Re-allocated 5 existing positions to form a dedicated PM team.
- Revised the working hours for the PM crew to 4:00 p.m. to 12:00 a.m., greatly enhancing the staff's ability to maintain the building systems without disrupting any tenant activity.

Implement Tex-AN 2000

The Telecommunications Planning Group (TPG) was created by the 75th Legislature to develop a plan for a state telecommunications network with the goal of achieving a single, centralized telecommunications network for state government. TPG understood that to build a state telecommunications network the requirements for bandwidth and connectivity must be addressed. The current Tex-An III network is not capable of efficiently meeting the future application bandwidth requirements of state government. The state solution for a network must involve a high-speed, fiber-technology-based infrastructure, incorporating technologies such as SONET (Synchronous Optical Network) or ATM (Asynchronous Transfer Mode.) The GSC is spearheading the effort to replace Tex-An III with a new network, dubbed "Tex-An 2000", that would incorporate these technologies.

The Telecommunications Division issued a Request for Offer (RFO) and is currently evaluating the vendor submissions. The timeline to implement Tex-An 2000 will begin in FY2000.

Apply "Needs Analysis" Recommendations

The State Auditors Office report of "Management Controls at the General Services Commission" directed the agency to perform a comprehensive 'Needs Analysis'. Accordingly, the GSC obtained the services of a consulting group to provide an independent assessment of the agency's information needs and provide potential solutions to improving the information management process. The findings identified challenges in infrastructure, office automation, data warehousing, decision support systems and construction program management. Funding has been provided in

FY2000/2001 to meet the Needs Analysis recommendations. Specifically the funding will be used for the following:

- Office Automation
Replace outdated word processing software (AmiPro) and upgrade spreadsheet, personal data management, and presentation software to current versions. This will enable GSC to communicate and share information with other state agencies and external customers.
- Infrastructure
Replace outdated hardware for both desktop (PCs) and network servers, purchase of network server software for network management, and security.
- Decision Support Tools/Data Warehouse
Software tools to gather and inter-relate data from financial, project management, construction, billing, and other sources into a central repository. This central repository will be available for management and staff to produce ad-hoc reports and queries for decision making and external customers.
- Construction/Project Management System
Software to track and manage construction projects from the initiation of the project through management of the facility after construction is completed.

Continual Progress in Building & Property Services

- Clarification of security responsibilities regarding the facilities outside the Capitol Complex, (North Austin facilities, WP Hobby, JE Rudder, etc);
- Continued Legislative funding for Deferred Maintenance Projects;

Continual Progress in Central Procurement

- Continued training to agencies on proper procurement procedures;
- Educating current and potential suppliers/vendors on how to do business with the state of Texas. Will result in increased competition, better pricing, and dependable suppliers for the state;
- Expanding the customer base of our Cooperative Purchasing Program by increased recruitment and marketing efforts. The Cooperative Purchasing Program currently has approximately 1,400 members (school districts, counties, cities, municipalities, non-profit organizations, etc.), with the potential to double membership. Increased membership equates to an increase in volume buying through CPS term contracts, subsequently resulting in lower contract prices for all users of CPS term contracts;
- Expanding the effort to utilize electronic commerce as a means to conduct state procurement business.
- Better communication between GSC and other agencies. It is perceived that the GSC is an agency that will not accept change or the opportunity to better themselves, but instead are the “watch-dogs” over other agencies.

Continual Progress in Business Services

- Increase marketing efforts to provide and maintain a viable pool of vendors to bid on goods and services needed by the State.
- Continue to redefine the Texas Commodity Code structure to increase understanding and eliminate duplicity and/or vagueness in commodity codes.
- Continued improvement to the Web Search Site maintained for the distribution of database information needed in the procurement process for The General Services Commission's Centralized Master Bidders List
- Continued migration to the establishment of a single, universal, vendor identification number, with a single entry point for a vendor to register with the state, maintained by a single agency, with read/write access by other agencies as required.
- Continued migration towards linking databases with the Comptrollers of Public Accounts to facilitate database accuracy and coordination.
- Continued development of the Electronic Commerce Task Force's initiatives.

Development of Revised HUB Rules

With the passage of SB 178 (76th Legislative Session), the GSC's HUB Program will be challenged to develop new rules to address:

- HUB subcontracting plans for all construction, public works, commodities, professional services, and other services contracts.
- Mentor Protege Program to assist agencies and HUBs with contract opportunities as prime contractors and subcontractors.
- Implementation of new education and outreach efforts through the HUB forums to assist vendors in understanding the procurement process and learn about the bidding process.
- The creation and implementation of Memorandums of Agreement with other state agencies in efforts to increase the number of HUBs certified with the State.

Improve Indoor Air Quality

To address the increasing concern of Indoor Air Quality in the Commissions aging buildings, the Environmental Services Division has been tasked to develop a comprehensive HVAC cleaning process.

Complete Improvements to Business Practices in the Design and Construction Program

Significant studies have been made related to improving the business practices of managing construction projects. Integrating the processes into an automated control/reporting system will be a challenge. The funding is in place as part of the Commissions' Needs Analysis function.

Continual Improvement in the Leasing Program

- Pursue and implement the vision of embodying the “best practices” and “benchmarking” for Leasing activities being taken from other States.
- Develop/secure software programs that will provide the means to stay current in gathering and disseminating information about our program, market rent information, opportunities for bidding, statewide real estate operating expenses and to provide internal analysis and information in a timely fashion to senior GSC management, state agencies and the legislature.
- Provide a GSC Leasing procedures manual for state agencies.
- Start a state-wide forum for lessors, agencies and other interested parties to provide constructive feedback to GSC Leasing.

D. How does the agency ensure its functions do not duplicate those of other entities?

Most GSC Duties and functions are unique just to GSC, thus there are very few opportunities for them to be duplicated by other entities. A limited number of functions do require significant coordination with other agencies to ensure there are no overlapping duties.

- **The Central Procurement Services Division**
 - As a member of the State Agency Coordinating Committee (SACC) Purchasing Subcommittee, the CPS division of the GSC has the unique opportunity to examine and discuss purchasing practices, review common purchasing problems and goals and how they impact different agencies, and to encourage and foster purchasing practices beneficial and cost effective for all state agencies;
 - The division also oversees the Vendor Advisory Committee and Agency Advisory Committee and as such is positioned to ensure that there is no duplication in formal training to vendors or agencies.
- **The Telecommunications Services Division**
 - Coordinates and plans its changes through the Telecommunications Planning Group (TPG), which was originally established in 1991 to develop functional specifications for the third generation of TEX-AN.

E. Are there any other entities that could perform any of the agency's functions?

The General Services Commission, as stated in Section I.C, performs a variety of required services and functions for Texas State Government that are critical to efficient and effective state operations. There will always be other entities that can perform the same functions that the Commission performs. However, the consolidating of the functions at a single agency affords the state the best opportunity to ensure the functions are provided in an efficient and effective manner.

F. What process does the agency use to determine customer satisfaction and how does the agency use this information?

The General Services established a Customer Service Card Program to assist in identifying satisfaction levels for various Programs. This GSC Customers Service Card Program provides detailed data from the customer and to help identify potential opportunities to meet customer needs. This information is used to identify negative or positive trends and assists in decision making issues and allows supervisors to obtain direct feedback from the customers to evaluate employee performance. Through the courtesy cards, tenant meetings and focus groups, close contact with the customers is constant. We set our goals for high customer satisfaction and these goals are monitored and reported on a quarterly and annual basis and is reported to the Executive Director, Deputy Directors and the Internal Auditor. The Customer Service Cards are used to track customer feedback involving outside services provided by the agency. The cards are used to indicate levels of satisfaction with services provided and to provide an early warning system for unsatisfactory service.

G. Describe the agency's process for handling complaints against the agency, including the maintenance of complaint files and procedures for keeping parties informed about the process. If the agency has a division or office, such as an ombudsman, for tracking and resolving complaints from the public or other entities, please provide a description.

The General Services Commission on June 23, 1997 implemented 1 Tex. Admin. Code, section 111.5, which designates the Commission's Customer Service Representative and establishes the Commission's Written Complaint process. The rule is not intended to replace the current processes that have been and will continue to be utilized as a means for the Commission's customer agencies to receive information, ask questions, or resolve service, repair and billing issues. Instead, the rule is intended to add another higher level of Commission involvement by monitoring and resolving issues or complaints that are not solved by the processes that are currently in place within the Commission's divisions that provide the services. The rule provides a formal written complaint procedure to be utilized when any customer agency is not satisfied with the solution or service offered by the division that directly provides the service.

In the General Service Commission Operating Procedures Manual, EA-10.5 spells out the Procedure by which a written complaint is handled. This procedure applies to all divisions and specifies how to receive and track complaints received by the commission.

If a written complaint is filed with the Commission that the Commission has authority to resolve, the Commission, at least quarterly, and until final disposition of the complaint, shall notify the parties to the complaint of the complaint's status unless the notice would jeopardize an undercover investigation. The Customer Service Representative shall be provided with a copy of the quarterly response at the time it is mailed to the complainant.

Formal written complaints regarding the Commission's performance of services may be directed to:

**Customer Service Representative
General Services Commission
P.O.Box 13047
Austin, Texas 78711-3047
Phone (512) 936-3000
Fax (512) 936-2637**

The agency also has an internal ombudsman for resolving internal complaints. Minimal records are kept for mediations so as to protect the integrity of the process. Some records are kept of formal grievances, but they are kept separate from the personnel files.

H. Please fill in the following chart. The chart headings may be changed if needed to better reflect the agency's practices.

(General Services Commission)		
Exhibit 15: Complaints Against the Agency B Fiscal Years 1997 and 1998		
	FY 1997	FY 1998
Number of complaints received	2	2
Number of complaints resolved	2	2
Number of complaints dropped/found to be without merit	0	0
Number of complaints pending from prior years	0	0
Average time period for resolution of a complaint	10 weeks	20 ½ weeks

We also have secondary complaints in our formal complaint process. These are complaints from our customers, not about the General Services Commission, but about vendors that we have been selected to provide a service to our customers. We have no direct control over these complaints

except to cancel a contract or to mediate a dispute or try to resolve a problem between these two parties.

Most of our complaints are of a minor nature and are called in to each individual program. These requests or complaints are handled immediately by each program. If a Formal Written Complaint is received by anyone other than the agency Customer Service Representative (CSR), a copy is forwarded directly to the CSR for handling.

The complaints listed in Exhibit 15 are the Formal Written Complaints for the Fiscal Year 1997 and 1998.

<p>I. What process does the agency use to respond to requests under the Public Information (Open Records) Act?</p>

The General Services Commission has an Operating Procedure that addresses how open record requests are processed. The procedure is as follows:

- I. Objective: To establish uniform and legally correct procedures to process requests for public information.
- II. Scope: This procedure defines open records/public information requests and how to process such requests.
- III. Responsibility: The General Counsel is responsible for ensuring compliance with the Public Information Act ("PIA") and this procedure. The Open Records Administrator (ORA) assists the General Counsel in the discharge of this responsibility.
- IV. Detailed Content: The content specifies what information is or may be public information for which a request is subject to this procedure, what is not a PIA request, and the procedure to be followed in processing PIA requests.
 - A. Public Information: Information collected, assembled, or maintained by or for the General Services Commission ("Commission") under a law or ordinance or in connection with the transaction of official business of the Commission is public information. A request for such information from the public, regardless of the form in which such information is kept, is a PIA request, subject to the PIA and this procedure. Examples of public information are: contracts, proposals, payment records, tape recordings of meetings, telephone logs, and wage and salary information.
 - B. Other Information Requests:

1. Requests for information that the requester need to have to comply with the statute, rules and procedures of the General Services Commission are not PIA requests. Examples are: requests for copies of rules, external procedures, instructions for bidders, applications and other required forms, and commodity books. Such requests are not to be processed as PIA requests; they are governed by other laws and procedures.
2. Requests for certified copies of official records that are to be used as evidence in a judicial or administrative proceeding are not PIA requests. Such requests do not have to be processed under this procedure. However, they also require a prompt response and charges in accordance with rules 1 T.A.C. 111.61 - 111.70 may be imposed. Such requests should be referred to the Open Records administrator, the Legal Counselor assigned to the division or department where the records are located, or the General Counsel.

C. PIA Request Procedure

1. Any employee who receives an oral PIA request will ask the requester to make a written request (an electronic mail is considered a written request) which contains at least:
 - a. The date of the request;
 - b. A specific description of the information requested;
 - c. Whether the request is for inspection, copies, or both;
 - d. The media on which the copies are requested (i.e.: paper, diskette, tape, microfilm, etc.); and
 - e. Name, address, and telephone number of the requester.
2. The employee will direct the request to the ORA the same day that the request is received. PIA requests for routine information (as described below in # 4) may be handled by the division or forwarded to the Open Records Administrator.
3. Upon receipt of an open records request for non-routine public information, the ORA will
 - a. Send an e-mail message, and forward a hard copy of the request, to all appropriate Division and Program Directors;
 - b. Within two business days, the Division and Program Directors, or their assignees, will respond, affirmatively or negatively, as to the existence in their Division's or Program's files of any material related to the open records request.
4. The ORA will gather the documents requested and review the material.

- a. If questions about required disclosure arise, the ORA will consult with legal counsel, to determine whether the Commission must an opinion from the Office of the Attorney General (OAG). Sufficient time is needed to prepare a request for an opinion. Upon determination that an opinion from OAG is needed, the ORA will advise the requester of this action, and release any information that is deemed public.
- b. If there are no questions about disclosure, the ORA will
 1. Contact the requester if clarification is needed on the request;
 2. Inform the requester of estimated time of completion and charges;
 3. Request advance payment or deposit if the charges are estimated to be over \$100;
 4. Make the necessary copies, or the necessary arrangements for another section (such as Information Systems) to fulfill the request;
 5. Transmit the copies to the requester.
5. A section may elect to handle the following requests for routine information:
 - a. Bid tabs/recaps;
 - b. Mailing lists of state agencies by Agency Head/Purchasing Agent/Accounting Director;
 - c. Purchase orders;
 - d. Vendor catalogs;
 - e. Travel Coordinators for various agencies;
 - f. Vendor mailing lists;
 - g. Past IFBs/RFPs;
 - h. Rules adopted by a division, program, or section; and
 - i. Other information and documents jointly determined by the assigned Legal Counsel for a division, that Division's Director, and the Open Records Administrator to be routine information.
10. Full payment is required before copies are delivered.
11. Advance payments and deposits may be waived at the discretion of the Open Records Administrator or the Division Director.
12. No original records may be given to a requester for removal from the Commission's premises.
13. No information or document that is not in existence at the time of a PIA request is received will be created or recreated.
14. Requests will be handled promptly. If the documents requested cannot be produced for inspection or duplication, or both, within ten business days

from the date of receipt, the requester should be notified, in writing, of the date and time when the documents will be available.

V. General:

- A. Statutory Authority: Government Code, Chapter 552, the Public Information Act.
- B. Rules: General Services Commission rules, 1 T. A. C. 111.61 - 111.70 relating to the cost of copies of public information.

J. Please fill in the following chart:

(General Services Commission) Exhibit 16: Contacts		
INTEREST GROUPS (groups affected by agency actions or that represent others served by or affected by agency actions)		
Group or Association Name/ Contact Person	Address	Telephone Number Fax Number E-mail Address
Texas Council on Purchasing from People with Disabilities Contact: Meg Pfluger, Vice Chair	Meg Pfluger, Vice Chair #1 Crescent Place Lubbock, Texas 79416	
Vendor Advisory Committee Contact: Carla James	Carla James, Chair General Services Commission	512.463.2649 (phone) 512.463.8872 (fax) carla.james@gsc.state.tx.us
Agency Advisory Committee Contact: Paul Schlimper	Paul Schlimper, Chair General Services Commission	512.463.3443 (phone) 512.463.7994 (fax) paul.schlimper@gsc.state.tx.us
Texas Association of Mexican American Chambers of Commerce (TAMACC)	823 Congress Ave., Suite 1414 Austin, TX 78701-2429	Tel: 708-8823 Fax: 708-1808
INTERAGENCY, STATE, OR NATIONAL ASSOCIATIONS		

(that serve as an information clearinghouse or regularly interact with the agency)		
Group or Association Name/ Contact Person	Address	Telephone Number Fax Number E-mail Address
National Association of Facility Mgrs.	C/o The Council of State Government, etc.	www.nasfa.net
Building Owners & Managers Assoc.	Austin, Texas	www.boma.org
Public Risk Management Assoc.	San Antonio, Texas	210-828-6848
Texas Safety Association	Austin, Texas	512-251-1151
State Agency Coordinating Committee (SACC) – Purchasing Subcommittee Contact: Joe Schriever	Joe Schriever, Chair Texas Department of Health	512.458.7744 (phone) 512.458.7244 (fax) Joe.Schriever@tdh.state.tx.us
Recycling Market Development Board (RMDB) (David Dewhurst, GLO, Chair) Contact: Gracie Rothhauser, GLO	Gracie Rothhauser Texas General Land Office	512.463.5255 (phone) GROTHHAU@wpgate.glo.state.tx.us
Texas Association of Public Purchasers (TAPP) Contact: Ron Eberhardt, President Local Chapter	Ron Eberhardt, President Texas Department of Transportation P.O.Box 513 Austin, TX. 78767-0513	512.416.2063 (phone) 512.416.2153 (fax) Ph: 512-416-3210
National Institute of Governmental Purchasing (NIGP)	151 Spring Street, Suite 300 Herndon, Virginia 20170	703.736.8900 (phone) 703.736.9644 (fax) 703.736.9639 (membership) http://www.nigp.org

National Association of Purchasing Management (NAPM)	2055 East Centennial Circle Post Office Box 22160 Tempe, Arizona 85285-2160	602.752.6276 (phone) 602.752.7890 (fax)
National Association of State Procurement Officials (NASPO)	167 West Main Street, Suite 600 Lexington, Kentucky 40507	606.231.1877 (phone) 606.231.1928 (fax) http://www.naspo.org
National Association of Educational Buyers	180 Froehlich Boulevard Woodbury, New York 11797	
Mail Systems Management Association Local Chapter Address P.O. Box 11680 Austin, TX. 78711	National Headquarters J.A.F. Building Box 2155 New York, NY 10116-2155	
Austin Postal Customer Council (PCC)	P.O. Box 141683 Austin, TX. 78714-1683	
State Government Mailers Association	State of Oregon Department of Administrative Services 550 Airport Road SE Salem, Oregon 97310	
National Association of Printing Leadership (NAPL)	NAPL Management Institute 75 W. Century Rd. Paramus, NJ 07652	
International Publishing Management Association	IPMA Building 1205 W. College Liberty, MO. 64068	
Texas Graphic Arts Education Foundation	Austin, TX.	
National Business Travel Association	1650 King Street, Suite 401 Alexandria, VA. 22314	Ph: 703-684-0836
Society of Group/Meeting	6 Clouser Road	

Planners	Mechanicsburg, PA. 17055	
Austin Business Travel Association	2900 W. Anderson Lane, Suite 20-188 Austin, TX. 78756	
National Association of State Telecommunications Directors	P.O. Box 11910 Lexington, KY. 40578	
Society of Travel Agents in Government	6935 Wisconsin Avenue, #200 Bethesda, MD. 20815	Ph: 301-654-8595
National Association of Fleet Administrators	100 Wood Avenue South, Suite 310 Iselin, NJ 08830-2716	Ph: 732-494-6789
Texas Minority Business Opportunity Committee/Kathie Herod	P.O. Box 6206 Austin, TX 78762	Tel: 322-0177 Fax: 442-8216
North Central Texas Regional Certification Agency	Centerpoint Two 616 Six Flags Dr., Suite 128-LB 24 Arlington, TX 76011	Tel: 817-640-0606 Fax: 817-640-6315
Central & South Texas Minority Business Council/Toni Sanchez	510 S. Congress Ave., Suite 105 Austin, TX 78704	Tel: 472-8048 Fax: 472-8528
National Association of State Agencies for Surplus Property (NASASP) David Graham	6500 Centennial Blvd. Nashville, TN. 37243-0543	Ph: 615-350-3373 Fax: 615-350-3379
LIAISONS AT OTHER STATE AGENCIES (with which the agency maintains an ongoing relationship, e.g., the agency's assigned analyst at the Legislative Budget Board, or attorney at the Attorney General's office)		
Agency Name/ Relationship/ Contact Person	Address	Telephone Number Fax Number E-mail Address
State Auditor's Office Audit Contact Mrs. Cindy Reed	206 E. 9 th Ste. 1900	Ph: 479-4748 Fax: 479-4884 cindy.reed@sao.state.tx.us
Legislative Budget Board Budget Analyst Zelma Smith (Budget Examiner)	John H. Reagan Bldg. 3 rd Floor 105 West 15 th Street	Ph: 463-1200 Fax: 475-2902 zelma.smith@lbb.stat.tx.us patsy.henry@lbb.state.tx.us

Patsy Henry (Budget Analyst)		
State Comptroller Ricky McKinley (Acctg. Control Clerk)	1700 Congress Ave. Suite 1146	Ph: 475-0191 Fax: 475-0527 ricky.mckinley@cpa.state. tx.us
Governor's Budget Office GSC Budget Analyst Danette Rich	State Insurance Bldg. 4 th Floor – Budget Office	Ph: 463-2047 Fax: 463-1880 drich@governor.state.tx.us
Texas Public Finance Authority Kimberly Edwards Judith Porras John Hernandez	300 West 15 th Street Suite 411	Ph: 463-5544 Fax: 463-5501 kedwards@tpfa.state.tx.us jporras@tpfa.state.tx.us jhernandez@tpfa.state.tx.us
State Auditor's Office Classifications (Part of the State Auditor's Office) Frank Wagner	Two Commodore Plaza 206 East 9 th Street, Suite 1900	Ph: 479-4977 Ph: 479-3071 Fax: 479-4884 mlevitt@sao.state.tx.us
Texas State Library & Archives	1100 Congress, Capital Bldg. Rm 2N.3 Austin, TX. 78711	512-463-1252
Department of Information Resources • Biennial Operation Plan/Oversight Linda Sherrard Robbin Griffen • Year 2000 Project Linda Mullen	300 West 15 th Street, Ste. 300 Austin, TX. 78701	Ph: 936-2669 linda.sherrard@dir.state.tx.us Ph# 475-4712 robbin.griffin@dir.state.tx.us Ph: 475-4712 linda.mullen@dir.state.tx.us

VIII. 76th Legislative Session Chart

Fill in the chart below or attach information if it is already available in an agency-developed format. In addition to summarizing the key provisions, please provide the intent of the legislation. For example, if a bill establishes a new regulatory program, please explain why the new program is necessary (e.g., to address specific health and safety concerns, or to meet federal mandates). For bills that did not pass, please briefly explain the issues that resulted in failure of the bill to pass (e.g., opposition to a new fee, or high cost of implementation). See Exhibit 17 Example or [click here to link directly to the example](#).

(General Services Commission) Exhibit 17: 76th Legislative Session Chart		
Legislation Enacted in the 76th Legislative Session		
Bill Number	Author	Summary of Key Provisions/Intent
HB 1895	Maxey	Relating to the management of software and software licenses by state agencies. (Creates an interagency panel, including a representative from the GSC, to develop and establish a training program to assist state agencies in performing software audits, managing software, and purchasing software and software licenses).
HB 2735	Dukes	Relating to the authority of the General Services Commission to grant certain interests in certain real property owned by the state. (Authorizes the GSC to grant a permanent or temporary franchise or license or to enter into a joint use agreement regarding certain land).
HB 3125	Chisum	Relating to the management of vehicles owned by the state. (Requires the office of vehicle fleet management to develop detailed recommendations for improving the efficiency of the state's vehicle fleet operations and directs the GSC to sell any excess vehicles identified by the management plan).
SB 1105	Ratliff	Relating to the repair and resale of certain data processing equipment. (Authorizes the TDCJ to receive surplus or

		salvage data processing and computer related equipment under the GSC's Surplus Property Division).
SB 1127	Armbrister	Relating to the purchase of goods and services by the state. (Requires the GSC and state agencies to give preference to recycled, remanufactured, or environmentally sensitive products as defined by the GSC. Also, contains a provision requiring the State Auditor to contract with the University of Texas to conduct a review of the GSC and to assist this agency in implementing those recommendations).
SB 1446	Barrientos	Relating to authorizing the General Services Commission to convey certain state-owned property to the City of Austin. (Allows the GSC to sell the Hobby surface lot to the City of Austin).
HB 1563	Armbrister	Relating to establishing customer services standards and performance measures for state agencies. (Requires state agencies to create a list of external customers for every budget strategy and directs agencies to compile information from customers using focus groups or surveys regarding the quality of service delivered by the agency).
HB 1851	Wentworth	Relating to public access to governmental information and decisions and revisions to the public information law. (Expands the duties of the GSC related to the promulgation and enforcement of charges for copies of public information and reporting duties).
Legislation Not Passed in the 76th Legislative Session		
Bill Number	Author	Summary of Key Provisions/Intent/Reason the Bill did not Pass
SB 1313	Armbrister	Relating to the disposition and sale of certain surplus and salvage property by the state. (Would allow for additional methods of state surplus reutilization and disposal by the establishment of a central surplus warehouse for the disposal of state surplus property. This would reduce the overhead cost experienced by state agencies and maximize our selling strength to both political subdivisions and the public).
SB 1390	Shapleigh	Relating to the Records Management Interagency Coordinating Council. (Would create and expand responsibilities and authority for the council and allow for the employment of additional staff).

SB 1416	West, R.	Relating to the procedures for requesting and receiving bids on certain state construction projects. (Would cross-reference the use of electronic means for sharing bid notices and opportunities with the public in order to provide consistency across all procurement statutes).
HB2949	Dukes	Relating to the transfer of certain state property from the General Services Commission to the Austin Revitalization Authority. (Would provide for the sale of the State Support Center site, currently owned by the General Services Commission, to the Austin Revitalization Authority).

IX. Policy Issues

A. Brief Description of Issue

Should the General Services Commission provide security, parking coordination and key control for GSC inventoried facilities located outside the Capitol Complex, but in Travis County?

B. Discussion

In 1991, by Act of the 72nd Session of the Texas Legislature, the General Services Commission's Capitol Security Police was transferred to the Department of Public Safety. The Department of Public Safety was tasked to provide police and security services within the Capitol Complex. Prior to 1991, the GSC Capitol Security provided police, parking coordination, and key control service to all the GSC inventoried facilities. Several of these locations are outside the Capitol Complex, but in Travis County.

The DPS continued the security, police service, parking coordination, and key control for all of the facilities that were on the GSC's inventory. Most recently, the DPS has given notice that it will no longer provide these services to the other GSC inventoried facilities outside the Capitol Complex. The GSC has not been funded for and does not have the necessary FTEs appropriated to accomplish these tasks.

C. Possible Solutions and Impact

The DPS would continue to provide the security, parking coordination and key control services to

all the GSC inventoried facilities outside the Capitol Complex.

- No impact to the GSC, but possible impact to the DPS related to funding and FTEs.
- The GSC provides the security, parking coordination and key control for facilities out of the Capital Complex.
- The GSC will need additional funding and FTEs. The GSC will have to contract out the security, contract out or keep in house the necessary parking coordination and policing of the parking facilities. The GSC will need to provide a key control system that involves strict security, key duplications, and lock change-out.

A. Brief Description of Issue

Should the General Services Commission continue to provide the facility maintenance, grounds, air conditioning, heating and ventilating, electrical, plumbing and custodial services for the historic Governor's Mansion and Carriage House?

B. Discussion

The GSC has been given by statute the task to maintain the facilities on its inventory which includes the Governor's Mansion and Carriage House. (The vast majority of GSC building inventory consists primarily of office facilities). The Governor's Mansion, however, is a historic residence, which houses the Governor and his family. The mansion is open to the public for tours daily with the exception of the living quarters for the Governor. Previous legislation has created the State Preservation Board (SPB) to maintain the historic Capitol, Capitol Extension, historic General Land Office/State Visitor's Center, historic Pease Mansion, and the new State Museum.

C. Possible Solutions and Impact

The State Preservation Board or the Historical Commission could maintain the Governor's Mansion and Carriage House, because their core functions are to maintain historic facilities of the State. Moving maintenance responsibilities of the Governor's Mansion and Carriage House to the SPB would consolidate maintenance of historic buildings at one agency.

A. Brief Description of Issue

Should the General Services Commission continue to be responsible for funding the cost of utilities for buildings owned and managed by other agencies?

B. Discussion

The GSC pays for the utilities of several facilities where it has no control over the use of the energy. The facility managing entity may have a lesser incentive to judiciously manage energy use when utilities for these facilities are paid by another entity.

While the GSC tracks utility costs by account, it often does not know how much a given building contributes to total usage, much less which agency. A central plant receives raw energy in the form of electricity and natural gas and some of the electricity leaves the plant to electrify given buildings and some is used by the plant itself to generate chilled water for another set of given buildings. Other than the total amount of energy received by the plant, there is no guaranteed way of tracking where the different forms of energy are delivered, thus a reasonable method to determine the amount of energy attributable to specific buildings would have to be developed.

C. Possible Solutions and Impact

Mandates the GSC be reimbursed for the costs of delivering utilities to facilities that are not maintained by the GSC and to initiate a comprehensive metering/submetering program to determine where energy is used. This effort would initially represent a large expense; however, knowing where the major users are would allow conservation efforts to be directed to those areas where there is a higher potential for benefit.

The impact could improve operational efficiencies in these types of facilities, thereby reducing the burden on Texas' natural resources.

A. Brief Description of Issue

Should the General Services Commission's role as the centralized purchasing authority within the state be increased or decreased?

B. Discussion

As mandated by current statute, the General Services Commission is required to "... acquire by purchase, lease, rental or another manner, all goods and services for a state agency..." and "...combine orders in a system of schedule purchasing and...to benefit from bulk purchasing." The commission provides the purchasing function at the lowest cost available to the state. The statute has been amended numerous times over the years to alter the Commission's authority, which has limited the agency's review and involvement in a large portion of the state's procurement processes.

The GSC also provides training to agencies and contractors. The Training and Communications Program area, created as a result of recent legislation (75th Legislature, 1997), is responsible for training and certifying state agency purchasing personnel across the state of Texas. The Vendor Relations Program area, also recently created, focuses on tracking the performance of state contractors while assisting, counseling, and educating them on how to do business with the State of Texas.

C. Possible Solutions and Impact

The current level of authority provided to the General Services Commission could continue at its current level and the GSC could continue to focus its effort on expanding annual term contracts and training purchasing personnel.

The oversight provided by the Commission could either be restored for selected portions of the state's procurement processes that have been previously limited or further delegate selected portions to agencies.

A. Brief Description of Issue

Should the General Services Commission expand the use of the Centralized Master Bidders List (CMBL).

B. Discussion

The Centralized Master Bidders List (CMBL) has afforded businesses and individuals one-stop registration for bidding opportunities with state agencies and other Texas entities over the past five years. The program has functioned as a cost-recovery system to deliver a viable pool of bidders to state agencies and members of the Cooperative Purchasing Program.

Currently, registering for the CMBL is not mandatory to sell products or services to the State of Texas. Businesses and individuals are able, through the Open Records Act, to request copies of bids and are also able to download bids from the Texas Marketplace. When an agency sends out an addendum to a bid, these individuals not registered on the bidders lists are not necessarily sent the addendum if a mailing address is not included. If a bid is mailed to a state agency, that bid is not opened until the closing date. At that time, it is too late for the mailing of an addendum. This is one example that the lack of a registration of vendors on a centralized list hurts the entire process. The registration of businesses awarded contracts with the State would also allow for other agencies to contact these businesses and start the process for Vendor Performance to be tracked.

Additionally, the establishment of a single, universal, vendor identification number, with a single entry point for a vendor to register with the state, maintained by a single agency, with read/write access by other agencies as required should be considered.

C. Possible Solutions and Impact

- Require all Texas groups receiving more than a set amount of funding from the Legislature (ex: \$100,000+) to utilize the CMBL for purchases in accordance to Texas Procurement Standards.
- Establish a single, universal, vendor identification number, with a single entry point for a vendor to register with the state, maintained by a single agency, with read/write access by other agencies as required.
- Require companies who are awarded a contract of \$5,000 or more to provide goods and/or services to the State of Texas to register on the CMBL.

A. Brief Description of Issue

Should a state entity be divided and authorized to develop a centralized master records management system contract for the imaging of records for all state agencies?

B. Discussion

The state currently expends a large amount of taxpayer dollars on the storage of records. The GSC recently began a program to image a large portion of its records to reduce the cost of storing such records. It could reduce the state's cost of records storage if a program were implemented whereby each state agency needing imaging services could participate in and share the cost of the program.

C. Possible Solutions and Impact

A statewide or regional contract with a private vendor/vendors could be established to provide imaging services for all agencies needing such services.

A state agency could be selected to acquire the necessary equipment and provide imaging services

for all agencies needing such services on a cost recovery basis.

A. Brief Description of Issue

Should the General Services Commission's HUB Program maintain a comprehensive listing of minority and women-owned businesses in a centralized database to be utilized by all state agencies, universities, school districts, counties, municipalities, other certification entities and counties within the State? (In essence maintaining a list of minority and woman-owned business that goes beyond those that are "certified" as HUB's by GSC).

B. Discussion

The State Legislature created the HUB Program with the intent to promote equal business opportunities for all minority and women in state contracting. The program's legislation was codified in the Texas Government Code, Chapter 2161. The Commission adopted HUB Program Rules and implemented policies and procedures to ensure all statutory requirements were implemented. During the 76th Legislative Session, many concerns were raised concerning "centralized certification" and "centralized applications" for all certification entities. There were also issues raised regarding prompt payment to vendor/vendors identification numbers (VID's).

With the enactment of Senate Bill 178, the Commission's HUB Program will be administering new requirements that involve other federal and local entities that are involved in certification of both

minority, women-owned and small businesses. The certification requirements and compliance processes of the various entities in Texas do not all certify for the same reasons or process their compliance in similar manners. In implementing "good faith efforts" provisions of current GSC rules, access to other minority and women-owned business listings would benefit state agencies and prime contractors. Although for reporting purposes, the use of non-state certified HUBs would not count towards the agency's goals but could possibly be used to comply with their "good faith efforts." In Texas, there are currently over three dozen distinct HUB/DEB/WBE government certifying entities.

C. Possible Solutions and Impact

Although a fully reciprocal process between Texas and federal entities and Texas and local municipal entities would facilitate certification for vendors, it would require either changing State HUB definitions and eligibility standards to match those of federal entities or the changing of federal definitions to match those of the State of Texas (and similar in the case of local municipalities and counties). At this time to facilitate "one stop certification" for vendors in Texas will require the evaluation of each certifying entities standards against the State's standards. GSC will enter into agreements with those certifying entities whose standards are the same or more encompassing of the State of Texas. For those with less stringent standards, GSC will not reciprocate (for certification purposes). For HUB reporting purposes, those entities in which the GSC has a certification reciprocation agreement with will be automatically certified and counted towards the agencies goals.

For those certifying entities which did not meet the minimum GSC certification standards, an agreement to coordinate their lists (for agency and contractor access) to facilitate the state's "good faith efforts" provisions could be made. GSC could either systematically "dump" these external listings onto our current WEB site (with some modifications required) or maintain HOTBUTTON "links" to the websites of those entities which maintain their own sites and listings. Eitherway, a greater access to HUB listings by state agencies and private vendors could be accomplished.

A. Brief Description of Issue

Should the General Services Commission develop and implement a system of reporting overall State Government and Individual Agency procurement activities and utilization that goes beyond the mere collecting and reporting of expenditure information (statistical in nature) regarding certified HUB's?

B. Discussion

To promote the effective competition of the small businesses, a process to analyze and produce information on what agencies buy, when they buy it and to what extent they buy it from both HUBs and non-HUBs would be an effective tool for vendors to use in developing their marketing strategies with state agencies. For state agencies, it would provide a clearer roadmap of their own activities relative to the goods and services they have procured and would enable them to formulate and design specific "good faith efforts" for outreach and vendor identification based on actual procurement performance history. To a great extent this would require the interpretation of the data we currently can generate. It would require a more specialized approach to the evaluation of data from a vendor's perspective as well as that of an agency attempting to use this information to engage in "good faith efforts."

C. Possible Solutions and Impact

The General Services Commission could be directed to outsource the evaluation of the raw data to a private marketing analysis company, or have the analysis done through an interagency contract with a Texas Business School. The resulting reports could be made available on a "cost recovery basis" or provided at no charge to vendors on the HUB list as a value added incentive to be certified as a HUB. The ideal solution is to create a website with raw procurement data (comptrollers tape data for the fiscal year) with a "user friendly" front end query system. This would be made available to all Texas vendors who are either on the CMBL or HUB list (value added system). This system would have to be maintained, updated and enhanced.

A. Brief Description of Issue

Should the Central Supply Store be authorized to provide service to local governments, political subdivisions, school districts, municipalities, and others utilizing the General Services Commission's Cooperative Purchasing Program?

B. Discussion

Current statute regarding the Central Supply Store, allows sales to only state agencies, the Legislature, legislative agencies, and universities.

Changing the statute to allow other public-funded entities to purchase from the Central Supply Store would assist several agencies in their quest to reduce warehouse space. In addition, these entities would decrease time and effort (i.e., bids, phone calls, travel, etc.) attempting to procure certain items that would be readily available at the Central Supply Store.

Along with the "intangible" costs, these entities would be able to take advantage of price savings offered by the Central Supply Store.

C. Possible Solutions and Impact

Amend current statute to include those entities utilizing the GSC's Cooperative Purchasing Program, resulting in further savings for the state as a whole.

Those entities using the GSC's Cooperative Purchasing Program would be able to reduce the amount of time spent on setting up office supply "co-ops", reduce their warehousing facilities for office product commodities and save time and effort on procurement processes.

The Central Supply Store may have to expand current operations (e.g., staff, facilities, machinery, etc.) to accommodate the addition of these entities. However, since the Central Supply Store is cost recovery, this expansion would not effect General Revenue funds and the Central Supply Store would still be able to offer lower pricing than local vendors.

A. Brief Description of Issue

Should the General Services Commission Business Machine Repair be authorized to expand its services to agencies outside of Austin and to political subdivisions?

B. Discussion

Current statute states that the commission shall maintain a facility for repairing office machines and shall offer repair services to the following entities located in Austin.

By allowing BMR to service political subdivisions, overall cost savings to state agencies could be improved.

C. Possible Solutions and Impact

Allow BMR to service agencies and political subdivision outside of Austin.

Agencies that have moved outside of Austin could still use our services if cost effective. Business Machine Repair could be utilized as a depot repair center.

A. Brief Description of Issue

Should the General Services Commission State Travel Management Program be allowed to contract with a single travel agency selected through an RFP for services and operate an in-house travel agency for state business travel?

B. Discussion

The current statute mandates that the State Travel Management Program contract with any travel agency that meets minimum requirements, giving preference to State of Texas resident entities. However, due to the airlines' cap of commissions paid to travel agencies twice during the past three (3) years the revenue received by the travel agencies have decreased causing them to look at other revenue resources. One of these revenue resources is to charge the customer a transaction fee for any tickets generated, any change on issued tickets and any cancellations. The transaction fees range from \$10 to \$20 from travel agency to travel agency.

C. Possible Solutions and Impact

Remove the statutory provision mandating the STMP to contract with any travel agency that meets minimum requirements and allow the STMP to establish a contract with a single travel agency selected through an RFP for services and operate an in-house travel agency for state business travel.

A centralized program managed by the STMP would allow for tighter control of customer service functions, stricter enforcement of state travel policies and procedures and remove the instability and inefficiency associated with multiple contract travel agency vendors. This type of program would allow the State to provide a consistent level of service to all state agencies and participating universities. On the other hand, this type of program would be limited to travel agencies who have the resources to handle an account as large as the State of Texas' account which is a \$52 million air account.

A. Brief Description of Issue

Should it be mandatory for all state agencies to use all contract services of the State Travel Management Program regardless of the source of funding?

B. Discussion

The current statute mandates that state agencies in the executive branch of state government are required to participate in the State Travel Management Program by using the contracts for travel services awarded by the GSC. These contracts include services from travel agencies, charge card providers, rental car companies, airlines, hotels, and group/meeting planning services. Institutions of higher education are not required to use the contracts for travel agency services but are required to use all other travel service contracts when the services are purchased by General Revenue or Educational and General Funds. The most compelling reason for requiring all state agencies to use the services of the STMP is the additional economic benefit that can be realized. By consolidating purchasing power, substantial travel discounts and revenue sharing arrangements can be obtained from travel agents and travel providers. Also, low cost travel arrangements are ensured by the STMP through contract provisions to refund, to the state agency, the difference in airfares if the lowest available airfare is not secured by the contracted travel agency.

C. Possible Solutions and Impact

Add a statutory provision mandating the use of the contract services of the STMP to be used by all executive branch state agencies, including institutions of higher education to use the contracts for travel agency services and all other travel service contracts regardless of the source of funding.

The opposition to mandatory participation in the STMP is concerned with any loss of independence in choosing travel arrangements. Many believe they will be forced to use certain travel providers that they would not normally use if they were allowed to make travel arrangements through sources of their own choosing. Some of the universities oppose mandatory participation because they currently have contracts with travel agencies that result in a revenue sharing back to the university. Also, travel agents, who are not vendors under the STMP, are opposed due to the potential loss of business they could experience. Travel providers show no outward support or opposition but have generally expressed a desire to be able to work with a single point of contact in dealing with the state regarding travel matters.

A. Brief Description of Issue

Should the Comptroller be directed to review compliance with travel program procedures during routine audits of agency's travel expenditures?

B. Discussion

The current statute and rules allow travelers to use non-contract vendors when they have a valid exception. However, it is believed that some employees circumvent the rules for their personal benefit and there is no review process in place to identify disciplinary actions in place.

C. Possible Solutions and Impact

Add a statutory provision allowing the State Travel Management Program or the Comptroller's Office to enforce compliance of state agency or the individual traveler when it is clear that the traveler circumvented the rules for personal benefit.

If the STMP does not have some procedure for compliance to ensure the use of the contract services, there is a good possibility that the contract vendors may not contract with the STMP in the future.

A. Brief Description of Issue

Should the state's consolidated print shops be exempted from the restriction in the current Appropriations Bill Rider #IX-73, Section 41, prohibiting the printing of publications on enamel coated or cast coated paper?

B. Discussion

From a technical point of view, less ink is used when printing on coated paper because it remains on the surface of the paper providing a much better coverage on the sheet. Linen, vellum, felt and other uncoated papers tend to absorb ink making it more difficult for the printer to reproduce uniform large solids evenly or reproduce crisp halftones. State print shops waste many hours attempting to print high quality publications on various types of uncoated paper with less than desirable results. Another significant reason to delete this guideline is that today, coated paper is cheaper in most instances than uncoated paper. According to the Public Information Officer Subcommittee of the State Agency Administrators Committee in 1987 and other sources, the rider was adopted to limit certain elected public official's ability to prominently display their pictures and was not meant to harm other agencies. Also, at that time, coated stock in most instances, cost more than uncoated papers.

C. Possible Solutions and Impact

Review the current process to provide the states consolidated Print Shop an exemption. Print Shops are dependent upon collected revenue and receive no GR appropriations. In fact, removal of these paper restrictions will result in a small reduction in the cost of printing.

A. Brief Description of Issue

Should a review be conducted of all quick copy centers located in Travis County to determine if any form of consolidation would result in cost savings?

B. Discussion

Consolidation of quick copy centers could have the same benefits achieved by the consolidation of print shops. This could reduce the cost of quick copy printing, require implementation of multiple shifts to maximize cost savings and use of equipment. This could have the result of reducing redundant purchases of underutilized equipment.

C. Possible Solutions and Impact

A review of quick copy centers located in Travis County could be performed using the Texas Performance Review program to survey, assess, and make recommendations for consolidation. This could save the state annually in costs for equipment, personnel, and facilities.

A. Brief Description of Issue

Should the GSC be required to appoint a director of facilities construction and space management (FCSM) who is a registered architect or professional engineer?

B. Discussion

Texas Government Code Title 10 Subtitle D, Chapter 2152.104 requires the GSC director of facilities construction and space management to be: (1) a registered architect or registered professional engineer and (2) have proven administrative ability and experience in the fields of building design and construction.

Accordingly, previous GSC FCSM Directors have been registered architects or registered professional engineers. There has not been a legislative initiative submitted in the last ten years to change the requirement.

Current events have led the GSC to review the skills required of the FCSM Director. The Commission and Executive Director of the GSC rely on the FCSM Director to integrate the various functions of space management, project management, leasing and construction inspection into a cohesive unit. Accordingly, the FCSM division must be able to:

- (1) Produce well-thought out proposals for solving statewide space needs.
- (2) Ensure construction projects are completed on time and on budget.
- (3) Evaluate and select proposals to correct those construction projects that are over-budget and/or off-schedule.
- (4) Evaluate buy versus build versus lease options to solve statewide space needs.
- (5) Provide management oversight to construction management
- (6) Identify and articulate to decision makers the major considerations involved in FCSM decisions
- (7) Possess the ability to manage a large division in a state agency. As a professional manager in the public sector, the FCSM Director must possess the business acumen necessary to function in a state bureaucracy. While the professional skills of an architect or engineer will assist in the hands-on construction project management, the possession of those skills will not overcome the necessary management skills required.

Numerous internal and state audits have identified the challenges to be met by the FCSM Director. A quick review of those audit recommendations identify establishing and adhering to procedures, review of business processes for potential change, using new problem solving processes to enhance the division's effectiveness and efficiency, and finally improving the administration of the division. Few, if any, audit recommendations speak to the skills required of a professional

architect or engineer.

C. Possible Solutions and Impact

One solution to this challenge would be to eliminate the statute requirement that the FSCM Director be a registered architect or registered professional engineer. Elimination of this requirement would expand the potential director pool to a much larger set of business professionals from which to choose. A larger applicant pool would offer the opportunity to select a director that possesses the skill sets necessary to focus on the larger and more strategic issues of managing the FCSM division. It is evident from audit recommendations that the business skills of the FCSM Director are more important to a successfully run operation than the professional credentials.

There is no known direct impact to any entities or interest groups. One large potential drawback is evident. The FSCM Director must be able to effectively communicate with, and understand the complexities faced by, project managers overseeing construction projects as well as architects charged with space management challenges. Obviously, a professional architect or engineer would possess the knowledge necessary to communicate effectively and offer technical solutions. Again, numerous audit findings do not suggest those skills are needed for corrective actions.

By eliminating the statutory requirement, the FCSM Director would still need to possess a level of construction management and/or architectural skills. The Commission's ability to select from a larger number of applicants is significantly improved.

A. Brief Description of Issue

Should the General Services Commission continue its role of managing construction projects for statutory designated other agencies or should its oversight be limited to facilities that are or will be under the GSC's custodianship?

B. Discussion

The Design & Construction (D&C) program has been the steward for the management of construction projects under Chapter 2166 for many of the state's agencies. This legislative mandate has provided agencies the use of the professional services necessary to construct large complex state facilities for their agencies without having to hire additional staff to perform these types of services.

Construction projects are always challenged with a wide spectrum of problems. These problems are not only with the construction contractors but also with poor performing design professionals, tight labor markets and material shortages.

Centralization of design and construction at the GSC for most of GSC's customer agencies is believed to have been effective in preventing duplication of efforts by the agencies and has produced quality facilities. Concerns have been raised that there could be duplication of effort and isolated projects have had problems.

C. Possible Solutions and Impact

Agencies that are currently statutorily required to have their construction projects managed by the GSC could be provided the authority to manage their own projects or to contract with the GSC if they so desire.

A. Brief Description of Issue

Should the General Services Commission's leasing division be expanded to be a full service leasing program or continue in a limited oversight role?

B. Discussion

The existing limited oversight role that GSC Leasing exercises has faced difficulties dealing with the expansive size of the state of Texas and providing contact from the GSC Leasing program with local constituents in counties and cities where state services are provided. The existing staff have not been able to visit on a regular basis the sites and locations throughout the State of Texas that provide "customer based programs" for citizens of the state of Texas. These site visits are needed to ensure the facilities meet specifications, make an adequate presentation to the public on behalf of state government and serve the needs of the state agencies.

Providing a full service real estate support function could alleviate many of the difficulties now encountered with sourcing new lessors, insuring specifications, local codes and national statutes are being adhered to and receiving timely accurate feedback from agency operations and lessors regarding adequacy of relationships, constructive input to improve the program and working cooperatively to overcome problems as they occur.

C. Possible Solutions and Impact

Procuring resources from the state legislature to add regional coverage by providing offices manned in strategic locations throughout the state that report to the existing State Regional Real Estate Officers and have accountability to GSC Leasing would provide a network to implement the mission of GSC Leasing. Whether the regional offices are manned by personnel from the private sector brokerage community or shifted from existing real estate personnel within other state agencies would need to be resolved. The utilization of people in a network established to have frequent and personal contact where space needs continue to occur could significantly reduce miscommunication, hidden agendas (by state agencies), time needed to be responsive to program changes by agencies in procuring space. There could be added benefit by local personnel helping source new lessors, insuring code and statute compliance and gather and updating market

information statewide for input into the GSC Leasing "market information" database.

A. Brief Description of Issue

Should wage rates be compiled by the General Services Commission for all state agencies and if so, should the program be cost recovery or funded by general revenue appropriations?

B. Discussion

In November 1993, the Council on Competitive Government ruled that the General Services Commission would provide wage rate determinations for the state of Texas on a cost recovery basis. Texas Government Code, Title 10, Chapter 2258, provides the guidance for wage rate determinations. The program has encountered difficulty in providing the determinations at a cost that is reasonable to the purchaser and which recovers cost.

The federal Davis Bacon Act provides the same determinations as those provided by the GSC.

C. Possible Solutions and Impact

Directs the GSC to provide the wage rate determinations to government entities "at no cost." This would require funding be provided by general revenue to fund the operation.

A. Brief Description of Issue

Should the General Services Commission charge tenant agencies for occupying space in buildings managed by the GSC?

B. Discussion

The General Services Commission is charged by Title 10 with Custodianship of State Property under paragraph 2165.001. Specifically:

- (a) The commission:
 - (1) has charge and control of all state buildings, grounds, and property;
 - (2) is the custodian of all state personal property; and
 - (3) is responsible for the proper care and protection of state property from damage, intrusion, or improper use.
- (b) The commission may:
 - (1) allocate space in a state building to the departments of state government for uses authorized by law; and
 - (2) make repairs to a state building necessary to accommodate uses of the space in the building.

The GSC is appropriated general revenue (GR) funding to carry out this mission. As with all GR funded programs, sometimes a lack of “cost conscious” may exist with the receiver of the service. In this instance the receivers are the tenant agencies. The GSC provides maintenance, custodial, and utilities to tenant agencies. Since the GSC is charged with providing the service, the tenant agency is not “financially encouraged” to avoid costs/save dollars.

For example, if tenant agencies were provided the utility funds to support the square footage of the building they occupied, a built-in cost incentive would exist to reduce electrical usage. The benefit of saving electricity could manifest itself in several ways. There would exist the pressure to stay within a budget. Also, savings resulting from reduced utility payments could be utilized to support the agency’s core business function.

Another easily expressed example would be in the form of minimizing custodial services. Again, there is no viable external pressure today to re-cycle. All agencies are “encouraged” to re-cycle. If agencies were required to pay for custodial services, they could reduce custodial expenses by re-cycling. Thus re-cycling would receive a positive boost, while custodial costs would be reduced. The follow-on budget impacts have been enumerated above.

In addition, if agencies were charged a rental fee for square footage occupied, it could provide the incentive to be efficient in the assignment of space and reduce the square footage needs of the state.

The major benefit of the change is the result of increased cost consciousness. Agencies would have several specific budgetary incentives to reduce costs. Another way to state the argument is, "Agencies would have an incentive to only consume those services (i.e., maintenance, custodial and utilities) necessary to support operations."

C. Possible Solutions and Impact

The GSC could be directed to develop rental rates to be charged to agencies that occupy space in facilities maintained by the GSC. Since the GSC is currently provided funding to provide maintenance and utilities to the facilities, a coordinated effort with the State Budget Offices would be required to allocate the appropriated funding to the many agencies involved during the budget process.

The proposed change would have an impact on all state agencies occupying space in buildings on the GSC inventory. The most important impacts include:

- (1) Budgets would be revised.
- (2) The infrastructure required to manage the new responsibilities would have to be developed by each agency.
- (3) Each agency would have to develop performance measures to manage the new responsibilities.
- (4) Agencies would have positive motivation to reduce the amount of space occupied, thereby reducing overall state costs.

A. Brief Description of Issue

Should the General Services Commission contract with realtors/brokers to assist in securing facilities that GSC leases for our customer agencies?

B. Discussion

The GSC continues to encounter markets where the number of bids received for office space is less than desired. The number of bids could be increased if the GSC were provided the authority to utilize realtors/brokers in securing facilities.

Currently, GSC Leasing procures leases for state agencies by soliciting lessors to bid or negotiate lease contracts in areas or locations identified by personnel from each respective agency. Approximately 100 state agencies directly assist and support the GSC in securing lessors and space for GSC leases. As of June 30th, 1999, there are 1314 leases in 199 counties (of 254 counties) and 363 Texas cities and towns that have not expired.

There are 13 counties that each have 20 or more leases. The pattern becomes evident when we look at our large metropolitan cities. We find Travis County (Austin) has the largest number of leases at 112. The top ten counties mirror the top ten cities (excepting the capital) in population and range in number of leases as shown below:

<u>LEASES #</u>	<u>COUNTIES</u>	<u>CITIES</u>
1. 112	TRAVIS	AUSTIN
2. 107	HARRIS	HOUSTON
3. 78	DALLAS	DALLAS
4. 59	TARRANT	FT WORTH
5. 56	BEXAR	SAN ANTONIO
6. 45	EL PASO	EL PASO
7. 39	HIDALGO	MCALLEN/EDINBURG
8. 33	LUBBOCK	LUBBOCK
9. 31	CAMERON	BROWNSVILLE/HARLINGEN
10. 31	NUECES	CORPUS CHRISTI

591 total

There are **49** counties containing between **6 and 23** leases in each county for a total of **466** leases. There are **43** counties containing between **3 and 5** leases each for a total of **43** leases. There are **100** counties containing **1 or 2** leases in each county for a total of **142** leases.

C. Possible Solutions and Impact

Provide the GSC with the statutory authority to contract with realtors/brokers to represent the state in selected areas where additional competition is needed to reduce state costs. Either additional general revenue funding would be necessary or a funding arrangement whereby the building owner or the customer agencies would fund the cost would have to be developed.

A. Brief Description of Issue

Should the General Services Commission's state surplus property division be authorized to provide additional methods of disposal to state agencies in an effort to maximize the benefit to the state?

B. Discussion

In 1997 the surplus division of the General Services Commission surveyed other states to determine alternative methods of surplus disposal being utilized. The final report was submitted for review in May 1998, to the GSC Executive staff. From this report several areas of change were recommended through SB 1313 (Armbrister) during the 76th Legislature.

The legislation would have allowed for additional methods of state surplus reutilization and disposal by the establishment of a Central Surplus Distribution Center for the disposal of state surplus property. This could have reduced the overhead cost experienced by state agencies and maximize our selling strength to both political subdivisions and the public. An agency declares property surplus and makes property available through the state's Central Surplus Distribution Center. The center maintains a complete, centralized inventory of available surplus property. This creates a one-stop shopping for all surplus property customers. The property would be displayed physically or electronically and marketed with other like items. The Central Surplus Distribution Center could reduce the number of state agency staff and state warehouses processing surplus property while expediting the process. A Central Surplus Distribution Center would also standardize our efforts of disposal across the state so management of state assets could be more closely and effectively monitored.

Additionally, the use of state surplus by other state agencies and political subdivisions through a leasing operation at the same facility could maximize the effect of tax dollars supporting our state's infrastructure needs. Those budgets unable to fund critical equipment needs could utilize the leasing service on a cost recovery basis. A Central Surplus Distribution Center could also benefit "Emergency Management" needs across the state during times of natural disaster through the use of stockpiled reserves.

The Central Surplus Distribution Center incorporates all the viable methods of disposal into a manageable process. It transfers surplus to eligible recipients such as other state agencies. It uses the central store concept for public and private sales and utilization. It incorporates both the sealed

bid and auction process while maximizing utilization of selected state surplus by leasing to eligible participants.

Centralizing the disposal process increases the exposure of property to both public and private customers, thereby maximizes the potential return to the state.

In addition to a Central Surplus Distribution Center, this bill would have allowed for state surplus disposal through the General Services Commission's Federal Surplus Property Program. This existing program transfers property to pre-qualified recipient organizations through a network of strategically located warehouses, which allows for fair and equitable distribution of federal surplus property. State surplus property would be distributed in the same way as federal surplus property but under separate accounting and inventory systems to avoid commingling. This would allow an additional method of surplus disposal, through written agreement of a state agency and the General Services Commission, which could expedite the process and maximize the return when it has been determined the most effective method available to the state.

C. Possible Solutions and Impact

This type of future legislation may establish alternative methods of surplus disposal that could help the state realize the maximum benefit in re-utilizing, selling or disposing of surplus and salvage property. This type of operation is established on a cost recovery basis, so there would be no fiscal impact to the state. S.B. 1313 (Armbrister) went uncontested through the Senate but failed to make it out of committee on the House side before time expired. Similar legislation may provide the opportunity at a later date to benefit from alternative methods of disposal previously described.