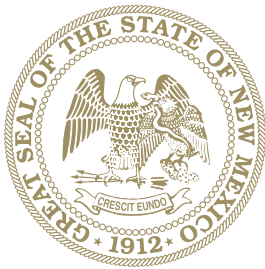




# GENERAL SERVICES DEPARTMENT

## STRATEGIC PLAN FY26





# NEW MEXICO

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## GENERAL SERVICES DEPARTMENT

### GSD Directory

#### GENERAL SERVICES DEPARTMENT

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Facilities Management Division	(505) 827-2141
Public Information Officer	(505) 827-2000
Risk Management Division	(505) 827-2000
State Printing & Graphic Design Services	(505) 476-1950
State Purchasing Division	(505) 827-0472
Transportation Services Division	(505) 827-1957
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# MESSAGE FROM THE SECRETARY

The General Services Department (GSD) is pleased to present our strategic plan for FY26. GSD is committed to enhancing the quality, cost-effective services we provide our fellow state agencies, ensuring they have the essential resources and support needed to fulfill their missions effectively.

The Facilities management Division (FMD) is dedicated to maintaining safe, secure, and sustainable environments for state employees and the public. FMD will embark on major construct projects to include a 120,000 square foot forensic hospital facility in Las Vegas for the Department of Health's Behavioral Health Services; a new Reality Based Training Center for Department of Safety in Santa Fe to provide training space for state police and other law enforcement agencies; and the design and development of the Capitol's Executive Office Building. FMD will also work with the Corrections Department and architectural consultants to develop a Master Plan to determine facility conditions of existing buildings, their assets, and future needs.



The State Purchasing Division (SPD) has incorporated a new strategic-sourcing module into the SHARE system for much improved tracking of agency spending and establishing state-wide pricing agreements. The State purchases over \$5 billion dollars of goods and services each year and must ensure that each dollar is spent fairly and transparently in accordance with the New Mexico Procurement Code.

The Risk Management Division (RMD) provides critical support to state agencies, developing and implementing comprehensive risk management strategies that protect state assets and reduce potential liabilities. This includes enhancing our ability to identify, assess, and mitigate risks across all areas of state government operations to include the state's human, physical and financial assets. RMD continues to provide multi-line insurance coverage programs, loss prevention and control initiatives, dispute prevention and resolution services, and legal defense for the State of New Mexico.

The Transportation Services Division (TSD) is responsible for managing the state's vehicle fleet and is committed to helping customers get to their destination on time and efficiently with safe, dependable transportation. Our Central Fleet Authority supplies 52 state agencies with long term leases for 1903 vehicles. We have three short-term leasing offices in Santa Fe and Albuquerque leasing 83 vehicles. TSD averages 789 reservations a month. TSD's Aviation Services Bureau provides airplane transportation for state agencies, including the Health Department's Children's Medical Services. TSD also provides defensive driving training courses to state and local public body employee/drivers of the State car fleet to ensure safe driving habits.

State Printing & Graphic Design Services (SPGDS) remains the state's primary centralized resource for providing state-of-the-art printing and graphic design services on a cost-recovery basis to government agencies and tax-exempt entities. From full color posters, maps and magazines to business cards, letterhead, envelopes, brochures and NCR forms, SPGDS remains our source for high quality, cost-friendly and timely printing. State printing had a record-breaking \$2.4 million in production in FY24.

GSD's Technology & Systems Support Bureau knows IT is critical to the success of state agencies and will continue to support division initiatives - enhancing IT security through risk assessment, taking measures to reduce vulnerabilities, and develop a continuity-of-operations plan in case of an IT Interruption.

This strategic plan represents GSD's commitment to excellence in service delivery and our dedication to supporting the success of our fellow state agencies. By working together, we can achieve our shared goals and ensure that our state government operates at the highest level of efficiency and effectiveness.



# GENERAL SERVICES DEPARTMENT

## GENERAL SERVICES DEPARTMENT

GSD provides effective government operations and support services. With expertise in numerous technical and enterprise operations, GSD provides professional services to state agencies, public employees and their dependents, participating local public bodies, and public institutions of higher education.

### Other GSD Programs Include:

- Program Support Services
- State Purchasing Division
- State Printing and Graphic Design Services
- Risk Management Division
- Facilities Management Division
- Transportation Services Division
- Risk Funds Program

### VISION

To be a national leader in strategic public sector support services.

### MISSION

To deliver innovative, responsive, cost-effective, trusted services and solutions to exceed the diverse needs of state agencies.



# PROGRAM SUPPORT

## ABOUT

Program Support includes the Office of the Secretary, the Administrative Services Division, Technology Systems and Support Bureau, and the Human Resources Bureau.

The Office of the Secretary (OOS) provides leadership, establishes policies and procedures, and manages program performance for the department. In support of the mission, the OOS aims to foster a culture within GSD where customer satisfaction is paramount and we address stakeholder needs promptly and effectively.

The Administrative Services Division (ASD) provides financial and other support services for the department and its customers. ASD bureaus include Accounts Payable, Purchasing and Contracts, Budget Services, General Ledger, and Accounts Receivable.

The Technology and Systems Support Bureau (TSSB) provides comprehensive IT services, consulting, and system support services to the agency.

The Human Resources (HR) Bureau addresses the personnel needs of GSD, working as a strategic partner to provide professional services that support a motivated, well trained, and prepared workforce.

## CUSTOMERS

Program Support serves GSD's staff, state agencies, state and local public employees, agency contractors, local public bodies, public educational institutions, legislators, and the public.

## STATUTORY AUTHORITY

NMSA 1978, § 9-17-3

## SERVICES

Program Support serves as a strategic partner, empowering agency staff to deliver exceptional services to department customers. The program represents the agency before oversight bodies, shapes relevant legislation, develops and implements strategic initiatives, oversees program performance, manages budget development, and provides accurate and timely information to the public.

Other services:

- Legal services and document review;
- Accounts payable and receivable management;
- Contracts review and approval;
- Centralized electronic billing and collection services;
- Financial report development and analysis;
- Annual financial audit preparation and support;
- Fiscal oversight and accountability;
- General ledger and fixed asset management;
- Internal audit; and
- Internal policy review, development, and implementation.

# PROGRAM SUPPORT

## GOALS AND OBJECTIVES

Program Support works to ensure cost-effective use of taxpayer dollars, integrity in leadership, financial accountability and transparency in the work it does for New Mexicans.

Other goals and objectives:

- Support of the Governor's initiative to combat climate change;
- Implement comprehensive IT services and solutions to support GSD's divisions;
- Develop a highly trained, motivated and effective workforce;
- Provide quality financial and customer services;
- Employ a diverse workforce to meet department needs;
- Establish programs to help staff and managers accomplish their goals; and
- Deliver efficient and effective administration of human resource policy and programs.

## STRATEGIES TO ACHIEVE GOALS AND OBJECTIVES

Program Support conducts fiscal, operational, and performance reviews of all internal programs and applies corrective action where needed. The program is also responsible for ensuring policies and procedures comply with all applicable laws and regulations.

Other strategies:

- Create internal training opportunities for existing staff and new hires;
- Expand the scope of IT security training courses offered to staff;
- Update GSD's IT infrastructure and launch an open source content collaboration platform for agency divisions;
- Manage the agency's budget by monitoring revenue projections and budget expenditures;
- Ensure timely review and approval of purchase and payment documents; and
- Identify opportunities for business process improvements to increase agency efficiency and reduce redundancy.

## PERFORMANCE MEASURES

- Percent of audit findings resolved from the prior fiscal year, excluding findings related to fund solvency.



# STATE PURCHASING DIVISION

## ABOUT

The State Purchasing Division (SPD) includes IT and Construction Procurement, Strategic Sourcing, and the Contracts Review Bureau. The division employs a competitive, open, and transparent purchasing approach to providing cost-effective products and services to state agencies, local public bodies, and public schools.

## CUSTOMERS

SPD's customers include state agencies, local public bodies, public schools, and the supplier community that provides goods and services to those entities.

## STATUTORY AUTHORITY

Section 13-1-95 NMSA 1978 created the State Purchasing Division, responsible for procurement of services, construction, and items of tangible property for state agencies under the Procurement Code (Chapter 13, Article 1 NMSA 1978).

## SERVICES

SPD is a resource for state agencies, local public bodies, and public schools seeking guidance and assistance in the procurement of goods and general services. The SPD Contracts Review Bureau reviews and approves agency professional service contracts for compliance with the Procurement Code.

Other services:

- Administer the New Mexico Procurement Code;
- Create rules and policies to facilitate procurements;
- Develop value driven statewide price agreements with vendors for use by state agencies, local public bodies, and public schools;
- Proactively engage vendors and business organizations to facilitate contracting opportunities;
- Provide procurement training for state agencies, local public bodies, vendors, and Chief Procurement Officers (CPOs);
- Partner with New Mexico Edge, through the Central New Mexico Community College, to provide CPO certification for state agencies and local public bodies;
- Present in-state, out-of-state, and construction contracts on the SPD website;
- Publish sole source and emergency procurements;
- Provide procurement determinations related to protests, CPO waivers, professional, and general services scopes of work;
- Post procurement data and information on eProNM;
- Ensure sustainable procurement options are included on statewide price agreements; and
- Include New Mexico resident, Tribal, and veteran business preferences on price agreements.



# STATE PURCHASING DIVISION

## GOALS AND OBJECTIVES

SPD strives to deliver exceptional customer service and timely procurements to vendors and state agencies. Through the Buy New Mexico initiative, SPD hopes to increase the amount of state contracting dollars awarded to in-state businesses, including those owned by Tribal members, and military veterans.

Other goals and objectives:

- Ensure consistency and excellence among SPD buyers;
- Improve reporting on agency spending;
- Develop efficient and standardized SPD procurement processes;
- Provide CPO's with knowledge and awareness of industry best practices;
- Improve access to SPD files;
- Track vendor quarterly sales and administrative fees;
- Develop an online portal to manage Procurement Code training and attendance;
- Increase involvement with the National Association of State Procurement Officers (NASPO);
- Facilitate changes to the Procurement Code to streamline processes and administration; and
- Provide procurement support to executive agencies without a CPO.

## STRATEGIES TO ACHIEVE GOALS AND OBJECTIVES

SPD is configuring the PeopleSoft ePro module to integrate with SHARE to streamline the tracking of professional service contracts. This integration will enable agencies to submit contracts electronically, improving efficiency, and provide timely notifications throughout the review process.

Other strategies:

- Develop procedures, manuals, and video training modules for SPD staff, state agencies, and local public bodies;
- Refine existing procurement practices;
- Create outreach and training programs for in-state businesses;
- Enhance training opportunities for CPOs;
- Migrate SPD files to Procurement Tracker;
- Create an online portal for vendor reported sales and fees;
- Implement a document imaging plan;
- Conduct a comprehensive review of the Procurement Code;
- Increase outreach to agencies to assess and improve the procurement planning process;
- Expand training for executive agencies and local public bodies to include industry best practices;
- Design a system to monitor and rate vendor performance;
- Develop a website registration form to track Procurement Code violators and link training to the specific violation;
- Encourage SPD buyers to attend state and national procurement organization trainings; and
- Provide self-service kiosks at four New Mexico locations to facilitate bid submissions for vendor lacking access to technology.

# STATE PURCHASING DIVISION

## PERFORMANCE MEASURES

- Percent of invitations to bid (ITB) that are awarded within 90 days of SPO buyer assignment.
- Percent of vendor payments received from sales, as reported as owed by vendors.
- Procurements completed within targeted timeframes from assignment to award.
- Revenue generated through price list purchases.
- Percent of executive branch agencies with certified procurement officers (CPOs).
- Average number of days for completion of contract review.



# STATE PRINTING & GRAPHIC DESIGN SERVICES

## ABOUT

State Printing and Graphic Design Services is the State's primary centralized provider of printed and graphic design services. State Printing provides state-of-the-art printing and graphic design services on a cost-recovery basis to government agencies and tax-exempt entities.

## CUSTOMERS

State Printing's customers include executive, legislative and judicial branch agencies, local governments, public schools, and non-profit organizations.

## STATUTORY AUTHORITY

Section 9-17-3 NMSA 1978

## SERVICES

State Printing produces government publications (annual reports, strategic plans, and instruction manuals) and provides volume printing (proposed legislation, amendments, committee substitutes, and reports).

Other services:

- Custom business printing and design (letterhead, logos, business cards, agency badges, envelopes, and other business stationery);
- Creative custom printing and graphic design (promotional items, educational materials, banners, and large format color printing);
- E-commerce standard graphics/forms and multiple color, multiple copy forms; and
- Security printing using custom stocks.

## GOALS AND OBJECTIVES

State Printing works to exceed customer expectations through the production of consistent, on-time, quality products at competitive prices.

Other goals and objectives:

- Increase State Printing's revenue;
- Grow the customer base;
- Expand digital print solutions;
- Use technology to increase productivity and efficiency; and
- Increase the use of on-line print services.



# STATE PRINTING & GRAPHIC DESIGN SERVICES

## STRATEGIES TO ACHIEVE GOALS AND OBJECTIVES

State Printing works to grow its customer base by marketing to state agencies, local public bodies, public schools, and non-profit organizations. Printing recently updated its marketing plan to address customer needs, expectations, and demands in a digital world.

Other strategies:

- Collaborate with the State Purchasing Division on new requests for proposals for printing services;
- Consolidate agency operated print shops;
- Train customers on the use of the digital storefront;
- Research and implement advances in printing technology;
- Expand services to include envelope printing;
- Continue just-in-time inventory management for the procurement of paper products;
- Employ a management information system for more accurate cost estimates, inventory control, fulfillment, and on-line ordering; and
- Use Print Smith Vision software for electronic quoting and billing of print jobs.

## PERFORMANCE MEASURES

- Percent of printing jobs delivered on time.
- Number of targeted customers utilizing the printing digital storefront.
- Growth in sales revenue compared with the previous thirty or sixty-day legislative session.
- Percent of State Printing revenue exceeding expenditures.



# RISK MANAGEMENT DIVISION

## ABOUT

The Risk Management Division (RMD) includes Risk Finance, Alternative Dispute Resolution (ADR), Loss Prevention and Control, Property and Casualty, Workers' Compensation, and Legal bureaus. The New Mexico Legislature created RMD to protect and conserve the State of New Mexico's human and physical resources and financial assets.

## CUSTOMERS

RMD's customers include covered entities, state agencies and employees, boards and commissions, and state universities.

## STATUTORY AUTHORITY

NMSA 1978: Chapter 10, Article 7B, Article 16C; Chapter 13, Article 7; Chapter 14, Article 2; Chapter 15, Article 7; Chapter 28, Article 1, 23; Chapter 41, Article 1,2,4,5,13 §§ 10-2-14, 10-7-4, 10-7-5.1; 10-7-14 to 10-7-19; 33-3-27; 51-1-45; 52-1-3; 56-7-1 D; Chapter 12, Article 8A (Chapter 12, Article 8A NMSA 1978, §§ 1 – 10, as amended, "Governmental Dispute Prevention and Resolution Act"); NMAC Title 1 Chapter 6 Part 4; NM Const. art V § 17; and 42 U.S.C. § 1983

## SERVICES

RMD provides state entities with liability coverage (general liability, law enforcement, medical malpractice, civil rights, and employment practices liability). RMD also provides public property coverage (auto, aircraft, blanket property, art, specialty equipment, boiler, and machinery).

Other services:

- Workers' compensation coverage for state employees;
- Claims administration for workers' compensation, public liability, and public property;
- Defense of the State and its employees in covered lawsuits;
- Loss control training; and
- Alternative dispute prevention, resolution, and mediation training.

## GOALS AND OBJECTIVES

- Lower coverage premiums;
- Utilize negotiation tactics to resolve legal cases on the best obtainable terms;
- Establish productive working relationships with state agencies;
- Identify and address recurring systemic problems that increase agency liability;
- Conduct post judgement analysis to identify the root cause of systemic liability issues;
- Clarify the scope of coverage and offer assistance to agencies as needed, while encouraging their independence when handling internal matters;
- Proactively work with contract civil defense firms to expand the legal services they provide;
- Develop and implement new reporting requirements for outside counsel; and
- Prioritize early resolution of certain cases to optimize resource allocation for targeted litigation areas.



# RISK MANAGEMENT DIVISION

Other goals and objectives:

- Expand information outreach throughout the fiscal year and facilitate agency input for the exposure survey;
- Standardize internal claims-handling procedures;
- Revise process controls to ensure financial integrity; and
- Reduce payment of contestable unemployment claims.

## STRATEGIES TO ACHIEVE GOALS AND OBJECTIVES

RMD will continue its broad efforts to protect and conserve the state's human, physical, and financial assets by offering programs designed to mitigate risk and reduce claims.

Other strategies:

- Review and improve internal controls;
- Implement best practices as articulated by oversight agencies and audit firms conducting procedural reviews;
- Provide rate outreach seminars with agencies to develop a more thorough understanding of premium development factors;
- Enhance services available through ADR;
- Track ADR activities for performance and conduct a comparative analysis on the cost efficiency and effectiveness of conflict resolution practices; and
- Monitor and analyze the development of case law relating to the New Mexico Civil Rights Act.

## PERFORMANCE MEASURES

- Amount of excess insurance recoveries for property claims.
- Amount of subrogated recoveries.
- Average cost per workers' compensation claim.
- Annual loss ratio for the public liability fund.
- Annual loss ratio for the public property fund.
- Annual loss ratio for the workers' compensation fund.
- Projected financial position of the public liability fund.
- Projected financial position of the public property fund.
- Projected financial position of the workers' compensation fund.

# FACILITIES MANAGEMENT DIVISION

## ABOUT

The Facilities Management Division (FMD) provides comprehensive facility management services and support. The division's work supports asset sustainability, energy efficiency, and capital improvements of state-owned buildings and grounds and is responsible for the design, development, and construction of new state supported facilities and capital infrastructure throughout New Mexico. FMD is responsible for management of more than 6.8 million square feet of space in over 800 buildings statewide with an estimated replacement value of nearly \$1.1 billion. The division also manages commercial real estate leases of 2.47 million square feet of privately owned office and special use space throughout New Mexico on behalf of state agencies. In Santa Fe, FMD provides full-service facilities maintenance management services for five state government campuses.

## CUSTOMERS

FMD's customers include state agencies and employees housed in state-owned buildings, as well as members of the public who utilize government services in those facilities.

## STATUTORY AUTHORITY

NMSA 1978, § 9-17-3(2), 15-3B-2, and 15-3B-4

## ASSET MANAGEMENT - SERVICES

FMD maintains information on asset locations, facility building systems, capital equipment and materials, operational status and asset deficiencies, lifecycle costs, and costs associated with space utilization within state-owned buildings and leased facilities. Additionally, Asset Management maintains all available deeds, surveys and plat maps for land holdings statewide. The information is used by FMD customer agencies to achieve optimal utilization of state-owned and leased assets. FMD also uses the information to control and value the assets.

- **LEASING MANAGEMENT**

Leasing Management ensures that state agencies requiring leased real estate facilities are accommodated in a timely manner. The Leasing staff also works with state agencies to acquire leased facilities with optimum functionality, employee safety, health, and general comfort. The Leasing staff assists the Real Property Management Bureau in moving state agencies out of leased facilities and into state-owned properties when suitable facilities become available or are acquired.

- **REAL PROPERTY MANAGEMENT**

Real Property Management facilitates tenant agreements between FMD and executive branch agencies within state government, other governmental agencies or approved private, non-profit organizations and tenants housed in state-owned property. Real Property staff are responsible for property acquisitions, selling property, accepting donated real estate and assets, assigning the use or occupancy state buildings or lands, and regulating both the occupancy and the conduct of tenants in state-owned facilities under its jurisdiction. Real Property services are also responsible for managing building modifications, collecting records for archiving, managing vendor applications, filing location agreements, managing the collection of water rights data, and maintaining records for real property and building inventory.

# FACILITIES MANAGEMENT DIVISION

## GOALS AND OBJECTIVES

FMD negotiates leased space costs for the best possible price based on market conditions, achieving value for both agencies and taxpayers. It also works to reduce the amount of leased space through agency consolidation and agency relocation to state-owned properties.

Other goals and objectives:

- Maintain management data for statewide assets;
- Develop an online tool for agencies to report fluctuations, vacancies, or reductions in staff in real time;
- Perform an asset management gap analysis to assess the condition of the program and to refine milestones;
- Coordinate and integrate information as appropriate from on-going GSD/FMD energy and security studies;
- Maintain an accurate land and building inventory;
- Assess space utilization for state facilities and provide guidance in the utilization of space assigned to customer agencies;
- Identify opportunities for consolidation, renovations, reassignment, demolition, and strategic additions or acquisitions;
- Compare existing use of state space standards;
- Identify future service needs considering state agency strategic plans, demographic trends and other pertinent data;
- Identify opportunities for consolidation, disposition or acquisition of properties to facilitate access to services, promote economies of scale, achieve cost-effective operations and make the most efficient use of space in accordance with the state space standards and best practices; and
- Determine a prototype for strategic space plans for other areas of the state.

## STRATEGIES TO ACHIEVE GOALS AND OBJECTIVES

FMD is identifying existing and projected agency employment and occupant space requirements based on meetings with agency leadership, interviews, space needs questionnaires, and other factors such as trends in population and economic activity. It is also conducting business analyses to deliver efficient and effective services to the public by co-locating agencies where feasible and economically advantageous.

Other strategies:

- Conduct regular team meetings to ensure division staff understand the plan, goal, vision, and roles of the asset management program;
- Compile, update, and maintain an existing web-based inventory of state-owned and state-leased facilities and properties that includes geographic information systems location mapping;
- Work with agencies to identify incorrect or missing building occupancy and space information;

# FACILITIES MANAGEMENT DIVISION

- Develop location assignment information for state agencies and employees;
- Update the capital project strategy to address new sites, facilities, renovations, acquisitions, dispositions, and associated costs for agency transition prior to relocation;
- Continue use of the AiM asset management database for statewide assets;
- Repeal and replace the Leasing Rule, and update and codify state space standards;
- Continue to integrate efficient and agency responsive space standards into new agency leases;
- Strategically manage state facilities and properties while considering an agency's mission requirements, ownership, and operating costs;
- Enhance the AiM Property Module for real property management; and
- Conduct a building inventory, facility condition assessments, and identify resources to support space assessment studies.

## CAPITAL PROJECTS - STATEWIDE SERVICES

- MASTER PLANNING – FMD meets with state agencies to provide guidance on the preparation and approval of annual Infrastructure Capital Improvement Plan (ICIP) requests and master planning.
- ARCHITECTURAL & ENGINEERING – FMD architects and engineers assist in the development of capital outlay requests, participate in design reviews, deliver detailed evaluations of project drawings and specifications, conduct facility assessments, and develop priorities for repairs and renovations.
- PROJECT MANAGEMENT – FMD manages new construction, renovations, major repairs, or major building alterations, and installs building fixtures, furnishings, and equipment. Management functions include all aspects of capital project management, from project conception to project completion, which includes planning, programming, design, and construction management through all phases of construction, closeout procedures, and warranty.

## GOALS AND OBJECTIVES

FMD is preparing a long-range, strategic space planning master plan for all state-owned facilities under its jurisdiction. The space planning masterplan includes identifying existing and projected agency space requirements to facilitate the growing needs of state government and its delivery of a wide array of statewide programs and services.

Other goals and objectives:

- Conduct facility condition assessments of 20% of building inventory annually, over the course of five years (as funding permits);
- Enhance existing technology to improve efficiencies, reporting, scheduling, and transparency of capital projects;

# FACILITIES MANAGEMENT DIVISION

- Implement GSD/FMD energy and security studies;
- Refine the statewide prioritization criteria matrix for capital projects;
- Provide consistent training of project management staff and project administrators by implementing new project management software to help manage projects more efficiently;
- Update existing construction quotes and estimates for future projects;
- Communicate clear project delivery expectations to staff, customer agencies, and contractors;
- Foster a creative thinking and solution-oriented environment within FMD;
- Develop a methodology to evaluate architectural and engineering firms and contractors providing services to FMD; and
- Work with stakeholders and state agencies to identify future Energy Service Performance Contracting (ESPC) opportunities for energy savings and new technology driven service improvement projects; and
- Begin the collaborative planning and development process for a proposed executive office building in Santa Fe.

## STRATEGIES TO ACHIEVE GOALS AND OBJECTIVES

FMD meets with executive branch agencies under its jurisdiction to review ICIP submissions. FMD also conducts building and asset assessments to ascertain the conditions of buildings in order to determine capital project needs.

Other strategies:

- FMD's management provides leadership to project managers, administrators, and project support staff, particularly at project milestones, project closeout, and project turn-over to agencies once completed;
- Modify and improve the asset management (AiM) software application and the automated project management tools and construction productivity software (MS Project & Autodesk Build);
- Employ creative methods to identify important aspects of capital projects such as function, materials, building systems, operational aspects, and safety elements;
- Create and implement a program and procedures to establish project priorities;
- Provide financial and administrative services to support project financial management, procurement, and contracting needs;
- Establish clear, timely communication among users, leadership, stakeholders, facilities, and external project team members to promote clear protocols so timely decisions are made. This will ensure that objectives, budgets, and schedules are met and there are no delays to the project;
- Engage FMD leadership in review of project progress as it relates to the value proposition, project objectives, target cost/budget, and schedule milestones;
- Develop training materials for project management and project administrator staff that provide the framework, steps, and information required by FMD for a project from beginning to completion;



# FACILITIES MANAGEMENT DIVISION

- Team Lead oversight of project submittal, project progress, and projected costs to ensure projects stay within budget;
- Use of Autodesk Build, Gordian RS Means, JOC Works, Microsoft Project, and Assetworks AiM software tools for asset management, project management, estimating, and scheduling projects;
- Enhance asset management and project manager training in AiM and Autodesk Build to better manage capital projects and asset inventories;
- Create written assessments of the work performance of contractors and architectural and engineering firms;
- Operationalize project closeout procedures on all construction projects to include testing, commissioning, and acceptance of building systems and warranty management;
- Upon project completion, ensure FMD project managers complete evaluation forms for contractors and architectural and engineering firms to track performance; and
- Develop a quadrant map to identify areas within the state where project managers may travel to create a more efficient process for new construction services assignments.

## FACILITIES OPERATIONS AND MAINTENANCE - SERVICES

- Facilities Operations – Provides daily facilities management services, including on-demand maintenance work-order services, HVAC maintenance, campus building and work control center operations, and safety and security operations to ensure that building and life safety systems are operating as designed and providing maximum usefulness in the most cost-effective manner.
- Custodial Services – Provides daily custodial services to over 1.71 million square feet of state-owned space within the five Santa Fe campuses and the Pinetree campus in Albuquerque. These services include: restroom cleaning, trash pick-up, dusting, mopping, carpet care, glass cleaning, and other related functions, as well as periodic cleaning services, customer requested services, and emergency or special event cleaning.
- Maintenance Services – Provides building repair and replacement, preventive maintenance, rapid response, small project, and grounds and landscaping services.
- Utilities Management – Provides efficient management of electricity, natural gas, water, sewer, refuse, and recycling for buildings under FMD's jurisdiction.

# FACILITIES MANAGEMENT DIVISION

## GOALS AND OBJECTIVES

FMD ensures the buildings it manages and operates are clean, secure and comfortable for state workers. It also works to increase the operating efficiency of buildings, reducing their utility costs, and decreasing state government's carbon footprint.

Other goals and objectives:

- Enhance and operationalize the automated features in AiM, which govern the predictive maintenance program for state-owned and operated facilities;
- Implement and staff building inspectors and develop a facilities inspections program;
- Operate more efficiently by utilizing and integrating technology, staff, and training;
- Provide optimal customer service and effective communication with state agencies occupying Santa Fe and Albuquerque buildings under FMD jurisdiction;
- Track maintenance and associated costs;
- Research and apply industry standard best business and operational practices;
- Efficiently manage operational costs;
- Conduct facility inspections to prevent unplanned events;
- Maintain a customer satisfaction level of 90% or higher for completed work;
- Perform at a level 3 building cleanliness standard;
- Sustain the health of FMD-owned facilities and safeguard the public and customer agency occupants;
- Maintain the facility operations management program (AiM);
- Ensure the timely completion of maintenance work orders; and
- Continue security evaluations of all Santa Fe buildings.

Other strategies:

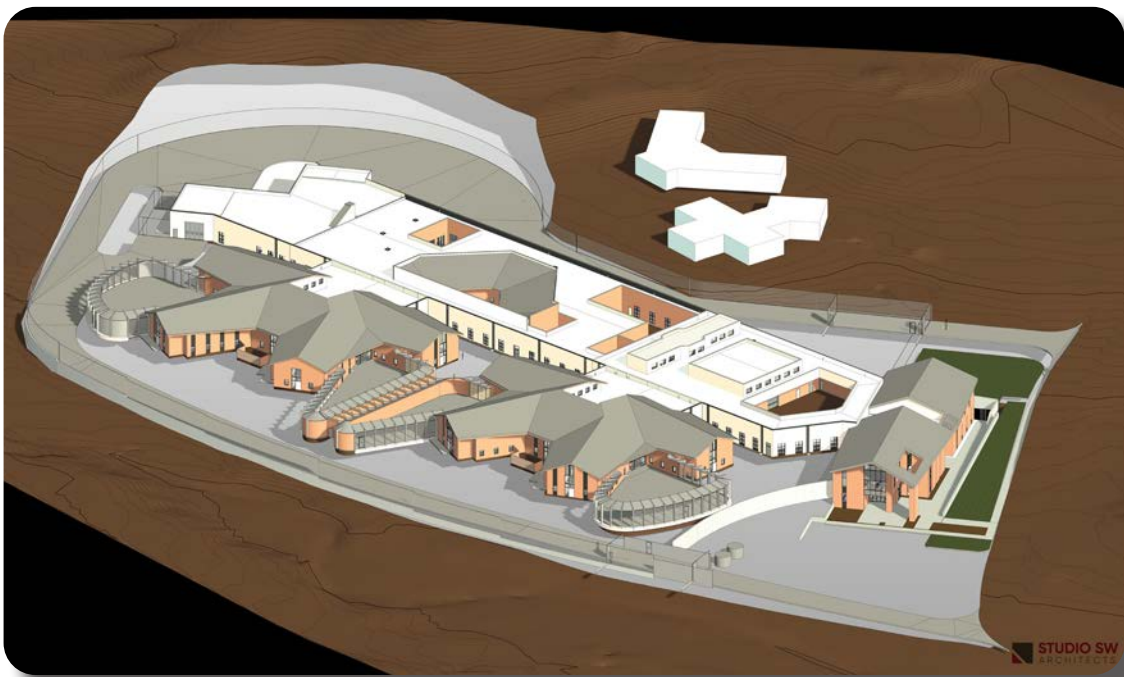
- Stay up to date on cutting edge quality and safety standards, optimal resource utilization, and the latest equipment for improved efficiency;
- Install and implement the RAVE mobile safety security system to provide staff and client agencies with timely and targeted security notifications via mobile devices;
- Capture and update asset data in AiM for each preventive maintenance task to be performed;
- Complete implementation of the AiM Work Management Module with essential location data;
- Under the aegis of the Security Master Plan, design and implement a centralized monitoring and management system at T-187 for access and intrusion systems, fire alarm systems, and camera systems;
- Implement the Security Master Plan consistently across FMD jurisdiction. A security manager has been hired and will recruit in-house (state employee) security guards and establish a robust security management program that serves all state campuses and facilities in Santa Fe;
- Operate and maintain campus custodial supply centers to provide and sustain a “push” logistical methodology;

# FACILITIES MANAGEMENT DIVISION

- Sustain the health of FMD-owned facilities and safeguard the public and customer agency occupants with timely, directed environmental tests of hazardous materials and annual radon tests;
- Continue to improve energy efficiencies and management of electricity, natural gas, water, sewer, refuse, and recycling for buildings under FMD care;
- Establish a detailed facility inspection process and periodic assessment of buildings in Santa Fe and Albuquerque;
- Reduce customer complaints and provide quality control and work evaluations to ensure accountability; and
- Hire full-time custodial, landscaping, and maintenance staff for new facilities (DPS Crime Lab, Secure Storage and Pinetree Phase III).

## PERFORMANCE MEASURES

- Percent of capital projects completed on schedule.
- Amount (in dollars) of utility savings because of green energy initiatives and implementation of energy service performance contracting.
- Measure the difference between state funding awarded and expended on completed capital projects.
- Percent of new office space leases achieving adopted space standards.
- Number of facility condition assessments conducted on an annual basis.
- Percent of scheduled preventive maintenance checks and service requirements completed on time.



# TRANSPORTATION SERVICES DIVISION

## ABOUT

The Transportation Services Division (TSD) is comprised of the Aviation Services Bureau, the Central Fleet Authority, and the Surplus Property Bureau. TSD strives to ensure customers get to their destinations on time and cost effectively with safe, dependable transportation; and to recycle useable surplus property in the most efficient manner possible.

## CUSTOMERS

TSD's customers include public employees who drive TSD's leased vehicles or fly in state-owned planes, state and local governments, public schools, small businesses, and non-profit organizations that purchase goods or services through Surplus Property.

## STATUTORY AUTHORITY

Chapter 15, Articles 4, 8, and 9 NMSA 1978; Chapter 13, Article 1B, and 6 NMSA 1978

## SERVICES

TSD provides both short-term and long-term passenger vehicle leases, as well as air transportation for state entities. It uses a vehicle global positioning system to monitor fleet efficiencies and greenhouse gas emissions.

Other services:

- Vehicle acquisition and disposal;
- Defensive driving training courses;
- State driver license checks;
- Ground transportation;
- Acquisition and redistribution of federal and state surplus property;
- State Surplus Property online auction operations; and
- State agency moving services.

## GOALS AND OBJECTIVES

The Transportation Services Division is working to make state vehicle use safer for both employees and the public by reviewing vehicle operation data provided by GPS. TSD continues to use the vehicle accident review board to assess incidents and identify training for the most common types of accidents experienced by state vehicle operators.

Other goals and objectives:

- Develop an effective vehicle replacement program;
- Identify an optimum size for agency fleet vehicles;
- Accelerate the transition to a zero-emission state fleet by expanding the number of low-emission vehicles;
- Provide aviation services to the New Mexico School for the Blind and Visually Impaired and the Children's Medical Services;

# TRANSPORTATION SERVICES DIVISION

- Deliver safe and efficient air transportation services to state agencies;
- Identify creative strategies to increase sales of surplus property;
- Expand defensive driving training course offerings;
- Develop cost-effective alternatives for the transportation of state employees;
- Reduce State Central Fleet Authority operational costs; and
- Develop and implement a ride-share program.

## STRATEGIES TO ACHIEVE GOALS AND OBJECTIVES

TSD is replacing old and high mileage vehicles with new, energy efficient vehicles (including zero-emission automobiles). The division also encourages state agencies to allocate an appropriate budget for the acquisition of new vehicles.

Other strategies:

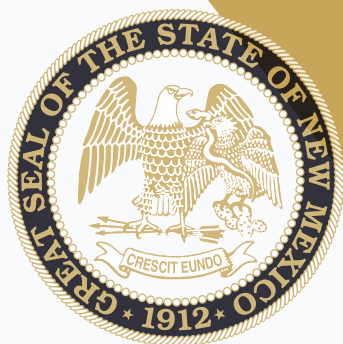
- Implement a key valet kiosk at Quick-Ride vehicle leasing locations throughout the state;
- Install high voltage charging stations throughout the state for electric fleet vehicles;
- Market the online auction service to the New Mexico Department of Transportation (NMDOT), New Mexico Department of Game and Fish (NMDGF) and New Mexico Department of Public Safety (NMDPS);
- Lower fleet operational costs per mile and reduce carbon emissions by increasing the number of electric and plug-in hybrid vehicles;
- Optimize leased vehicle utilization across agencies;
- Manage an electronic customer portal for vehicle mileage and fuel reporting; and
- Increase the number of Quick-Ride vehicle leasing locations.

## PERFORMANCE MEASURES

- Average vehicle operation costs per mile.
- Percent of leased vehicles used daily or 750 miles per month.







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