



# WHO WE ARE AND WHAT WE DO

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DEPARTMENT *of* GENERAL SERVICES

## State of California Department of General Services

Visit the Department of General Services (DGS) website for a more extensive look at the services we provide and for topics of interest.

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## **WHO WE ARE - WE ARE DGS**

The Department of General Services (DGS) is the business manager for the state of California, and we are proud of our important role. We are one of 10 entities under the California Government Operations Agency. We are made up of 25 offices and divisions.

## **WHAT WE DO**

We at DGS offer perhaps the most diverse set of services in all of California state government. Our employees provide a wide range of services to state and local government agencies, businesses, schools and the general public. They include the following:

- Contracting and procurement policies and solutions
- Real estate management and design
- Environmentally friendly transportation
- Professional printing
- Design and web services
- Administrative hearings
- Legal services
- Building standards
- Structural safety oversight
- Fire/life safety and accessibility for the design and construction of schools
- School construction funding
- Disability access
- Manage and maintain all buildings within the DGS portfolio statewide

- Manage and maintain partial building management services for over 200 other departments and agencies throughout the state.

We constantly challenge ourselves to do what we do better, faster, cheaper. DGS is a leader in sustainable practices in carrying out the governor's mandates to mitigate climate change, we set the example for others around the world. Everything we do is inspired by our core values of Integrity, Accountability, Communication, Excellence, Innovation and Teamwork.



## **DGS SUPPORTS AND HELPS CALIFORNIA GOVERNMENT BETTER SERVE THE PUBLIC**

We are committed to serving the public. Some of the services we provide include the following:

- State surplus property and vehicle auctions
- Certified Access Specialist (CASp) certification
- Vehicle accident reports involving state employees
- Acquiring of IT equipment for public computer centers

## **DGS SUPPORTS AND HELPS CALIFORNIA GOVERNMENT BETTER SERVE SCHOOLS**

We are committed to serving California schools. Some of the services we provide include the following:

- Review and oversight of construction projects
- Certification of construction projects
- Funding for new construction
- Funding for full-day kindergarten facilities
- Purchasing of state and federal surplus property
- Modernization or reconfiguration of existing facilities
- Seismic mitigation funding
- Facility hardship funding for school construction

## **DGS SUPPORTS AND HELPS CALIFORNIA GOVERNMENT BETTER SERVE BUSINESSES**

We are committed to serving California businesses. Some of the services we provide include the following:

- Certification as small business and disabled veteran business enterprises
- Surplus state real property for affordable housing sponsors and the general public
- Application to become California Multiple Award Schedules (CMAS) vendor
- Application to become repair vendor for state vehicles.
- Searching of state contract opportunities

## DGS SUPPORTS AND HELPS CALIFORNIA GOVERNMENT BETTER SERVE OTHER GOVERNMENT ENTITIES

We are committed to serving California state and local agencies. Some of the services we provide include the following:

- Low-cost transit and record storage opportunities
- Leasing of state vehicles for business needs
- Oversight of parking and electric charging stations
- State building maintenance
- State vehicle repair and maintenance
- Americans with Disabilities Act (ADA) document remediation
- Installation of electric vehicle service equipment
- Printing, fulfillment and mass mailing services
- Real estate surplus property available for use



## Our Mission

To deliver results by providing timely, cost-effective services and products that support our customers, while protecting the interests of the state of California.

## Our Vision

**“Excellence in the business of government.”**

## Our Values

**Integrity:** We do the right things for the right reasons.

**Accountability:** We hold ourselves and each other responsible for all that we do.

**Communication:** We listen and share information openly, honestly and respectfully with the goal of mutual understanding and transparency.

**Excellence:** We strive for the best for each other and our customers.

**Innovation:** We cultivate ideas and implement improvements throughout our organization.

**Teamwork:** We value and respect our organizational diversity and work together to achieve great results.



## A Brief History

The Legislature created the Department of General Services in 1963, to be built out of the Department of Finance.

The Department of Finance retained responsibility for fiscal planning and policies, while transferring true service and supply functions to the new department, which would be responsible for spending more than \$300 million annually. Governor Pat Brown, father of Governor Jerry Brown, approved the new department as part of his reorganization of state government.

As a result, the new DGS took over the planning, acquisition, construction and maintenance of state properties and the responsibility for the storage of state records, as well as printing services, purchasing services, administrative hearings, auditing and accounting functions. The state architect and fire marshal were also transferred to DGS during this time (today, the Office of the State Fire Marshal is under CAL FIRE).





## Procurement

The Procurement Division (PD) oversees policies and procedures used by all state agencies in their purchasing and contracting activities. PD develops innovative procurement solutions, including statewide contracts, purchasing portals and end-user training. The division also promotes small business and disabled veteran business enterprise participation in state contracting, enabling state agencies to acquire the goods and services needed to serve the people of California.

Learn more about PD's services, find forms and access resources at the following link: [www.dgs.ca.gov/PD](http://www.dgs.ca.gov/PD).

## Real Estate Services

The Real Estate Services Division (RESD) serves as the real estate manager for the state of California, and provides a wide range of professional services to state departments, including property acquisition and sale, design, environmental consulting, construction, project management and inspection/quality assurance. RESD is a full-service real estate organization. Its priority is to provide the highest level of customer service in fulfilling state agencies' facility and real property needs.

Learn more about RESD's services, find forms and access resources at the following link: [www.dgs.ca.gov/RESD](http://www.dgs.ca.gov/RESD).

## Facilities Management

The Facilities Management Division (FMD) takes care of our state assets, ensures a healthy working environment for tenants and staff, and strives to deliver excellent customer service. FMD is increasing our ability to address deferred and preventative maintenance in our buildings while setting the bar for industry standards as they relate to project management, custodial and trades services, and building management.

Learn more about FMD's services, find forms and access resources at the following link: [www.dgs.ca.gov/FMD](http://www.dgs.ca.gov/FMD).

## State Architect

The Division of the State Architect (DSA) partners and serves as a “trusted advisor” with clients and stakeholders in the design and construction of great schools. DSA provides design and construction oversight for public K–12 schools, community colleges, and various other state-owned and leased facilities. DSA reviews plans for structural safety, access compliance, and fire and life safety as well as provides Certified Access Specialist (CAsp) Certification.

Learn about DSA's services, find forms and access resources at the following link: [www.dgs.ca.gov/DSA](http://www.dgs.ca.gov/DSA).



Image credit BakerNowicki Design Studio

## **Administrative Hearings**

The Office of Administrative Hearings (OAH) provides a neutral forum for fair and independent resolution of administrative disputes between government entities and members of the public. OAH strives to provide the highest quality of services while focusing on timely due process to parties appearing at hearings, mediations, and other administrative events. OAH is divided into two statewide divisions: the General Jurisdiction Division and the Special Education Division.

Learn more about OAH's services, find forms and access resources at the following link: [www.dgs.ca.gov/OAH](http://www.dgs.ca.gov/OAH).

## **Interagency Support**

The Interagency Support Division consists of the Office of Fleet and Asset Management, Office of State Publishing, California Building Standards Commission, the Office of Public School Construction, and the California Commission on Disability Access.

## **Fleet and Asset Management**

The Office of Fleet and Asset Management (OFAM) oversees the state vehicle fleet, leases vehicles to state agencies and departments, manages parking facilities statewide, and auctions surplus property and state mobile equipment. OFAM also provides cost-effective and environmentally conscious travel, transportation, and asset management services.

Learn more about OFAM's services, find forms and access resources at the following link: [www.dgs.ca.gov/OFAM](http://www.dgs.ca.gov/OFAM).

## State Publishing

The Office of State Publishing (OSP) offers complete printing and fulfillment services for state agencies, plus an array of records storage, interagency and mass mailing services, and strategic marketing solutions. OSP also performs ADA document remediation to ensure compliance with state and federal standards.

Learn more about OSP's services, find forms and access resources at the following link: [www.dgs.ca.gov/OSP](http://www.dgs.ca.gov/OSP).

## Building Standards

The California Building Standards Commission (CBSC) administers the many processes related to the transparent development, adoption and publication of the California Building Standards Code, Title 24, California Code of Regulations. Title 24 serves as the basis for the design and construction of buildings in California to safeguard public health, safety, sustainability and accessibility.

View more information on CBSC codes and rulemaking, find forms and access resources at the following link: [www.dgs.ca.gov/BSC](http://www.dgs.ca.gov/BSC).



## Public School Construction

The Office of Public School Construction (OPSC) conducts outreach to school districts seeking construction funding; processes grant applications for school construction projects (including charter school facilities, career technical education, financial hardship and health and safety grants); and assists school districts throughout the life cycle of a school construction project. OPSC also advises state agencies, school districts, and local auditors in K–12 audit guidelines and procedures.

As staff to the State Allocation Board, OPSC administers the state voter-approved school facilities construction bond program.

Learn more about OPSC's services, find forms and access resources at the following link: [www.dgs.ca.gov/OPSC](http://www.dgs.ca.gov/OPSC).

## Disability Access

The California Commission on Disability Access (CCDA) promotes disability access through dialogue and collaboration with stakeholders including, but not limited to, the disability and business communities and all levels of government. CCDA develops and disseminates educational materials to promote and facilitate disability access compliance. It also provides data to the public on the various types of construction-related physical access violations alleged in the prelitigation letters and complaints it receives.

View information on CCDA commission meetings and events, find forms and access resources at the following link: [www.dgs.ca.gov/CCDA](http://www.dgs.ca.gov/CCDA).

## Enterprise Technology

Enterprise Technology Solutions (ETS) provides innovative and effective information technology services critical to DGS operations, including systems and enterprise tools development; network connectivity; desktop support; security; technology implementation and strategic planning; and compliance with state information technology policies.

## Fiscal Services

The Office of Fiscal Services (OFS) oversees DGS' rate development process, and coordinates and directs all accounting, budgeting and fiscal reporting activities for the department and client agencies.

Learn more about OFS' services, find forms and access resources at the following link: [www.dgs.ca.gov/OFS](http://www.dgs.ca.gov/OFS).

## Human Resources

The Office of Human Resources (OHR) provides a full spectrum of human resources services to the Department of General Services and 18 client agencies. Those services include recruitment; hiring; benefits and pay transactions; employee training and development; and constructive intervention.

View information on OHR's services, find forms and access resources at the following link:  
[www.dgs.ca.gov/OHR](http://www.dgs.ca.gov/OHR).

## Business and Acquisition Services

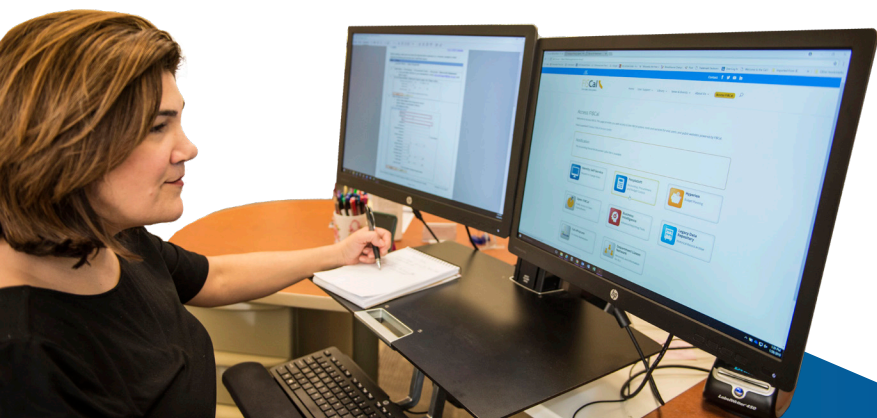
The Office of Business and Acquisition Services (OBAS) provides support and consultation within DGS for the procurement of goods and services, and contract processing from solicitation to contract execution. OBAS also provides business services, including FI\$Cal support, CAL-Card administration, room reservations, cubicle moves, and security and document reproduction. It advocates within DGS for small businesses and disabled veteran business enterprise suppliers.

Learn about OBAS' bid opportunities and access resources at the following link: [www.dgs.ca.gov/OBAS](http://www.dgs.ca.gov/OBAS).

## Risk and Insurance Management

The Office of Risk and Insurance Management (ORIM) provides a variety of risk management and insurance services to state and public entities with a primary objective of minimizing exposure to losses. Services include: insurance procurement and consulting; natural gas fuel price risk management; claims handling; statewide safety training; and emergency management.

Learn more about ORIM's services, find forms and access resources at the following link: [www.dgs.ca.gov/ORIM](http://www.dgs.ca.gov/ORIM).





## Sustainability

The Office of Sustainability (OS) provides sustainability-related services for all state agencies, including policy development, energy-saving retrofits, clean energy generation projects, and electric vehicle infrastructure. OS is committed to reducing California's environmental footprint by greening the state's buildings, reducing greenhouse gas emissions, and reducing water use.

Learn more about OS' services, find forms and access resources at the following link: [www.dgs.ca.gov/OS](http://www.dgs.ca.gov/OS).

## Audit Services

The Office of Audit Services (OAS) conducts audits of other state agencies to determine compliance with requirements contained in delegations or exemptions granted by DGS. Audits include a review of the business management functions and services under the purview of DGS.

View OAS' audit reports and access resources at the following link: [www.dgs.ca.gov/OAS](http://www.dgs.ca.gov/OAS).

## Legal Services

The Office of Legal Services (OLS) provides leadership and guidance to state departments and agencies, as well as DGS' internal divisions and offices, regarding the state's contracting and procurement laws and policies.

View OLS' forms and access resources at the following link: [www.dgs.ca.gov/OLS](http://www.dgs.ca.gov/OLS).



## Enterprise Development

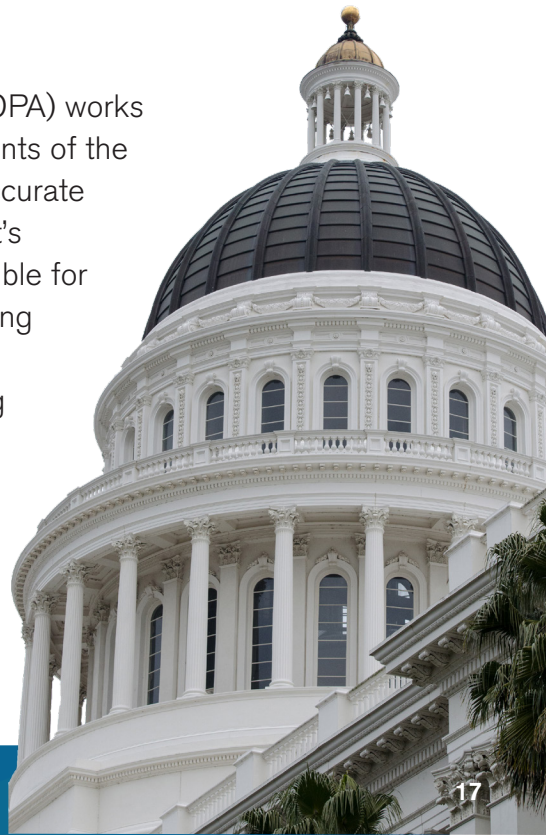
The Office of Enterprise Development (OED) assists offices and divisions with long-term planning; facilitates the creation of the department's strategic plan; oversees customer survey development and analysis; provides consultative data analysis and process re-engineering; and oversees delivery of departmentwide training initiatives.

## Legislative Affairs

The Office of Legislative Affairs (OLA) coordinates all legislative activities for DGS, from the development of bill analyses to representing the department at legislative hearings. OLA also coordinates reports to the Legislature.

## Public Affairs

The Office of Public Affairs (OPA) works to promote the accomplishments of the department, and to provide accurate information to the department's stakeholders. OPA is responsible for news media relations; managing DGS social media channels; guidance on writing according to DGS style; providing photography resources and video production; and website management oversight.



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