Department of Administrative Services

Agency Description

The Department of Administrative Services (DAS) is the single agency in charge of providing administrative services to other state agencies.

DAS’ mission is to provide statewide policy to State of Connecticut agencies on matters related to purchasing, motor vehicle fleet, human resources, information technology, property and facilities management, along with other centralized services, and to supply the best possible people, goods and services to the agencies on time, in accordance with their business needs, and within statutory requirements.

DAS’ services enable the state to save money by taking advantage of economies of scale and streamlining services and processes. The services we provide cross state agencies, municipalities, vendors, colleges and universities, non-profit organizations and the public at large.

***The Department of Construction Services is recommended for consolidation with the Department of Administrative Services and other agencies in the Governor’s budget as part of his proposal to restructure and transform state government.***

agency management services

## Statutory ReferenceS

C.G.S. Chapters 57, 58, 59, 60a, 61 and 67; C.G.S. §§ 1-83 (a)(2); 1-101rr; and 46a-68(b).

## Statement of Need and Program Objectives

To set agency policy and direction; allocate, manage and monitor agency programs and resources; and provide legal and legislative support to DAS.

To provide Equal Employment Opportunity and Affirmative Action services for DAS and other Executive Branch agencies.

To provide written and electronic communications and print, media and web design services to DAS, other agencies and the Governor’s Office and Lieutenant Governor’s Office.

## Program Description

In addition to the Office of the Commissioner, Agency Management Services includes Staff Counsel, Equal Employment Opportunity/Affirmative Action (EEO/AA), and Communications. *Staff Counsel* is responsible for assisting DAS leadership and staff with the development and implementation of DAS policies; assisting in the development of statewide policies relating to human resources and other DAS business units; providing employment law guidance and training; representing the agency before administrative bodies; acting as the agency’s legislative liaison, including drafting agency legislative proposals, drafting testimony and managing the legislative process, and handling all legislative constituent issues; drafting DAS regulations and guiding them through the approval process; serving as the agency’s Ethics Compliance Officer; and serving as liaison to the Auditors of Public Accounts and assisting DAS Commissioners and directors with necessary corrective actions.

The *EEO/AA Unit* drafts the DAS Affirmative Action Plan, develops and implements EEO/AA goals for the agency, mediates employee EEO/AA concerns and complaints, and investigates complaints of discrimination and harassment. DAS’ EEO/AA Unit also provides these services for the Governor’s and Lieutenant Governor’s Office and a number of other Executive Branch agencies.

The *Communications* *Unit* develops a wide range of communications and marketing materials, handles all media requests, and serves as the central clearinghouse for Freedom of Information requests. In addition, it provides graphic and web design services to the Governor’s Office, Lieutenant Governor’s Office and other state agencies.

financial services center

## Statutory Reference

C.G.S. 4a-12, 4a-13, 4a-15 and 4a-16.

## Statement of Need and Program Objectives

To maximize revenue through collection of money owed to the state. To provide financial services to DAS and several small agencies.

## Program Description

*Collections Services* provides comprehensive billing and collection services for care provided by the Departments of Developmental Services, Social Services, Mental Health and Addiction Services, Children and Families, Correction, and Veterans Affairs, as well as 90 towns participating in the School Based Child and Health Services Program. Collections Services also maintains 1200 trustee accounts for individuals residing in state humane institutions. In addition, this division collects institutional and public assistance delinquent accounts receivables for the state as well as administers the State and Federal Tax Intercept Program.

The *Business Office* processes payments from Medicare and Medicaid; bills vendors for services; pays for services; performs travel, p-card, and petty cash functions; procures goods and services; develops and reports Small Business Set Aside Goals; receives grant funds, monitors the use of the funds and completes required federal reporting; develops and administers budgets; tags incoming equipment, conducts annual physical inventories and maintains inventory reports for agency assets; prepares all incoming mail for next-day service and delivers mail to 329 stops throughout the state; and provides telecommunication services to agencies.

Human capital management

## Statutory Reference

C.G.S. Section 5-200.

## Statement of Need and Program Objectives

To assist state agencies through the delivery of cost effective, innovative and timely human resources products and services.

## Program Description

*Statewide Human Resources* designs and manages human resources systems for state agencies; provides quality control and auditing of personnel transactions; develops and administers employment examinations for all classified competitive job titles in the state; provides comprehensive services in the areas of organizational design, classification, staffing, objective job evaluation, and compensation and the administration of HR laws and regulations.

This division also contributes leadership, staffing, and subject matter expertise to the Human Resource Management Systems (HRMS) modules of Core-CT.

The *DAS HR/SmART (Small Agency Resource Team)* unit staff performs the various human resources functions, payroll functions and benefit administration for DAS staff, the Governor and Lieutenant Governor's staff, as well as for several small state agencies.

Strategic leadership

## Statutory Reference

C.G.S. §§ 5-199c, 5-204, 5-248a and b, 5-248i, 31-284a, 4a-2b.

## Statement of Need and Program Objectives

To provide statewide human resource planning and training and major strategic initiatives for the state.

To empower and support state agencies to meet the established operational procedures within the Workers’ Compensation program and promote a culture of safety within their respective workforces.

## Program Description

*Strategic Services* coordinates and facilitates statewide HR planning as well as DAS strategic planning; offers training for state employees through the DAS Learning Center, the New Managers’ Orientation Program and the Aspiring Leaders Executive Development Program, and coordinates access to training classes and programs through the community and technical college system; supplies subject matter expertise in the proper administration of statutory federal and state family and medical leave; manages the administration of the managerial performance awards and recognition system (PARS) by agencies; and maintains and manages inbound and outbound communication between state agencies and the Governor’s Unified Command for disasters and emergencies related to weather or other incidences to maintain continuity of operations for state government.

The *Workers’ Compensation* division designs the State of Connecticut workers’ compensation program; establishes statewide reporting and processing procedures; manages statewide workers’ compensation fiscal and accounting functions; procures and manages the third party claim administration company; and offers a wide array of loss control and safety services statewide.

This division also manages the master property and casualty insurance program for state-funded and federally-funded housing units. It handles all fleet auto claims and directs a safety program aimed at reducing accidents involving fleet vehicles.

Business enterprises

## Statutory Reference

C.G.S. §§ 4a-4, 4a-5, 4a-67d, 4a-51, 4a-60g, 4a-67, 4a-57a, 4a-100, and 4d-2.

## Statement of Need and Program Objectives

To provide and maintain vehicles that meet the diverse needs of state agencies in a timely and cost effective manner.

To provide value-added and cost-effective services to state agencies, municipalities, certain non-profit organizations, and Connecticut small and minority businesses.

## Program Description

*Fleet Services* acquires, maintains, replaces and disposes of motor vehicles for over 60 state agencies, focusing on controlling vehicle costs while still meeting agency needs and state and federal requirements.

The *Procurement Division* manages the statewide procurement of goods and services (including information technology and telecommunications procurements) and related activities, such as contract administration and purchasing, certification of Connecticut small and minority businesses, prequalification of construction contractors, administration of the state p-card program, administration of the surplus state property and federal surplus property programs, and administration of the federal Food Distribution Program and Employee Housing program. This division supports other agencies through the Core-CT Supply Chain team and the Construction Contracting Resources Team.

information and technology

## Statutory Reference

C.G.S. §4d-2.

## Statement of Need and Program Objectives

To build a high performance organization by investing in IT personnel; to strengthen and improve disaster backup and recovery strategies and security programs; to enhance and enforce a technology architectural blueprint and standards. To improve program effectiveness and resolve business issues using technology and making services more accessible for residents and businesses. To improve delivery of services by implementing technology best practices. To provide management information solutions in response to agency needs. To provide and maintain a standardized technology system to streamline government operations, increase efficiency, facilitate better decision-making and eliminate redundant systems for the statewide human resources and procurement functions.

## Program Description

***The*** *Bureau of Enterprise Systems and Technology (BEST)* consists of the following divisions: Enterprise Programs and Practices, Security, Application Development and Support, Operations, Communications and Collaborations, Platform Services and Network Services. BEST provides enterprise services to support state agency business and operational needs, from phones and desktops to the state’s most critical financial, human service and public safety applications.

BEST provides infrastructure, hosting and development support for state data and distributed systems. BEST works to protect the state’s IT infrastructure with a broad array of IT security services, including intrusion protection, business continuity and disaster recovery services for HIPAA-impacted agencies.

BEST provides customer agencies with advanced office environments through provision of enterprise messaging and e-mail, directory, desktop, file/print, anti-virus and patch management services.

BEST provides network connectivity to state agencies and facilities through maintenance and enhancement of the statewide local and wide area networks. BEST also provides telecommunication system consulting and project management services.

BEST provides the tools and management for expansion and advancement of the state’s internet presence, including deployment of a statewide online web content management system.

BEST provides statewide procurement services for information technology and network products and services and administers the centralized telecommunication billing system for state agencies.

Leasing and facilities management

## Statutory Reference

C.G.S. §§4b-1; 4b-21 and 4b-30

## Statement Of Need And Program Objectives

To acquire, sell and transfer real property based on sound economic principles pursuant to the best interests of the state. To ensure that state employees and the visiting public have a clean, safe and healthy environment in which to work or visit. To ensure the responsive and cost-effective implementation of the state's facilities management plan, capital development program, leasing and property acquisition activities, statewide security of buildings and disposition of surplus state property. To lease out state facilities to private parties, where appropriate.

## Program Description

The *Leasing and Property Transfer Unit* acquires, sells, or transfers real property. Additionally, it also leases state-owned property to private and nonprofit groups when appropriate. The unit assists state agencies in determining office space requirements; maintains an up-to-date statewide inventory of available office space; advertises for office space requirements in excess of 2,500 square feet; conducts extensive site searches for suitable office space to meet agency requirements; negotiates to obtain the best transaction possible; prepares lease proposals for the approval of OPM and the State Properties Review Board; and prepares lease documents for the approval of the Attorney General.

The *Facilities Management Unit* consists of both the Contract Property Management and Direct Property Management Units. The Facilities Management Unit administers the operation, maintenance and security of 5.9 million square feet of state owned occupied buildings, and 2 million square feet of vacant buildings. Approximately 9,000 state employees from various agencies occupy these facilities.  Buildings are located throughout the Hartford/Wethersfield area and major cities in the state including Meriden, Mystic, Newington, Norwich, and Waterbury.

The *CAS Management Unit* operates the Capitol Area Energy System (CAS) district heating and cooling loop. The CAS provides hot water for space heating and domestic hot water production, and chilled water for space cooling. The system currently serves 19 total facilities, totaling over 3 million square feet of building space, serving over 5,500 state employees and up to 4,000 private employees or patrons.

The *Statewide Security Unit* provides for the overall physical security of the state employees, clients, visitors and other assets of the State of Connecticut in both state-owned and leased facilities, except where specifically exempted by statute.

The *Technical Services Unit* provides technical engineering, planning and environmental support to Facilities Management and Leasing and Property Transfer. Engineering services include facilities project initiation, three-year infrastructure improvement plan, monthly bonding requests and supervision of agency administered construction projects. Planning services consist of collecting, monitoring and utilizing space allocation information to maximize the use of all leased and state-owned facilities managed by DAS, as well as space planning, move coordination and space renovation. Environmental services include environmental indoor air quality monitoring, safety compliance and recycling.

Boards and Commissions

## Statutory Reference

C.G.S. §§ 4b-3; 4-142a et seq.; 4a-19-4a-21; 6-38b.

## Statement Of Need And Program Objectives

To provide oversight of nine executive branch agencies concerning the leasing, sale and acquisition of real estate, as well as proposals for the hiring of architects and engineers to ensure financial prudence and compliance with state statutes.

To hear and determine all claims against the state except those claims specifically exempted in statute.

To appoint and oversee the administration of the State Marshals.

To determine the method by which the state insures itself against losses; to direct the negotiations for purchase of insurance for the state; to develop and implement risk management and loss prevention programs related to state insurance plans, and to designate the state’s agent(s) of record.

## Program Description

The *State Properties Review Board* reviews and approves transactions involving: the acquisition and development of land and buildings for state use; leasing of private buildings for state agencies; sale or lease of surplus state buildings and lands; acquisition of farms or development rights; assignment of state agencies to state buildings; the selection of and contracts for DPW project consultants; lease and/or purchase of group homes for the Department of Developmental Services; lease of warehouse/distribution space of the Connecticut Regional Market; leases, operating or concession agreements at state airports and piers; acquisition of highway and railroad rights-of-way and related facilities; and other transactions/hearings mandated by the legislature.

The *Office of the Claims Commissioner* receives claims filed against the state pursuant to Chapter 53 of the Connecticut General Statutes; conducts hearings for claims seeking more than $7,500 and/or permission to sue the state; adjudicates, with or without hearings, all claims against the state for less than $7,500; processes all claims in an expeditious manner; and decides which claims are “just and equitable” and meet the other statutory elements warranting a waiver of the sovereign immunity of the State.

The *State Marshal Commission* establishes professional standards, including training requirements and minimum fees for the execution and service of process; equitably assigns service of restraining orders to state marshals in each county; fills vacancies in the position of state marshal in any county; investigates complaints brought against state marshals and determines whether just cause exists to remove appointments; and reviews and audits marshals’ accounts.

The *State Insurance and Risk Management Board* promotes a coordinated insurance and risk management program within the state; protects the assets of the State of Connecticut by developing and implementing risk management and loss prevention programs; determines the method by which the state shall insure/self-insure; obtains the broadest coverage at the most reasonable cost; designates the agent of record and selects insurance companies; and utilizes risk management methods such as exposure identification, loss control, risk transfer or risk assumption.

construction management

## Statutory Reference

## C.G.S. §§ 4b-1; 10-284; 29-250

## Statement of Need and Program Objectives

To manage the planning, design and construction of state-owned facilities, which provide adequate, efficient and environmentally sound buildings, including associated utilities and site improvements. To provide technical assistance to agency facility managers, including all state-managed institutions. To develop, and ensure compliance with, the State’s Building, Fire Safety, and Fire Prevention Codes. To provide technical support for DCS administered projects as well as for other State agencies. To review and approve applications for state grants, and review project construction documents for conformance with building codes and program requirements.

## Program Description

*Construction Management* provides technical assistance and oversight of the design and construction of state capital projects and statewide programs, special projects, and claims management. The department is responsible of ensuring code compliance for all large‐scale state owned construction projects by performing plan reviews, conducting inspections and issuing certificates of occupancy. This includes all major “threshold” projects administered by CT DOT and UConn, such as the Jackson Laboratory project. The department provides technical review of the design documents for state funded local school construction projects and is responsible for review and approval of all local requests for grant funding for local school construction. The State Building Inspector and State Fire Marshal staff develop, publish and administer a broad range of codes and agency regulations intended to protect the public from natural or technological failure or disaster.