



# THE PRINCE GEORGE'S COUNTY GOVERNMENT


## Office of Audits and Investigations

October 29, 2021

TO: Robert J. Williams, Jr.  
Council Administrator

William M. Hunt  
Deputy Council Administrator

THRU: Josh Hamlin   
Senior Legislative Budget and Policy Analyst

FROM: Isabel Williams   
Senior Legislative Budget and Policy Analyst

RE: Office of Central Services (OCS) FY22 YTD Programmatic/Operations Briefing

---

Council staff, at the request of Chair Hawkins, has arranged for representatives from the Office of Central Services to provide an operational update on various issues facing the Office. In this memorandum, many of these issues are reviewed and potential questions identified.

### Key Issues:

- Procurement Process Improvements
- Certifications and Re-Certifications;
- New Purchasing and Contracting Programs;
- Disparity Study Updates;
- Sustainability Measures; and
- Green Fleet Plans

In addition to the key issues noted above, identified through the review of prior years' budget discussions, Chair Hawkins has requested responses to the following questions:

1. Procurement Process Improvements:
  - a. Has the eProcurement system been completely adopted?
  - b. How many outreach events has the Office held this year?

**14741 Governor Oden Bowie Drive, Upper Marlboro, Maryland 20772**  
**VOICE (301) 952-3431; FAX (301) 780-2097; TDD (301) 925-5167**

- c. In addition to the updating the County Code to simplify and streamline the procurement process, what other steps are being taken to increase the efficiency of the procurement process in the County?
    - d. How has the rollout of the Mentor-Protégé program been?
    - e. What steps has the Office taken to increase the efficiency of the process of collecting data for the County Wage Determination Board?
    - f. Has the Office begun implementation of the recommendation from the Disparity Study?
    - g. Regarding the Regional Health and Human Services Center, has the developer completed the shell construction?
  2. Increasing certifications and re-certifications for County-based, County-located, and minority businesses:
    - a. Does the Office anticipate that the trend of increasing certifications and re-certifications will continue?
  3. Sustainability:
    - a. What is the status of the installation of the 4-megawatt solar carports at the Inglewood Business Center?
    - b. In addition to the 23 plug-in charging stations, what other sustainability measures is OCS looking to implement in 2022?
  4. What additional Green Fleet plans are underway?
- 

### **Overview:**

The Office of Central Services (OCS) provides facilities management, real property management, fleet management, inventory, reproduction and mail services, procurement and supplier development and diversity services to facilitate the delivery of quality goods and services.<sup>1</sup> The core services provided by the Office of Central Services include securing and maintaining capital assets for the County, developing and maintaining a robust supplier database, maintaining a sustainable procurement management model, maintaining County government buildings and systems, and overseeing the acquisition and management of County mobile assets.<sup>2</sup>

The FY 2022 proposed budget for the Office of Central Services is \$38,133,500, an increase of \$275,100 or 0.7% over the FY 2021 approved budget.<sup>3</sup> The actual budget for FY 2021 has not been distributed yet, but a five-year trend analysis of general fund expenditures is listed below using the FY 2021 estimated amounts.

---

<sup>1</sup> FY 2022 Proposed Operating Budget, Pg. 245

<sup>2</sup> Id.

<sup>3</sup> Id.

**Office of Central Service 5-Year General Fund Budget Summary**

<b>Category</b>	<b>FY 2018 Actual</b>	<b>FY 2019 Actual</b>	<b>FY 2020 Actual</b>	<b>FY 2021 Estimated</b>	<b>FY 2022 Proposed</b>	<b>Change Amount</b>	<b>Percentage Change</b>
Compensation	\$9,349,064	\$9,491,285	\$10,234,100	\$10,820,200	\$10,256,400	\$527,600	5.4%
Fringe Benefits	\$3,149,142	\$3,115,337	\$3,440,991	\$3,722,200	\$3,487,200	\$140,600	4.2%
Operating Expenses	\$9,301,104	\$9,516,287	\$10,571,247	\$10,831,700	\$10,548,400	(\$337,200)	-3.1%
Sub-Total	\$21,799,310	\$22,122,909	\$24,246,886	\$25,374,100	\$24,292,000	\$331,000	1.4%
Recoveries	(\$1,208,519)	(\$1,335,225)	(\$1,256,501)	(\$1,226,200)	(\$1,226,200)	-	0.0%
<b>Total</b>	<b>\$20,590,791</b>	<b>\$20,787,684</b>	<b>\$22,990,385</b>	<b>\$24,147,900</b>	<b>\$23,065,800</b>	<b>\$331,000</b>	<b>1.5%</b>

---

**Focus for FY 2022:**

The Office's stated top priorities for FY 2022 are to proactively engage the General Services Division (GSD) clients improve client's GSD experience, increasing certifications and re-certifications, improving the Contract Administration and Procurement (CAP) division's quality of customer service, performing appropriately scheduled technical facility tours, and to maintain fleet availability.<sup>4</sup>

---

**Procurement Process Improvements:**

Last year, the Office played a central role in the creation and passage of CB-013-2020. This legislation raised the thresholds for small and micro-purchases and enabled temporary certifications.<sup>5</sup> In addition to that, the Office began updating the eProcurement system, implementing the County's first electronic procurement system in October of 2020. eProcurement, also known as electronic procurement or supplier exchange, is the purchase and sale of supplies, equipment, works and services through a web interface or other networked system.<sup>6</sup> The Office also adopted analytics, a systematic analysis of data for continuous improvement. In this process, the Office establishes performance metrics, created standard processing lead-times for all procurement actions, and used the data they collected to measure the output and to achieve a level of accountability.

---

<sup>4</sup> FY 2022 Proposed Operating Budget, Pg. 246

<sup>5</sup> CB-013-2020:

<https://princegeorgescountymd.legistar.com/LegislationDetail.aspx?ID=4389347&GUID=AF4C1842-7E1D-4D13-8BAA-31FC9B2B842B>

<sup>6</sup> <https://procurement.maryland.gov/>

### **Increasing Certifications and Re-Certifications:**

Currently, businesses looking to become certified or re-certified as County-based Minority Business Enterprise (MBE), must register in the Supplier Registry, complete the Procurement Questionnaire, register in the Compliance Certification System (CCS), complete the CCS Questionnaire, and complete an application for certification.<sup>7</sup> Though new in its implementation, the CCS, which tracks all certified businesses in the County's vendor directory, has continued to show growth.<sup>8</sup> One of the key objectives of the Office is to increase certifications and re-certifications for County-based, County-located and minority businesses by providing technical training and more outreach events aimed at engaging the diverse business community.<sup>9</sup> This year, the Office has held over 80 outreach and training events with nearly 3,000 attendees. The Office reports a 7% increase in new certifications for FY 2021 compared to FY 2020, and a 40% increase in recertifications for that same period.

---

### **Sustainability Measures:**

The Office has implemented several sustainability programs. This year, the new and ongoing sustainability programs include the Sustainable Energy Workforce Program (SEWDP), Summer Youth Energy Literacy through the Summer Youth Enrichment Program (SYEP), Clean Energy Program (CEP), Electric Vehicle Charging Station Program (EVCS), and the Green Energy Loan Program amongst other programs. The SEWDP provides eligible Prince George's County residents with free industry certified training, on the job basic skills training, and supportive services to help them gain employment in the Sustainable Energy Industry.<sup>10</sup> Summer Youth Energy Literacy through SYEP partners with businesses to teach participating youth about the energy sector and careers in clean energy.<sup>11</sup> The CEP provides assistance to residents to adopt energy-efficient measures classified as Energy Resilient Communities (ERCs).<sup>12</sup> The EVCS offers incentives and opportunities to install electric vehicle charging stations.<sup>13</sup> The Green Energy Loan Program offers businesses financing for qualifying energy-efficient projects.<sup>14</sup> In addition to the initiatives above, the Office is also implementing Green Fleet plans, and currently 17% of the County fleet are Zero Emission (ZEV) and/or Partial Zero Emission Vehicles (PZEV), up from 2%. The term "Green Fleet" refers to County vehicles that are ZEV or PZEV. There are current 27 charging stations County-wide for electric vehicles.

---

<sup>7</sup><https://www.princegeorgescountymd.gov/3194/Certification-Compliance-System>

<sup>8</sup> FY 2022 Budget and Summary Report

<sup>9</sup> FY 2022 Proposed Operating Budget, Pg. 246

<sup>10</sup><https://www.pgcc.edu/sewdp/>

<sup>11</sup>[https://www.princegeorgescountymd.gov/DocumentCenter/View/24103/OCSSEPIImplementationPlanWeb12\\_27\\_2018](https://www.princegeorgescountymd.gov/DocumentCenter/View/24103/OCSSEPIImplementationPlanWeb12_27_2018)

<sup>12</sup><https://www.princegeorgescountymd.gov/2869/Clean-Energy-Program>

<sup>13</sup><https://www.nationalgridus.com/Upstate-NY-Business/Energy-Saving-Programs/Electric-Vehicle-Charging-Station-Program>

<sup>14</sup><https://cdcloans.com/sba-504-green-loan/>

### **Disparity Study:**

The disparity study's primary objective is to assess, quantify and evaluate the prevalence, magnitude and extent of marketplace discrimination against minority and women-owned businesses.<sup>15</sup> After receiving the final report of the Disparity Study in January 2020, the Office determined that additional resources and manpower would be required to begin implementing recommended strategies to remedy and provide support to Supplier Development Diversity Division's programs and objectives. The study recommendations include the following actions:

- Adopt the 2019 Utilization and Availability Report by the County Council;
- Develop a Plan of Action;
- Prioritize recommendations;
- Develop an Implementation Strategy;
- Update the Supplier Diversity Program Policy; and
- Develop Supporting legislation.<sup>16</sup>

As reported in the FY 2022 Budget report, a Disparity Study Task Force was formed to review the recommendations for consideration of implementation.<sup>17</sup> The Office is currently in the process of the development of a framework for the program and policy recommendations from the study. Upon completion of this framework, the policy recommendations will be implemented.

---

### **New Purchasing and Contracting Programs:**

Building local business capacity is a stated objective of the Office. In August of 2021, pursuant to the authorization in CB-04-2020,<sup>18</sup> the Office launched the *Mentor-Protégé Program* to facilitate this objective.<sup>19</sup> The Mentor-Protégé Program is a local business development program aimed to enhance the capabilities of County-based small and County-based minority businesses ("protégé firms") through formal agreements with large businesses ("mentor firms") for the purpose of improving the protégé's ability over time to successfully compete for contracting opportunities at the prime level.<sup>20</sup> Thus far, the Office has approved nearly 10 Mentors and/or Proteges, and they are targeting 10 upcoming solicitation opportunities to expand the program.

The Office also launched the Prince George's County *Green Book*, with the full launch occurring in October of 2021. The Green Book is a digital business-to-government platform for County-based Small Businesses and County-based Minority Business Enterprises aimed at connected them to millions of

---

<sup>15</sup><https://content.govdelivery.com/accounts/MDPGC/bulletins/10b2819>

<sup>16</sup> FY 2021 Budget Report, page 11: <https://pgccouncil.us/DocumentCenter/View/5421/Office-of-Central-Services--Budget-Report-Final>

<sup>17</sup> FY 2022 Budget and Summary Report, page 8: <https://pgccouncil.us/DocumentCenter/View/6363/Office-of-Central-Services-Budget-Report-Final>

<sup>18</sup> CB-04-2020:

<https://princegeorgescountymd.legistar.com/LegislationDetail.aspx?ID=4326611&GUID=FA88B1CF-293A-4BBB-B1E8-36165B0F8E39>

<sup>19</sup> <https://www.princegeorgescountymd.gov/DocumentCenter/View/37210/County-Code-Section-10A-16401>

<sup>20</sup> <https://www.princegeorgescountymd.gov/DocumentCenter/View/37087/About-the-Mentor-Protége-Program>

dollars in procurement opportunities within the County Government. A piloted version was completed in August of 2020, which featured 11 agencies. The full version includes over 30 agencies, who are committed to spending 50% of their procurement budget with certified Small and Minority Businesses.

The Office proposed a new County Government procurement and local economic development initiative, called *Supply Schedule*, that is scheduled to launch in June of 2022. This initiative will create an omnibus and competitive multiple award product and service schedules that are exclusive to County-based Small and Minority businesses. It will cover thousands of commercial products and services to meet the recurring needs of County Government agencies.

In addition to building capacity, the Office works with other County Boards and Commissions to ensure that the County remains compliant with the County Charter and regulations and is competitive in opportunities and wages. Part of this work occurs through the Office's work with the Wage Determination Board. The Office has reportedly improved efficiency in monitoring the prevailing wage through use of electronic surveys, accepting digital submissions, and using a paperless process.

---

**Items for Committee Consideration:**

- How have the Covid Relief Funds impacted the operational objectives of the Office of Central Services?
- Has the Office been impacted by recent inflation increases?
- What steps are being taken to mitigate contractual noncompliance?
- What steps have been taken to address current staffing issues?